STATE OF NEW HAMPSHIRE
DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS
Workforce Innovation and Opportunity Act (WIOA) Youth Programs (In-School and Out-of-School)

RFP DBEA # 2027-01 2027-2030

Section 1 – Overview and Schedule

A. Executive Summary

The Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) is soliciting Request for Proposals (RFP) on behalf of the State Workforce Innovation Board (SWIB) to identify and select a qualified subrecipient to serve as the New Hampshire WIOA Title I Youth service provider. We are seeking an applicant who is willing to bring new ideas, resources, approaches, and partnerships to the workforce system. Organizations can partner with other eligible entities to develop and deliver a responsive program as a consortium as long as one of the entities is clearly identified as the lead entity and fiduciary. Where such arrangements exist, the proposal must include a Letter of Agreement clearly articulating the roles and responsibilities of each party.

The resulting contract shall be effective July 1, 2027, and extend until June 30, 2030, with an option for a one year extension. OWO made the determination to award one subrecipient/ to provide services to both In-School Youth (ISY) and Out-of-School Youth (OSY) at multiple locations to eligible individuals throughout the State of New Hampshire. The award of the contract is contingent on approval by Governor and Executive Council.

The proposed services will be 100% funded under the Workforce Innovation and Opportunity Act (WIOA) of 2014, P.L. 113-128, from an award from the U.S. Department of Labor (USDOL) Employment and Training Administration (ETA) CFDA# 17.259. For planning purposes, Applicants should estimate WIOA Youth funding of $1,700,000.00 annually. Please keep in mind that at least 75% of funds must be spent directly on OSY programs, with no more than 25% spent directly on ISY programs and Work Experience must account for 20% of the total WIOA Youth formula program expenditures. This estimate is provided solely for guidance to applicants in preparing a budget and cost proposal. The actual award amount is contingent upon available federal funds at the time of contract negotiations.

Note: This amount is provided as a planning figure only and does not commit BEA/OWO to award a contract for this amount. The Applicants is responsible for proposing a reasonable total cost for delivery of services described in this RFP. Funding during the contract period may be adjusted due to changes in WIOA funding received.

B. Schedule

The following table provides a Schedule of Events for this RFP through contract finalization and approval. The Agency reserves the right to amend this Schedule at its sole discretion and at any time through a published Addendum.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

EVENT	DATE	LOCAL TIME
RFP Released (Advertisement)	November 13, 2026	1:00 PM
Applicant Inquiry Period Ends	December 4, 2026	4:00 PM
Final Agency Responses to Applicant Inquiries	December 11, 2026	4:00 PM
Applicant Submit Proposals	January 25, 2027	4:00 PM
Estimated Notification of Selection and Begin Contract Negotiations	February 19, 2027	4:00 PM
Targeted Governor and Council Meeting	April 2027	
Anticipated Contract Start Date	July 1, 2027	

Section 2 - Description of Agency/Program Issuing the Request for Proposals

The Department of Business and Economic Affairs (BEA) is dedicated to enhancing the economic vitality of the State of New Hampshire while promoting it as a destination for domestic and international visitors. For more information visit www.nheconomy.com, www.choosenh.com, or https://www.nheconomy.com/office-of-workforce-opportunity.

The Department of Business and Economic Affairs, Office of Workforce Opportunity, is the state agency that serves as the grant recipient for federal funds allocated under Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014. The WIOA was created to provide state and local areas the flexibility to collaborate across systems in an effort to address the employment and skill needs of current employees, job seekers, and employers. Applicants are strongly encouraged to read the Department of Labor's WIOA resource page for WIOA information and the latest updates: https://www.doleta.gov/wioa/.

WIOA has six main purposes:

1. Increase access to and opportunities for employment, education, training, and support services for individuals, particularly those with barriers to employment.
2. Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
3. Improve the quality and labor market relevance of workforce investment, education, and economic development efforts.
4. Promote improvement in the structure and delivery of services.
5. Increase the prosperity of workers and employers.
6. Provide workforce development activities that increase employment, retention, and earnings of participants and that increase post-secondary credential attainment and as a result, improves the quality of the workforce, reduces welfare dependency, increases economic self-sufficiency, meets skills requirement of employers, and enhances productivity and competitiveness of the nation.

State Workforce Innovation Board (SWIB)

The State Workforce Innovation Board (SWIB) in New Hampshire operates as a single service delivery area, and as such has one state level board i.e., no local workforce boards. Consistent with WIOA requirements, the SWIB is composed of business leaders from throughout the state, representatives of organized labor, and state agency leaders. Private sector leaders constitute a majority of the membership. The mission of the SWIB is to promote life-long learning by collaborating with businesses, agencies, and organizations to bring the state's education, employment, and training programs together into a workforce development system that provides the means for residents of New Hampshire to gain sufficient skills, education, employment and financial independence. To learn more about the SWIB visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/state-workforce-innovation-board.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

One-Stop Operator Consortium (Consortium)

The NH Works One-Stop Operator Consortium (Consortium) serves as the One-Stop Operator in New Hampshire. The purpose of the Consortium is to oversee the implementation of system-wide workforce development strategies and goals at the service delivery level consistent with the vision and goals set forth by the SWIB. The Consortium is the primary committee charged with designing and implementing continuous improvement tools and processes for the One-Stop service delivery system. The Commissioner of NH Employment Security serves as the Chair of the Consortium. The Consortium membership is comprised of State Director and/or other executive level staff from the core state workforce development system partners (i.e., NH Employment Security (NHES), NH Department of Education (DOE), Community College System of NH (CCSNH), NH Business and Economic Affairs (BEA), and NH Department of Health and Human Services (DHHS). For more information on the NH Works One-Stop service delivery system, please see the WIOA Combined State Plan at https://www.nheconomy.com/office-of-workforce-opportunity/about-us/state-plan.

NH Works (One-Stop Delivery System- American Job Centers)

The cornerstone of the workforce innovation system is the one-stop service delivery system designed to serve the needs of dual customers: the job seeker and the employer. This delivery system is the mechanism through which programs are integrated. In New Hampshire, this One-Stop System, known as NH Works, also carries the federal tagline “an American Job Center”. The NH Works service delivery system model is a commonsense approach to helping people find the right job, training or educational programs at a single location. Job seekers are placed in new jobs, get specific skills training, and/or access training programs. The NH Works Centers also provide a central location for businesses to get help hiring employees, find qualified workers and/or post job listings. New Hampshire has twelve NH Works Centers located throughout the state.

Entities funded through WIOA shall be a partner in the NH Works service delivery system. The system, designed to operate as a network of partners, works to enhance education, training and employment opportunities for specific populations under the guidance of the One-Stop Operator Consortium. All providers funded completely or in part with WIOA, shall work in conjunction with partner agencies to provide a holistic approach to customer service.

Historically, Title I Youth Services have not been housed within the NH Works Centers. The subrecipient that is selected to provide services under this RFP will be responsible for providing Title I Youth services to any eligible individual, and even if the subrecipient has a physical location in the area they will be expected to coordinate delivery of services within the NH Works centers for at least some portion of the contract. The selected sub-recipients are responsible for determining their expected presence within the NH Works Centers and should describe that in their proposal. The subrecipient selected to provide WIOA youth services is expected to develop strong relationships with other WIOA partners and hold up a significant portion of the One Stop model.

As stated above, the SWIB is committed to ensuring that the State’s One-Stop service delivery system of NH Works American Job Centers are recognized as such by all who enter the system. As a condition of this RFP, subrecipients of WIOA funds (i.e., service providers) must agree to the following stipulations:

- All services, staff, and promotional materials funded under the agreement shall identify using NH Works branding. The Service Provider may use their agency/company name and/or logo, but only as a secondary identifier.
- BEA, or its designee, reserves the right to approve all staff signatory taglines for email and promotional materials prior to implementation to ensure consistency of message.
- Job titles assigned to staff hired under this agreement shall not contain descriptive words such as WIOA Administrator or WIOA Director; these designations are reserved to identify state level staff, only.

