



Request for Proposals

For the period of July 1, 2025 - June 30, 2027

Request for Proposals for Employment, Advancement and Retention Network (EARN) and Work Ready (WR) Program Services

Lancaster County Workforce Development Board

Critical Dates and Information

RFP SUMMARY: Employment, Advancement and Retention Network (EARN) and Work Ready programs include range of services to meet individuals' needs, including access to education and training opportunities, case management, coaching, licensed counseling, and peer-to-peer experiences to assist participants develop a career pathway starting by the achievement of job placement and job retention goals for the participants referred from the Lancaster County Assistance Office (CAO).	
Request for Proposals #	25-01 DHS EARN WR
Description of Proposal	Employment, Advancement and Retention Network (EARN) and Work Ready (WR) Program Services
Award Amount	Up to \$1,268,193.76, dependent on funding
RFP Issue Date	January 21, 2025
Bidder's Conference	A bidder's conference will be held on January 24, 2025 beginning promptly at 10:00am Local Prevailing Time. The Proposers may participate in the bidder's conference of this Request for Proposal by emailing Brie Becker at bbecker@lanastercountywib.com for meeting information.
Cutoff for submission of written questions	Questions must be submitted by email to info@lanastercountywib.com by January 31, 2025 at 4pm Local Prevailing Time. A complete list of Q&As will be posted on the LCWDB website. Questions received after the due date will not be answered.
Questions and Answers Posted	February 7, 2025
Proposal Submittal Deadline	February 25, 2025 by 4:00pm Local Prevailing Time
Proposal Review Period*	*Estimated February 26 - March 14, 2025
In-Person Proposal Presentations to Evaluators	Timeslots TBD, but proposers must be available to present during the following window: March 5-7, 2024
Issue Notice of Contract Award*	*Estimated April 18, 2025
Commencement of Work	July 1, 2025
Program Duration	Two Years (July 1, 2025 – June 30, 2027)
Renewal Option	Two, one-year renewal options (July 1, 2027 – June 30, 2028, and July 1, 2028 – June 30th 2029)
Method of Payment	Reimbursement

In accordance with Public Law 101-166, Section 511, known as the Stevens Amendment, this Request for Proposal (RFP) is 100 % funded with Federal funds. The Agreement to be entered into as a result of this will also be 100% funded with federal funds. For more information visit <https://www.lanastercountywib.com/wp-content/uploads/2023/05/Stevens-Ame-1.pdf>

Contents

Critical Dates and Information.....	2
SECTION 1 - General Information	5
Overview.....	5
Organizational Background.....	5
Purpose of this Request for Proposals (“RFP”)	6
Background	6
Problem Statement	7
RFP Process Details.....	8
Bidders’ Conference (AKA Pre-Proposal Conference).....	8
Due Date.....	8
Amendments to Submitted, Unopened Proposals	8
Required Review of RFP Package.....	8
Preparation Costs.....	9
SECTION 2 – Scope of Work	9
General Information	9
EARN and Work Ready	9
Target Population.....	9
Program Duration	9
Method of Payment	9
General Responsibilities	10
Management Plan.....	10
Staffing	10
Hours of Operation	11
Coordination with PA CareerLink® Lancaster County and Partners.....	11
Hours of Participation	12
Service Level	12
Services to Be Performed	12
Technology.....	15
Performance Outcomes.....	16
Administrative Requirements	17
Records.....	17

Financial Status Reports	17
Other Requirements.....	18
Qualifications / Experience.....	18
SECTION 3 – Proposal Instructions: Submission, Format, Content, and Evaluation.....	18
Proposal Content and Format.....	19
Understanding of the Services.....	19
Application Questions	20
SECTION 4 – Evaluation: Criteria, Vendor Selection Process, Award	26
Evaluation of Proposals	26
Interviews with Proposers	27
Right to Negotiate	27
Award of Contract.....	28
Standard Contract Information.....	28
Standard Agreement Provisions	28
Agreement Content.....	28
Confidentiality of Protected Health Information:.....	28
Public Information.....	29
Reservation of Rights.....	29

Attachments

Attachment A Standard Administrative and Financial Agreement

Attachment B HIPAA Business Associate Agreement

Attachment C Non-Collusion Affidavit Form

Attachment D Financial Status Report (FSR)/Monthly Invoice Template

Attachment E Budget Sheet

Budget Sheet Instructions

Attachment F Lancaster County Workforce Development Board Grievance Hearing

Attachment G Worker Protection and Investment Certification

Conflict of Interest Statement Form

Additional Documents

 2024-2025 EARN Program Policy and Procedures Manual

 2024-2025 Work Ready Program Policy and Procedures Manual

 2024-2025 SNAP EARN Program Policy and Procedures Manual

SECTION 1 - General Information

Overview

The Lancaster County Workforce Development Board (hereinafter “LCWDB”), a 501c3 corporation with its principal office in Lancaster, Pennsylvania is soliciting proposals (a “Proposal”) from professional firms (each a “Proposer”) that are interested in and capable of providing Employment, Advancement and Retention Network (EARN) and Work Ready (WR) Program Services in partnership with the One-Stop Operator of the PA CareerLink® Lancaster County as further detailed in the scope of work of this RFP (inclusive of all tasks, deliverables, and products required herein “Services”). If the LCWDB elects to make an award to a Proposer in connection with the Services, the Proposed Administrative and Financial Agreement included as Attachment A to this RFP as well as all documents incorporated therein shall form the entire agreement between the LCWDB and the successful Proposer (“Agreement”).

Consistent with strict procurement policies, the LCWDB will provide no technical or program assistance to individual proposers, however, written questions submitted to info@lanastercountywib.com regarding this RFP will be accepted through 4:00pm local time on Friday, January 31, 2025. All questions and answers will be posted at <https://www.lanastercountywib.com/organizational-integrity/opportunities/> by Friday, February 7, 2025, and will represent a formal modification to this RFP. Any addendums to this RFP shall also be posted on this website and it is the responsibility of the proposer to retrieve.

For consideration, proposals must be submitted according to the instructions provided in this RFP by 4:00 pm local time on February 25, 2025.

If LCWDB elects to award the Agreement pursuant to this RFP, it intends to award the Agreement to the responsible and responsive Proposer whose Proposal is determined to provide the best overall value to LCWDB. LCWDB intends to award a two (2) year Agreement term with two options to renew the term of the Agreement for an additional program year upon the mutual agreement of the parties. If goals are met and/or exceeded, the Vendor may be asked to submit a program narrative revision and/or a budget modification request. Renewal may be granted for the subsequent program year(s) based on training need, past performance, and the availability of funds. The Vendor should be prepared to begin work on July 1, 2025.

The option provision shall be within the sole and exclusive discretion of LCWDB to exercise and shall not obligate LCWDB to extend the Agreement.

Amounts of Services to be purchased by LCWDB in any additional twelve (12) month period shall be dependent upon the availability of funds and participant demand.

Organizational Background

The Commonwealth of Pennsylvania designated Lancaster County a Local Workforce Investment Area under the Workforce Innovation and Opportunity Act of 2014. The Local Workforce Development Board (WDB) is

authorized under the same Act to set policy for the portion of the workforce investment system within the local area. While the County of Lancaster is the grant recipient, the Workforce Development Board is the fiscal agent for these, and other employment and training funds received locally for programs operated throughout the county.

