



Request for Proposals

Workforce Innovation and Opportunity (WIOA) Service Delivery Modernization Request for Proposal

Release Date: Tuesday, October 29, 2024

Proposals Due: Monday, November 25, 2024

Submission Details

Applications must be submitted electronically to workforceoperationsrfp@philaworks.org, with the subject line ["WIOA Service Delivery RFP"] to the contact listed below:

Contact: Marcus Hall, Director, Workforce Operations

E-mail: workforceoperationsrfp@philaworks.org

Introduction

Philadelphia Works, Inc. (“PhilaWorks”), the city’s workforce development board, is a non-profit, quasi-public organization serving employers and connecting career seekers to employment and training opportunities. We invest public resources in a variety of workforce solutions that drive economic growth, influence public workforce policies, and optimize funding and resources to build a skilled and thriving workforce. Philadelphia Works oversees four One Stop centers called PA CareerLink® throughout Philadelphia. These centers provide integrated workforce development services to individuals seeking work and employers who wish to hire. For more information, please visit our [website](#). PhilaWorks is supported by federal, state, city and privately raised employment and training funds.

A. Background and Purpose

Philadelphia Works invites competitive proposals for an experienced workforce consultant/organization to work with Title I connected providers and partner organizations to develop a Workforce Alignment Initiative Report and Implementation Plan that will guide the direction and implementation of programmatic component funded via the Workforce Opportunity and Innovation Act (WIOA), or Title I services, throughout Philadelphia County, PA.

The project envisions securing a consultant (or consultant team) that can guide our organizations, our elected officials, and our broader constituencies (educators, business leaders, social service agencies, residents, etc.) on a process aimed at seeking input, testing strategies, and ultimately creating an Implementation Plan for all primary stakeholders to follow. The plan should also include timelines, organizational accountabilities, benchmarks, and measurements for success/progress.

The successful respondent will use a variety of techniques to work with the internal and external stakeholders over a period of six (6) months to provide recommendations to assist Philadelphia Works with determining strategic direction for the future. The successful respondent will offer tactical steps to address critical needs. Workforce development challenges are impacted by a myriad of community issues (education, skills training, wage & benefits, childcare, transportation, housing) and other factors in creating an environment for leveraging all resident skills in the workplace. Significant research, analysis and activities already exist in the marketplace. The expectation is the successful respondent will build upon local conditions where appropriate and have the capabilities to identify gaps or shifts to accelerate workforce solutions. The selected provider(s) will need to be or immediately become familiar with program performance, both under WIOA Title I performance measures and additional measures negotiated with PhilaWorks.

B. Scope and Proposed Services

By reimagining the service delivery options for participants that utilize program components funded and regulated via WIOA, Philadelphia Works aims to:

- Increase the engagement while simplifying enrollment processes of career-seekers in the program;
- Increase the number of individuals participating in training programs;

- Improve program outcomes, specifically employment rate 2nd and 4th quarter after a customer exits the program and Measurable Skill Gains;
- Strengthen services to focus more on the individual strengths and needs of career seekers;
- Better streamline business supports available via WIOA for non-profit and for-profit employers.

Philadelphia Works will engage a consultant to incorporate new innovative ideas in an organized, efficient, and effective manner over the length of the contract.

Deliverables:

The selected organization should be prepared to complete and deliver the following during the contract term:

- Develop a process map of the current WIOA customer flow in each of the PA CareerLink® Philadelphia centers and present them to Philadelphia Works management;
- Develop a process map of the new customer flow resulting from strategic recommendations;
- Facilitate discussions with Philadelphia Works staff and key external stakeholders to review the recommended changes, and determine the sequencing and timing of the implementation of the changes;
- Develop a timeline for the development and implementation of the suggested revisions to the model and any associated processes;
- Be responsible for working closely with Philadelphia Works staff to manage and coordinate the deliverables and the staff responsible for them;
- Rewrite the current Philadelphia Works policies and procedures to reflect the changes;
- Assist with the implementation of the updated WIOA program model and provide ongoing support to ensure a smooth transition;
- Review and advise on the implementation of the updated model in order to meet the intended goals and make recommendations for adjustments to match the intended design.

Note that each deliverable will have a due date and must be submitted for review and approval prior to implementation. More information on WIOA and its service offerings are noted in the subsequent sections.

C. Overview of Workforce Innovation and Opportunity Act (WIOA, Title I Adult and Dislocated Worker Services

WIOA brings together, in strategic coordination, the core programs of Federal investment in skill development:

- Employment and training services for adults, dislocated workers, and youth and Wagner-Peyser employment services administered by the U.S. Department of Labor (DOL) through formula grants to states; and
- Adult education and family literacy programs as well as State Vocational Rehabilitation Services programs that assist eligible individuals with disabilities in obtaining employment; both core programs are administered by the U.S. Department of Education.