In addition to the requirements and expectations detailed in this RFP, all services proposed by the applicants must support the goals of the NH Works system, which includes the following:

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

- *Universal*: Resulting in efficient and timely access to a wide variety of employment-related services to individuals seeking work.
- *Integration*: Creates a seamless, functional coordination of services through collaborative development of the system's vision, goals, service strategies, resource allocation and team-based system management.
- *Customer choice*: Allows the customer to navigate his/her employment path.
- *Accountability*: Results in a performance-driven, outcome-based system that uses data collection, customer feedback and other tools to access program success.
- *Consistency of Branding*: The WIOA Youth service provider provides services on behalf of NH Works and shall identify as NH Works in all verbal and written communications.

See the WIOA Combined State Plan for more information on the NH Works One-Stop service delivery system at https://www.nheconomy.com/office-of-workforce-opportunity.

Section 3 – Scope of Work

As the State Agency designated by the Governor of New Hampshire to serve as the grant recipient of federal funds allocated through Title I of the Workforce Innovation and Opportunity Act (WIOA), BEA/OWO is seeking proposals for innovative programs that provide the following:

- Assist eligible Out-of-School Youth (OSY) and eligible In-School Youth (ISY), who are seeking assistance in achieving academic and employment success, with effective and comprehensive services and activities that include a variety of options for improving educational and skill competencies and provide an effective connection to educational institutions and employers, including small business employers in in-demand industry sectors and occupations in the local and regional markets that will lead to long term employment in the state.
- Implement integrated strategies for career pathway approaches that support post-secondary education, training, and employment. Training should target high demand skills that meet industry sector needs.
- Implement work-based training strategies and employment approaches to enable eligible participants to develop essential skills that are best learned on the job.
    - This may include paid or unpaid work experiences, summer employment opportunities and other employment available throughout the school year, as well as pre-apprenticeship and apprenticeships programs, internships, job shadowing, and on-the-job training. These work experience strategies must serve as the next step in career development, whether the desired outcome is employment or enrollment in advanced training or post-secondary education.
- Formulate strategic partnership opportunities that will lead to coordinated career pathway pipelines to meet the needs of employers and to attract and retain talent in the state. Such as career and technical education and adult education opportunities.
- Implement progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials using a model that highlights both expanded training and career growth and the potential of continuous services through referrals and co-enrollment.
- Provide support services to individuals who are in need of them to participate and succeed in work and training activities that enhance career development and growth.
- Develop strategies for effectively serving individuals with barriers to employment and for coordinating programs and services among one-stop partners through co-enrollment, robust referrals and outlines of individual needs during intake and throughout program delivery.
- Support the development of alternative, evidence-based programs, and other activities that enhance the choices available to eligible youth and which encourage youth to reenter and complete secondary education, enroll in postsecondary education and advanced training, progress through a career pathway, and enter into unsubsidized employment that leads to economic self-sufficiency.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

- Explain how your organization will develop or foster existing relationships with businesses or industries with specific plans to increase workforce pipelines in the state of New Hampshire
- Show past success in development and designs on future opportunities related to sector demands along with examples of potential partnerships.
- Develop cost effective and collaborative strategies to strengthen and expand WIOA service delivery that aligns with economic development and provides direct connection to business and industry throughout the state or in a specific region.

Demonstrate or provide past performance (over the last two years) that shows effectiveness of program delivery in the following areas: employment in 2nd and 4th quarter, measurable skills gains (MSG), credential attainment and median earnings. For a full list of roles and responsibilities of the WIOA Title I Youth Service Provider, please refer to Appendix G.

Section 4 – Process for Submitting a Proposal

A. Proposal Submission, Deadline, and Location Instructions

Proposals submitted in response to this RFP must be received by the Department of Business and Economic Affairs no later than the time and date specified in the Schedule section, herein. Proposals must be submitted electronically. Proposals must be addressed to:

State of New Hampshire
Department of Business and Economic Affairs
Office of Workforce Opportunity
c/o
Joseph A Doiron

Electronic proposals must be submitted to: Joseph.A.Doiron@livefree.nh.gov

Proposals must be clearly marked as follows:

STATE OF NEW HAMPSHIRE

RESPONSE TO RFP BEA 2027-2030
Workforce Innovation and Opportunity Act (WIOA) – Youth Programs (ISY and OSY)

Unless waived as a non-material deviation in accordance with Section 6B, late submissions will not be accepted and will be declined and unopened. Delivery of the Proposals shall be at the Applicants expense. The time of receipt shall be considered when a Proposal has been officially documented by the Agency, in accordance with its established policies, as having been received at the location designated above.

All Proposals submitted in response to this RFP must consist of at least:

1) One electronic copy of the Proposal with all Confidential Information fully redacted, as provided for in Section 7E of this RFP.

Applicants who are ineligible to bid on proposals, bids or quotes issued by the Department of Administrative Services, Division of Procurement and Support Services pursuant to the provisions of RSA 21-I:11-c shall not be considered eligible for an award under this proposal.

B. Proposal Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be submitted via email to the following RFP designated Points of Contact:

TO: Joseph.A.Doiron@livefree.nh.gov

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

Inquiries must be received by the Agency's RFP Point of Contact no later than the conclusion of the Applicants Inquiry Period (see Schedule of Events section, herein). Inquiries received later than the conclusion of the Applicants Inquiry Period shall not be considered properly submitted and may not be considered.

The Agency intends to issue official responses to properly submitted inquiries on or before the date specified in the Schedule section, herein; however, this date is subject to change at the Agency's discretion. The Agency may consolidate and/or paraphrase questions for sufficiency and clarity. The Agency may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the Agency. Official responses by the Agency will be made only in writing by the process described above. Applicants shall be responsible for reviewing the most updated information related to this RFP before submitting a proposal.

C. Restriction of Contact with Agency Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a Applicants, all communication with personnel employed by or under contract with the Agency regarding this RFP is forbidden unless first approved by the RFP Point of Contact listed in the Proposal Inquiries section, herein. Agency employees have been directed not to hold conferences and/or discussions concerning this RFP with any potential sub-recipient during the selection process, unless otherwise authorized by the RFP Point of Contact. Applicants may be disqualified for violating this restriction on communications.

D. Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

E. Eligible Entities

Proposals may be submitted by qualified organizations, or entities (public, nonprofit, or private) or a consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the one-stop system partners with proven and demonstrated effectiveness), located in NH, which may include:

- An institution of higher education
- An employment service State agency established under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) on behalf of the local office of the agency
- A community-based organization, nonprofit organization, or intermediary
- A private for-profit entity
- A government agency
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

To be eligible, Applicants must be authorized to do business in New Hampshire. Workforce development minded organizations with or without previous experience as a contractor may submit proposals; however, only proposals from organizations or individuals that can thoroughly demonstrate they have the ability to provide the required services will be considered.

No provider or entity may compete for funds if:

- The entity has been debarred or suspended or otherwise determined ineligible to receive federal funds by an action of any governmental individual/organization.
- The entity's previous contract(s) with the State of New Hampshire had been terminated for cause.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

- The individual or entity has not compiled with an official order to repay disallowed costs incurred during its conduct of services under any contract.
- The individual or entity or its parent organization have filed for bankruptcy during the past 7 years.

SECTION 5 - Content and Requirements for a Proposal

Applicant's seeking funding for multiple locations must submit one application that describes the program and lists each location with necessary specifying details for each (please see Section 5C below for clarification). An award for one program site does not guarantee an award for other sites listed in the response and will be discussed during the negotiation period.

The items contained in this section must be included in the proposal to meet the minimum requirements for evaluation. The sections must be in the order described and written in a straightforward and concise manner. BEA/OWO is interested in the quality and responsiveness of the proposal. Points will be deducted from the total score if proposals do not list the questions and answers (see Section D for example).

Respondents must carefully examine all requirements stipulated in this RFP and respond to each requirement in their proposal.

Letters of support are not required but are accepted and do not count towards the page limit requirement.