Overall, the mission of the Lancaster County Workforce Development Board is to coordinate, develop, and maintain an effective and responsive system of programs and services that integrates the needs of employers for an ample and productive workforce with the needs of Lancaster County residents for meaningful work that enhances their quality of life. The LCWDB also promotes local training programs, private-public partnerships, joint ventures, and linkages designed to improve the economic health of Lancaster County.

For more information about the Lancaster County Workforce Development Board, please visit www.lancastercountywib.com.

Purpose of this Request for Proposals (“RFP”)

The Lancaster County Workforce Development Board (LCWDB) has responsibility for long-term strategic planning to meet Lancaster County’s workforce development needs. This includes planning, analysis, oversight, evaluation and monitoring, and the development and cultivation of partnerships within the Lancaster County community and/or a regional basis. The Lancaster County Workforce Development Board also manages Federal and State workforce development funds, manages financial and programmatic information systems, and performs the procurement, contracting and administrative systems functions required to support the goals of these funds. The PA CareerLink® Lancaster County is the Workforce Development Board’s principal provider of operational services and the gateway to the workforce development system in Lancaster County.

LCWDB is seeking a results oriented, customer-focused organization to operate the Employment, Advancement and Retention Network (EARN) and Work Ready programs in partnership with the One-Stop Operator of the Pennsylvania CareerLink® Lancaster County.

The selected EARN and Work Ready operator shall design a program that provides a range of services to meet individuals’ needs, including access to education and training opportunities to achieve the outcome standards included in this RFP. The program will be based on human-centered design and include an appropriate combination of case management, coaching, licensed counseling, and peer-to-peer experiences to assist participants develop a career pathway starting by the achievement of job placement and job retention goals for the participants referred from the Lancaster County Assistance Office (CAO). The goal of EARN and Work Ready is to assist participants in overcoming their barriers, and to help them begin their journey along industry-based career pathways that eventually will lead to family-sustaining careers and enhanced employment security.

Background

The unemployment rate for Lancaster County is as of October 2024 is 2.7% (U.S. BLS, Local Area Unemployment

Statistics.)

During the full-year period from July 1, 2023 to June 30, 2024, 483 individuals were enrolled.

The demographics for these enrollments are detailed below:

- 36% were self-declared Limited English Proficient (LEP)
- 83% were female
- 17% were male
- 33% were individuals under age 30
- 23% did not have a High School Diploma or equivalent
- 41% were individuals who had zip codes located in the City of Lancaster
- 42% were refugees

Many participants have minimal work experience. Many lack any vocational specific skills and most lack the soft skills required to be successful at any job - much less the foundation on which to move up family-sustaining career pathways in key industry sectors such as healthcare or manufacturing. Many also lack the social and family supports that encourage work and make work possible (adequate day care, reliable transportation, supportive family networks).

The Lancaster County Workforce Development Board (LCWDB) shall award a contract to the responsible and responsive organization whose proposal is determined to provide the best overall value to the LCWDB in terms of ability to perform the required services, experience, and cost.

Problem Statement

The Lancaster County Workforce Development Board seeks a dynamic vendor to oversee and enhance the service delivery of EARN and Work Ready programs at the PA CareerLink Lancaster County and across the community. These vital programs are designed to empower participants by addressing their barriers and guiding them onto industry-focused career pathways, ultimately leading to family-sustaining careers and long-term employment security.

Lancaster County has earned its designation as a "City of Welcome," with a growing number of refugees choosing to resettle here. A significant portion of participants referred to the EARN program come from this refugee community, bringing unique challenges and opportunities. These individuals often face multiple obstacles—ranging from traditional barriers like childcare, housing, and transportation to more complex challenges such as language, cultural integration, and access to social services.

At the close of 2024, the EARN program had served approximately 310 participants. Of these, 22% were Spanish speakers, and 15% spoke Haitian Creole as their first language. This diverse population requires tailored, thoughtful solutions to overcome the barriers they face in securing employment and training that leads to self-sufficiency.

The EARN and Work Ready programs are grounded in human-centered design, combining coaching, peer-to-peer experiences, case management, supportive services, and counseling to foster successful job placements and long-term job retention. All participants are referred through the County Assistance Office. As the demand

for services grows, creative and sustainable solutions are essential to meet the evolving needs of both participants and local employers.

A deep understanding of the diverse demographics of this population is critical for ensuring program success. To this end, insight from the U.S. Census Bureau QuickFacts for Lancaster County, Pennsylvania, will provide the foundational knowledge necessary to tailor solutions effectively.

RFP Process Details

Bidders' Conference (AKA Pre-Proposal Conference)

The purpose of this meeting is to conduct a question-and-answer session regarding this RFP package to maximize the Proposer's understanding as to what is required. Should questions asked and answers given at the pre-proposal conference potentially alter the intent or scope of the RFP, LCWDB will issue an addendum to the RFP to formally modify the RFP. This RFP cannot be modified by, and Proposers shall not rely on, comments made during the pre-proposal conference except as set forth in an addendum.

Addendums shall be posted to the LCWDB website, and it is the responsibility of the Proposer to retrieve them.

Due Date

Timely receipt of the proposal is the sole responsibility of the Proposer. Proposals received after the Proposal Deadline will not be considered. Refer to Section 3 for specific Proposal submittal instructions.

Amendments to Submitted, Unopened Proposals

Amendments to or withdrawals of submitted, unopened Proposals will only be allowed if requests are received by LCWDB prior to the Proposal Deadline. No amendments or withdrawals will be accepted after the Proposal Deadline unless they are in response to the LCWDB's request.

Required Review of RFP Package

Proposers shall carefully review this RFP for defects, inconsistencies, or ambiguities. Comments concerning defects, inconsistencies or ambiguities must be made in writing and received by the RFP's point-of-contact (see cover page), at least ten (10) business days prior to the Proposal Deadline. This will allow for the issuance of any necessary addenda.

This RFP cannot be modified except by a written addenda issued by LCWDB. The decision on whether an addendum is required shall be made by LCWDB in its sole discretion.

If an addendum is issued, it shall ultimately be the responsibility of the Proposer to check and download addendums from the LCWDB website.

Preparation Costs

LCWDB will not be responsible for any costs associated with the preparation, submittal, or presentation of any Proposal. If LCWDB rejects a Proposal or does not award an Agreement to any Proposer, the Proposer agrees that it will not seek to recover lost or expected profits, Proposal preparation costs or claims for unjust enrichment.

Minority and women owned businesses are encouraged to submit proposals.

SECTION 2 – Scope of Work

General Information

The services and requirements outlined herein may change significantly during the life of the contracted performance period.

EARN and Work Ready

The EARN and Work Ready operator works closely with CAO and other PA Department of Human Services (DHS) funded agencies located in Lancaster County.

EARN is regulated by the DHS-issued EARN Program Policy and Procedures Manual. Work Ready is regulated by the DHS-issued Work Ready Program Policy and Procedures Manual.

EARN & Work Ready Participants may also be SNAP participants. SNAP performance goals and definitions are outlined in the current DHS-issued SNAP Program Policy and Procedures Manual.

Target Population

All EARN and Work Ready participants are referred by the CAO; the operator is not permitted to directly recruit participants. The individuals served will be Temporary Assistance to Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) participants in Lancaster County. TANF participants include all participants currently receiving TANF as well as those former TANF participants who are in the retention phase of the program. SNAP participants include all participants currently receiving SNAP, who are not receiving TANF, and who are not former TANF participants served under the retention phase of the program.