WIOA also authorizes programs for specific vulnerable populations and authorizes other programs administered by U.S. Department of Education and the U.S. Department of Health and Human Services.

PA CareerLink® Philadelphia Centers adhere to said strategic coordination and all encompassed in the [Final Rule](#) to implement respective titles of the Workforce Innovation and Opportunity Act (WIOA) effective October 18, 2016. Through these regulations, the PA CareerLink® Philadelphia system is provided the framework to increase the employment, retention, earnings, and occupational skill attainment of customers, particularly those individuals with barriers to employment, so they can move into careers and provide businesses with the skilled workforce needed to make the Philadelphia workforce ecosystem competitive.

Eligibility verification. For Title I services, Provider is responsible to ensure staff determine the eligibility of adults to receive Basic or Individualized Career Services, accurately and fully accounting for customers' adult or dislocated worker eligibility, and for collecting information to support this determination.

Youth Services Integration. Philadelphia Works also prioritizes co-enrollment in Title I Adult and Youth programs where suitable. The goal for co-enrollment of young adults into the Youth and Adult WIOA systems is to provide a wider variety of services for those who would benefit.

Adult Basic Education and Upskilling Services. Each PA CareerLink® Philadelphia center will coordinate with their respective Title II partner on offering adult basic education services, scheduling assessment for customers interested in training opportunities, providing Upskilling opportunities for customers in need for basic literacy and/or numeracy development.

Reentry Services. The goal for reentry services of youth, young adults, and adults into the WIOA systems is to directly reduce recidivism by narrowing the time gap between a customer's release date and their employment placement assisted with informed supportive services.

Developing and promoting career pathways. Title I providers must ensure Workforce Advisors, and their managers receive intensive [Career Coach](#) training which emphasizes the use of career pathways as a tool for service planning and job search.

Follow Up Services. Follow-up services must be provided as appropriate for participants placed in unsubsidized employment, for up to 12 months after the first day of employment. The goal is to enhance labor market retention, wage gain, and career progress for customers who have entered unsubsidized employment and exited the program.

On the Job Training (OJT) Contracts and Apprenticeship Enrollments

Provider will facilitate the development of OJT contracts in response to Philadelphia Works business leads, or employer engagement activities that result in viable opportunities for PA CareerLink®

D. Key Provisions and Performance Metrics under WIOA

Key provisions and performance of the WIOA Title I and Dislocated Services are measured in the following ways:

- **Credential Attainment.** The percentage of participants enrolled in an education or training program (excluding those in On-The-Job Training and employer-directed Customized Job Training) who attain an industry-recognized postsecondary credential or a secondary school diploma, or its recognized

equivalent, during participation in or within one year after exit from the program (see 20 CFR sec. 677.155(a)(1)(v)).

- Under WIOA Title I, all occupational training programs must lead to an industry-recognized credential. Provider(s) applying for this RFP with the intent to administer training services must indicate the following, for assessment by PhilaWorks:
- Employment Rate in the 2nd and 4th Quarters after Exit. The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program; the percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.
- Measurable Skill Gains. The Measurable Skill Gains (MSG) indicator measures the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment (see 20 CFR sec. 677.155(a)(1)(v)). Provider must ensure customer progress is documented, depending on the type of education or training program.

E. Who Is Eligible

Entities eligible to apply include any private for-profit agency, private non-profit organizations, government agency, or educational institution that can demonstrate the capacity and experience to successfully perform the scope identified in this RFP. Organizations that are tax exempt under Section 501(c)(3) of the Internal Revenue Code must submit a copy of their most recent IRS Determination Letter. The RFP process is open to both current contractors as well as qualified organizations that have not previously contracted with PhilaWorks; however, current PA CareerLink® system providers will not be funded since the intention of the RFP is to obtain a third-party assessment, and recommendations related to the current PA CareerLink® system in Philadelphia.

Applicants must be in good financial standing and may not have been declared ineligible by the City, state, or federal governments for funding. The selected applicant will be required to supply evidence of appropriate licenses, insurance, relevant internal procedures, data security, and financial controls prior to contract execution.

PhilaWorks, in soliciting requests for proposals, shall not discriminate against any person or organization submitting a response pursuant to this Request for Proposal because of race, color, creed, religion, sex, sexual orientation, age, disability, ethnic group, national origin, or other basis prohibited by law.

C. Contract Period and Awarding of Funding

Contracts awarded will be negotiated based on service needs for 6 months. All deliverables must be complete, and expenditures invoiced by June 30, 2025.