Please note that BEA/OWO cannot enter into contract negotiations with an organization that is not legally permitted to conduct business within the State of New Hampshire or is debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

A. Proposal Content Requirements

1. Proposal Cover Sheet	Appendix A	Required	Pass/Fail
2. Table of Contents	with Page Numbers	Required	Pass/Fail
3. Abstract/Executive Summary	Max. one (1) Page	Required	Pass/Fail
			100 Point Total
4. Proposal Narrative		Required	**80 Point Total**
A. Experience and Qualifications	Max. Ten (10) Pages	"	15 Points (of 80)
B. Program Service Delivery Model	Max. Ten (10) Pages	"	20 Points (of 80)
C. Performance Accountability	Max. Four (4) Pages	"	15 Points (of 80)
D. Partnerships & Community Engagement	Max. Two (2) Pages	"	15 Points (of 80)
E. Technology, Data, & Reporting	Max. Two (2) Pages	"	10 Points (of 80)
F. Timeline	Max. Two (2) Pages	"	5 Points (of 80)
5. Contractor Cover Sheet	Appendix B	Required	Pass/Fail
6. Proposal Budget		Required	**20 Point Total**
A. Fiscal Capabilities	Max. Eight (8) Pages	"	
B. Budget Worksheet	Appendix C	Required	
7. Staff Job Descriptions	Appendix D	Required	Pass/Fail
8. State Assurances and Certification	Appendix E	Required	Pass/Fail
9. WIOA Assurances and Certification	Appendix F	Required	Pass/Fail
10. Roles & Responsibilities of the Title I Youth Service Provider	Appendix G	Required	Pass/Fail
11. Conflict of Interest	Appendix H	Required	Pass/Fail
12. Miscellaneous	Max. Five (5) Pages	Optional	

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

B. Proposal Format Requirements

Font: 12 point – Times New Roman
Spacing single spaced
All content in the proposal must be typed (with the exception of signatures)
Table of contents: organized by section and page number
Pages: Numbered (exclusive of title page, and miscellaneous pages)
Margins: 1 inch
Email: PDF format – drop box and/or similar tools not allowed.

C. Proposal Packets

BEA/OWO will consider proposal packets from applicants that include proposals for (ISY/OSY single/multiple locations throughout NH. Applicants proposing multiple locations whose programs may differ, can use the miscellaneous section to explain in further detail the specifics of each site.

SECTION 6 – Evaluation of Proposals

A. Technical Review

OWO staff will serve as the Technical Review Team. The team will conduct a review of each proposal received for compliance with technical submission requirements as follows:

1. Confirm the proposal was submitted in accordance with the specified timeline.
2. Confirm all the requested information and documentation is included in the application package.
3. Verify that the proposal is complete and signed by an individual legally authorized to act on behalf of the Applicant.
4. Evaluate each proposal for acceptability, based on completeness and responsiveness to requisite program criteria.

Proposals assessed as failing to meet the required minimal submission standards will be disqualified and will not be considered.

Proposals passing the technical review will be forwarded to the Selection Committee for content evaluation and scoring.

B. Selection Process

- No less than three reviewers with no less than two (2) SWIB members shall serve as the Selection Committee for this RFP.
- Proposals that meet the minimum submission criteria will be reviewed and ranked by the Selection Committee.
- Each reviewer will complete a score sheet for each proposal received from the Technical Review team.
- Proposals will be ranked based on the merits of the proposal using the Evaluation Scoring process outlined in the section below.
- Rankings will be used as a guide for discussion and final selection of a provider.

Scores submitted from the Selection Committee will result in the initial selection of provider(s) that most closely meet the requirements established by the SWIB as determined by OWO.

- If the results of the review indicate, in the opinion of OWO, that the Applicant may not be able to fulfill service delivery expectations, OWO reserves the right to decide not to enter into a contract with the organization, regardless of the ranking and/or approval of the applicant's proposal.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

- OWO may require the selected service provider to participate in negotiations and modify their proposals based on the outcome of those negotiations. OWO may decide not to fund part or the entire proposal, even though it is found to be competitive. Such decisions will be made based on the opinion of OWO that the services proposed are not needed, the goals of the proposal do not align with goals of the SWIB, or the costs are higher than OWO finds reasonable in relation to the overall funds available.
- OWO reserves the right to modify or alter the requirements and standards as set forth in this RFP based on program requirements mandated by state or federal agencies. In such instances, OWO will not be held liable for provisions of the RFP package that become invalid.
- Additional funds received by OWO may be used to expand services with existing subrecipients or to fund competitively rated proposals not initially funded under this RFP. These decisions shall be at the discretion of OWO.
- OWO will initiate and negotiate a contract award pending receipt of any additional documentation regarding administrative qualifications and/or any other areas of concern and/or the successful completion of contract negotiations.
- The final contract between OWO and the selected Applicant is subject to the NH Governor and Council final approval.

C. Criteria for Evaluation and Scoring

Proposals should be developed and organized as outlined below. Interested applicants should respond to each section's requirement in its entirety. For example:

Experience & Qualifications including Organizational Capacity

1) Describe your organization's previous experience providing programs and services for Youth, particularly OSY and at-risk Youth.
a. [Insert organization's response]
2) What administrative capacity does your organization currently possess?
a. [Insert organization's response]

Abstract/Executive Summary – Pass/Fail (Max 1 page)

- Provide a description of your organization.
- Demonstrate an understanding of the workforce development system in New Hampshire and provide data that relates to any WIOA related to past performance.
- Outline key organizational achievements within the past three (3) years.
- Provide an explanation of how statewide services will be offered to all eligible applicants.
- Concisely describe why your organization is seeking award of this RFP and any unique or innovative aspects that may set your response apart from others.

Experience and Qualifications – Worth 15 Points (Max of 10 Pages)

- Describe your organization's previous experience providing programs and services to Youth, particularly OSY and at-risk ISY.
- What administrative capacity does your organization currently possess?
- Describe the staffing plan to provide youth services. Include a staffing chart.
- Describe statewide provision of youth services.
- Describe the related experience or training of the proposed staff.
- List the participant to counselor ratio.
- Briefly describe your organization's track record of providing services to Youth, whether WIOA or other grant programs.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

- Describe the facilities you will be using for youth activities and/or services.
- Describe any areas of concern and/or difficulty in your organizations prior administration of a WIOA program or similar workforce development program.
    - Describe how your organization addresses those difficulties, i.e. what steps were put in place to prevent similar issues from reoccurring and what results have come from that implementation.

Program Service Delivery Model - Worth 20 Points (Max of 10 Pages)

- Identify the special youth populations you will target in your service delivery plan.
- Identify and describe your recruitment process for each quarter.
- How will these youth be identified and on what basis will they be determined to possess barriers to employment?
- How will barriers of the targeted youth population be addressed?
- How will referrals be provided?
- What provisions will be made to accommodate special populations (e.g., supportive services)?
- Your organization's plan for serving the targeted youth population should include experience and best practices.
- BEA/OWO encourages alignment between ISY career pathways and opportunities to scale career pathways for OSY. ISY career pathways are supported through Career and Technical Education ("CTE") programs across New Hampshire. How will your organization work with CTE programs in the state to align ISY and OSY career pathways?
- Describe the activities and/or services you intend to provide and how they will be provided by age, location and activity for ISY and OSY.
    - Describe your organizations planned strategies to recruit youth to participate in the planned program and what agencies you will coordinate with. When relevant, be specific regarding how and what methods you will use to reach out to youth who have dropped out of school and/or your planned coordination efforts and connections with school departments, One-Stop Career Centers, other WIOA Core Partners (Adult Education, Vocational Rehabilitation, DHHS), Job Corp, and other Youth Programs.
    - Employers have indicated that work readiness skills ("soft skills") and critical thinking skills are a major consideration in hiring and retaining employees. Describe in detail how the program proposed will address work readiness skills and retention skills for ISY and OSY. "Soft skills" include but are not limited to: analyzing and solving problems, competency in foundation mathematics, reading skills and good attendance. Describe expected outcomes for soft skills building that will meet employer needs.
    - Employers have also indicated that basic skills, including math and reading, are lacking in the current workforce. Describe in detail the delivery of basic skills for both ISY and OSY. Describe optimal partner referrals processes to increase basic skills for participants.
    - How will case management services be handled? Who will be the primary case management liaison for your agency?
    - How do the intended services link to business and industry needs and regional demand occupations and remain cost effective?
    - Describe how you will ensure each of the 14 WIOA Youth Elements (see Appendix G) are available to youth participants. Each element should be addressed in detail.
    - Describe how your organization will arrange for and/or provide services for youth based on the results of individualized objective assessments and individual service strategies.
    - Describe how your organization will use partner relationships to remove or reduce barriers to training and employment.
    - Describe how drop-in services will be guaranteed at each location if programs are designed independently.