Program Duration

This contract will be for a two-year period, starting July 1, 2025, and ending June 30, 2027, with two, one-year renewal options spanning July 1, 2027 – June 30, 2028, and July 1, 2028 – June 30th 2029.

Method of Payment

Cost Reimbursement

General Responsibilities

Management Plan

The Provider will be responsible for hiring, onboarding, and training staff as needed for the program. Initial training on EARN and Work Ready Programs, Uniform Guidance, and local policies and program requirements are to be completed by the Provider within a timely manner of program start date.

It is recommended that the proposer's staff reflect the population of the participants.

Prior to the commencement of any program activity, the Vendor shall provide the WDB with job descriptions, and resumes of the principal staff of the Vendor who shall be involved in the management and operation of the training program, together with an organization chart of the Vendor's administrative structure and a written explanation of the way the administrative structure will be involved in the management of the program. The WDB shall have the right to reject any staff candidates that it does not feel are in the best interest of providing the services outlined herein. Approval for candidates will not be unreasonably withheld.

The proposer will be responsible for developing a staffing structure to accommodate the year-round programming

It is the responsibility of the proposer to determine how to accommodate to meet participant needs and activities outside of normal business hours

Proposer is responsible for staff training. This includes but is not limited to:

- Trauma Informed Care training for all staff
- Certified Workforce Development Professional (CWDP) for appropriate staff as determined by the manager
- Certified Business Services Consultant (CBSC) for appropriate staff as determined by the manager

Proposer is responsible to have operational policies.

Selected proposer is responsible for notifying LCWDB of staffing changes immediately and providing their plan for rehire.

Staffing

EARN and Work Ready staff must be familiar with the most recent EARN and Work Ready manuals. They must also attend any training offered by DHS in relation to EARN/WR.

Adequate staff must be hired to ensure the provision of a high level of service to the individuals enrolled in TANF programs and to ensure the requirements of the Program Policy and Procedures and the requirements and expectations discussed in this RFP are met.

Per Pennsylvania requirements, the EARN and Work Ready Program must have access to Social Service Professionals. It is preferred that the successful bidder have at least one Social Service Professional on their program staff to meet this requirement.

To best serve our population, it is preferred that at least one of the staff working directly with EARN and Work Ready participants should be bilingual in English and Spanish and at least one should be bilingual in English and Haitian Creole, these staff should have the ability to translate/interpret written and verbal communication between these two languages. Alternatively, if bilingual staff are not employed in the program or are not available for any period of time, then the selected proposer must have a plan in place to accommodate those participants who need language support in these languages and those identified in the LEP (Limited English Proficiency) plan.

Proposer will ensure that there is at least one bilingual staff member.

All staff must attend regular training as it relates to their job duties.

Hours of Operation

It is expected staff operations shall conform to the basic PA CareerLink® Lancaster County hours (these hours are subject to change). The nature of the work may require participation in activities outside the basic PA CareerLink® hours.

Coordination with PA CareerLink® Lancaster County and Partners

1. The PA CareerLink® Lancaster County facility at 1046 Manheim Pike, Lancaster, PA 17601 will be the “home base” for staff assigned to this project, but it is permitted and expected that staff will have the flexibility to perform program requirements virtually and from remote locations in coordination with the One Stop Operator.
2. Program models must indicate that the main office for the services to be offered in Lancaster County be located at the Pennsylvania CareerLink® Lancaster County; however, there is an expectation that all services (in addition to being offered on-site) be offered virtually and at remote locations and hours of service as customer needs and demand may dictate in coordination with the One Stop Operator.
3. The successful proposer shall also ensure that all such assigned staff identify themselves in all their public dealings as staff of the PA CareerLink® Lancaster County, not their employing or “parent” organization
4. The successful proposer shall also be expected to designate one (1) individual as the Management contact to be responsible to the One Stop Operator. That individual shall work under the functional supervision of the PA CareerLink® Lancaster County Administrator and report to the One Stop Operator or their designee. While direct management shall be the responsibility of the One Stop Operator, the Workforce Development Board will administer the contract to include oversight and monitoring.
5. The One-Stop Operating Budget and Infrastructure Funding Agreement establishes a financial plan, including terms and conditions, to fund the services and operating costs of the PA CareerLink® Lancaster County. Both are part of the Memorandum of Understanding signed by the One-Stop Partners. The successful proposer **shall not** be a signatory to this agreement; however, the operating

budget determines the Full Time Equivalent (FTE) cost for programs in the PA CareerLink® Lancaster County.

6. Do not include the following items in the budget submitted to operate your proposed program: rent for PA CareerLink®, utilities, cleaning, telephone, and postage.
7. Rent for space outside of the PA CareerLink® is the responsibility of the successful proposer.
8. The successful proposer will be expected to share copier costs.
9. Each of the program operators in the PA CareerLink® Lancaster County is responsible for its own internet costs.
10. Each of the program operators in the PA CareerLink® Lancaster County is responsible for its own personnel costs, including wages, fringe, travel, and other expenses.

Hours of Participation

The program must be designed to ensure adequate hours are provided each week for participants to meet participation requirements. The CAO will notify the participant and the program operator of required weekly hours on the Agreement of Mutual Responsibility (AMR). The weekly hourly requirement ranges from 20 to 35 hours.

Service Level

The successful proposer must be able to accommodate any level of referrals made by the CAO.

Services to Be Performed

There is wide latitude in the design of the EARN and Work Ready programs. The WDB encourages the submittal of unconventional program models as long as they take into account specifics as already discussed and the following requirements.

The duties of the selected contractor will include the following:

1. Complete the Program Implementation Plan (PIP).
2. The EARN and Work Ready operator will be responsible for the maintenance of participant information in the Commonwealth Workforce Development System (CWDS), the verification and upload of performance data to the Commonwealth.
3. The EARN and Work Ready operator must acquire CWDS access for all staff and other secure access to Commonwealth systems as required to operate EARN and Work Ready.
4. The EARN and Work Ready operator may not provide vending machines or other food for purchase for participants, PA CareerLink® Lancaster County does provide a workplace-style break room with refrigerator and microwave. EARN will integrate, whenever possible, instruction in healthy diet choices and methods to stretch food dollars on a limited budget into DHS approved activities.
5. The successful proposer is required to provide all services to all participants regardless of their ability to speak or read English or disability.

6. Alteration of the submitted EARN and Work Ready program model may be required prior to implementation and ongoing throughout the performance period.
7. Conduct an in-person comprehensive household assessment that identifies participant strengths and barriers to employment and family economic security within 14 business days after enrollment date. Identify as part of the assessment the participant's social indicators of health (SIOH), including but not limited to:
 - a. Interests and goals including a review of any Career Pathways previously explored or of interest
 - b. Household composition
 - c. Current employment and financial status
 - d. Education
 - e. Language and literacy (including English proficiency)
 - f. Housing
 - g. Food security and nutritional education
 - h. Clothing
 - i. Transportation
 - j. General and mental health
 - k. Drug and alcohol dependency
 - l. Criminal History
 - m. Criminal background inquiry and checks
 - n. Domestic violence
 - i. If Domestic Violence is indicated, providers must ensure that any additional conversation is done in a private and safe space
 - o. Pregnancy
 - p. Childcare and parenting
 - q. Support network
 - r. Work experience
 - s. Work Capacity Assessment if required
8. Using the previously discussed assessment coordinate with the participant to create and execute an Individualized Employment Plan (IEP) in CWDS. The IEP will be a living document and used as the comprehensive plan to:
 - a. Describe goals, objectives, interests, and planned services of the participant, as determined from the assessment
 - b. Promote strategies to be instituted to address the participant's barriers and achieve goals to gain and maintain family economic security such as:
 - i. Treatments (including substance use disorder treatment, mental health treatment, and other rehabilitative treatments)
 - ii. Interventions (including crisis mitigation and barrier remediation)
 - iii. Education
 - iv. Training and credentialing
 - v. Work experience (such as pre-apprenticeship or other unpaid work experience)
 - vi. Community service opportunities
 - vii. Job readiness and skills (such as soft skills and employment tools, basic life skills, barrier remediation, career exploration, assessments, and aptitude testing)

- c. Measure goals, including specific outcomes, to be achieved to demonstrate stabilization of the participant's barriers and needs, the time frame(s) for achieving them, the resources available and to be used to realize the outcomes, and the desires and motivation of the participant that may have an impact on their success
 - d. If required, work with a multidisciplinary group consisting of a CAO worker or an agent authorized by DHS and professionals from various disciplines, which may include physicians, psychologists and vocational or behavioral rehabilitation specialists to develop a service plan that meets the needs of the participant.
- 9. Conduct and document participant contacts on all days of engagement in unpaid activity time. This can be done via face-to-face meetings, telephony, or electronic means.
- 10. Identify and refer the participant, the family, or both to the appropriate local community resource(s) to achieve goals identified in the IEP.
- 11. Advocate for the participant and their family when connecting to local community resources by providing participants with an active connection and point of contact and assistance with application and scheduling
- 12. Employ or have arrangements to provide access to licensed professional counselors, social workers, therapist, allied health profession or a combination of these professionals in sufficient numbers so that each participant is able to meet with an appropriately licensed professional at least once a month. A licensed professional will provide counseling services and outlets for discussion regarding any and all aspects of a participant's life. This can be inclusive of mental, social, physical, emotional and behavioral health which may be beyond the scope of regular provider staff. The professional must have flexible hours of contact, including but not limited to: weekend and after "traditional" work hours. Access to these services will be available as often as needed through the end of the 12-month retention period.
- 13. Provide activities and programs that lead to acquiring job-related and job readiness skills in addition to education and employment activities. Some job-related and career readiness skills may include but are not limited to:
 - a. Time management
 - b. Analytical thinking
 - c. Executive function and decision making
 - d. Verbal and written communications
 - e. Leadership
 - f. Professional behaviors and attire
 - g. Career exploration
 - h. Aptitude testing
 - i. Interpersonal communication
 - j. Collaboration
 - k. Problem solving
 - l. Financial literacy
 - m. Resume writing
 - n. Interview techniques
 - o. Education on regional Career Pathways inclusive of High Priority Occupations that are in demand in the local job market
- 14. Provide or refer participants to formal credentialing programs or trainings, which may include:

- a. Industry skill certifications to achieve and demonstrate skills necessary for specific occupations and Career Pathways
 - b. Upgrades of an individual's job-related skills including instructional certificate programs that are awarded based upon completion or accumulated credits
 - c. Associate degree programs including those that result in an Associate of Arts, Associate of Science, or an Associate of Applied Science degree
 - d. Baccalaureate degree programs including those that result in a Bachelor of Arts, Bachelor of Science, or a Bachelor of Applied Science degree
 - e. Organized educational programs that are directly related to the preparation of individuals for employment in current or emerging occupations requiring training other than a degree
 - f. High School Equivalency (HSE), General Equivalency Degree, Adult Basic Education, and English as a Second Language programs as part of a career pathway when these classes are integrated within, being taken concurrently with, or for a limited- duration prerequisite to post-secondary education or training as part of a career pathway program.
15. Facilitate the transfer of participants to other DHS employment and training programs, when appropriate and approved by both the CAO and the receiving program. Such programs include but are not limited to KEYS and ELECT.
 16. Place participants in unsubsidized employment. Once the participant is placed in employment and enters the retention period, program operator shall contact participant weekly for the first three months and then bi-weekly or as often as needed based on the participant's IEP for the duration of the retention period.
 17. Provide wraparound services. Wraparound services are TANF employment and training services specific to individuals who are required to meet a certain hourly work requirement to be compliant with the federal TANF employment and training requirements but who simultaneously participates in unsubsidized employment.
 18. Assist and incentivize participants who obtain employment to achieve satisfactory performance, retain employment, and to increase earnings over time through the provision of retention services. Retention supports and services will be provided for one year after the beginning of unsubsidized employment.

Technology

The number of computers currently utilized in the program (all will transfer to the successful proposer) are broken down as follows:

- 10 customer/classroom laptops (Asus) purchased in 2024
- 7 customer/classroom laptops purchased in 2019
- 14 staff laptops

Eight additional 2019 laptops are currently being evaluated for functionality. Should any or all be repaired and/or deemed to be in working order, they will also pass on to the successful proposer.

The successful proposer will need to budget funds for any additional computers to be utilized for the

program. As any computers reach the end of their useful lives the successful proposer will need to budget for replacements.

Performance Outcomes

The **EARN** performance goals and definitions are outlined in and regulated by the current DHS-issued EARN Program Policy and Procedures Manual.

The **Work Ready** performance goals and definitions are outlined in and regulated by the current DHS-issued Work Ready Program Policy and Procedures Manual.

EARN & Work Ready Participants may also be **SNAP** participants. SNAP performance goals and definitions are outlined in the current DHS-issued SNAP Program Policy and Procedures Manual.

The performance outcomes below are taken directly from the three manuals mentioned above. These are subject to change and the proposers will be held to the most up-to-date version of each manual.

- **Secondary Equivalent and Credentialing**
 - A participant must receive a diploma or certification that will provide the participant with an industry-recognized certificate or certification and marketable skill directly related to their employment goals listed in their AMR and IEP.
 - 50% of all participants in an activity that results in the achievement of a credential.
- **Successful Referral to Educational Programming**
 - Grantee shall coordinate educational activities with ELECT service providers and the KEYS program programs where appropriate; providing supports to ensure successful transfer, referral, and enrollment to the receiving program.
 - 90% of those terminated from EARN with Project Termination Code X go onto enroll with ELECT or KEYS program within 90 days.
- **Employment/Placement with hourly wage (\$2 hour above minimum wage)**
 - (EARN & WR) Grantee shall place participants in unsubsidized employment, for an average of 20 hours in a consecutive four-week period, with a wage at least two dollars above the higher of the federal or state minimum wage as of July 1 of the program year.
 - 65% of all enrolled participants who become employed achieve employment with hourly wage.
 - (SNAP) Grantee shall place participants in unsubsidized employment, for an average of 20 hours in a consecutive four-week period, with a wage at least two dollars above the higher of the federal or state minimum wage as of July 1 of the program year.
 - 50% of all SNAP enrolled participants enrolled participants who become employed achieve employment with hourly wage
- **Retention (90 day, 6 month, 12 month)**
 - (SNAP) Participants are still employed 90 days after starting the retention activity.
 - 50% of all enrolled participants
 - (EARN & WR) Retention begins when an individual has TANF or ETANF close due to earned income from employment and is placed in CWDS extended hold. The Grantee shall provide documentation of the participant's retention semi-annually (six and twelve months)

- 70% of all enrolled participants who met the employment reporting measure at six-months will achieve the benchmark
 - 50% of all enrolled participants who met the employment reporting measure at twelve-months will achieve the benchmark
- **Assessment and IEP**
 - (EARN & WR) Grantee shall conduct and complete a comprehensive household assessment as well as complete and document a detailed IEP that includes plans to address participant challenges (barriers) and agreed upon plan for resolution within 14 business days of a participant's enrollment.
 - 90% of all participants enrolled with the Grantee for whom an assessment is required.
 - (SNAP) Grantee shall complete a comprehensive needs assessment as well as complete and document a detailed IEP within 14 business days of a participant's enrollment.
 - 90% of all participants enrolled with the Grantee for whom an assessment and IEP is required.
- **Referrals to External Support Services**
 - Grantee shall complete a referral to a community-based organization to help assist the individual, family, or both within 14 business days of discovering the need
 - 90% of all enrolled participants for whom a need has been identified.
- **Social Service Professional**
 - Grantee shall have a network of professionals so that eligible participants have a one-on-one meeting within 28 business following the date of enrollment.
 - 80% of all enrolled participants for whom a meeting is required will have an introductory one-on- one meeting with the licensed professional within 28 business days following the date of enrollment.

Administrative Requirements

Records

All records pertaining to a subsequent contract must be maintained for a period of seven years beyond the final day of the program year the contract is terminated unless litigations, claims, or audits are begun prior to the expiration of this seven-year period, in which case, all records shall be retained until those litigations, claims, or audits relating to those records have been resolved.

Financial Status Reports

The Financial Status Report (FSR) must be submitted monthly by the 5th business day of the month following the month being reported.

Other Requirements

The successful integration of program services and staff into the PA CareerLink® Lancaster County structure is a performance measure applicable to all selected service providers. The successful meeting of this standard will be determined by the PA CareerLink® Lancaster County Operator.

The contractor must comply with all Federal audit requirements, including Subpart F., Sections 200.500-521 of 2 CFR 200, the OMB Uniform Code. The contract, including all associated records, staff, participants, and documentation of performance must be available for monitoring by WDB staff and representatives of Federal and Commonwealth funding sources. The contractor must have a working knowledge of WIOA, the OMB Uniform Code, and all subsequent rules/regulations, working knowledge of all Pennsylvania Department of Labor and Industry and Department of Human Services policy related to the programs being reviewed, and working knowledge of Equal Opportunity and Americans with Disabilities Act regulations.

The contractor must have the ability to produce ad hoc program reports as directed by the PA Department of Human Services, Lancaster County WDB, and PA CareerLink® Operator.

All subrecipients must comply with Lancaster County's Language Access Plan for Limited English Proficient Persons, including translation of vital documents. The plan can be found on our website.

<https://www.lancastercountywib.com/organizational-integrity/operating-documents/#plans>

Qualifications / Experience

The Proposer shall at minimum:

- Have demonstrated past performance related to the ability to meet schedules and deadlines on Programs of similar scope and size and;
- Have demonstrated past exceptional performance related to quality development and implementation of programming of similar scope and size.
- It is important to note that "Proposer" refers to the company that would enter into the Agreement with the WDB To be considered, the proposing firm must meet or exceed the benchmarks set forth above on its own merit. The experience and qualifications of firms that the proposing firm will partner with in the performance of this Program, cannot be used to bring a proposing firm's less than required experience and qualifications up to the benchmark.
- Each Proposer shall certify that it is not currently under suspension or debarment by the Commonwealth of Pennsylvania or federal government. If the proposing firm cannot so certify, then it shall submit a written explanation of why such certification cannot be made.

SECTION 3 – Proposal Instructions: Submission, Format, Content, and Evaluation

Proposals from any entity or combination of entities, public or private, for-profit or not-for-profit may be submitted. Proposals from consortia, partnerships or other combinations of organizations must identify

one organization as the lead agency and prime contractor and must specify the assignment of subcontracting relationships that are contemplated.

All proposals must be submitted via Foundant Grant Management System no later than the deadline listed. Proposals will be considered in final form upon submission. Therefore no changes may be made to the content or format unless requested by the LCWDB during any portion of the process. No proposals will be accepted after the deadline.

Timely receipt of the proposal is the sole responsibility of the proposer.

Submission of Proposal

Lancaster County Workforce Development Board uses a cloud-based grant management system called Foundant Technologies. Proposers will be required to create an account with Foundant by going to this portal <https://www.grantinterface.com/Home/Logon?urlkey=lcwdb>.

For first time users, tutorials are provided:

- [Written Tutorial](#)
- [Video Tutorial 1: Site Access & Account Creation](#)
- [Video Tutorial 2: Applying for Funding](#)
- [Video Tutorial 3: Your Applicant Dashboard](#)
- [Apply for a Grant - Applicant Overview Video](#)
 - This video covers the content above in an overview format.

Creating your online account can be simple, if you start with a few things prepared in advance. Our online Grants Manager will allow you to track the status of your application, as well as file grant reports from your account, and you'll be able to edit and submit applications on your own timeline.

All applicants are required to create an account, and we recommend you do this well before any actual grant application deadline. Here's what you'll need:

- Contact information for the point person, and a username that is an email address
- Contact information for your organization, including your EIN/Tax ID number
- Contact information for the Executive Director.
- Many of our grant rounds require different documentation, so depending on your organization's status and the specific application guidelines of our grant rounds, you may also be required to upload certain documents.

Proposal Content and Format

Understanding of the Services

Proposers must provide a comprehensive narrative statement that illustrates their understanding of the

requirements of the Services and illustrates how their methodology will serve to accomplish the work and meet the LCWDB's schedule. The following prompts in Foundant are designed to facilitate this narrative. Proposers must describe how they will approach the Services; describe the methods and frequency of interface between your program team members and the LCWDB's program team members in performing the Services; and indicate how often the program manager and the program team members will be on site in the performance of the Services.

Application Questions

Qualification Statement

Each Proposal shall include, at minimum, the following information about the Proposer:

- **Project Name**
- **Amount Requested:** Note that the award amount will be up to \$1,268,193.76, dependent on funding.
- **Executive Summary:** Describe your understanding of the work to be performed and your organization's ability to perform that work within the timeframe required.
- **Type of Organization**
- **Number of Years in Business:** Provide the number of years the Proposer has been in business.
- **Organization History:** Provide a summary of the history of your agency. For how long has your agency provided social services and in what capacity? Provide specific reference to services like those described in the RFP.
- **Name and Title of Proposer's Principal:** The names and titles of the Proposer's principals.
- **Point of Contact for Proposal and their Contact Information (email)**
- **Financial Statements:** The Proposer's most recent annual report or the company's most recent income statement, balance sheet, and statement of cash flow accompanied by an auditor's report attesting to the accuracy of these financial statements.
- **Certifications:**
 - Identify if Proposer holds any current federal certifications for the following: Minority Owned Business (MBE), Women-Owned Business (WBE), Small Disadvantaged Business (SDB), Disadvantage Business Enterprises (DBE), 8a Designation, HUB Zone Business Enterprises (HUB) or Disabled Veteran Business (DVBE).
 - List all certifications required or sought after for the services being provided.

The following questions should be answered thoroughly as part of the Proposal:

- **Business Focus:** What is the Proposer's main business focus?
- **Strengths:** What are the strengths of the Proposer and how will the LCWDB benefit from those strengths?

Past Performance Measurements and Demonstrated Effectiveness

- **Experience:** List and describe the Proposer's experience with federal, state, or local government

whom your agency currently or recently holds/held a contract to provide similar services to those described in this RFP. Describe experience providing services to youth and coordinating services with One Stops, or other relevant experience that bears directly on a demonstration of your capacity and qualifications. Provide supporting documentation demonstrating achievement of program goals and performance including monitoring reports prepared by grant agencies.

- For each listed program include:
 - Name and location of the program
 - Reference contact name, telephone number, and email address
 - Estimated total program cost and actual total program cost
 - Planned program completion date and actual program completion date
 - Summary description of the program.
- **Monitoring Reports:** Upload monitoring reports that were supplied to each agency/government.
- **Program Citing:** Indicate whether your program was cited in monitoring or audit reports for a programmatic or fiscal deficiency. If cited, upload the findings.
- **Local Connections:** If the Proposer has had experience with any organization, other than the LCWDB, in the proposed workforce development area, provide the name and address of the contact organization and the contact person's name, telephone number, and email address.
- **Program Manager:** Identify the program manager and submit this individual's credentials (work/program experience and education). Include a resume and job description for this individual. State to whom the management contract will report and the percentage of time they will devote to the program.
- **Program Staff:** List the names and titles of your planned program team members and describe their individual levels of experience and expertise with this type of program. Provide a job description for each position including to whom the position will report and the percentage of time to be devoted to the program. Include an organizational chart showing the reporting structure of the team members. Be sure to include any positions or requirements detailed in the Scope of Work. If program staff are not in place at the time of submission, please proceed with uploading job descriptions in the next question.
- **Staffing Model and Hours of Operation:** Provide the proposed staffing model and hours of operation. Include any days not in operation for holidays, etc.
- **Capacity:** Describe the Proposer's capacity to execute the Services within the proposed schedule. Describe the Proposer's willingness and ability to commit personnel to meet the scope and schedule of the Services. (Include a list of current programs and the anticipated completion dates of these programs.)
- **Vacancies:** Discuss the organization's capability for timely replacement of staff into position vacancies due to personnel turnover (i.e., voluntary, or involuntary) or greater customer demand.
- **Training:** Describe training available to staff, including training in the latest trends and developments within workforce development. This training plan should also include any training specifically mentioned in the scope of work.
- **Staff Certifications:** Identify any related certification held by staff, if staff to be assigned are known, or your organization's intent with respect to encouraging achievement of relevant certification.

- **Diversity and Inclusion:** Describe a diversity and inclusion plan to ensure staff reflects the composition of the target population and the broader community.
- **Leveraging Resources:** Describe any leveraging of additional resources the contractor's participation in PA CareerLink® would provide.
- **Data Collection:** Describe the methodology of how your firm collects data to ensure performance is on target.
- **External Requirements:** How does your organization plan to execute the program services while following federal, state and local policies and requirements? Identify software programs, information technologies, and other processes you would utilize to provide services.
- **Continuity of Operations:** Describe and/or upload your agency's Continuity of Operations Plan that will ensure that participants are served regardless of disruptions at the agency level.
- **Supplemental Workforce:** Identify the process your organization would implement to supplement your workforce due to greater customer demand or to replace staff who have left your organization.
- **Staff Incentives:** Discuss the process your organization would use to provide financial and non-financial incentives to staff at regular intervals throughout the length of the program contract to encourage them to exceed performance expectations.
- **Location:** Describe and justify the proposed location(s) of all staff.
- **Past Performance Goals:** Describe any current or past contracts employing performance goals and measures. What is your agency's experience meeting those goals? Provide specific examples of goal achievement.
- **Achievement of Performance Goals:** Describe how your organization will achieve the stated performance goals outlined in RFP Section 2: Scope of Work. What measures will you take to identify and correct factors that may lead in a lack of progression toward meeting performance measures?

Program Services

- **Barriers to Employment:** Describe how staff will work with individuals to overcome barriers they are facing with obtaining education and/or employment.
- **Case Management:** Describe your experience with case management using a customer-centered design approach.
- **Staff Expertise:** Describe how the expertise of the staff will contribute to the successful outcomes of participants.
- **Customer Flow:** Describe your overall design and customer flow of the program proposal.
- **Community Relationship:** Describe in detail the plan to partner with agencies in the community, including the County Assistance Office.
- **Personal Identifiable Information (PII):** Detail the proposed plan to track, maintain, and store program and participant files and supporting documentation.
- **Diversity and Equity:** Provide examples of working effectively with diverse populations that have multiple barriers.
- **Employment and Training Relationships:** Describe how you will develop relationships with employers and educational institutions to connect jobseekers to education and training.

- **Quality Assurance Reporting:** Provide examples of quality assurance reporting that has been provided to workforce development boards, grant providers, and/or the community at large.
- **Innovation:** Provide examples of expanding local workforce development programs. Describe how you will incorporate creativity and innovation into the Program.
- **Virtual/Remote Services:** Describe how virtual/remote services will be available and managed.
- **Administrative Requirements:** Describe your organization's financial and administrative experience and capabilities. Include the following:
 - Your organization's capabilities regarding managing and accounting for federal, state, and local funding sources in accordance with GAAP
 - Your capabilities to conduct self-monitoring for contract performance and compliance
 - Your capabilities to develop and implement a continuous improvement model
- **Communication with LCWDB:** Describe your proposed plan for coordinating and providing high levels of communication with Lancaster County Workforce Development Board staff.
- **Staffing:** Detail the plan to recruit, select, retain and manage performance of a high-quality trauma-informed staff.
- **Alternative Proposals:** Proposers are encouraged to review RFP Section 2, Statement of Work, and the various tasks and requirements described therein. If the proposer believes there are alternate methods for meeting any of the RFP requirements than those envisioned by LCWDB, please detail them here.
- **Additional Attachments:** Upload any additional attachments you wish to share to support your proposal (in single file).

Subcontractors

Subcontractors may be used to perform portions of Services. If a Proposer intends to use subcontractors, the Proposer must identify in its Proposal the names of the subcontractors and the portions of Services the subcontractors will perform in its Proposal.

A proposer's failure to provide this information in its proposal may cause the LCWDB to consider the proposal non-responsive and reject the proposal.

Proposals from consortia, partnerships or other combinations of organizations must identify one organization as the lead agency and prime contractor and must specify the assignment of subcontracting relationships that are contemplated.

Proposals must contain the following information concerning each prospective subcontractor:

- Complete name of the subcontractor.
- Complete address of the subcontractor.
- Type of Services the subcontractor shall be performing.
- Percentage of Services the subcontractor shall be performing.
- Evidence that the subcontractor holds a valid Pennsylvania business license.
- A written statement, signed by each proposed subcontractor, that clearly verifies that the subcontractor is committed to render the Services required.

Budget

- **Fiscal Contact:** Identify your fiscal contact.
- **Cost Allocation Plan:** Describe the cost allocation plan and process currently used by your organization to distribute both direct and/or indirect shared costs to each funding source that benefits from incurred expenditures. Identify the allocation base or method of documentation used in this process.
- **Cost Allocation Plan Upload:** Upload your organization's current Cost Allocation Plan (CAP) and/or Negotiated Indirect Cost Rate Agreement (NICRA). If uploading both, they must be combined into a single pdf file.
- **Price Proposal:**
 - Budget Parameters: Total administration (including indirect) costs set forth in the proposal may not exceed 10% of the total program budget less direct participant costs (please see Section 683.215 of the WIOA Final Rule-Department of Labor, for the definition of what function and activities constitute the cost of administration). Profit (if applicable) may not exceed 5% of the total program budget.
 - Complete and upload Attachment E, Budget Sheets. This is the required format for proposed budgets and should **only include the funds requested in the proposal**.
 - Please refer to the Budget Instructions document provided as a supplemental document. If you require further technical assistance, please reach out to Brie Becker at bbecker@lancastercountywib.com.
- **Budget Justification:** Provide justification to support your price proposal, which shall clearly identify the level of service to be provided. What is the proposed service level including expected numbers of participants to be served?
- **Contracting Process:** Indicate your understanding of the contracting process and your ability to operate the program utilizing the method of payment provided in the RFP.
- **Non-WIOA Funds:** Indicate sources and amounts of any non-WIOA funds to be utilized in the operation of this program.
- **Funding Supplement:** Detail how leveraged resources will supplement core funding to ensure the proposed program has the greatest customer impact. Provide examples of how leveraged resources have provided customer impact beyond core funding in other programs operated by your agency.

Forms, Required Uploads, Assurances, Certifications

- **Counter Terms:** Specify any exceptions or objections taken to this RFP or the Proposed Form of Agreement and General Conditions, identified as Attachment A in the RFP, for LCWDB to consider when evaluating the proposal. Each provision the proposer takes exception to shall be specifically identified (including a citation to the page and paragraph such provision is found) with the proposer's suggested modification. It is understood that the proposer takes no exception to the provisions of the RFP and form of Agreement not

specifically identified as an exception or objection in this section of its proposal.

- **Insurance:** Upload a sample certificate of insurance evidencing, at minimum, the insurance coverage types and levels set forth in the Proposed Administrative and Financial Agreement.
 - Commercial Comprehensive General Liability Insurance. Subrecipient shall provide LCWDB with a Certificate of Insurance evidencing insurance coverage and naming LCWDB as an Additional Insured. Subrecipient coverage shall not be less than \$1,000,000 per occurrence/\$1,000,000 aggregate.
 - Commercial Automobile Insurance. Subrecipient shall provide LCWDB with proof of coverage for all vehicles issued to Subrecipient by LCWDB.
 - Workers' Compensation Insurance for all employees and any contractors in accordance with the Workmen's Compensation Act of 1915 as amended. Subrecipient shall provide LCWDB with proof of coverage.
- **Bonding**
 - If selected, the proposer shall show evidence of a bond for every officer, director, agent, or employee of the Subrecipient authorized to act on behalf of the Subrecipient for the purpose of requesting, receiving, or depositing funds, or issuing financial documents, checks, or other instruments of payments for program costs. The amount of single loss limit of insurance coverage shall be a minimum of \$500,000.
 - Subrecipient may request a waiver of these requirements in order to maintain lower bonding amounts. However, the amount of single loss limit of insurance coverage shall never be less than \$100,000. All requests for a waiver must be in writing, and approved by LCWDB.
 - If selected, the proposer shall provide this evidence of bonding upon or before execution of an agreement.
- **Conflict of Interest:** Provide and upload a completed and signed [Conflict of Interest Statement](#) for the following:
 - Any principals of your organization, if their spouse, or their child is employed by the Lancaster County Workforce Development Board
 - The Proposer or any individuals providing services has a possible conflict of interest and if so, the nature of that conflict.
 - If neither of the two situations above apply, then upload one, signed document for the proposer declaring no conflict of interest.Upload in a single file.
- **HIPAA Business Associate Agreement:** Check the box to certify that if selected, our organization will complete and submit a copy of the HIPAA Business Associate Agreement to the LCWDB Contract Administrator.
 - This form is available at <https://www.lancastercountywib.com/organizational-integrity/opportunities/>.
- **Non-Collusion Affidavit Form:** Complete and upload a copy of the Non-Collusion Affidavit Form.
 - This form is available at <https://www.lancastercountywib.com/organizational-integrity/opportunities/>.

[integrity/opportunities/](https://www.lancastercountywib.com/organizational-integrity/opportunities/) .

- **LCWDB Grievance Hearing Policy:** Complete and upload a copy of the Lancaster County Grievance Hearing Procedure.
 - This form is available at <https://www.lancastercountywib.com/organizational-integrity/opportunities/> .
- **Worker Protection and Investment Certification:** Complete and upload a copy of the Worker Protection and Investment Certification.
 - This form is available at <https://www.lancastercountywib.com/organizational-integrity/opportunities/> .
- **Attachments:** Checking each of the boxes acknowledges the proposer has read and agrees to comply with the following document(s)/procedure(s) that can be found as attachments in the full RFP located at <https://www.lancastercountywib.com/organizational-integrity/opportunities/> .
 - Proposed Administrative and Financial Agreement (AFA)
- **Acknowledgement and Agreement Statements:**
 - To preserve the integrity of LCWDB employees and elected officials and to maintain public confidence in the RFP process, the LCWDB prohibits the solicitation or acceptance of anything of value by a LCWDB employee or elected official from any person seeking to initiate or maintain a business relationship with LCWDB departments, boards, commissions, and agencies.
 - Proposers shall not pay any salaries, commissions, fees, or make any payments or rebates to any employee. Nor shall any Proposer favor any employee with gifts or entertainment of significant cost or value, or with services or goods sold at less than full market value.
 - LCWDB reserves the right to disqualify a Proposer or cancel an award of the Agreement if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program to be performed by the Proposer. The LCWDB’s determination regarding any question of conflict of interest shall be final.

SECTION 4 – Evaluation: Criteria, Vendor Selection Process, Award

Evaluation of Proposals

A committee of LCWDB personnel representing the functions of the Lancaster County Workforce Development Board (LCWDB) and members of the LCWDB Committee performing oversight of the program will review and evaluate Proposals submitted in response to this RFP (“Evaluation Committee”). The proceedings of the Evaluation Committee are confidential. Members of the

Evaluation Committee are not to be contacted by the Proposers. All communication between a Proposer and the LCWDB shall be through Brie Becker, Contract Administrator.

Proposals must pass two tiers of evaluation.

First tier: Proposals will be evaluated against the following criteria using a pass/fail determination.

- Completeness of the proposal, including all required uploads and certifications
- Alignment with the instructions for submission

Proposals must pass this first-tier evaluation to move on to the second-tier evaluation described below.

Second tier: Proposals will be evaluated against the following criteria using point-rated scoring.

- Ability and Competence (Experience, Resource Commitment, and Qualifications of Personnel) – The Proposer’s ability to perform the required service expeditiously. The Proposer must have the resources to be capable of meeting the required program completion schedule. The Proposer’s competence in performing the required Services as indicated by the training, education and experience of the personnel assigned to the program team. The Proposer must have in its possession all appropriate and required certifications, permits, and licenses. **30 points**
- Performance and Program Delivery – Program understanding and plan for delivery and meeting performance goals. Includes Equity and Innovation. **35 points**
- Quality and Feasibility (Technical & Organizational Approach) – The quality and feasibility of the Technical Proposal and the Proposer’s understanding of the program’s requirements and the overall goals and objectives of the program. **15 points**
- Financial (Cost, Value & Administration) - The justification for the level of proposed funding, the Proposer’s process for the leveraging of funds, and the Proposer’s administrative ability to perform contract with Lancaster County WDB. **20 points**

Interviews with Proposers

LCWDB may, in its sole discretion, elect to conduct interviews with one or more Proposers. The purpose of an interview will be to clarify and assure the Proposer’s full understanding of, and responsiveness to, the solicitation requirements. Revisions to a Proposal may be permitted after submission and before the LCWDB's execution of the Agreement for the purpose of obtaining best and final offers with the LCWDB's approval. The individual identified in the Proposal as the Program Manager, must attend the interview.