PhilaWorks requests that proposers submit a reasonable and detailed budget for this request outlining the proposed costs, ensuring that each cost is in line with the scope of this proposal. Funding for this project is contingent upon the availability of funds.

Administrative costs can be added to the budget at a rate of 15% of the programmatic costs. PhilaWorks reserves the right to negotiate the costs of all services upon award selection.

The payment structure for all awarded funds will be cost reimbursement. Providers must seek approval from PhilaWorks for costs associated with this contract. Selected providers must track and document all costs necessary to operate their program and submit these to PhilaWorks on a monthly basis.

The Workforce Innovation and Opportunity Act (WIOA) Service Delivery Modernization RFP is supported by the U.S. Department of Labor. A total range of \$250,000, or 100% percent of the Workforce Innovation and Opportunity Act (WIOA) Service Delivery Modernization Request for Proposal is financed with federal funds.

Responding to the RFP and Application Process

Applicants must follow the procedures outlined in this RFP. The RFP is available at [Procurement Opportunities + Provider Resources - Philadelphia Works](#).

RFP Timeline	
Release of Request for Proposals	Tuesday, October 29, 2024
Deadline for questions	Wednesday, November 6, 2024
Responses to questions posted to PhilaWorks website	Friday, November 8, 2024
Deadline for Notice of Intent	Tuesday, November 12, 2024
Deadline to submit proposals	Monday, November 25, 2024
Interviews with invited applicants	The week of December 9, 2024
Award Decision	Monday, December 16, 2024
Contract Begins	Wednesday, January 1, 2025

A. RFP Questions

Questions must be sent to workforceoperationsrfp@philaworks.org no later than **Wednesday, November 6, 2024**. A final Questions and Answers document will be posted on the PhilaWorks [website](#) by **Friday, November 8, 2024**.

B. Notification of Intent to Submit Proposal

Please complete the [Notification of Intent](#) to signify your organization’s intent to submit proposal. This form should be submitted no later than Tuesday, November 12, 2024. This notification allows PhilaWorks to have sufficient resources in place to review each proposal carefully and fully. Notifications of Intent are *strongly recommended*. Notification of Intent will not be considered as a commitment to bid.

C. Proposal Responses & Submission

Requests are accepted and will be reviewed and evaluated by PhilaWorks through **5:00 PM ET on Monday, November 25, 2024**. Please complete the Request for Proposals – Submission Form below,

providing the required information and attachments. Submitted proposals must consist of no more than one PDF document per attachment (up to 6 PDFs total).

Proposals must be submitted via email to workforceoperationsrfp@philaworks.org with the subject line “**WIOA Service Delivery RFP.**” The proposal should be presented on single-sided, single-spaced pages, using a 1-inch (1”) margin and no smaller than a 12pt font. See below for page limits. Proposals that exceed the page limit will not be read or scored.

Submitted proposals must consist of all components and attachments:

- Request for Proposals - Submission Form with additional pages if necessary
- Attachment 1: Project Narrative
- Attachment 2: Line-Item Budget & Narrative

Proposals must contain all the content above in the order presented. Strong proposals will demonstrate a full understanding of the requirements described throughout this RFP and establish the capacity, expertise, and program operations needed to meet the required standards and goals. No incomplete, faxed, or hard copy applications will be accepted. Submissions that do not follow the required format may not be reviewed. PhilaWorks will review each request and notify organizations of approval or disapproval. PhilaWorks is not liable for any costs incurred by applicants in preparing and submitting a proposal in response to this RFP or for any costs and expenses incurred in meeting with or making oral presentations, if so requested. Any response, including written documents and verbal communication, by any applicant(s) to this RFP, shall become the property of PhilaWorks.

Evaluation Criteria and Rating System

A. Evaluation Process

Applicants should directly respond to each of the sections; however, strong scope descriptions will clearly demonstrate how the applicant will effectively meet all the standards, expectations, and desired outcomes found in this RFP.

Proposals will be initially reviewed to ensure the standards for submission have been met as outlined in this RFP. Proposals that do not meet the minimum requirements for submission may not move forward. Proposals that meet submission requirements will be evaluated by an established review team.

Using a rubric, aligned with the section requirements, proposals will be evaluated and scored based on the quality and completion of submission, and the extent to which each component of the RFP has been described. The value of each section of the proposal is as follows:

Maximum score – one hundred (100) points:

- 1. Relevant Experience and Prior Projects (Maximum Value: 30 points)**
- 2. Organizational Capacity (Maximum Value: 20 points)**
- 3. Approach: Scope of Service (Maximum Value: 35 points)**
- 4. Proposed Costs (Maximum Value: 15 points)**

Please note that this RFP does not commit PhilaWorks to award a contract. PhilaWorks reserves the right to cancel this RFP and the proposals submitted at its sole discretion.