Performance Accountability - Worth 15 Points (Max of 4 Pages)

- Describe your strategy to meet or exceed the state's performance goals for this RFP.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

    - How will your organization manage measurement, achievement, and documentation of performance standards?
- Include specific performance targets related to State and Federal performance measures.
- Identify your proposed quarterly and annual goals for each state-mandated performance measure, and list objectives under these areas with specific measurables and deliverables.
- Identify the number of both ISY and OSY new enrollments to be served during program operation.
    - Describe recruitment strategies your organization will use if contract goals are not on track to be met by the end of the 2nd quarter.
- Describe how the state's goals and objectives for ISY and OSY will be achieved. Goals and objectives must be measurable, reportable, and attainable and entered in the Job Match System. Although performance measures have not been negotiated for PY28 and beyond, New Hampshire's negotiated performance measures for PY27 are as follows:
    1. Placement in Employment or Education – Eligible WIOA youth will enter post-secondary education or employment at the rate of 80.5% by the end of the 2nd quarter after exit.
    2. Retention in Employment or Education – Eligible WIOA youth will retain post-secondary education or employment at the rate of 78.5% by the end of the 4th quarter after exit.
    3. Attainment of Degree or Certification – Of those youth that enter WIOA services without a diploma, equivalent, or a nationally recognized certification, at least 74.5% will receive one by the end of the 1st quarter after exit.
    4. Median Earnings – Measured median earnings the 2nd quarter after exit will be $6,200.00.
    5. Measurable Skills Gain 66.0%

Partnerships & Community Engagement - Worth 15 Points (Max of 2 Pages)

- Describe existing career pipelines, specific partnerships and your organizations connection to CTE and, any connection to pre apprenticeships and apprenticeships.
- Describe how you will connect linkages with education and training for post-secondary educational opportunities (e.g., academic & occupational learning, preparation for employment, etc.).

Technology, Data, & Reporting - Worth 10 Points (Max of 2 Pages)

- Describe your organization's procedures for recordkeeping
- Describe past success with tracking program performance and/or outcomes. Include a description of previous outcomes from other successful initiatives and describe experience with capturing and reporting performance information.
- Describe how you will determine WIOA eligibility and enter eligibility and other customer information into the Job Match System.

Timeline – Worth 5 Points (Max of 2 Pages)

- Please provide your detailed timeline for the proposed project.
- Using your timeline, please provide specific milestones for when primary objectives will be met.
- Describe an ideal WIOA participant process, this should cover the flow between intake, eligibility and follow up services
- Describe how eligible participants who are dropping interest and/or attendance, will be enticed to reengage and complete, or how they will be exited and with what information provided.

Fiscal Capabilities – Worth 20 points (Max of 8 pages)

Part I: Budget Narrative

In responding to this RFP, the Applicant should plan for an annual (July 1 – June 30) budget cycle. Applicant should submit invoicing on a monthly basis unless otherwise noted in the budget narrative.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

The Budget Narrative is an opportunity for BEA/OWO to assess the fiscal risk and operations of the organization. It is also where the Applicant provides an itemized budget breakdown and narrative for each budget category listed on the Budget Worksheet.

The budget narrative submitted should answer the following:

- Describe your organization's experience managing Federal funds.
- Describe the internal controls of your organization to handle finances.
- Describe how you will help ensure an efficient and cost effective use of the WIOA funds while maximizing services provided for both ISY and OSY.
- Describe past success with leveraging additional resources. Describe both leveraged resources whose purpose has been to ensure and maximize the delivery of services and leveraged resources whose purpose was to maximize the organization's financial resources. Also, specify additional resources to be leveraged and any in-kind contributions the organization will provide to assist in the participant's program's success.
- Describe how you will financially support the costs of doing business until an invoice can be submitted and paid by BEA/OWO.
    - No advance payment will be made.
    - Indirect costs can only be charged to the contract if an approved indirect cost plan is included with the budget.
    - Applicants should note: BEA/OWO will pay on a cost-reimbursable basis for all justifiable WIOA Youth Services costs, which includes: staff salary/benefits/travel, rent, utilities, telephone, internet, janitorial services, supplies, equipment, maintenance, and direct WIOA participant costs such as training and supportive service costs.
    - The contractor will be required to submit an invoice accompanied by the appropriate supporting documentation to receive reimbursement for costs. Cash advances will not be available to the contractor. Reimbursements shall be made based on allowable costs incurred. This may include copies of paid invoices, check registers, payroll and benefit records, and similar documents.
- Provide a brief description of the internal controls of the organization.

The budget narrative must also offer sufficient details to allow an assessment of reasonableness, necessity and allocability for the costs identified in the Budget Worksheet.

Personnel

- Provide the title and duties of each position to be compensated under this project and the importance of each position to the success of the project.
- Provide the salary for each position under this project.
- Provide the amount of time (such as hours or percentage of time) to be spent by each position on this project.
- Provide the basis for cost estimates or computations.
- How many direct services staff are included in your budget? (FTEs)
- How many non-direct service staff or administrative are included in your budget? (FTEs)

Fringe Benefits

- Give the fringe benefit percentages of all personnel included under Personnel.
- Provide the rate and base on which fringe benefits are calculated.
- Do not include fringe benefits for salaries and wages that are treated as part of the indirect cost.

Supplies

- Supplies purchased with grant funds should directly benefit the project and be necessary for achieving project goals.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

- Direct supplies and materials differ from equipment in that they are consumable, expendable, and of a relatively low unit cost. Provide an estimate of supplies by nature of expense or general category (e.g., instructional materials, office supplies, etc.).
- Explain anticipated need for supplies and how they relate to project success.
- Provide the basis for cost estimates or computations.

Travel (In-State)

- Explain the purpose of travel, explain how it aligns to the project goals and objectives, and identify who will travel.
- Provide specifics on how travel expenses are calculated.
- Provide information on allowed mileage reimbursement costs.
- Mileage reimbursement may not exceed the federal rate, which can be found at GSA.gov.
- Travel for consultants should be included under Contractual (line 6).
- Out-of-state travel is restricted and requires prior approval from BEA/OWO (most training opportunities are now available on-line).

Facility Costs (not included in indirect costs)

- For facility cost, include estimated total square feet available and cost per square foot.

Communications

- Provide specifics on communications expenses.

Equipment

- In general, equipment costs are not allowed for this program.
- The State considers all purchases of $250 or more to be treated as equipment that must be maintained on inventory and remain property of the program/state. Such purchases require prior approval from BEA/OWO. Failure to obtain prior approval will result in disallowance of the expense.
- The provider shall return all equipment/furniture purchased with federal funds to BEA upon the termination of contract.

Staff Training

- Provide the organization's plan for professional development of staff associated with this grant. Professional development of staff is a vital component to successful grant management and is encouraged by BEA/OWO.
- Include the organization's plans to train staff on all elements associated with successful case management as well as data entry into the case management system.

Contractual

- Please note that this RFP does not include a provision for sub-contracts. However, if the Applicant is proposing a service design that includes contractual agreements the following information must be provided. Describe the products to be acquired, and/or the professional services to be provided.
- Provide the purpose of the product(s) and/or services and their relation to project success.
- Provide the projected cost per contractor and basis for cost estimates.
- For professional services contracts, provide the amount of time to be devoted to the project, including the proposed costs to the grant award.

Other

- Provide the purpose for the expenditures and their relation to the proposed strategy during the project period.
- Costs associated with professional development, if applicable.

Total Direct Costs

- The sum total of all direct expenditures, per budget category.

Indirect Costs

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

- Describe your indirect costs rate – include the percentage and the costs included in your base used to calculate your indirect cost rate. If the Applicant does not have an approved indirect cost rate, they may use the 15% De Minimis rate, if eligible, or elect not to recover indirect costs.