Right to Negotiate

After LCWDB's completion of the Proposal evaluation process, including any interviews held with Proposers during the evaluation process, LCWDB may elect to initiate negotiations with one or more Proposers for modification of any component of the Agreement, including, without limitation, the scope of services, price,

or schedule for completion. The option of whether to initiate or terminate negotiations rests solely with the LCWDB, which may be exercised at any time.

Award of Contract

If LCWDB elects to award the Agreement pursuant to this RFP, it intends to award the Agreement to the responsible and responsive Proposer whose Proposal is determined to provide the best overall value to LCWDB. If goals are met and/or exceeded, the Vendor may be asked to submit a program narrative revision and/or a budget modification request. Renewal may be granted for the subsequent program year based on training need, past performance, and the availability of funds. The Vendor should be prepared to begin work on the start date indicated.

The option provision shall be within the sole and exclusive discretion of LCWDB to exercise and shall not obligate LCWDB to extend the Agreement.

Amounts of Services to be purchased by LCWDB in any additional twelve (12) month period shall be dependent upon the availability of funds and participant demand.

Standard Contract Information

Standard Agreement Provisions

The Agreement resulting from the award of this RFP will be governed by the terms and conditions set forth in the Proposed Administrative and Financial Agreement set forth in Attachment A, attached hereto and incorporated herein. Proposers must detail in their Proposal their reasons for objection to any part of RFP or Proposed Administrative and Financial Agreement in their Technical Proposal. Hindrance of the award process due to the extent of a Proposer's objection to the form or substance of the RFP or Proposed Administrative and Financial Agreement may have a negative impact on LCWDB's assessment of that Proposal.

Agreement Content

The Agreement will incorporate this RFP, the Proposer's Proposal, and any additional information deemed necessary as a result of the negotiations held with the successful Proposer(s).

Confidentiality of Protected Health Information:

To the extent applicable, the parties hereto agree to fully comply with the Health Insurance Portability and Accountability Act of 1996, P.L. 104-191, and all amendments thereto and regulations promulgated thereunder (collectively, "HIPAA"), as well as any other applicable laws or regulations concerning the privacy and security of health information. The successful Proposer always agrees to treat any protected health information (as defined by HIPAA), created by, or disclosed or otherwise made available to the successful Proposer in connection with the Agreement, in accordance with all federal, state, and local laws and regulations regarding the confidentiality of protected health information. Without limitation to other rights and remedies under the

Agreement or afforded by law, LCWDB may immediately terminate the Agreement if it determines that there has been a material breach of this provision.

To the extent that LCWDB meets the definition of a "Covered Entity" or "Business Associate" (as such terms are defined under HIPAA) and the successful Bidder is determined by LCWDB to meet the definition of a "Business Associate" or "Subcontractor" (as such terms are defined under HIPAA) of LCWDB, the successful Proposer and LCWDB shall enter into a HIPAA Business Associate Agreement in a form satisfactory to LCWDB as set forth in Attachment B, attached hereto and incorporated herein, which shall govern the treatment of any protected health information created, received, transmitted or maintained by successful Proposer on behalf of the LCWDB.

Public Information

All Proposals and other material submitted become the property of LCWDB and may be returned only at LCWDB's option. Information contained in the Proposals will not be disclosed during the evaluation process. Under Pennsylvania's "Right to Know" laws (65 P.S. §§ 67.101-67.3104), public records are required to be open to reasonable inspection. All Proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time the Agreement is executed by the LCWDB. Thereafter, the Proposals will become public information. Requests for photocopies of public records must be made to the Open Records Officer and will be provided to the requestor for a nominal per page fee.

Trade secrets and other proprietary data contained in Proposals may be held confidential, if the Proposer requests, in writing, that the LCWDB does so, and if the LCWDB agrees, in writing, to do so. Material considered confidential by the Proposer must be clearly identified and the Proposer must include a brief statement that sets out the reasons for confidentiality.

Reservation of Rights

The release of this Request for Proposals does not constitute an acceptance of any offer, nor does such release in any way obligate the execution of a contract with any Proposer. The LCWDB reserves the right to accept or reject proposals based on the conditions set forth in this RFP, and to evaluate all accepted proposals on the criteria included in this document.

Proposers should note:

- Specifications contained in this RFP are subject to change upon the release of revised applicable federal and state laws, rules, regulations and/or policies, and funding availability.
- The LCWDB will not be liable for costs incurred in the preparation of proposals or negotiation of contracts. The LCWDB will not be liable for costs or purchases made prior to the effective date of the contract.
- Upon submission, all proposals, in their entirety, become the property of the LCWDB and are subject to the PA Open Records Law.

The award of a contract for any proposed service is contingent upon the favorable evaluation of the proposal and successful negotiation of any changes to the proposal required by the LCWDB.

The LCWDB reserves the right to negotiate the final terms of all contracts with successful organizations.

Items that may be negotiated include, but are not limited to, the type and scope of services, cost and fees, management, etc. Likewise, the LCWDB also reserves the right to accept any proposal without substantive negotiation. Therefore, proposers are advised to propose their most favorable terms with their initial submission.

LCWDB reserves and may, at its sole discretion, exercise the following rights with respect to this RFP and all Proposals submitted pursuant to this RFP:

- To reject all Proposals and re-issue the RFP at any time prior to execution of the Agreement; to require, in any RFP for similar products and/or services that may be issued after this RFP, terms and conditions that are substantially different from the terms and conditions set forth in this RFP; or to cancel this RFP with or without issuing another RFP.
- To reject any Proposal if, in LCWDB's sole discretion, the Proposal is incomplete, the Proposal is not responsive to the requirements of this RFP, the Proposer does not meet the qualification requirements set forth herein, or it is otherwise in the best interest of LCWDB to reject the Proposal.
- To supplement, amend, substitute, or otherwise modify this RFP at any time prior to the execution of the Agreement.
- To accept or reject any or all the items in any Proposal and award the Agreement for the whole or only a part of any Proposal if LCWDB determines, in its sole discretion, that it is in LCWDB's best interest to do so.
- To reject the Proposal of any Proposer that, in LCWDB's sole judgment, has been delinquent or unfaithful in the performance of any contract with the LCWDB, is financially or technically incapable, or is otherwise not a responsible Proposer.
- To waive any informality, defect, non-responsiveness, and/or deviation from this RFP that is not, in LCWDB's sole judgment, material to the Proposal.
- To permit or reject, at LCWDB's sole discretion, amendments (including information inadvertently omitted), modifications, alterations, and/or corrections to Proposals by one or more of the Proposers following Proposal submission.
- To request that one or more of the Proposers modify their Proposals or provide additional information.
- To request additional or clarifying information from any Proposer at any time, including information inadvertently omitted by a Proposer.
- To require that Proposers appear for interviews and/or presentations of their Proposals at LCWDB's offices or virtually.
- To inspect programs similar in type and scope to the work sought in this RFP and/or to inspect the Proposer's facilities to be used in furnishing goods or services required by the RFP.
- To conduct such investigations as LCWDB considers appropriate with respect to the qualifications of any Proposer and with respect to the information contained in any Proposal.

Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employer/Program.