Further, PhilaWorks reserves the right to change, modify or revise this RFP at any time. Any revision to this RFP will be posted on the Philadelphia Works [website](#). It is the applicant's responsibility to check the website frequently to determine whether additional information has been released or requested.

If PhilaWorks chooses to award contracts, those contracts will be awarded to the applicant(s) whose proposal PhilaWorks determines, in their sole discretion, is the most advantageous and in PhilaWorks' best interest. In no event, however, shall PhilaWorks be obligated to debrief unsuccessful applicants as to the basis for its decision not to award a contract to them.

Confidentiality & Public Disclosure

The successful applicant(s) shall treat all information obtained from PhilaWorks which is not generally available to the public as confidential and/or proprietary. The successful applicant(s) shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. The successful applicant(s) agrees to indemnify and hold harmless PhilaWorks, its officials and employees, from and against all liability, demands, claims, suits, losses, damages, causes of action, fines and judgments (including attorney's fees) resulting from any use or disclosure of such confidential and/or proprietary information by the successful applicant(s) or any person acquiring such information, directly or indirectly, from the successful applicant(s).

REQUEST FOR PROPOSALS: SUBMISSION FORM	
1. Organization Name:	2. Date of Request:
3. Organization Address:	4. Program Address (if different from organization):
5. Federal Tax ID (organization or legal entity):	6. Is the organization minority-owned and/or operated? <input type="checkbox"/> Yes <input type="checkbox"/> No
7. Does the organization have any connection with Philadelphia Works (including its Board of Directors or Youth Standing Committee)? <input type="checkbox"/> Yes (If yes, explain on a separate sheet.) <input type="checkbox"/> No	8. Has the applicant agency and its staff or director ever been barred from entering contracts with Federal or State government agencies? <input type="checkbox"/> Yes (If yes, explain on a separate sheet.) <input type="checkbox"/> No
9. Contact person (first & last name):	10. Contract signatory (first & last name):
7a. Contact title:	8a. Signatory title:
7b. Contact phone:	8b. Signatory phone:
7c. Contact email:	8c. Signatory email:
11. Project Title: <i>WIOA Service Delivery Modernization</i>	12. Amount Requested: \$
13. Proposal Checklist: <input checked="" type="checkbox"/> Cover Sheet <input checked="" type="checkbox"/> Attachment 1 - Project Narrative <input checked="" type="checkbox"/> Attachment 2 – Line-Item Budget & Narrative	
APPLICANT’S CERTIFICATION I certify that all the information provided in this application is both complete and accurate to the best of my knowledge. I also understand that if selected as a provider, I will be required to submit further detailed program and budget information.	
<hr/> Authorized Agency Representative Signature & Title Date	

ATTACHMENT 1: Project Narrative

Please provide the following information in clear, concise language and not more than six (6) pages. Assume that the reviewer is unfamiliar with the organization. Applicants are strongly encouraged to provide details with specific descriptions, numbers, etc. that capture the organization's approach and capacity to successfully accomplish the services proposed. Do not include any internet addresses (URLS) that provide information necessary to review the application. Documents must not include any proprietary or sensitive business information as it may be made available to the public. Answer each question separately, and in the order in which it was asked.

Relevant Experience & Prior Projects

- A. Provide a general organizational description, including but not limited to year established, legal status, governance structure, mission, location, population served, principal programs and services, executive leadership, annual budget, and number of full-time staff.
- B. Describe any organization's experience similar to that required by this RFP, including but not limited to services and activities delivered, contract values, and related performance outcomes.
- C. Describe any of the organization's prior projects that may provide relevant experience aligned with the goals of this RFP.

Organizational Capacity

- A. Building upon, but not duplicating the information that was already provided, describe the organization's current capacity to implement the requirements of this RFP.
- B. Identify the staff that will be responsible for managing and completing this project along with their relevant professional experience.

Approach: Scope of Service

Provide a work plan that discusses how the organization will meet the Description and Deliverables including a brief description, and partners involved, and include:

- A. An initial request for information needed from Philadelphia Works to start the project;
- B. Detailed list of proposed activities to satisfy the deliverables outlined in Scope of Work;
- C. A proposed timeline indicating start and end dates, initial meetings, and briefings to meet deadlines imposed by Philadelphia Works.

Proposed Costs

- A. Candidates must include a comprehensive budget not to exceed \$250,000. A short narrative should accompany the budget as well as any details regarding services available at a discount or *pro bono*.