Administration Costs

- Administration costs are limited to 10% of the contract award.
- Indirect costs are included in the administration costs.
- In general, most cost associated with this program will fall into the direct and indirect costs category.
- Please see WIOA guidance on the administrative cost definition for WIOA.

Note: The budget narrative must describe how funds are allocated to minimize administrative costs and support direct services to participants. The narrative should also describe the indirect costs that are proposed, indicate what costs are included, and explain how these indirect program costs were determined. Any indirect costs budgeted must be supported by an indirect cost rate agreement with a Federal or State cognizant agency, a copy of which must be attached to the budget request.

Training Expenses

- Individual Training Accounts (ITA)-Estimated funds for ITAs. Include number of people to train and the estimated cost per person. ITA costs include tuition costs, books, fees, and training related costs that are included in the ITA package. Do not include estimated support service costs. Support service costs are tracked separately.
- On-the-Job Training (OJT) Contracts – estimated cost for OJTs based on the number of people enrolled in an OJT and the estimated cost per participant.
- For the ITA costs estimates assume a cap of $6,500 per person.
- For the OJT costs estimates assumed a cap of $4,500 per person.

Support Services

- Describe how funding will be used for support services and how costs were calculated.
- Support Services assume a cap of $1,500 per person.

Total Costs

- Summarize the total of direct costs, indirect costs, and training costs.
- Please provide total costs for the first program year.

Part II: Budget Worksheet

Applicants are required to submit a budget worksheet using Appendix C. All costs included must be reasonable, allowable, necessary, and allocable among the cost categories using cost principles from 2 CFR 200 and 2 CFR 2900, as appropriate.

The budget narrative provided must offer sufficient details to allow an assessment of cost reasonableness and cost efficiency.

In addition, please use Appendix D for the job description of WIOA funded staff included in the personal costs on the budget worksheet.

D. Rights of the Agency in Accepting and Evaluating Proposals

The Agency reserves the right to:

- Make independent investigations in evaluating Proposals;
- Request additional information to clarify elements of a Proposal;
- Waive minor or immaterial deviations from the RFP requirements, if determined to be in the best interest of the State;
- Omit any planned evaluation step if, in the Agency's view, the step is not needed;

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

- At its sole discretion, reject any and all Proposals at any time; and
- Open contract discussions with the second highest scoring Applicants and so on, if the Agency is unable to reach an agreement on Contract terms with the higher scoring Applicants(s).

SECTION 7 – Terms and Conditions Related to the RFP Process

A. RFP Addendum

The Agency reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, the Agency, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

B. Non-Collusion

The Applicants' signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and work quoted have been established without collusion with other applicants and without effort to preclude the Agency from obtaining the best possible competitive Proposal.

C. Property of the Agency

All material received in response to this RFP shall become the property of the State and will not be returned to the applicants. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

Additionally, the funds authorized via this RFP are 100% Federal funds, therefore upon contract award, the Federal Government reserves a paid-up, nonexclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use for federal purposes: i) the copyright in all products developed under the grant, including a subgrant or contract under the grant or subgrant; and ii) any rights of copyright to which the recipient, subrecipient or a contractor purchases ownership under an award (including but not limited to curricula, training models, technical assistance products, and any related materials). Such uses include, but are not limited to, the right to modify and distribute such products worldwide by any means, electronically or otherwise. Federal funds may not be used to pay any royalty or license fee for use of a copyrighted work, or the cost of acquiring by purchase a copyright in a work, where the Department has a license or rights of free use in such work, although they may be used to pay costs for obtaining a copy which is limited to the developer/seller costs of copying and shipping. If revenues are generated by selling products developed with grant funds, including intellectual property, these revenues are considered as program income. Therefore, program income must be used in accordance with the provisions of this grant award and 2 CFR 200.307.

If applicable, the following needs to be on all products developed in whole or in part with grant funds:

"This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it."

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

D. Confidentiality of a Proposal

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any Contract resulting from this RFP. Applicants' disclosure or distribution of Proposals other than to the Agency will be grounds for disqualification.

E. Public Disclosure

Pursuant to RSA 21-G:37, all information shall remain confidential until the grant contract is approved by the Governor and Executive Council, or, if the grant contract does not require approval from the Governor and Executive Council, until the effective date of the grant contract signed by the Agency.

The content of each applicants' Proposal shall become public information upon the award of any resulting Contract. Any information submitted as part of a response to this request for proposal (RFP) may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP will be made accessible to the public online via the website Transparent NH (http://www.nh.gov/transparentnh/). However, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If you believe any information being submitted in response to this request for proposal, bid or information should be kept confidential as financial or proprietary information; you must specifically identify that information in a letter to the agency, and must mark/stamp each page of the materials that you claim must be exempt from disclosure as "CONFIDENTIAL". A designation by the Applicants of information it believes exempt does not have the effect of making such information exempt. The Agency will determine whether the information it believes is properly exempted from disclosure. Marking of the entire Proposal or entire sections of the Proposal (e.g., pricing) as confidential will neither be accepted nor honored. Notwithstanding any provision of this RFP to the contrary, Applicants pricing will be subject to disclosure upon approval of the contract. The Agency will endeavor to maintain the confidentiality of portions of the Proposal that are clearly and properly marked confidential.

If a request is made to the Agency to view portions of a proposal that the applicant has properly and clearly marked confidential, the Agency will notify the applicant of the request and of the date the Agency plans to release the records. By submitting a proposal, applicants agree that unless the applicant obtains a court order, at its sole expense, enjoining the release of the requested information, the Agency may release the requested information on the date specified in the Agency's notice without any liability to the applicants.

F. Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the Agency to award a Contract. The Agency reserves the right, at its sole discretion, to reject any and all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

G. Proposal Preparation Cost

By submitting a Proposal, an applicant agrees that in no event shall the Agency be either responsible for or held liable for any costs incurred by an applicant in the preparation of or in connection with the Proposal, or for Work performed prior to the Effective Date of a resulting Contract.

H. Ethical Requirements

From the time this RFP is published until a contract is awarded, no Applicant shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any Applicant that violates RSA

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any Applicant who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such Applicant shall be disqualified from bidding on any RFP or similar request for submission issued by any state agency. A Applicant that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the department of administrative services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

I. Challenges on Form or Process of the RFP

Any challenges regarding the validity or legality of the form and procedures of this RFP, including but not limited to the evaluation and scoring of Proposals, shall be brought to the attention of the Agency at least ten (10) business days prior to the Proposal Submission Deadline. By submitting a proposal, the applicant is deemed to have waived any challenges to the agency's authority to conduct this procurement and the form and procedures of this RFP.

1. Debriefing of Unsuccessful Applicants

Unsuccessful applicants may request a debriefing conference. **A written request for a debriefing conference must be emailed to Joseph Doiron at** Joseph.A.Doiron@livefree.nh.gov **within three (3) business days after the conclusion of the Governor and Council meeting on the approval of contract.** OWO will acknowledge receipt of debriefing request within three (3) business days.

Discussion will be limited to a critique of the requesting Applicant's proposal. Comparisons between proposals or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person, on the telephone or virtually, and will be scheduled for a maximum of one hour.

Section 8 – Contract Terms and Award

A. Non-Exclusive Contract

Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other Contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.

B. Award

If the State decides to award a contract as a result of this RFP process, any award is contingent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire and upon continued appropriation of funding and availability of Federal funds for the contract.

C. Standard Contract Terms

The Agency will require the successful Applicant to execute a grant agreement using the Standard Terms and Conditions of the State of New Hampshire which is attached as Attachment A.

To the extent that a Applicants believes that exceptions to the standard form contract will be necessary for the Applicants to enter into the Agreement, the Applicants should note those issues during the Applicants Inquiry Period. The Agency will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. If the Agency accepts a Applicants's exception the Agency will, at the conclusion of the inquiry period, provide notice to all potential Applicants of the

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

exceptions which have been accepted and indicate that exception is available to all potential Applicants. Any exceptions to the standard form contract that are not raised during the applicants inquiry period are waived. In no event is a Applicants to submit its own standard contract terms and conditions as a replacement for the State's terms in response to this solicitation.

