

**High Country WDB**  
**PY 2023 WIOA RFP Evaluation Criteria (March 2023)**  
**Career Center Operator; Adults/Dislocated Workers, Business Services; Youth Services**

Proposing Organization: \_\_\_\_\_

Reviewer Name: \_\_\_\_\_

Reviewer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

The High Country Local Area will utilize a numerical rating system (below) to review RFPs for recommendation to the Workforce Development Board. Board staff and the Executive Committee (and other appointed individuals) will review the proposals and rate them according to the following evaluation factors and make recommendations to the Workforce Development Board.

**Organizations will be evaluated on the following sections and point criteria for a total of up to 300 points if bidding on all services. Those only bidding on Operations will have a total of up to 135 points (to include Experience and Capacity; Budget; and NCWorks Operations).**

- Experience and Capacity (Maximum of 60 points)
- Budget (Maximum of 20 points)
- Projected Enrollment Goals (Maximum of 25 points)
- NCWorks Operations (Maximum of 55 points)
- Adult/Dislocated Worker/Youth Services (Maximum of 100 points)
- Business Services (Maximum of 40 points)

**Reviewers should use the following points guide when evaluating responses:**

Score	Compliance	Narrative
0	Non-compliant or no response	No response
1	Inadequate Response	Inadequate response; not sufficient; or hard to follow
2	Minimal Response	Lack of detail; minimal; basic completion
3	Medium Partial Response	Objectives partially met/between minimal and full response/average
4	High Partial Response	Objectives met/answered thoroughly and completely
5	Full Response	Objectives exceeded/answered above and beyond with extra detail

*Note: The highest ranked proposal does not equate to awarded contract.*

<b>Basic Submission Requirements:</b> Have basic requirements of submission been met based on the following:	<b>Yes</b>	<b>No</b>
Proposal submitted by established deadline		
Proposal follows format/instructions		
Proposal includes the following: <ul style="list-style-type: none"> <li>• Cover Sheet</li> <li>• Program and Financial Management Form</li> <li>• Statement of Work Narrative</li> <li>• Assurances/Certifications</li> <li>• Statement of Compliance Form</li> <li>• Certificate Regarding Debarment</li> <li>• Certification Regarding Drug Free Workplace</li> <li>• Job Descriptions</li> <li>• Budget</li> <li>• Projected Service Levels</li> <li>• Other Attachments</li> </ul>		
<b>Notes/Comments:</b>		

<b>Experience and Capacity (Maximum of 60 points)</b> This category will evaluate experience in providing services similar to those proposed, including the capacity/capability to deliver, attain, track, and report performance to include: <b>A. Experience (30 points value)</b>	Page #	Points Earned
1. Organizational background and mission (5 points max) <ul style="list-style-type: none"> <li>a) Legal name/status</li> <li>b) Mission/history/size/service area</li> <li>c) How currently funded</li> <li>d) How does this fit into their mission/management to be used</li> </ul>		
2. Organization's financial and administrative experience (5 points max) <ul style="list-style-type: none"> <li>a) Financial stability/payment policies/financial difficulty</li> <li>b) Experience managing/accounting for funding sources</li> <li>c) Process for self-monitoring for performance/compliance</li> <li>d) Process for continuous improvement</li> <li>e) Three references</li> </ul>		
3. Past and current activities demonstrate ability (5 points max) <ul style="list-style-type: none"> <li>a) Serve as the NCWorks Operator/functional supervision</li> <li>b) Manage/administer and operate under WIOA to include data</li> </ul>		
4. Experience providing oversight and capacity building (5 points max)		
5. Relevant resources/knowledge (5 points max)		
6. If organization has a stand-alone location how will services be integrated? (5 points max)		
<b>Notes/Comments:</b>		

<b>B. Capacity (30 points value)</b>	<b>Page #</b>	<b>Points Earned</b>
1. Organizational resources and support that will assist with delivery of services (5 points max)		
2. Staffing plan: (5 points max) a) Number of staff/locations b) Job descriptions c) Staff qualifications/process to hire d) Process for staff training e) Will staff be supplemented with other funding?		
3. Administrative monitoring and tracking (5 points max)		
4. Fiscal tracking and management (5 points max) a) Process to timely capture/report fiscal information b) Process to ensure fiscal accountability/expenditures c) Internal tracking of actual and projected obligations d) How would disallowed costs be repaid if necessary? e) Describe accounting systems		
5. Transition planning (5 points max)		
6. Efforts to partner with other service providers (5 points max)		
<b>Total Points Earned (Maximum of 60)</b>		
<b>Notes/Comments:</b>		

<b><i>Budget (Maximum of 20 points)</i></b>	<b>Page #</b>	<b>Points Earned</b>
This category will evaluate the proposed budget for reasonableness and how it correlates with proposed services.		
1. Falls within provided funding amounts (5 points max)		
2. For-profit narrative with deliverables (5 points max)		
3. Cost allocation plan if applicable (5 points max)		
4. Youth: minimum 80% for out-of-school (5 points max)		
<b>Total Points Earned (Maximum of 20)</b>		
<b>Notes/Comments:</b>		

<b><i>Projected Enrollment Goals (Maximum of 25 points)</i></b>	<b>Page #</b>	<b>Points Earned</b>
This category will evaluate the proposed enrollment goals for the proposed service area in relation to proposed budget.		
1. Adults (5 points max)		
2. Dislocated Workers (5 points max)		
3. Youth (5 points max)		
4. Career Services (5 points max)		
5. Businesses Served (5 points max)		
<b>Total Points Earned (Maximum of 25)</b>		
<b>Notes/Comments:</b>		

<b>NCWorks Operations (Maximum of 55 points):</b> This category will evaluate the proposer’s vision, ability, and partnerships for the operations of the NCWorks Career Centers.	<b>Page #</b>	<b>Points Earned</b>
<b>A. Delivery</b>		
1. Define exceptional customer service and how it will be provided (5 points max)		
2. Vision of operations, performance, target customers, recruitment, outcomes (5 points max)		
3. Shared/functional supervision of staff (5 points max)		
4. Workshop/product box design (5 points max)		
5. Assessing customer needs (5 points max)		
6. Referral process and tracking (5 points max)		
7. Plans to outreach to new/current customers to increase numbers (5 points max)		
8. Budget for Operations (5 points max)		
<b>B. Partnerships</b>		
1. Partner meeting processes (5 points max)		
2. Current and new partnerships (5 points max)		
3. Collaborative projects (5 points max)		
<b>Total Points Earned (Maximum 55 points)</b>		
<b>Notes/Comments:</b>		

<b>Adult/Dislocated Worker/Youth Services (Maximum of 100 points)</b> This category will evaluate the proposer’s plans for providing services for adult and dislocated worker participants. <b>A. Program Description</b>	Page #	Points Earned
1. Includes description of project with goals/outcomes for each population (5 points max)		
2. Target population for each program and geographic area (5 points max)		
<b>B. Statement of Work/Service Delivery</b>		
1. Eligibility and enrollment process description (5 points max) <ul style="list-style-type: none"> <li>a) Ensure customers are eligible/appropriate and how staff are trained/monitored</li> <li>b) Describe assessment process/tools</li> <li>c) Describe Individual Employment Plan (IEP) development and maintenance</li> </ul>		
2. Serving various types of populations with career services to include challenges/partnerships (5 points max)		
3. Strategies to enhance customer success (5 points max)		
4. Training services; Individual Training Account (ITA) process; transition to employment (5 points max)		
5. Describe customer engagement towards successful credential attainment/skills gains/transition to employment. Are youth handled differently? (5 points max)		
6. Describe follow-up services for all programs. Be specific to youth 12-month follow-up. (5 points max)		
7. Work-based learning (WBL); On-the-Job Training (OJT) processes (5 points max) <ul style="list-style-type: none"> <li>a) If budgeted, process for OJT?</li> <li>b) Process to ensure 20% expenditure of youth funds on WBL.</li> <li>c) Challenges/successes</li> <li>d) Other program designs related to WBL?</li> </ul>		
8. Outreach strategies specific to dislocated workers (5 points max)		
9. Describe how each of the 14 youth program elements are provided to include agency partnership and young adult opportunities. (5 points max).		
10. Service strategies align with labor market demands (5 points max).		
11. Plan for delivery for achieving goals/performance/outreach (5 points max)		
12. Describe process for referrals (5 points max)		
13. Describe how engaging with business and industry relates to success of customers (5 points max)		
14. Describe staff cooperation with DWS/ISD (5 points max)		
15. Experience keying in NCWorks or other online data system to include maintaining Personal Identifiable Information (PII) and confidentiality standards (5 points max)		

16. Customer feedback/continuous improvement (5 points max)		
17. Responsiveness to requested data/deadlines (5 points max)		
18. Other indicators of success such as special projects/awards/trainings, etc. (5 points max)		
<b>Total Points Earned (Maximum of 100)</b>		

**Notes/Comments:**



<b>Business Services (Maximum of 40 points):</b> This category will evaluate the proposer’s plans for providing business services.	<b>Page #</b>	<b>Points Earned</b>
<b>A. Program Description</b>		
1. Includes description of project with goals/outcomes (5 points max)		
2. Target population and geographic area (5 points max)		
<b>B. Service Delivery</b>		
1. Identifying needs; services/strategies to meet those needs (5 points max)		
2. Describe outreach/collaboration for work-based learning for participants - include incumbent worker training (5 points max)		
3. Describe efforts to support high growth/high demand sectors (5 points max)		
4. Describe partnerships essential to serving business and coordination of services (5 points max)		
5. Describe strategies for engaging business/industry in the program to include numbers/type and how employers assist with program delivery (5 points max)		
6. Response to employer concerns/strategies to engage (5 points max)		
<b>Total Points Earned (Maximum of 40)</b>		
<b>Notes/Comments:</b>		

**Proposal Summary Sheet**

Organization: \_\_\_\_\_

Proposed Counties: \_\_\_\_\_

Negotiation Items:

<b>Category</b>	<b>Total Points Earned</b>
Basic Submission Requirements (Met or Not Met)	
Organizational Experience/Capacity (60 max)	
Budget (20 max)	
Projected Enrollments (25 max)	
NCWorks Operation (55 max)	
Adult/DW/Youth Services (100 max)	
Business Services (40 max)	
<b>Total Points (Max of 300 for all services) (Max of 135 for Operations only)</b>	