Section 9 - Disclaimers and General Provisions

The following are disclaimers and general provisions under BEA and/or the SWIB. The Applicant shall review each statement below to ensure capacity for compliance before submitting a proposal for consideration. Items listed below may be repetitive of provisions cited earlier in this RFP.

- This RFP does not commit BEA to award a sub-recipient contract. If a sub-recipient is not chosen, a new RFP will be issued.
- Funding provided through this RFP process does not allow for any expenses related to preparing a proposal under WIOA Youth formula funding.
- BEA reserves the right to waive informalities and minor irregularities in offers received.
- The SWIB reserves the right to re-release this RFP in the absence of qualified proposals, and/or due to funding restrictions, reallocations, or any other funding/program-related issues at the state or federal level.
- The selected Applicants shall not subcontract in whole or in part any responsibilities or duties assigned in the contractual agreement between the Applicant and BEA without the prior written approval from BEA.
- All data, material, and documentation originated and prepared by the Applicant pursuant to the RFP shall belong exclusively to the BEA and be subjected to disclosure under the Freedom of Information Act.
- Formal notification to award a subrecipient contract and the actual execution of a contract are subject to the results of negotiations between the selected Applicants and BEA and continued availability of WIOA funds.
- Any changes to the WIOA regulations and guidance, funding level or SWIB direction may result in a change in the sub-recipient contract. In such instances, BEA is not liable for what is in the Applicant's proposal or this RFP package.
- Proposals submitted for funding consideration must be consistent with, and if funded, operated according to, the federal WIOA legislation, all applicable federal regulations, State of New Hampshire policies and laws, and BEA policies and procedures.
- The Applicant selected for funding must also ensure compliance with the provisions referenced in 2 CFR 200.327 which are described in Appendix II, Part 200 and applicable sections of 20 CFR and 29 CFR.
- Post RFP, additional funds received by the BEA may be included in a contract with the selected Applicant to expand existing programs; or by consideration of proposals not initially funded under this RFP, if such proposals rated in the competitive range. These decisions shall be at the discretion of the BEA.
- BEA may decide not to fund part or all of a proposal even though it is in the competitive range.
- Any award may be contingent on the results of a pre-award site visit conducted by BEA. This site visit will establish, to BEA's satisfaction, whether the Applicant is capable of conducting and carrying out the provisions of the RFP. If the results of the site visit indicate, in the opinion of BEA, that the Applicant may not be able to fulfill service delivery expectations, BEA reserves the right not to enter into contract with the Applicant.
- BEA is required to abide by all Workforce Innovation and Opportunity Act legislation and regulations. Therefore, the BEA reserves the right to modify or alter the requirements and standards set forth in this RFP based on program requirements mandated by state or federal agencies.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

- The Applicant shall adhere to BEA procedures to collect and verify data and submit required reports as well as monthly invoices to BEA.
- All Applicants must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, gender, national origin, age, disability, sexual preference, English proficiency, or political affiliation or belief.
- All Applicants must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
- Applicants must accept liability for all aspects of any Workforce Innovation and Opportunity Act Program conducted under contract with BEA. Applicants will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
- The funding awarded in a contract resulting from this solicitation are subject to a reduction at any time during the contracting period should a Applicant fail to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from federal or state governments.
- The Applicants awarded a contract (in response to this RFP), will allow state and federal representatives access to all related records and financial statements, program records, program materials, staff, and customers.
- The Applicants awarded a contract (in response to this RFP), is required to maintain all Program records for three years, beginning on the last day of the program year. (2 CFR 200.333-337).
- The RFP period will not be final until BEA and the successful Applicants have executed a mutually satisfactory contractual agreement. BEA reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to final BEA approval of the award and execution of a contractual agreement between the successful Applicants and BEA.
- BEA reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.
- BEA reserves the right to determine both the number of participants to enroll and the funding level for the final contract. Such determination will depend upon overall fund availability and other factors arising during the proposal review process.
- Registration with the New Hampshire Secretary of State as a Vendor is required. Applicants must provide a current copy of such certification or a copy of the submitted application for certification. The Applicant may contact the NH Secretary of State at 603-271-3262 or 3266 for information on vendor registration.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

APPENDICES

APPENDIX A - Proposal Cover Sheet

RFP # DBEA-2024-09
Workforce Innovation and Opportunity Act (WIOA) – Youth Programs (In-School and Out-of-School)

Organizations Name:	
Street Address:	
Mailing Address:	
Contact Person(s):	
Title of Contact Person(s):	
Telephone Number(s):	
Email Address(s):	

Check the box that most appropriately describes your organization:

☐ Unit of Local Government	☐ Private Non-Profit Organization
☐ For Profit Organization	☐ Business Association
☐ Other:	

CERTIFICATION: I certify that the information contained in this proposal, fairly represents the entity named above and its capacity to conduct the proposed delivery of WIOA Youth services as described herein. I acknowledge that I have read and understand the requirements of the RFP and that this entity is prepared to implement the proposed activities if selected for contract. I further certify, by my signature below, my authority to sign this proposal and any contractual agreement emanating there from on behalf of the entity submitting the proposal.

_____ /_____

(SIGNATURE of Authorized Official) Date

_____

(Printed NAME and JOB TITLE of Authorized Official)

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

APPENDIX B – Contractor Data Sheet

CONTRACTOR DATA SHEET **Page 1 of 3**

(To be completed by Applicant)

1. Years in business: Indicate the length of time you have been in business providing this type of service:
   _____ years _____ months

2. References: Indicate below at least three (3) accounts for whom you have provided consultancy services, of which at least two will be related to consortium management/sector organization. Include the date services were furnished, and contacts.

Client	City / State	Dates of Service	Contact Name / Phone / E-mail

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

3. Are you a subsidiary firm? ____ yes _____ no

If yes, list the location of your parent affiliation:

Address: _____

City: _____ State _____

4. List total number of employees:

_____ Full-time _____ Part-time/other

Authorized Signature(s)

This form must be completed and signed by an officer of the company.

Name of Firm: _____

Contact: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

Fax: _____

Email: _____

Date of incorporation: _____

If not a corporation, state the type of business organization, names and addresses of the owners, address and phone of the principal place of business, date business began, and state in which organized.

I certify the accuracy of this information.

Signature: _____

Name and title (print or type): _____

Date: _____

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

APPENDIX C – Budget Worksheet

Name of Organization: Prepared by:

	Administration	Program	Total Costs
***PERSONNEL* EXPENSES**	**$**		
Salaries & Wages	**$**		
Fringe Benefits	**$**		
***PROGRAM OPERATING* EXPENSES**	**$**		
Supplies	**$**		
Staff Travel	**$**		
Facilities (direct charges for Rent & Utilities, Maintenance & Janitorial)	**$**		
Communications (phones, etc.)			
Equipment Rental & Maintenance	**$**		
Equipment Purchase (add approval requirement information)	**$**		
Staff Training	**$**		
Contractual	**$**		
Other	**$**		
INDIRECT COSTS (% =)	**$**		
PARTICIPANT EXPENSES	**$**		
Supportive Services	**$**		
Basic Skill Services	**$**		
Individual Training Accounts (ITA)	**$**		
On the Job Training (OJT)	**$**		
TOTAL	**$**		

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

APPENDIX D – Staff Job Descriptions

Using this format, complete a separate Job Description for **each Position/Job Classification** that will provide WIOA services under the terms of this agreement, whether funded in full or in part, with WIOA funds.

Please identify the following:

1. Job Title

2. Describe actual job duties or tasks performed in relation to the WIOA program and job title (or attach job description and then *continue to answer questions below*).

3. Minimum education, experience, and qualifications of the person to perform the above job duties.

4. What is the anticipated amount of time this staff person will provide WIOA funded services?

   a. _ hours per day

   b. _ hours per week

   c. _ office location(s)

5. What is the anticipated amount of time this staff person will provide WIOA funded services?

   WIOA _____ Other _____

6. Name of Immediate Supervisor: (If position needs to be filled, indicate this.)

7. Share information on any staff assigned to this position that is going to work in other sections/departments of the agency. Please describe.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

APPENDIX E – Assurances & Certifications

1. I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related Subrecipient(s):
2. I/we declare that all answers and statements made in the proposal are true and correct.
3. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for restricting competition. However, I/we may freely join with other persons or organizations for presenting a single proposal.
4. The attached proposal is a firm offer for a period of 60 days following receipt, and it may be accepted by BEA without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period.
5. In preparing this proposal, I/we have not been assisted by any current or former employee of BEA whose duties relate (or did relate) to this proposal or prospective subaward, and who was assisting in other than his or her official, public capacity.
6. I/we understand that BEA will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of BEA, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
7. Unless otherwise required by law, the prices and/or cost data that have been submitted have not been knowingly disclosed by the Applicant and will not knowingly be disclosed by him/her prior to opening, directly or indirectly to any other Applicant or to any competitor.
8. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
9. No attempt has been made or will be made by the Applicant to induce any other person or firm to submit or not to submit a proposal for restricting competition.
10. I/we grant BEA the right to contact references and others, who may have pertinent information regarding the Applicant's prior experience and ability to perform the services contemplated in this procurement.
11. I/we accept and will abide by State of New Hampshire's Code of Conduct and Conflict of Interest Policy

Signature of Applicant	Title	Date

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

APPENDIX F – WIOA Assurances & Certifications

As an organization requesting WIOA funding, we assure and certify that our organization will comply with the following provisions:

1) Exclusive use of the statewide/regional brand name for the NH Works development system in lieu of traditional workforce development language and organizational names in the marketing and delivery of services and programs; furthermore, will ensure to credit the SWIB and BEA for funding on all marketing and other collateral.
2) Consistently identify individual programs and activities in user-friendly terms.
3) Designate appropriate job titles for staff who work with WIOA customers and detailed job descriptions will be available for each job title. These job titles will consistently be used with external customers.
4) Maintain customer files according to NH Works policies and guidance and adhere to data validation expectations.
5) Fully comply with the requirements of the WIOA; all Federal regulations issued pursuant to the Act; the NH WIOA State Plan and policies issued by the SWIB.
6) Administer the program in full compliance with safeguards against fraud and abuse as set forth in the law and regulations.
7) Ensure that the program does not discriminate against, deny benefits or employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, disability, sexual orientation, or political affiliation, or any other non-relevant factor.
8) House all WIOA service provider staff at the NH Works Job Center to the greatest extent possible and will accept all associated workforce roles and responsibilities.
9) Operate the program in full compliance with health and safety standards established under State and Federal law and that condition of employment and training will be appropriate and reasonable in light of such factors as the type of work, geographical area, and proficiency of the customers.
10) Refer ineligible applicants to other appropriate services, including career services available at the NH Works Job Centers.
11) Exhaust other resources for support and/training prior to using WIOA funds.
12) Ensure that all WIOA customers participating in on-the-job training activities or individuals employed in other activities under WIOA be compensated at the same rates, including periodic increases and working conditions, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills. Moreover, that such rate shall be accordance with applicable law. In no event shall the wage be less than the applicable state or local minimum wage law.
13) Ensure that no customer is employed to fill a job opening when any other person is on layoff from same or equivalent job, or when employer terminates the employment of any regular employee or otherwise reduces its workforce with the intention of filling vacancies with WIOA customers.
14) Ensure no WIOA funds will be used for contributions on behalf of any customers to retirement systems or plans; to impair existing Subrecipients for services for collective bargaining agreements; to assist, promote, or deter union activities; or to displace any currently employed worker.
15) Ensure reports to the BEA or its staff will be provided in a timely fashion, as requested.
16) Ensure all customer information will be keyed into the client management information system, JMS/GSI WIOA, in accordance with state and local policy, both in terms of content and timeframe expectations.
17) Ensure eligibility verification will be completed and documented in accordance with Federal, State, and local policy.
18) Ensure WIOA funds are not used for customer loans.
19) Ensure the total project costs will not exceed the amount awarded in the subrecipient contract for services.
20) Ensure coordination of training site visits by BEA staff and federal staff on request and will fully cooperate with monitoring reviews and other site visits by any representative of the WIOA.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

21) Ensure will, in carrying out the contract, refrain from activities involving either actual or the appearance of conflict of interest according to Code of Conduct and Conflict of Interest.
22) Ensure will adhere to the BEA records retention policy and all WIOA financial and programmatic records (including customer files) stored by each service provider for a minimum of three years from the date the program year audit is completed.
23) Ensure an annual single audit performed in accordance with current Federal regulations and that upon receipt of completed audit, sub-recipient will submit a copy to the BEA within thirty days (30) unless approved for a longer period.
24) Ensure will comply with Title VI of the Civil Rights Act of 1964 (PL 88-352).
25) Ensure will comply with the nepotism provisions as they relate to federally funded programs.
26) Ensure will comply with the Immigration Reform and Control Act of 1986 by completing and maintaining on file an I-9 form for each customer receiving WIOA wages.
27) Ensure will comply with the Uniform Relocation Assistance and Real Property Acquisition Act of 1970, (PL 91-646) which requires fair and equitable treatment of persons displaced as a result of federally assisted programs.
28) Confirm that the organization is not debarred, suspended, proposed for debarment, or declared ineligible from participation in this project.
29) Ensure does not use federal funds for lobbying purposes. If lobbying has occurred utilizing funds other than federal funds, the subrecipient agrees to file a disclosure report, if applicable.
30) That no WIOA funding will be used for sectarian activities and that employees paid from WIOA funds will not participate in sectarian religious activities in the execution of their job duties.
31) That no WIOA funds will be used to encourage or induce the relocation of a business.
32) That no WIOA funds will be used for customized or skill training and related activities after the relocation of a business until after 120 days.
33) That no WIOA funds will be used for foreign travel.
34) That no WIOA funds will be used to duplicate services available in the area.
35) Ensure that customers will not be charged fees for placements or referrals.
36) Ensure WIOA financial assistance is not provided to any program that involves political activities and the subrecipient agrees to comply with the provisions of the Hatch Act, which limits the political activity of certain state and local government employees and enrollees in Federally funded programs.
37) That all WIOA customers and WIOA funded staff are aware of grievance procedures and the subrecipient assures and certifies that the subrecipient has in place an established grievance procedure to be utilized for grievances or complaints about its program and activities from customers/enrollees, subrecipients and other interested parties.
38) The subrecipient will comply with New Hampshire statues, which prohibits public officials and employees from having a personal interest in any Subrecipient to which s/he is also a party in an official capacity.
39) The sub-recipient assures and certifies that it will comply with applicable provisions of the following laws as they relate to employment and training procedures: The Drug Free Workplace Act, the Immigration Reform Act, the Davis-Bacon Act, and Child Labor Laws.

For more information on WIOA assurances visit http://www.doleta.gov/WIOA.

I/we certify I/we read, understand and addressed in our proposal submitted on behalf of our organization all specifications contained in the RFP. That the required format has been followed and that all of the information contained in this proposal is true and correct. I further certify that our organization will comply with all of the above assurances, and that the governing body of our organization has duly authorized this proposal.

_____ _____

Signature of Authorized Representative Date

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

APPENDIX G – Roles & Responsibilities of the Title I Youth Service Provider

The Youth Program and service provision under Title I of the Workforce Innovation and Opportunity Act (WIOA) is designed to:

- Assist eligible Out-of-School Youth (OSY) and eligible In-School Youth (ISY), who are seeking assistance in achieving academic and employment success, with effective and comprehensive services and activities that include a variety of options for improving educational and skill competencies and provide an effective connection to educational institutions and employers, including small employers in in-demand industry sectors and occupations in the local and regional markets.
- Implement integrated strategies for career pathway approaches that support post-secondary education, training, and employment.
- Implement work-based training strategies and employment approaches to help participants develop essential skills that are best learned on the job.
- Implement progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials.
- Provide continued support services to individuals who need them to participate and succeed in work investment and training activities.

Youth Service Elements:

It is required that the 14 WIOA Youth Program Elements be made available to enrolled youth as needed or requested to support education and training. If a subrecipient does not directly provide one of the program elements, it must demonstrate the ability to make seamless referrals to appropriate providers of such services. Services accessed by a WIOA youth participant will depend upon the needs and goals identified by the participant and case manager as documented in the participant's Individual Service Strategy (ISS). Services should be structured to incorporate the 14 Program Elements and provide documentation and sufficient case notes to support each activity in the JMS case management system. The subrecipient will have primary responsibility for ensuring that each participant has access to the full continuum of services, and for documentation of these services. (WIOA sec.129(c)(2)):

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:
    a) Summer employment opportunities and other employment opportunities available throughout the school year
    b) Pre-apprenticeship programs
    c) Internships and job shadowing
    d) On-the-job training opportunities
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 for the state.
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, including community service and peer centered activities encouraging responsibility and other positive social and civic behaviors.
7. Supportive services, including the services listed in § 681.570.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

8. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
9. Follow-up services for not less than 12 months after the completion of participation, as provided in § 681.580.
10. Comprehensive guidance and counseling, which will include referrals to both drug and alcohol and mental health counseling, as appropriate to the needs of the individual youth.
11. Financial literacy education.
12. Entrepreneurial skills training.
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.
14. Activities that help youth prepare for and transition to post-secondary education and training.

In addition to the 14 Program Elements, the successful contractor's role will be to provide the following youth program framework:

A. **Intake:** An Orientation process must be provided to each potential eligible youth participant. Orientation must include information on the services that are available within the WIOA Title I youth program and the One-Stop Service Delivery system in the state. These services may include, but are not limited to:

1) Orientation/Introduction of the program purpose
2) All program services and resources available
3) Responsibilities of other service providers
4) Program participant's responsibility
5) Information on follow-up services
6) Information on support services
7) Referral to other appropriate services

The Intake involves registration, eligibility determination, and collection of documentation to support verification of eligibility for services. Other services also include referrals for basic skills development and referral to other services as appropriate.

B. **Assessments:** Assessment is a process that identifies service needs. Objective assessments approved by OWO must be administered to all eligible youth after eligibility has been determined by OWO. The WIOA youth program design requires an objective assessment of academic levels, goals, interests, skill levels, abilities, aptitudes, and supportive service needs; it also measures barriers and strengths. If applicants refuse to complete assessments, they may not move forward in the WIOA Youth program. If applicants cannot complete assessments, they must be referred to Vocational Rehabilitation for other opportunities. Assessment results are used to develop the Individual Service Strategy (ISS). Each ISS should be built to reflect the needs and wants of the eligible youth. Services within the ISS should remove barriers to training and employment.

C. **Individual Service Strategy (ISS)**: The Individual Service Strategy is the plan that identifies the employment goals, educational objectives, and appropriate services for the participants.
Development and update as necessary of an ISS is required for each participant. An ISS must be directly linked to one or more of the indicators of performance and identifies a career pathway that includes education and employment goals. Goals and objectives must be specific, measurable, achievable, relevant, and timely and align to the interest and career pathway identified in the objective assessment. As participants achieve existing goals, new goals may be added as appropriate provided they are related to education, training and employment.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

D. **Career Coaching:** Case management should be a process that typically includes noninstructional activities such as navigation to and arrangements for academic, career or personal counseling, financial aid, childcare, housing, and other financial assistance that can be critical to the success and continued engagement of the individual in pursuing their career pathway component. Youth programs are required to provide case management services to assist a youth participant in making informed choices and completing the WIOA youth program. Support may be provided on an individual or group basis. Career Coaching principles and methods must be incorporated throughout the program design. A case manager must be assigned to follow the process of each youth participant from enrollment to program exit, including follow-up services.

Case management is the structure for delivering effective services that facilitate positive development of the youth and the achievement of their goalsCase management extends from recruitment/enrollment through follow-up services. The case manager supports and motivates participants and coordinates services and information to prepare youth for post-secondary education opportunities, academic and occupational training, or employment and training opportunities, as appropriate. Subrecipients are encouraged to incorporate trauma informed approaches, behavioral health training, implicit bias training, and racially equitable practices into their case management models.

A requirement of WIOA funding is that services are provided in the state, and it is expected that all WIOA services will be offered in person. With the expansion of online learning, virtual meetings and increased technology, applicants should explain if, and then how and when virtual services/training will be allowed. To encourage cost effectiveness of WIOA training, each applicant shall describe how their organization will review and ensure eligible participants are attending all portions of online training and how their organization will seek external funding to cover missed training prior to requesting additional funding from OWO. Applicants must explain in detail how services will be offered and describe drop-in services- especially in site locations with one WCS staff.

Pre-apprenticeships and youth apprenticeships are preparatory programs that provide tailored support to youth to enter and succeed in apprenticeship programs. Applicants must describe or show existing connections to pre-apprenticeships opportunities that will bridge to an existing registered apprenticeship program and explain how apprenticeship opportunities will be offered as part of career coaching.

E. **Supportive Services:** Youth programs must provide supportive services to eligible youth participants that are necessary to enable an individual to participate in youth activities authorized under Title I of WIOA. Each supportive service should be tied to the goals and objectives in the ISS and must be provided to increase successful training outcomes.

F. **Follow-Up Services:** Follow-up services are critical services provided, for no less than 12 months, following a youth participant's exit from the program. Those services help ensure the youth is successful in employment and/or post-secondary education and training beyond their program completion. The youth service provider must establish and implement procedures to ensure that follow-up services are conducted and documented in the case file. Follow-up services include regular meaningful contact and may include allowable follow-up activities:

1) Supportive Services
2) Adult Mentoring
3) Financial Literacy Education
4) Services that provide Labor Market Information
5) Activities that help youth prepare for and transition to postsecondary education and training.

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

Performance Requirements

A. **Performance Measures:**

The minimum participant cost rate (MPCR) is a State identified performance accountability measure pursuant to WIOA, Section 116(b)(2)(B). The MPCR serves as a benchmark for participant expenditures to focus Federal resources more effectively on serving individuals, ultimately impacting performance and outcomes while emphasizing financial integrity of taxpayer dollars in partnership with our workforce system stakeholders.

A minimum of 75% of the youth funding must be spent on Out-of-School Youth. Work Experience must account for at least 20% of the total youth funding, including In-School and Out-of-School.

B. **Primary Indicators of Performance:**

Section 116(b)(2)(A) of the Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by each of the six core WIOA programs as follows:

1) Employment Rate – Second Quarter After Exit
2) Employment Rate – Fourth Quarter After Exit
3) Median Earnings – Second Quarter After Exit
4) Credential Attainment
5) Measurable Skills Gains
6) Effectiveness in Serving Employers

BEA/OWO shall negotiate and reach agreement on state levels of performance based on the State adjusted levels of performance established under WIOA subsection (b)(3)(A). The contract that results from this RFP will require the contractor to follow and remain in good standing with BEA/OWO policies. Failure to remain in good standing may result in termination of the contract. All renewal(s) or extension(s) of the resulting contract will be subject to this standing as well as overall performance measures.

C. **Key Indicators of Performance:**

Key Performance Indicators (KPIs) provide a way of measuring the effectiveness of an organization in achieving its goals. KPIs are set by the State and may address, Federal, State or Local priorities. KPIs were developed to increase the impact of the public workforce system, primarily through increased enrollment.

_____

Signatory Authority Name Signature Date

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency

APPENDIX H – Conflict of Interest Form

By submitting a proposal, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if BEA/OWO awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. BEA/OWO reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

The applicant further certifies that the organization will maintain a written code of standards or conduct governing the administration of WIOA funds. Any organization that has been selected, or otherwise designated to perform more than one function related to any WIOA program (Titles I, II, III, IV or V) and/or similar federally funded workforce program must develop a written plan. The plan must clarify how the organization will carry out its multiple responsibilities while demonstrating compliance with WIOA, corresponding regulations, relevant Office of Management and Budget circulars, and conflict of interest policy. This plan must limit conflict of interest or the appearance of conflict of interest, minimize fiscal risk, certify that WIOA funded staff will not be assigned to work outside of WIOA deliverables as defined under contract, and demonstrate that there are appropriate firewalls within that single entity performing multiple functions.

_____

Signatory Authority Name Signature Date

The Department of Business and Economic Affairs/Office of Workforce Opportunity is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

For program funding details in compliance with the Stevens Amendment, please visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency