

RFP 2022-WIOA-01 One Stop Operator - Technical Assistance Questions

(New questions posted at the end)

Questions answered during the Bidder's Conference (12/15/2022)

1. Who is currently providing services?

For WorkLink, Eckerd Connects

For Upper Savannah, GLEAMNS HRC

2. Is there a page limit?

There is no page limit. Please be concise without sacrificing the overall message of your proposal.

3. When do the centers need recertification?

The Centers were certified in the Spring/Summer of 2022. This is required every two years. Reference the State Instruction Letter 21-06 for details.

4. Is it preferred for cost sharing that there is one (1) One-Stop Operator between both Work Link and Upper Savannah?

We view the Operator as being the actual entity that receives the grant award, not the specific positions in the grant awards. Our vision is that yes, there will be one Operator for both regions.

Staffing and operational expenses (such as staff time, staff training, and outreach) are the prime categories that you should consider. In regards to staffing, we are asking for bidders to look at Center hours of operation before constructing a staffing model. The only specific requirement in the RFP is that the bidder name at least one (1) Center Manager and at least one (1) Employer Services Representative in their proposal. These positions should be treated as separate positions working hand in hand together. Whether you name the same Center Manager and the same Employer Services person for both areas or have multiple Center Managers and multiple Employer Service Representatives across both areas, or you have one Center Manager with assistant(s) and one Employer Services with assistant(s), we leave to you. Just remember that it needs to support the model you are proposing and the goals you are trying to achieve, and it needs to be communicated clearly in your proposal.

Whichever line items you propose to cost share, be sure to only include the appropriate amounts in the appropriate area's budget. Make sure that you clearly note it in your budget narrative that this is a cost sharing item, and the overall percent to affect the budget and be cost shared over to the other area's budget. Also, consider how easy that line item will be to scale up or down depending on whether you are awarded grants in both WorkLink and Upper Savannah.

5. Do we develop a 12-month budget for Work Link and a 15-month budget for Upper Savannah?

That is correct. Upper Savannah is working with the current contractor to develop a transition plan. We could need someone to step in as soon as possible (15 months) or in July.

WorkLink will offer a one-month transition period to begin in June, additional funding would be made available if needed.

6. How many Adult and Dislocated Workers participated in Work Experience and OJT for the contract year ending June 30, 2022 (separated by Work Link and Upper Savannah)?

In PY2021 WorkLink had 6 individuals (5 Adults, 1 DW) participate in OJT. We did not offer Work Experience for Adult/DW.

In regards to Upper Savannah, we have uploaded more specific information to the WorkLink Website. Visit www.worklinkweb.com and click on publications > Request for Proposals > Attachments.

7. Will you provide current staffing by job titles and salary ranges (for each center)?

WorkLink currently has one Business Services Representative position in-house, and one Center Manager for 4 SC Works Centers through our sub-recipient. There are also several support and leadership staff that are included in the One Stop Operator Budget for a small percentage of their time. WorkLink sees this RFP as an opportunity for the Bidder to use their experience and expertise to expand SC Works services and re-imagine the Employer Services role. Please evaluate the positions based on the model you design for our area and assign the appropriate pay range for the position.

Upper Savannah:

Currently, all WIOA contracts are held by GLEAMNS Human Resources Commission. The Operator and WIOA Program Manager and staff report to the Upper Savannah Workforce Director. There is a lead case manager who has a caseload but also helps with training and monitoring. The Lead Business Services Representative is an Upper Savannah COG staff member.

8. What are the goals/metrics for Business Services?

South Carolina is still currently developing the Effectiveness in Serving Employers WIOA performance measure.

WorkLink has set the following numeric specific goal: 95% expenditure of the overall One Stop Operator budget. Upper Savannah has set this same goal at 90%.

We encourage you to develop your own goals from your understanding of the WIOA act, the State, Local and Regional plans, and the deliverables that we have laid out in the RFP, ensuring that they support the attainment of WIOA performance measures. For WBL Opportunities, be sure to set goals for placements (including successful/unsuccessful) in your budget worksheet.

9. What are areas you would like to see improvement in?

In Upper Savannah, referrals. Upper Savannah has estimated that one third of the SC Works Center traffic lacks a HS credential, but referral numbers show far fewer referrals to adult education. We need the operator to be able to communicate the value of career services.

Upper Savannah is also interested in increased SC Works Center traffic, increased # of resumes in SCWOS system (staff assisted and/or self-service), # of LMI consultations, # soft skills activities, and # of referrals. At this time, Upper Savannah is looking at building benchmarks for those metrics. Going forward we will want to see all staff making referrals, offering LMI consultations and directing anyone with poor work history to soft skills instruction.

In the WorkLink area, COVID impacted our outreach and community engagement efforts. WorkLink would like to see this become an initiative driven by the Operator from both a Job Seeker perspective as well as an Employer perspective. This would include becoming a solution

for employers to meet their workforce needs. WorkLink Business Services has seen significant staffing changes over the last year, we really want to see the selected provider come in and lead employer initiatives and our business service team, with focus areas on Regionalism, Sector Strategies, and Career Pathways. As far as WBL opportunities, we would like to see an increase in the number of trainees, variety of employers and in-demand occupations.

SC Works Customer Service Satisfaction is going to be a topic of conversation from the State WDB this coming year. We would also like to see increased diversity and inclusion efforts for our SC Works Centers, and a well thought out, executed soft skills plan (including skills related to job retention, wage progression, and lifelong learning).

10. What % of the budget was expended in the past contract year?

For the WorkLink sub-recipient, the Operator expended 95.6% of their budget (regardless of fund stream).

For Upper Savannah, see the year-end financial status reports uploaded on the WorkLink website. Visit www.worklinkweb.com and click on publications > Request for Proposals > Attachments.

11. Can you provide an Excel version on the budget forms?

Yes. The budget forms are unlockable, and the password can be found at the bottom of the first tab. Please use caution if you unlock it.

12. Page 7 of the RFP states the number of days that WIOA career services staff are expected to be present in centers for Upper Savannah. Can you please provide the same information for the WorkLink region?

For WorkLink, we expect a physical presence of a WIOA funded individual to be on-site at Clemson during hours of operation. This person will need to be able to discuss WIOA services with customers. Please plan to provide the appropriate level of in-person services to the Anderson, Seneca, and Easley SC Works Centers.

13. Regarding page 18, Section B WorkLink Deliverables who (specifically by staff title/titles) is developing and conducting the Business Engagement Plan listed in #5 for deliverables?

WorkLink has a current Business Engagement Plan in place, which will be submitted as part of the Local Plan process in January 2023. In the WorkLink area, the Operator (Employer staff) will be expected to carry this plan out with the partners, including facilitating any needed changes to processes that are appropriate.

Please estimate the amount of time per day/week that these staff spend on these activities.

WorkLink's best estimate is one to two days per quarter to review, edit, and implement changes to the Business Engagement Plan. We view this as more of an organizational process than a person's duties, and the Business Services Integration Team will be a key part of the process. However, WorkLink wants a professional organization with expertise to come in and revitalize the Employer Services portion of the SC Works system in WorkLink. Staff changes and COVID have impacted our Employers Services, and we desire a service provider to come in and get the employer services off the ground and moving forward.

14. For both regions, can you provide the work-based learning program year YTD expenditure amounts? Please be specific in details regarding the amount expended, funding stream, and the

exact work-based learning opportunities for which these expenses have been paid. Also, please provide this detailed information for the previous program year of PY21.

WorkLink OJT:

- PY2021 - \$10,183.88 (\$5,743.88 Adult, \$4,440 DW)
- PY2022 - \$240 (DW)

Upper Savannah:

Please review the Attachments on the WorkLink website. This includes the specific information for Upper Savannah that you are requesting. Visit www.worklinkweb.com and click on publications > Request for Proposals > Attachments.

15. Page 20, regarding Upper Savannah Reports- Does the dashboard currently include the information regarding resumes, soft skills, and LMI consultations? Can you provide a copy of the dashboard?

No, Upper Savannah does not have a dashboard.

- It is our hope that we can track all resumes in system at end of quarter including those posted by individuals and staff assisted (both DEW and WIOA). Example (not actual numbers) "As of September 30, 2022, there are 2,300 active resumes in the Upper Savannah region."
- Soft Skills will be calculated by the number of activities entered by DEW and WIOA. Example (not actual numbers) "System wide there were 73 soft skillsactivities"
- LMI consultations is also the number of activities entered by DEW and WIOA.

16. For Upper Savannah, can you please provide an org chart for staff funded under OSO/Business Services/Youth?

Currently, all WIOA contracts are held by GLEAMNS Human Resources Commission.

The Operator and WIOA Program Manager and staff report to the Upper Savannah Workforce Director. There is a lead case manager who has a caseload but also helps with training and monitoring.

The Lead Business Services Representative is an Upper Savannah COG staff member.

17. Page 26, original signature. We commonly use DocuSign to sign legal documents. Is this a permissible method of signature, or do you require a "wet ink" signature?

We will accept electronic signatures in lieu of "wet ink" signatures as long as the signatures are in compliance with the South Carolina Uniform Electronic Transaction Act.

Post- Bidder's Conference Questions



1. It is our understanding that the Upper Savannah comprehensive center located at 927 E Cambridge Ave, Greenwood SC is a GLEAMNS building. What is Upper Savannah's plan and/or capability of maintaining this as a location if GLEAMNS is no longer the WIOA service

provider? Will the comprehensive center have to be moved or is there a long-term lease in place that secures this site for use by Upper Savannah COG?

The building is owned by Greenwood County and leased to GLEAMNS Human Resources Commission. It was renovated using federal grant funds to be used for youth services/workforce development. We will be discussing options with GLEAMNS. We are confident that arrangements will be finalized prior to an implementation date of April 1.

2. **WORKLINK:** Please clarify what items can be included toward the 40% participant cost rate spend-down plan. There is a requirement in the OSO bid to spend at least 30% of costs on work-based learning opportunities. Can this be included towards the participant cost expenditures for Adult/DW? How should we calculate the total \$ amount required for the 40% spend down? Is the bidder required to include $40\% * \$600,000 = \$240,000$ in Ad/DW budgets AND $30\% * \$250,000 = \$75,000$ in OSO, or should the total participant costs be \$240,000 which includes \$75,000 on the OSO portion, and the balance (\$165,000) on Adult/DW?
 - Please budget at least 30% of OS Operator funds requested (\$250,000 max) to WBL Opportunities and Supportive Services for WBL participants. (Any line items funded on the Participant Related Cost tab and Supportive Service Supplement tab of the 2022 WIOA 01 One Stop Operator & Business Services RFP WorkLink will count as a participant related cost).
 - Please budget at least 40% of Program Services funds requested (\$600,000 max) to Participant Related Costs. (Any line items funded on the Participant Related Cost tab of the 2022 WIOA 02 Adult DW Program Services RFP WorkLink will count as a participant related cost).
 - Please note that if you have sub-tier agreements for services included on either of the Participant Related Cost tab, they must be for services that directly benefit participants, such as soft skills.
 - The bidder should include at least $40\% * \$600,000 = \$240,000$ in Ad/DW budgets AND $30\% * \$250,000 = \$75,000$ in OSO for the WorkLink budgets. These should be treated separately.
3. **UPPER SAVANNAH:** Please clarify what items can be included toward the 38% participant cost rate spend-down plan. There is a requirement in the OSO bid to spend at least 30% of costs on work-based learning opportunities. Can this be included towards the participant cost expenditures for Adult/DW? How should we calculate the total \$ amount required for the 38% spend down? Is the bidder required to include $38\% * \$600,000 = \$228,000$ in Ad/DW budgets AND $30\% * \$550,000 = \$165,000$ in OSO, or should the total participant costs be \$228,000 which includes \$165,000 on the OSO portion, and the balance (\$63,000) on Adult/DW? At least 30% of the expenditures must be work-based learning. If all \$400,000 of AD/DW operator funding is spent then \$120,000 must be on participant wages and employer reimbursements. The work-based learning costs do apply towards the area's participant cost rate spend down, but the program operator is still responsible for spending 38% on participant costs excluding work-based learning. The sum of the operator and program contracts participant cost rate must exceed 30% for the area to pay for operational costs (rent, utilities, etc) and still meet the goals.
4. **UPPER SAVANNAH:** Are any additional funds available for a three-month transition budget to cover April, May & June? The budget is the entire budget for 15 months. If the provider wants to

hire management staff earlier to start building a team it may but no additional funds are set aside for the implementation.



Bidder's Conference

SC WORKS
A proud partner of the American **JobCenter** network
EO Employer/Program. Auxiliary aids available upon request.
This Workforce Innovation and Opportunity Act bid solicitation is fully supported
by the Employment and Training Administration of the U.S. Department of
Labor as part of awards totaling \$800,000.

RFP: 22-WIOA-01 One Stop Operator
WorkLink & Upper Savannah WDBs
December 15, 2022 @ 9:00am
Conference Call

Welcome

Instructions for the Conference Call

- ▶ Introduce yourself in the chat window by typing your name and the organization you represent. Include anyone from your organization that has joined you.
- ▶ Please remain on mute during the presentation portion of this call.
- ▶ Questions during the Bidder's Conference must be submitted in the chat window.

Good morning and welcome to the Bidder's Conference for the WorkLink/Upper Savannah One Stop Operator RFP, solicitation number 2022-WIOA-01. Just to make sure, if everyone can hear me please let me know.

We will be using the chat window as our primary method of capturing attendance and any questions you have during the presentation. Feel free to type those questions in the chat box throughout the conference call.

If you have not already done so, please type your name, the organization you represent, and where your organization is based or located in the chat window. If there are any other individuals with you, please include their names as well.

As we go through the presentation section, please remain on mute. Any questions that you have, please type those in the chat, and we will answer those as best we can either at the appropriate moment during the presentation or at the end. This is being recorded so that we can try to capture as much information as we give you and post to our website after that.

Please note that this presentation will be available within 48 hours on our website.

Agenda

- Welcome and introductions
- System Overview
- Purpose of RFP
- Proposal requirements
- RFP timeline
- Technical assistance

Our agenda today includes an overview of the WIOA guidelines seen from a local perspective, the SC Works System here in South Carolina as well as some of the specifics for WorkLink and Upper Savannah. We'll review the highlights and key points of this RFP as well as the proposal requirements, the RFP timeline, and final technical assistance instructions. At the conclusion of the presentation, we will answer any questions received by email and from the chat that have not already been addressed.

Please note that we have 90 minutes allotted for this call. If we run short of time, your questions will still be answered on our webpage.

Before we go any further, I'd like to introduce you to the RFP team. I apologize, our camera is not working this morning so I can't show our faces, but we are gathered here in the WorkLink office. My name is Jennifer Kelly, and I'm the Assistant Director for the WorkLink Workforce Development Board. I'm the primary point of contact for this RFP, and I also have with me representing WorkLink, Sharon Crite. She is our Youth Services Manager and she will be monitoring the chat.

Also representing WorkLink, we have Windy Graham on the call. She is our WIOA Performance & Reporting Specialist as well as ADA/EO compliance.

On behalf of Upper Savannah, Ann Skinner, Workforce Development Director for Upper Savannah and her colleague Erin Nodine, Deputy Director and Business Services Lead for Upper Savannah.



WIOA Guiding Principles

- Increase access to education, training, and employment—particularly for people with barriers to employment.
- Create comprehensive, high-quality workforce development system by aligning workforce investment, education, and economic development.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts.

To fully understand the One Stop Operator role, it starts with the guiding principles of WIOA.

The law focuses on achieving 5 primary performance measures. In simplistic terms, these are helping people get a job, keep a job, gain a skill and/or a credential that can be recognized across the nation, and earn more money.

To do this, WIOA gives the Operator and the programs it funds the responsibility of ensuring that our local area's citizens have access to education, training, and employment, and to ensure that access is available to people with barriers to employment.

WIOA requires that we work closely with employment and training-funded programs and like-minded organizations (such as Wagner-Peyser and Vocational Rehabilitation), with educational systems designed for youth and adults of all ages (such as the Technical Colleges and Adult Education), and with economic development organizations. All with the purpose of aligning efforts and sharing resources.

The intended goal for the One Stop system is to have the best information and best access to resources for individuals that will help them make personal and career-related decisions that lead to self-sufficiency.



WIOA Guiding Principles

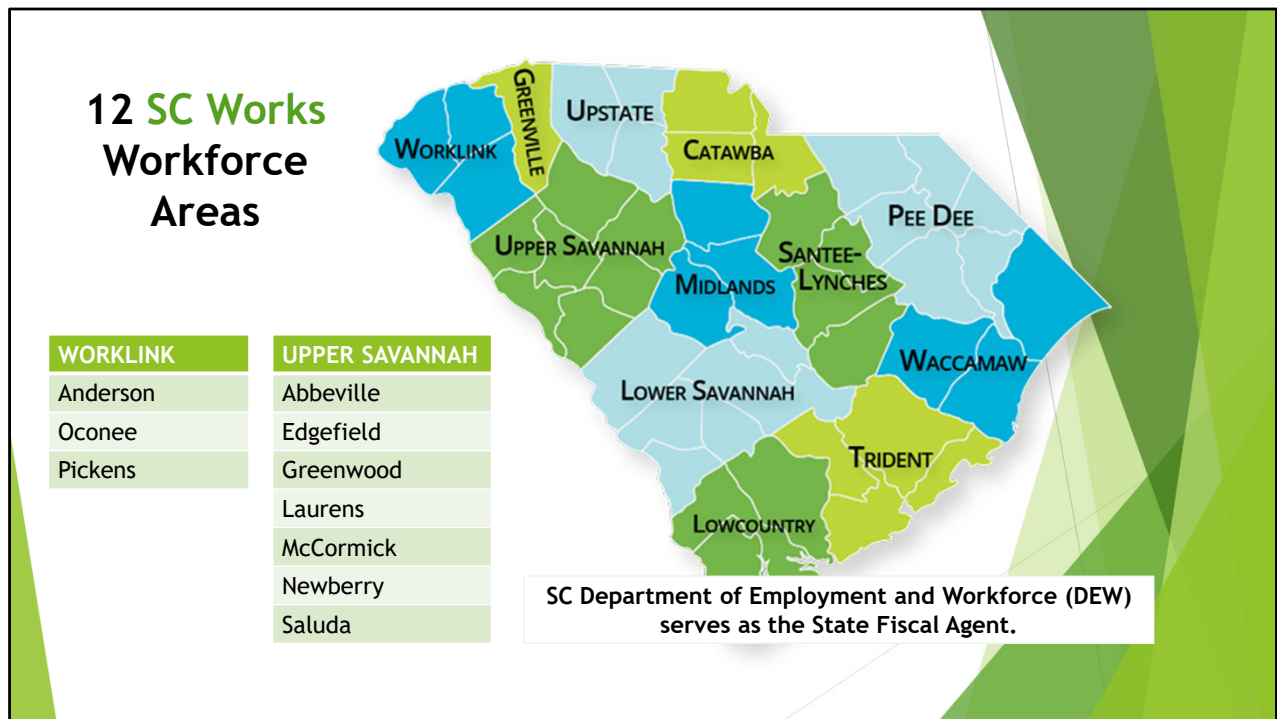
- **Promote** improvement in the structure of and delivery of services.
- Increase the **prosperity of workers and employers**.
- **Improve** the quality of the **workforce**, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the nation.

From an employer's perspective, true understanding of their workforce needs and the ability to meet those workforce needs in a timely, effective manner are key. For those in manufacturing, not having that line worker that shows up ready to work with the right skills, means less productivity and less money in their pockets. The One Stop Operator should be looking to poise One Stop employer services in such a way that we can be seen as an "extension" of their HR department.

To be able to construct a local One Stop system that works requires effort, dedication, and a commitment to research best practices and try innovative ideas. The Operator will have to do their homework by gathering LMI data, convening key partners for discussions regarding One Stop services, and making strategic decisions regarding services for the benefit of customers. It requires collaboration and communication, and where possible, integration of services. It also requires that the One Stop Centers be flexible and adaptable to economic changes while meeting the realistic customer service focused expectations of job seekers and employers.

All of this should be done on behalf of the customer (whether job seeker or employer). Ideally and if done well, the partners collectively achieve their own performance goals while assisting the customers. Employers get the skilled workers they need. And job seekers transition to self-sufficient, career-ready workers and hopefully we will have a

prosperous economy.



At this point, let's shift our focus to the SC Works System itself. South Carolina is made up of 12 local workforce areas. You will see in this slide where those 12 local areas fall on the map. Under this RFP, WorkLink and Upper Savannah workforce areas have come together to jointly procure services for One Stop Operator.

WorkLink includes three counties in the northwestern most corner of the State, and borders Georgia to the west and North Carolina to the North.

Upper Savannah is made up of 7 counties and borders Georgia on its western boundary line.

SC Department of Employment and Workforce is the State fiscal agent of WIOA funds. Their main offices are located in Columbia, SC within the Midlands region.

4 SCWorks Workforce Regions

Greater Upstate

WORKLINK

Anderson
Oconee
Pickens

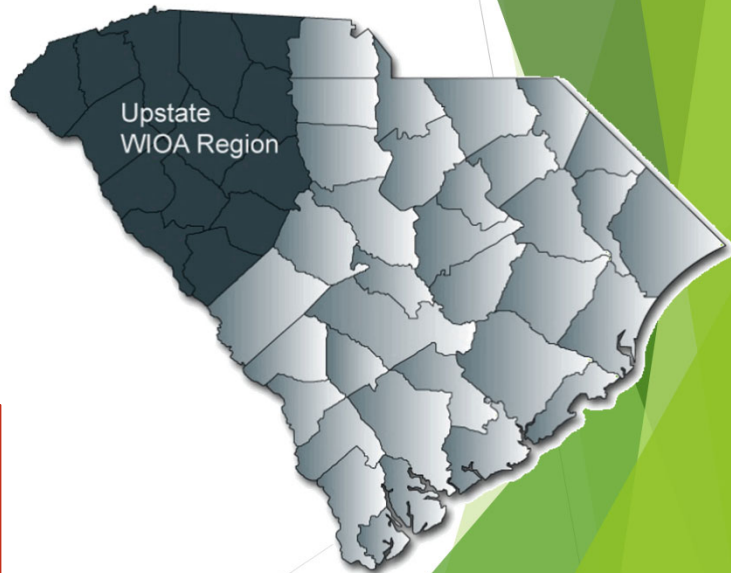
UPPER SAVANNAH

Abbeville
Edgefield
Greenwood
Laurens
McCormick
Newberry
Saluda

Greenville

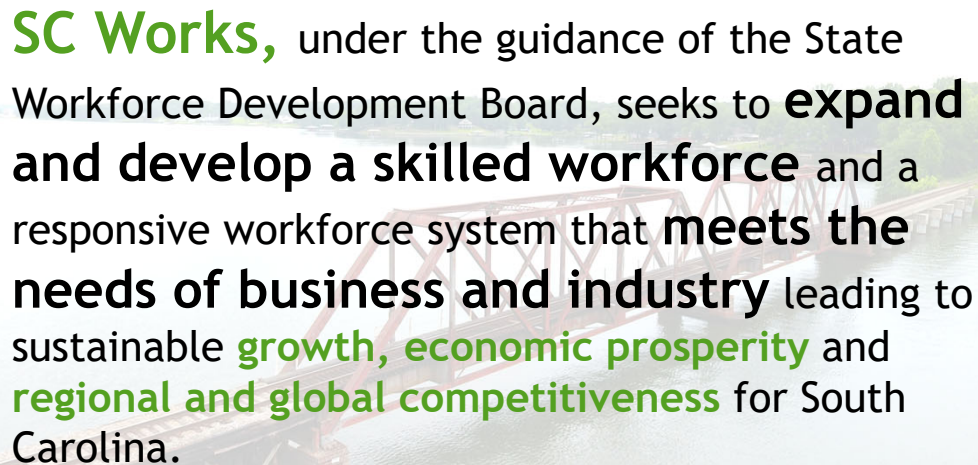
Upstate

Cherokee
Spartanburg
Union



The State of South Carolina also consists of 4 workforce Regions. WorkLink and Upper Savannah joined with the Greenville and Upstate workforce areas to create the Greater Upstate region which comes to a total of 14 counties that we serve.

I encourage you to read our Regional plan to get a better sense of the makeup of our region. You can find those plans on the WorkLink website by visiting: www.worklinkweb.com. When you get to this webpage, select publications at the top of the page, and there are links through there and you will see a slide later on with a better explanation of some of the resources we have.



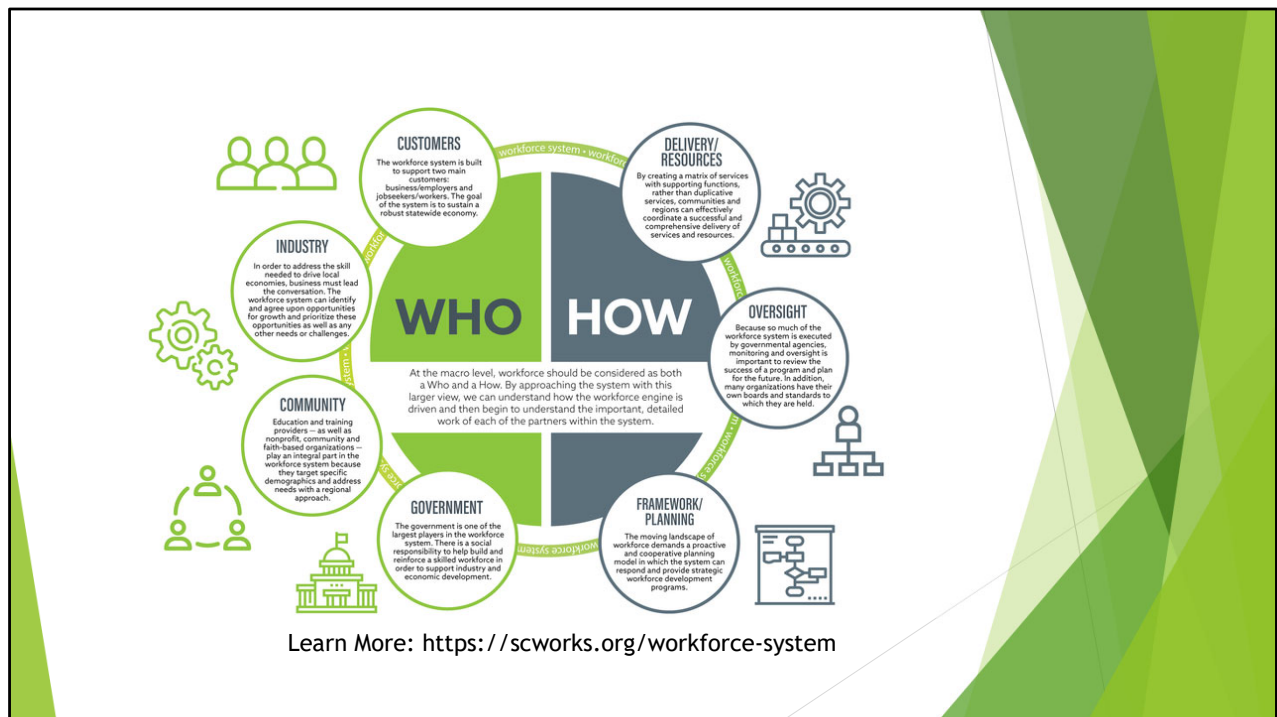
SC Works, under the guidance of the State Workforce Development Board, seeks to **expand and develop a skilled workforce** and a responsive workforce system that **meets the needs of business and industry** leading to sustainable **growth, economic prosperity** and **regional and global competitiveness** for South Carolina.

South Carolina adopted the SC Works brand a few years ago along with the vision/mission statement seen on the slide in front of you.

The State Workforce Development Board has set the following three overarching Strategic Plan goals that reflect the vision and mission that you see on the screen:

1. Increase Businesses and Job Seekers use of SC Works
2. Improve SC Works Cost Efficiencies
3. Improve alignment of training and employment needs

To address these, the State WDB has recently targeted State level WIOA funded grants that support these goals, including a focus on regional collaboration, sector strategies, innovation, best practices, targeted training to key industries, and increasing work-based learning opportunities. We wanted to make you aware of these overarching goals set by the State Workforce Board just as an idea and may be something that you want to consider in constructing your proposal.



The State has shared its vision of the One Stop system through visual representation. On the left, you will find who should be coming together to collaborate and align resources, and on the right, how that should be done. The One Stop Operator should be aware of the vision from both the Federal level and from the State level while working on your proposal.

The website listed at the bottom of the screen provides a good portal to explore key documents and policies set by the State WDB. On the next screen you will find the policies I am referencing on that website.

Key Policies affecting SC Workforce Boards

Financial Policies

- ▶ 80% Obligation Rate (WDB level)
- ▶ 70% Expenditure Rate (WDB level)
- ▶ 30% of Expenditures for Adult/DW participants (training and supportive service costs)
- ▶ 20% of Expenditures for Youth Work-Based Learning Opportunities
- ▶ Requires SCWOS AIFT module be used to track ITA obligations
- ▶ Lifetime ITA cap of \$14,000

System/Programmatic Policies

- ▶ Adult Priority of Service - at any given time enrollments in the WIOA program of those with a barrier to employment must be equal or higher than 75%
- ▶ Requires SCWOS Greeter module be used for triaging customers in the SC Works Centers
- ▶ Requires SCWOS Referrals to be used for participants to service agencies
- ▶ Functional Supervision of Centers

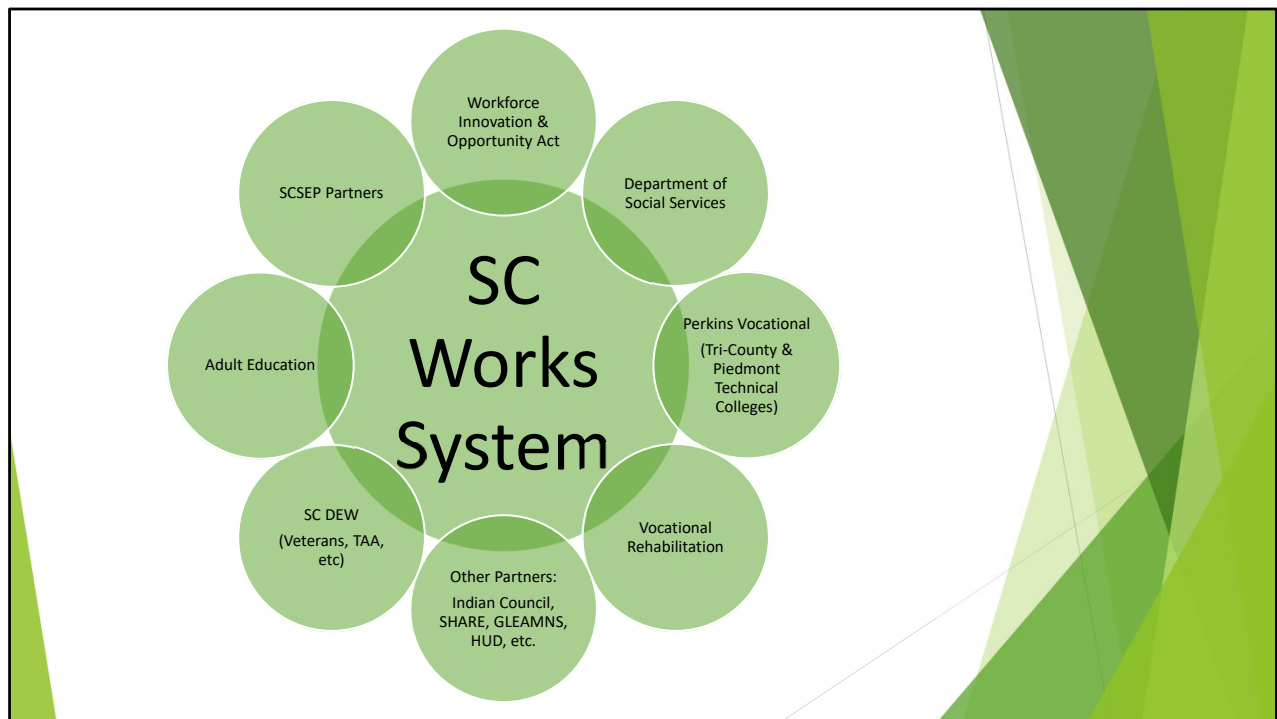
Although not a comprehensive list, I've shared with you the State level policies affecting the One Stop Operator RFP here on this screen.

Please note that the obligation rate, the expenditure rate, the participant cost rate, the Youth Work-based Learning rate, and the Adult Priority of Service percentage are required to be achieved at the local WDB level. Activities as a successful bidder and expenditures by a successful bidder impact the overall goal attainment by the local WDBs.

The State WDB has set a lifetime Individual Training Account (ITA) cap of \$14,000. To monitor this, we are required to use the AIFT (Advanced Individual Fund Training) module in SC Works Online Services (SCWOS). For those of you not familiar with South Carolina, SCWOS is a Geographic Solutions Management Information System, utilized by WIOA, Trade, and Wagner-Peyser to case manage customers. This AIFT system should report ITA obligations, vouchered costs, and expenditures.

Local areas are also required to use the SCWOS Greeter for intake into the SC Works Centers. These are kiosks that customers use to check-in, and staff use to manage the customer's services while in the Centers. Local areas are also required to use the Referral system built into SCWOS. Staff may refer a customer to another organization for services, and then receive feedback from that organization on the status of that customer.

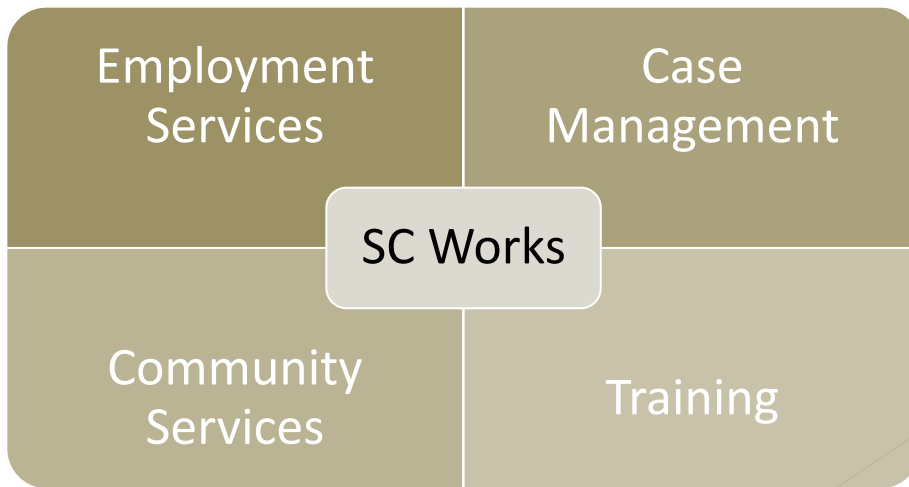
The last item surrounds Functional Supervision of SC Works Centers in South Carolina.



In South Carolina, Department of Employment and Workforce (DEW) carries out activities authorized by Wagner-Peyser, Trade, and Unemployment Insurance. State leadership has decided that DEW will not operate One Stop Centers as it presents a potential conflict of interest as the administrative/fiscal agent of WIOA funds. Therefore, DEW staff in the local SC Works Centers functionally report to the One Stop Operator. DEW retains oversight of their staff but follows the local area's Center Management guidelines.

In the WorkLink area, we have adopted a management team model, which is depicted in the slide above, where supervisors of all co-located partners are invited to the table to make management decisions collaboratively. This team is lead by the One Stop Operator.

Ideal System (Fully Integrated)



The vision of the SC Works Centers is to integrate services where possible to better serve customers. The vision that we are striving for is based on the types of services the customer may need versus the programs that can serve them. From the customers' view point it doesn't matter what organization employs the person assisting them, but instead whether that person provided quality service and did the best they could to meet their needs.

Vision of WorkLink

To have a fully employed, skilled workforce, and to that end, help job seekers find the tools to build their careers, and work with businesses to hire quality employees.

Vision of Upper Savannah

Focused on building a pipeline of skilled workers to meet employer needs. It communicates needs to K-12 and higher education providers. It has extensive connections to economic development and the business community.

Data Point	WorkLink	Upper Savannah	Combined
Population	418,340	254,073	672,413
Labor Force	184,559	110,899	295,458
Employed	178,468	106,769	285,237
Unemployed	6,091	4,130	10,221
Unemployment Rate	3.3%	3.7%	3.6%

Sources: US Census Quick Facts (12/2/2022), Bureau of Labor Statistics

Both WorkLink and Upper Savannah's vision/mission statements are very similar and reflect the Federal WIOA Guiding Principles and the State Workforce Development Board's mission, focusing on developing our workforce with the skills needed for the jobs that are here or arriving soon.

At this point, let's move into some of the specifics of the WorkLink and Upper Savannah areas and our combined data. I do want to mention that I am not going to go through every slide in the presentation, but I am going to make it available on the website and that is out of respect for your time and giving you more time to ask questions at the end.

A couple of disclaimers regarding data seen in the next several slides, all data points are either from the US Census Quick Facts or they are from the Bureau of Labor Statistics. I used the most recent set of data that has been released by these organizations, and in some circumstances, the data is preliminary. I looked up each individual county and either summed the totals or averaged them based on the type of data given. For example, in the chart see here, the population estimates were summed, but the UI rates were averaged to give combined totals.

So who is living in the WorkLink and Upper Savannah areas?

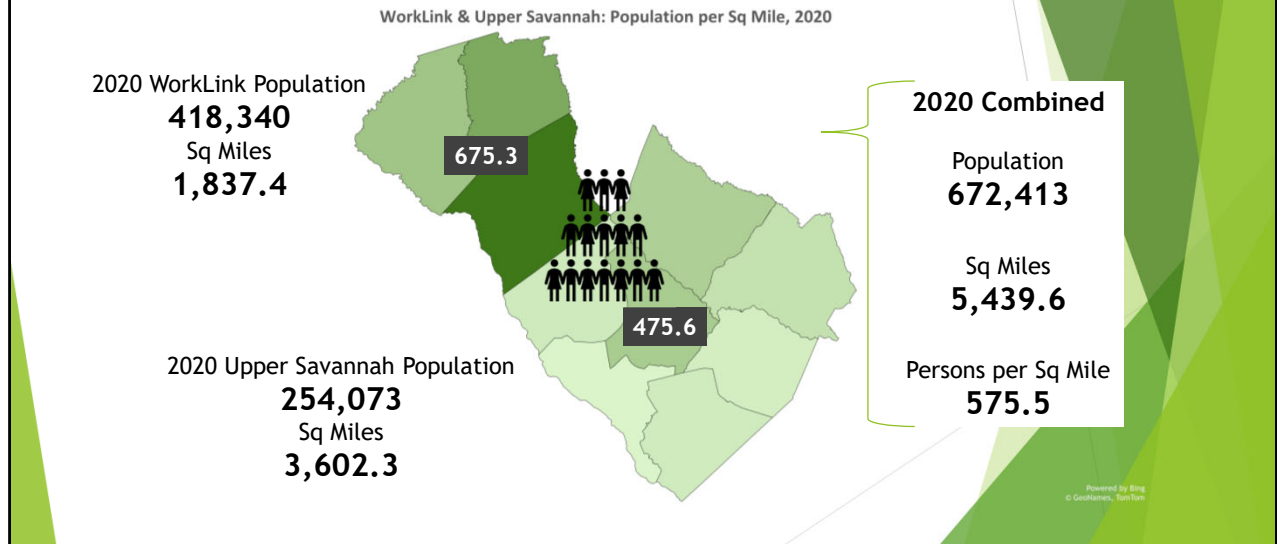
Well, the US Census Bureau is reporting that WorkLink and Upper Savannah now have an

estimated combined population of 672,413 individuals, an increase of 5.3% from the 2010 census. This also reflects a 0.9% increase from 2020 to 2021. The recording will be available on the website. You will get the script and the PowerPoint on the website.

An estimated 295,458 individuals make up the labor force, and of those 10,221 are unemployed, making the unemployment rate for the combined region 3.6%.

Labor Market Information

data source: US Census Quick Facts
(Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda Counties, SC)
date: 12/2/2022



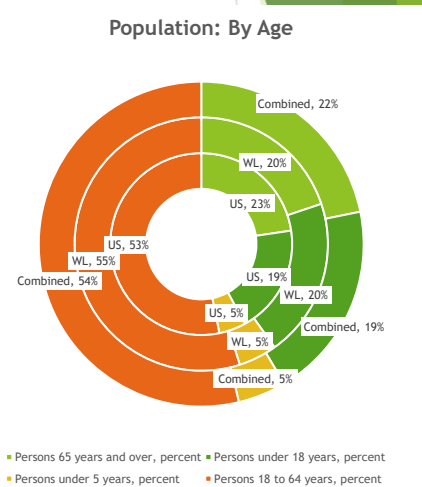
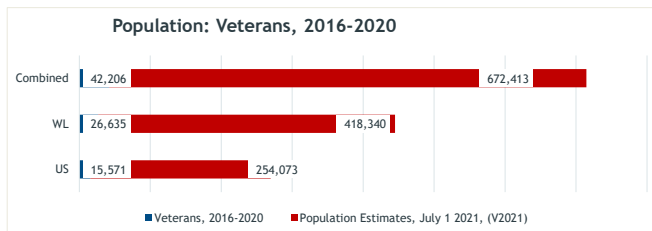
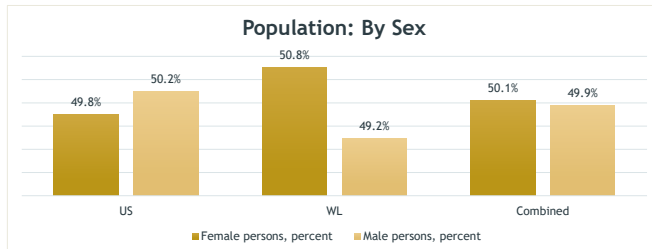
Our combined region includes 10 counties and covers 5,440 square miles. Upper Savannah is the larger area in square miles; however, WorkLink's population is larger. If you are looking at the map, the darker the green shading the more people live there.

Anderson County is home to the largest population, followed by Pickens, Oconee, Greenwood and Laurens Counties. The remaining five counties reflect populations fewer than 50,000.

Federal Income Guidelines for South Carolina indicate 5 counties are metro and 5 counties are not. Included in the metro definition: Anderson, Edgefield, Laurens, Pickens, and Saluda. In the non-metro definition: Abbeville, Greenwood, McCormick, Newberry, and Oconee Counties.

Labor Market Information

data source: US Census Quick Facts
(Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda Counties, SC)
date: 12/2/2022



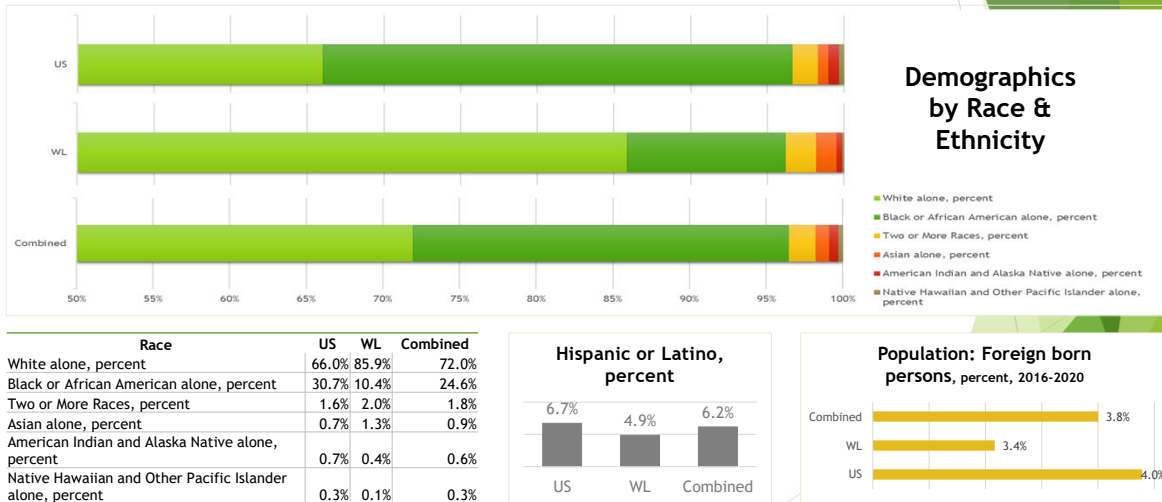
The population is fairly evenly distributed between Male and Female.

Our combined region is home to approximately 42,206 Veterans.

In regard to age, 53.7% of the population are 18 years to 64 years old. 24.5% are under 18 years, and 21.8% are 65 years and over.

Labor Market Information

data source: US Census Quick Facts
(Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda Counties, SC)
date: 12/2/2022



In terms of race and ethnicity, the overall population reports 72% are White, 24.6% are Black or African American, 1.8% are two or more races, 1.8% are American Indian, Alaska Native, Native Hawaiian and Other Pacific Islanders.

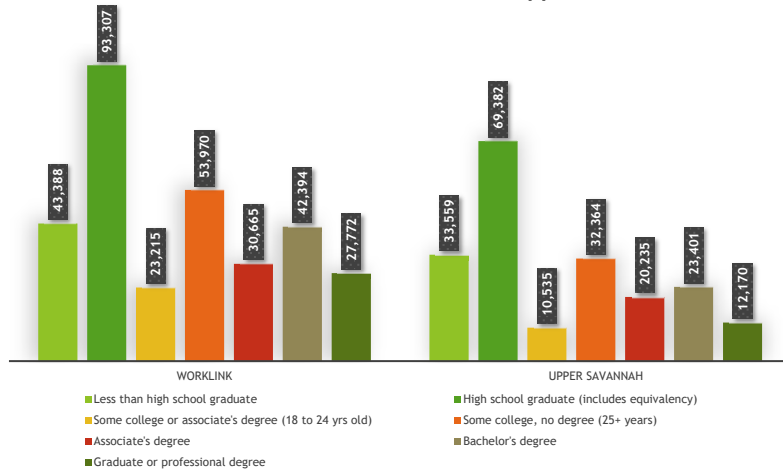
- Upper Savannah has a higher percentage of Black or African Americans at 30.7% of the population compared WorkLink.
- The WorkLink area has a higher percentage of Asians at 1.3%
- 6.2% of the total combined population reported Hispanic or Latino ethnicity
- Saluda County has a Hispanic population equaling 16%, Newberry 8.4%, Greenwood and Edgefield both with 6.7%, Oconee County at 5.9%, Laurens County at 5.7%. The remaining four counties have less than 5% of the population reporting being of Hispanic or Latino ethnicity.

From 2016-2020, 3.8% of the population reported being foreign born.

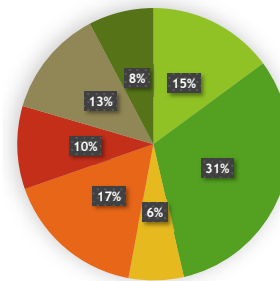
Labor Market Information

data source: US Census Quick Facts
(Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda Counties, SC)
date: 12/2/2022

Educational Attainment: WorkLink & Upper Savannah



Educational Attainment: Combined Region



SC ETPL - Scpath.org

The combined region has 516,357 individuals that are 18 years or older. The data reflected on this slide shows the population distribution by educational attainment.

- 15% of the population does not have a high school diploma.
- 32% has a high school diploma or equivalency, but no education beyond this.
- 33% has some college coursework or an Associate's Degree.
- 20% has a Bachelor's degree or higher.

All classroom training funded with WIOA dollars must be on the Eligible Training Provider List (ETPL). South Carolina's ETPL can be accessed through scpath.org.

Labor Market Information

data source: US Census Quick Facts
(Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda Counties, SC)
date: 12/2/2022

Median household income
(in 2020 dollars)
\$47,221

Per capita income in past
12 months (in 2020 dollars)
\$26,762

Average of Median Value
of a House (July 2021)
\$128,950

Median Gross Rent
\$749

Median Monthly Owner
Costs (Mortgage)
\$1,103

Median Monthly Owner
Costs (no mortgage)
\$355

Average Commute
26.7 Mins

Lived in the same
house 1 year later
88.1%

Persons per
household
2.47

Combined Region

Date reflects 2016-2020 (unless otherwise noted)	WorkLink	Upper Savannah
Median Household income (in 2020 dollars)	\$51,440	\$45,412
Per Capita Income in past 12 months (in 2020 dollars)	\$29,537	\$25,537
Average Median Value of a House (July 2021)	\$158,933	\$116,100
Persons Per Household	2.45	2.48
Median monthly owner costs (mortgage)	\$1,150	\$1,083
Median monthly owner costs (no mortgage)	\$338	\$362
Median gross rent	\$779	\$736
Lived in same house 1 year later	84.9%	89.5%
Average Commute (in Minutes)	25.6	27.2

For more information, Cost of Living
Index: <https://livingwage.mit.edu/>

Let's look now at the typical household/family unit in the combined region.

Assuming that you were the average household, this might be true about you:

Your annual income is \$26,762 or \$12.87 per hour (this assumes a 40 hour work week for 52 weeks). Your significant other more than likely makes \$20,459 per year or \$9.84 per hour. This gives your household an income of \$47,221 or \$22.70 per hour. There is approximately 50% chance you have one child or dependent adult that you are caring for in your home.







You travel 26.7 minutes one way to work.

You either have a home worth \$128,950, and you pay \$748 per month on your mortgage, or you rent your home for \$749 per month. You pay \$355 per month on utilities, insurance, and taxes. There is an almost 90% chance you will still live at this same residence this time next year.

There is a slight difference between WorkLink and Upper Savannah. The data has been listed in the chart for your information. If you are interested in learning more, the Cost of Living Index published by MIT may provide some additional context for each of these counties.

Labor Market Information

data source: US Census Quick Facts
(Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda Counties, SC)
date: 12/2/2022

						
	Language other than English spoken at home	Households with a broadband Internet subscription	Households with a computer	Persons without health insurance	Persons in poverty	With a disability, under age 65 years
US	6.5%	74.3%	84.3%	15.3%	16.8%	10.9%
WL	4.7%	79.8%	88.7%	14.0%	13.5%	12.3%
Combined	5.9%	75.9%	85.6%	14.9%	15.8%	11.3%

*Data is from 2016-2020

These are a few of the barriers you may encounter when serving our population.

Roughly:

3 in 50 households will speak a language other than English at home.

1 in 4 households do not have broadband internet

3 in 20 households do not have a computer.

3 in 20 individuals do not have health insurance.

3 in 20 are living in poverty.

1 in 10 have a disability.

Again, I encourage you to review the Local and Regional Plans found on the WorkLink website. The data there also includes insights on offenders, the homeless, youth and other related barriers.

Labor Market Information

data source: BLS, County Employment and Wages in South Carolina — Third Quarter 2021
(Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda Counties, SC)
date: 12/2/2022

Combined Region*

of Employers
13,257

Average Weekly Wage
\$955

Employed Sept 2021
211,005

*Covered Employers

	Employers	Employed	Average Weekly Wage
Upper Savannah	4,634	81,331	\$856
WorkLink	8,623	129,674	\$939
Combined	13,257	211,005	\$955

Employer Establishments (covered employment), 3rd Qtr 2021

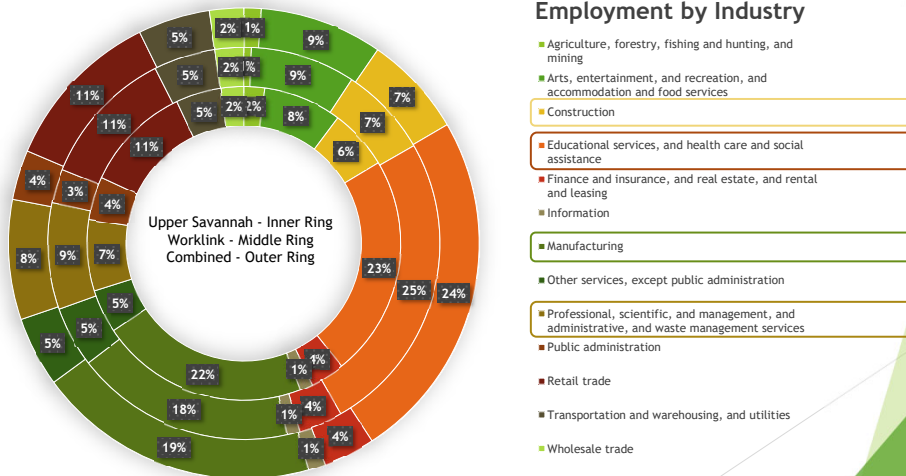


All of the data seen before this has been from the US Census Bureau, but this slide shows data from the Bureau of Labor Statistics.

The Combined region is home to 13,257 employers as reported in the second quarter of 2022, which pays an average weekly wage of \$955 to 211,005 employees.

Labor Market Information

data source: US Census, American Community Survey 5-Year estimates detailed tables (C24050)
(Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda Counties, SC)
date: 12/2/2022



The combined region is home to a strong manufacturing base, including:

- Michelin
- One World Technologies (OWT)
- Bosch
- Kraft Foods
- National Health Corporation (NHC)
- Samsung Electronics Home Appliances
- ZF Transmissions

That's just a few of many.

We have three hospital systems with a large presence including AnMed Health, Prisma Health, and Self-Regional Healthcare.

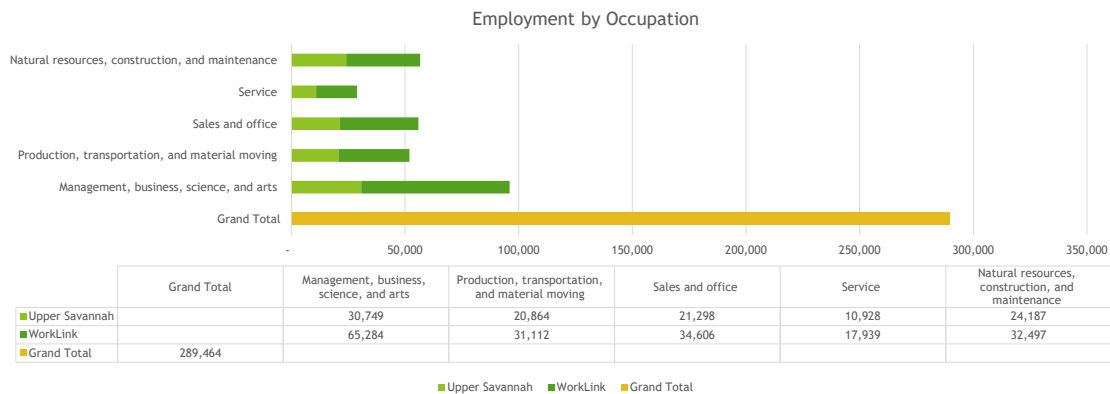
We have two major universities, Clemson and Lander, which are both considered large employers for our area, several smaller universities and two technical colleges.

In order to best serve the major industries, each local area adopted industry clusters to target our classroom training efforts. I've identified those in the blocks on this slide. They include Construction, Healthcare, Manufacturing, Professional Scientific and Technical

Services, and Administrative and Waste Management Services.

Labor Market Information

data source: US Census, American Community Survey 5-Year estimates detailed tables (C24050)
(Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, Oconee, Pickens, Saluda Counties, SC)
date: 12/2/2022



SC DEW, Labor Market Information - Choose WorkLink & Upper Savannah for additional LMI.
jobs.scworks.org > select Labor Market (bottom menu)

Above you'll see the breakdown of the overarching occupational classifications of those employed across all the industries from the previous slide. The largest category of jobs where people are employed within our region are in Management, Business, Science, and Arts.

This is all the LMI data that I plan to review with you. When building your proposal, I encourage you to look at the updated Community Profiles generated through the LMI department of DEW and hosted on the scworks.org website which is posted on this slide in red. This will give you better insight into information for both the WorkLink and Upper Savannah regions, particularly around occupational openings, projections, expected wages, and better details surrounding employers.

I also encourage you to explore the other data points found on the LMI website and again the Local and Regional Plans.

Key Local WDB Policies

WorkLink

- ▶ Enrollments - priority is given to those that live or last worked in the WorkLink area
- ▶ Program year ITA cap of \$5,000; Lifetime ITA cap of \$10,000; does not apply to WBL opportunities
- ▶ Program year Supportive Service cap of \$3,000
- ▶ 95% expenditure requirement
- ▶ 30% of budget must be towards participant costs (training/supportive services)

Upper Savannah

- ▶ Enrollments - Upper Savannah serves adults who reside in an Upper Savannah County and dislocated workers who either live or were dislocated from an employer in an Upper Savannah County.
- ▶ Upper Savannah has a training cap of \$10,000.
- ▶ 90% expenditure requirement
- ▶ 30% of budget must be towards participant costs (training/supportive services)

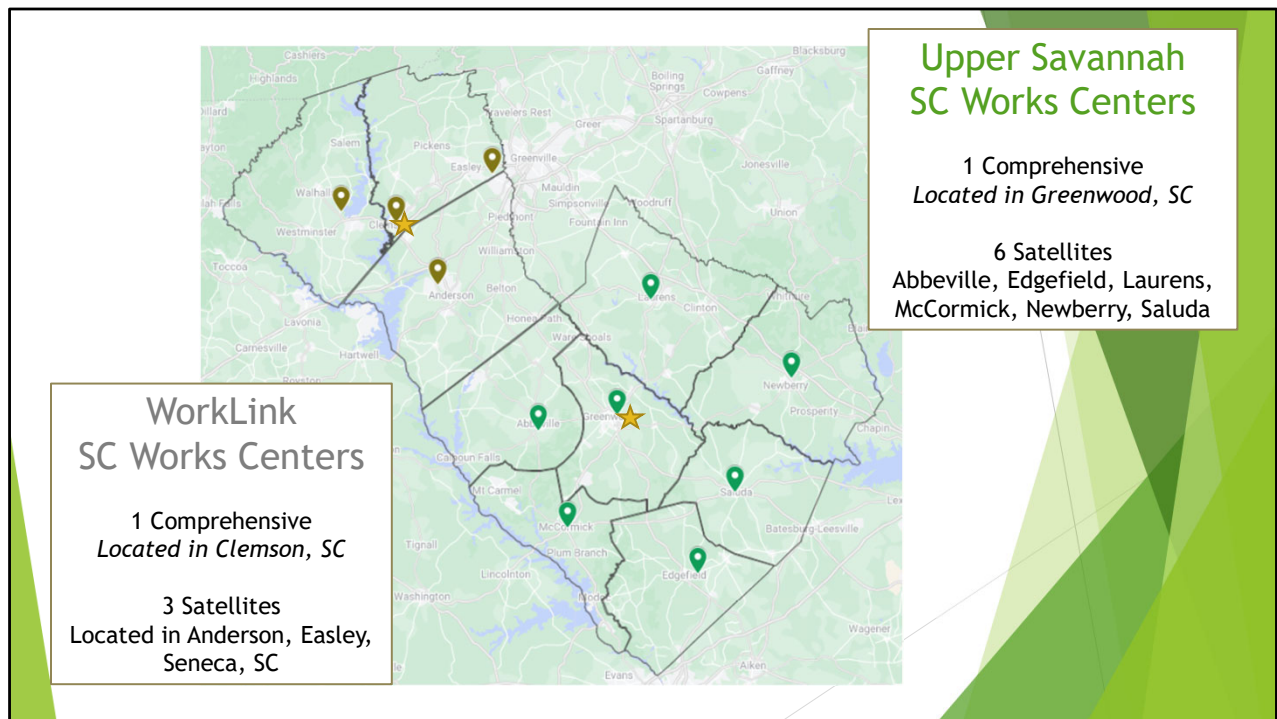
We previously talked about State policies that affect the local WDBs and the successful bidders. Let's talk briefly about some key policies of WorkLink and Upper Savannah Boards that you should consider when applying for the One Stop Operator RFP.

Both areas give enrollment priority to residents and those that were laid off from one of their employers. WorkLink has made a few exceptions based on extenuating circumstances.

WorkLink and Upper Savannah have training caps of \$10,000. However, WorkLink has a program year cap of \$5,000 per year. WorkLink also adopted a Supportive Service cap of \$3000 per program year. WorkLink requires 95% expenditure rate of the grant award vs. Upper Savannah's 90%.

And both areas require at least 30% of the grant award be budgeted for participant costs. For this RFP, it will be for work-based learning opportunities and supportive services.

There are more than likely other differences between the two Boards. These are just the significant ones. We would also like to note that WorkLink and Upper Savannah are both interested in collaborating and streamlining processes across both regions. The successful bidder will be a key partner in this process.



Our region hosts 11 SC Works Centers. WorkLink's Comprehensive Center is located in Clemson, SC. Upper Savannah's Comprehensive Center is located in Greenwood.

I mentioned earlier that the combined region consists of 5,440 square miles. Note that the largest distance between any two Centers is 100 miles or approximately a 2 hour and 15 minute drive. (This is using Mapquest to travel from Seneca to Edgefield SC Works.)

Also look closely at days and times that the Centers are open.

Both items should be considered when creating a staffing plan and budgeting necessary travel.

RFP Question received:

12. Page 7 of the RFP states the number of days that WIOA career services staff are expected to be present in centers for Upper Savannah. Can you please provide the same information for the WorkLink region?

For WorkLink, we expect a physical presence of a WIOA funded individual to be on-site at Clemson during hours of operation. This person will need to be able to

discuss WIOA services with customers. Please plan to provide the appropriate level of in-person services to the Anderson, Seneca, and Easley SC Works Centers. One of the things we talk about later is outreach expectations. We know you will have staff in the community representing the WIOA program at times, and realize that you can't have someone full-time in the satellite offices for our region, but we want you to meet the needs that are there to the best that you are able.



Fiscal/Administrative Entities

- Upper Savannah WDB
Upper Savannah Council of Governments
- WorkLink WDB
SC Appalachian Council of Governments

Upper Savannah WDB is part of the Upper Savannah Council of Governments. Any Grant Awards will be issued under organization.

For the WorkLink WDB, the SC Appalachian Council of Governments, located in Greenville, SC, serves as the Fiscal and Administrative Entity and will serve as the signatory for any Grant Awards issued on behalf of WorkLink.

Please note that WorkLink staff serve Anderson, Oconee, and Pickens Counties, yet the Council of Governments that serves our area is not within our workforce area. For this reason, WorkLink staff have chosen to co-locate in the Clemson SC Works Center, within a small office space separate from partners and customers.

We received a question from a potential bidder asking:

1. Who is currently providing services?
For WorkLink, Eckerd Connects
For Upper Savannah, GLEAMNS HRC

Purpose of RFP 2022-WIOA-01

One Stop Operator With Business Services



Ok. Let's move into the specifics of the RFP for One Stop Operator.

WorkLink WDB & Upper Savannah WDB

Jointly soliciting proposals from interested and qualified entities (public, private, or non-profit)

to serve as the One-Stop Operator (OSO)

with focus areas of Service Delivery, Center Management, and Business Services

WorkLink and Upper Savannah released a joint RFP, November 21, 2022 for One Stop Operator services. This RFP includes Business Services and Coordinating WIOA funded Work-Based Learning Opportunities.

One Stop Operator Role

- Partner Coordination
 - Partial MOU development
- Provide access to Career and Training Services
- Operate the SC Works Centers
 - SC Works Certification Standards
 - SC Works Center Management
 - Services to Job Seekers

Under this RFP, the key components of work are listed on this slide and continued in the next slide.

Each of the local Boards take an active lead in negotiating shared MOU costs with required partners. However, the One Stop Operator will partner with the WDB to determine costs needed to keep the SC Works Centers open and running smoothly.

The One Stop Operator will be required to convene partners for the purpose of discussing SC Works Center service delivery, referrals, customer service expectations, and staff training on behalf of job seekers and businesses.

The One Stop Operator is also held accountable for ensuring access and consistent delivery of required Career and Training Services through the SC Works Centers, and will be required to achieve the SC Works Certification Standards put forth by the State Workforce Development Board.

We received this question, asking:

2. When do the centers need recertification?

The Centers were certified in the Spring/Summer of 2022. This is required every

two years. Reference the State Instruction Letter 21-06 for details.

One Stop Operator Role

- Employer Coordination
 - Work-Based Learning Opportunities
- Rapid Response Services
- Provide Workforce Services in the Community (ad hoc and through access points)
- Outreach on behalf of SC Works
- Collaboration on grant opportunities (similar to services described in this RFP)

The One Stop Operator will be expected to coordinate all employer services on behalf of the SC Works Centers, and coordinate WIOA funded Work-Based Learning Opportunities. We'll discuss specifics over the next few slides.

The One Stop Operator will be required to participate in Rapid Response coordinated through the DEW State team and/or coordinate local Rapid Response activities on behalf of the local area.

The One Stop Operator is expected to coordinate and deliver services in the community as needed. Specifically through managing access points, by request from a partner or the Board, and as the need arises to address a community need.

The One Stop Operator will be expected to develop an Outreach plan on behalf of the SC Works Center and carry it out. This is specifically included in WorkLink's local plan as a strategic goal.

Also under this RFP the successful bidder will be given an opportunity to collaborate and provide services on similar employment and training focused grants. This includes a current ongoing grant that Upper Savannah has available.



Vision for RFP

- **One Operator (Entity) for both Workforce areas**
 - *Note: Both WDBs reserve the right to choose the provider that will best serve their area*
- **At least one named Center Manager**
 - Oversees Center Operations and Job Seeker Services
- **At least one named Business Service Representative**
 - Oversees Employer Services
 - Coordinates WIOA funded WBL opportunities
 - *Placements must first be enrolled in WIOA*

Under this RFP, WorkLink and Upper Savannah intend to procure the same provider. However, we may diverge if one of these two local areas determines another provider may better serve their area. This will be further discussed in a few slides.

Bidders should note that the vision under this RFP is that there be at least one person responsible for SC Works Center management and coordination of job seeker services, and there be at least one person responsible for coordination of business services and developing/filling Work-Based Learning Opportunities.

Please note WorkLink intends to have the business services designated person under this RFP to serve as the Business Services lead for the WorkLink region. In Upper Savannah, the Business Services lead will continue to be a WDB staff member.

In response to a question received prior to this bidder's conference,

3. Is it preferred for cost sharing that there is one (1) One-Stop Operator between both Work Link and Upper Savannah?

We view the Operator as being the actual entity that receives the grant award, not the specific positions in the grant awards. Our vision is that yes, there will be one Operator for

both regions.

Staffing and operational expenses (such as staff time, staff training, and outreach) are the prime categories that you should consider. In regards to staffing, we are asking for bidders to look at Center hours of operation before constructing a staffing model. The only specific requirement in the RFP is that the bidder name at least one (1) Center Manager and at least one (1) Employer Services Representative in their proposal. These positions should be treated as separate positions working hand in hand together. Whether you name the same Center Manager and the same Employer Services person for both areas or have multiple Center Managers and multiple Employer Service Representatives across both areas, or you have one Center Manager with assistant(s) and one Employer Services with assistant(s), we leave to you. Just remember that it needs to support the model you are proposing and the goals you are trying to achieve, and it needs to be communicated clearly in your proposal.

Whichever line items you propose to cost share, be sure to only include the appropriate amounts in the appropriate area's budget. Make sure that you clearly note it in your budget narrative that this is a cost sharing item, the overall percent to affect the budget, and the remaining percent to be cost shared over to the other area's budget. Also, consider how easy that line item will be to scale up or down depending on whether you are awarded grants in both WorkLink and Upper Savannah.

Work-Based Learning Opportunities

- Registered Apprenticeships (OJT portion)
- Pre-Apprenticeship Programs (OJT portion)
- Work Experiences and Internships (Paid or Unpaid)
- Transitional Jobs
- On-the-Job Training Coordination (OJT)
- Customized Training
- Incumbent Worker Training (WorkLink area only, using Local Board funds only)
- Youth work-based learning (Upper Savannah area only)

In regard to coordinating Work-Based Learning opportunities, we encourage bidders to evaluate various types of WBL solutions and develop what solutions you think may work best for our combined region, for both WIOA participants and employers.

There are 5 key items to note:

1. All individuals that will be considered for WIOA funded WBL opportunities must be determined eligible for WIOA services prior to placement. WIOA eligibility will be determined by the selected Program Services Grantee, not under this RFP, but by the other one that is available.
2. This position must also coordinate with the selected Program Services Grantee to determine division of case management related duties in overseeing the participant while on the worksite. Who will put in activity codes, who will enter case notes, who will update IEP goals, etc.
3. The Bidder will also need to determine what supportive services WBL participants may need. There is a space to create a supportive service budget that will be given to the Program Grantee for payment. All supportive services must be coordinated through the Program Grantee.
4. Upper Savannah will retain all local Incumbent Worker Training dollars; bidders should not include these funds in the Upper Savannah budget.
5. WorkLink does not have Youth funds available under this RFP. However, Upper

Savannah expects the person responsible for WBL to also coordinate Youth opportunities as well.



Focus Areas of RFP Responses

- Communicate your vision and plan
- Create SMART goals
- Include innovative ideas and best practices
- Include the role of Technology in service delivery
- Include resources to be leveraged

Be as Concise as possible

When drafting your responses, be sure to include what you want to happen and how you will make it happen. Include how you will evaluate your own progress and report out to the WDBs by creating SMART goals.

Note that you don't have to have a goal for every item. What we are looking for is what you can deliver based on what we've told you we want and what you are telling us you can bring to the table.

- For example, we included customer satisfaction is a desired deliverable. This may be an appropriate goal for you to develop.
- For another example, if your organization feels strongly about quality assurance on files, then include that as a goal; however, if you don't, then focus on another goal that makes sense for your organizational mission.

Also, SMART goals may vary between WorkLink and Upper Savannah. For example, an outreach goal to the Hispanic community in Saluda County may be appropriate at a higher level than in the WorkLink region. Just as a side note, Saluda County's population is 16% Hispanic or Latino.

However, a word of caution, when developing your goals, make sure that they are advancing the WIOA mission and outcomes, and that you can easily document and report out on those goals.

Throughout your responses include innovative ideas and best practices at key points. We encourage you to explore briefings, studies on workforce, and explore ideas from other workforce groups, states/local areas, and WorkforceGPS.

Also, in your responses, look at the role of technology in your service delivery. COVID changed people and their overall attitude towards technology, some positive and some negative. What can you do differently in how you use technology from a staffing perspective, in how you will provide services to job seekers and employers, in the SC Works Center presence online, in soft skills training you provide, in basic technical skills that should be promoted to jobseekers. Look at technology through every possible lens and include solutions that you think would help you in delivering services on behalf our combined areas, or how you can improve the workforce's ability to use technology. If you will, note DigitalSC. This is a website that you can check out as an initiative from the Governor that will show you the Broadband internet connectivity initiative in South Carolina. You can see pockets and areas that may be lacking and you can include this in your proposal as well.

Document with research that you've done, and if no research is available, state that you would like to pilot this model or you've done this before and any relevant results. Again, you don't have to document every aspect of your RFP with research, but be intentional with what you think you can bring to the table.

Finally, be as concise as possible without losing what you think is most important to convey. I encourage you to write your proposal in a narrative format versus seeing a series of prompts and questions to answer. The prompts and questions listed in the RFP are to provide a general direction for how your narrative should flow and to make sure specified elements are addressed.

All of our reviewers come from business or economic development agencies and will expect a work product that can be understood by someone not familiar with the intricacies of WIOA.

We received a couple of questions prior to the Bidder's conference that may be appropriate to address here:

8. What are the goals/metrics for Business Services?

South Carolina is still currently developing the Effectiveness in Serving Employers WIOA performance measure.

WorkLink has set the following numeric specific goal: 95% expenditure of the overall One Stop Operator budget. Upper Savannah has set this same goal at 90%.

We encourage you to develop your own goals from your understanding of the WIOA act, the State, Local and Regional plans, and the deliverables that we have laid out in the RFP,

ensuring that they support the attainment of WIOA performance measures. For WBL Opportunities, be sure to set goals for placements (including successful/unsuccessful) in your budget worksheet.

9. What are areas you would like to see improvement in?

In Upper Savannah, referrals. Upper Savannah has estimated that one third of the SC Works Center traffic lacks a HS credential, but referral numbers show far fewer referrals to adult education. We need the operator to be able to communicate the value of career services.

Upper Savannah is also interested in increased SC Works Center traffic, increased # of resumes in SCWOS system (staff assisted and/or self-service), # of LMI consultations, # soft skills activities, and # of referrals. At this time, Upper Savannah is looking at building benchmarks for those metrics. Going forward we will want to see all staff making referrals, offering LMI consultations and directing anyone with poor work history to soft skills instruction.

In the WorkLink area, COVID impacted our outreach and community engagement efforts. WorkLink would like to see this become an initiative driven by the Operator from both a Job Seeker perspective as well as an Employer perspective. This would include becoming a solution for employers to meet their workforce needs. WorkLink Business Services has seen significant staffing changes over the last year, we really want to see the selected provider come in and lead employer initiatives and our business service team, with focus areas on Regionalism, Sector Strategies, and Career Pathways. As far as WBL opportunities, we would like to see an increase in the number of trainees, variety of employers, and in-demand occupations.

SC Works Customer Service Satisfaction and increasing the number of employers using the SC Works system are going to be topics of conversation from the State WDB this coming year. We would also like to see increased diversity and inclusion efforts for our SC Works Centers, and a well thought out, executed soft skills plan (including skills related to job retention, wage progression, and lifelong learning).

WIOA Performance Measures

	WorkLink		Upper Savannah		
PY22	Adult	Dislocated Worker	Adult	Dislocated Worker	Youth
Employment 2 nd Qtr after Exit	81.1%	83.3%	77.8%	80.1%	73.2% <small>Measure includes school participation</small>
Employment 4 th Qtr after Exit	81.8%	83.4%	77.4%	84.5%	75.6% <small>Measure includes school participation</small>
Median Earnings 2 nd Quarter after Exit	\$6,200	\$7,935	\$5,800	\$7,995	\$3,622
Credential Attainment within 4 Qtrs after Exit	73.8%	67.1%	66%	63.1%	72.1%
Measurable Skills Gains	55.2%	60.2%	55.2%	57.1%	52.8%

Here you will find the negotiated performance measures for PY2022 and PY2023. For WorkLink and Upper Savannah. Please take these into account when planning Work-Based Learning opportunities and setting SMART goals.

Contract & Funding

	WorkLink	Upper Savannah
Adult & Dislocated Worker	\$250,000	\$400,000
Youth	NA	\$150,000
Anticipated Grant Award	July 1, 2023	April 1, 2023
Optional extensions available		

Note: These amounts are for planning purposes only. Amounts are subject to change based on availability of funding.

- WIOA Funding (& other Grant funding as applicable)
- Results in two grant awards
- Applicants are encouraged to submit funding proposals not to exceed the limits set here.

As far as funding goes, we anticipate that WorkLink will have \$250,000 in Adult and Dislocated Worker funding for One Stop Operator services. There are no youth funds available for WorkLink under this RFP. The grant award period will begin July 1, 2023. WorkLink will make a start-up period of one month (June 1) available for a successful bidder that is not currently providing services.

Upper Savannah will have \$400,000 in Adult/DW funds available for One Stop Operator services and \$150,000 for Youth. Upper Savannah is anticipating the start date to be April 1, 2023 and to run through June 30, 2024. We do have opportunities for extensions.

Both grants must have a minimum of 30% budgeted to participant/employer related costs.

Please plan your budgets accordingly.

The successful bidder(s) will be awarded one grant per area.

Funding is subject to Federal allocations and final program year expenditures. The numbers listed above are our best representation of what we expect to have available on the grant award dates.

This is in response to an RFP Question received before today:

5. Do we develop a 12-month budget for Work Link and a 15-month budget for Upper Savannah?

That is correct. Upper Savannah is working with the current contractor to develop a transition plan. We could need someone to step in as soon as possible (15 months) or in July.

Upper Savannah now knows that we are seeking a contractor as soon as possible with an April 1 start date as a goal. If a program operator is identified and we can provide transitional salaries before April 1, we would like to do that so we can get up and going as soon as possible.

WorkLink will offer a one-month transition period for a new provider to begin in June, additional funding would be made available if needed.

Proposal Requirements

Proposals are due January 9, 2023 at 1:00PM (EST)

- ▶ Hard copies are to be delivered to the WorkLink WDB office
 - ▶ 1376 Tiger Blvd Ste 102, Clemson, SC 29631
- ▶ Electronic copies are required to be submitted by the deadline
 - ▶ Email Point of Contact for confirmation of receipt (*not required if submitting flash drives*)

Proposals are due January 9, 2023.

Be sure to read the formatting requirements and follow the proposal checklist. This is Part 4 of the RFP, beginning on page 21. This includes how to format for FOIA requests and how we will handle unforeseen circumstances such as inclement weather and internet outages.

Please have hard copies delivered by 1:00pm (EST) on January 9, 2023. Bidders will receive a receipt for your records, either a hand delivered written receipt, or an email for those mailing their proposals.

For electronic copies, be sure to read the instructions carefully. There are several options for submitting your proposals electronically. My best advice is to submit early to avoid missing the 1pm deadline.

If you miss the 1pm deadline (either hard copy or electronic copy), we will not accept your proposal.

Two RFP questions:

2. Is there a page limit?

There is no page limit. Please be concise without sacrificing the overall message of your proposal.

17. Page 26, original signature. We commonly use DocuSign to sign legal documents. Is this a permissible method of signature, or do you require a “wet ink” signature? **We will accept electronic signatures in lieu of “wet ink” signatures as long as the signatures are in compliance with the South Carolina Uniform Electronic Transaction Act.**

Proposal Requirements

Be sure to use the Proposal Checklist to build your proposal.

- Proposal Checklist (Form A)
- Proposal Cover Sheet (Form B), with signatures
- Proposal Table of Contents and page numbers
- Program Narrative
- Memoranda of Agreements or Understandings with Partners

Included in the RFP package forms, you will find the Proposal Checklist (Form A). Be sure to follow this proposal checklist when assembling the RFP response.

On the MOA or MOU with partners, include any that you have developed in relation to this RFP and will be vital to service delivery. Examples may include office space at non-SC Works center locations or a partner that will provide soft skills training. You are not required to attach a copy of WorkLink or Upper Savannah's MOU with partners.

Proposal Requirements

- Subcontractor Description
 - Attachments: MOA/contract with description of services and costs
- WorkLink Budget Forms (Form C)
 - Attachment: Budget narrative
- WorkLink Master Summary of Goals (Form D)
 - Attachment: Sample Board/Committee Report/Dashboard
- Upper Savannah Budget Forms (Form C)
 - Attachment: Budget narrative
- Upper Savannah Master Summary of Goals (Form D)
 - Attachment: Sample Board/Committee Report/Dashboard

Notice that the WorkLink Budget Form and Upper Savannah Budget Form are separate forms. Also, be sure to include the SMART goals you developed for your proposal on Form D along with how you will track and report out to the WDBs. You don't have to create a new reporting/dashboard form if you have a sample from another project that you can be used as a representation of a report that the WDBs will receive.

RFP Question:

11. Can you provide an Excel version on the budget forms?

Yes. I will email those upon request. The budget forms are unlockable, and the password can be found at the bottom of the first tab. Please use caution if you unlock it.

Proposal Requirements

- Past Performance (Form E)
 - Attachments: Performance Summaries, Monitoring Reports (& Replies), and Financial Audit
- Organization Reference Chart (Form F)
 - Attachments: three or more letters of support from partners and/or employers
- Conflict of Interest Form (Form G)
 - Attachment: Bidder's conflict of interest should be filled out, the Board member conflict of interest is for information only

For your organizational reference chart, these may be letters of support from local partners and/or employers, or they may be from current projects. Be sure to tailor those letters of support depending on whether they are local and are in support of your RFP or if they are from current projects and would support your continued service at that location.

Proposal Requirements

- Proposal Rating Sheet (Form H)
- Compliance Documents (Form I)
 - Attachments: Complete forms and attach requested exhibits
- Other
 - For other attachments or exhibits not otherwise specified and is necessary for the best representation of your proposal, include them in this section.

Note that throughout the RFP there may be references or requests for documents. Use the Proposal Checklist to determine where to put each requested document. In the event that the requested document is not listed on the Checklist, include it in the Other section. You may also include necessary items to support your RFP in the Other section as well.

Scoring Rubric

FACTORS	MAX SCORE
Program Proposal Synopsis	5
Experience, Capacity & Past Performance	20
Program Design	20
Service Delivery & Partner Coordination	15
Outreach	15
Budget and Financial Information	25
TOTAL	100

You will find the scoring rubric for One Stop Operator listed here. Be sure to review Part 5 (program narrative instructions) starting on page 28 of the RFP in conjunction with Part 7 (evaluation criteria and rating system) starting on page 42.

Points will be given to each bidder's proposal not to exceed the Max score per section.

Proposal Review & Recommendation Process

No proposal with a cumulative score below 70 will be funded.

Technical Review
January 10, 2023

Proposal Review &
Presentations
January 26, 2023

Recommendations
to WDBs
February 1, 2023

Contract
Negotiations Begin
February 2, 2023

Once we receive your proposal on January 9th at 1pm, WorkLink and Upper Savannah Staff will review the proposals to ensure that they meet the technical aspects of the RFP. We will use the Proposal Checklist and section Four of the RFP to determine whether or not the proposal meets the technical review. Proposals will be delivered to reviewers the following day.

Please mark January 26th on your calendar. We have scheduled this date for bidders to present their proposals to the review panel. Presentations will begin at 9am. Please note that we will schedule the presentations only if requested by the committee and for only proposals that need clarification. All presentations will be scheduled by no later than January 19 with you.

We anticipate final scoring to be completed by January 26th at the conclusion of presentations, and final recommendations to go before each of the WDBs on February 1, 2023.

If approved, contract negotiations will begin with the selected bidder on February 2, 2023.

Proposal Review & Recommendation Process

- ▶ **WorkLink and Upper Savannah WDBs intend to select the same service provider(s)**, resulting in two grants (one from each Board).
- ▶ Both Boards **reserve the right to select the service provider(s) with the best proposal for their area**, even if they are not the same service provider(s).
- ▶ Selected bidders will be able to negotiate to ensure that necessary funding is made available to accomplish the vision set forth in their proposal.

To receive a recommendation for funding, the bidder **MUST** score an average of 70 or higher across all cumulative scores.

WorkLink and Upper Savannah intend to select the same provider. However, we reserve the right to select the provider that will best serve our area. In the event that we choose two different providers, note that the bidder will be given a chance to negotiate cost shared items to a place where their RFP vision may be carried out.

When planning your budgets, make sure that items are cost shared in a way that are clearly identified in your budget narrative and can be easily scaled up or down in your budget.

Proposal Review & Recommendation Process

- ▶ **Proposals will be numerically ranked based on their cumulative score from reviewers.** The bidder ranked first will have the opportunity to negotiate contracts with each of the WDBs.
- ▶ **If negotiations fail between the highest ranked bidder with one or both WDBs, the bidder with the next highest score will have the opportunity to negotiate with one or both WDBs.** This will proceed down the list as necessary until an agreement is reached or the list is exhausted.
- ▶ WorkLink and/or Upper Savannah will not enter negotiations with a bidder that has a cumulative score below 70.

Proposals will be averaged together and then ranked based on score.

Negotiations will begin with the highest ranked bidder. If that negotiation fails, the next highest bidder will have the opportunity to enter negotiations until the list is exhausted. Note that proposals scoring below 70 will not be considered for funding.

RFP Timeline

Activity	Date	Deadline
Bidder's Conference	December 15, 2022	9:00AM
Last day of RFP Technical Assistance	January 2, 2023	
Proposal Packages Due & Technical Review	January 9, 2023	1:00PM
Formal Review of Proposal Packages	January 10, 2023 - January 26, 2023	
Bidders' Presentations to RFP Committee	January 26, 2023	9:00AM*
WorkLink WDB Votes to Approve Recommendation	February 1, 2023	
Upper Savannah Votes to Approve Recommendation	February 1, 2023	
Written Notification to Successful Bidders	February 2, 2023	
Contract Negotiations begin with each WDB	February 2, 2023	
Compliance Documents due and Contracts Issued	Prior to Grant Award Date	
Upper Savannah Contract begins (anticipated)	April 1, 2023	
WorkLink Contract Begins (anticipated)	July 1, 2023	

The final RFP timeline is listed on this screen. Note that we will send out notification to bidders on the status of their proposal on February 2, 2023.

Technical Assistance

- Be sure to review the Reference documents on page 20 of the RFP.
- Questions during the Bidder's Conference must be submitted in the chat window.
- After today's conference, additional questions should be submitted in writing and emailed to jkelly@worklinkweb.com.
- If any questions are answered verbally, the conversation may be recorded to better capture responses.
- All responses posted at www.worklinkweb.com > select Publications > select Request for Proposals
- Last set of answers will be posted by COB, January 3, 2023.

We will accept technical assistance questions via email until COB January 2, 2023. (Note that this is a holiday for WorkLink staff.) If there are any questions answered verbally, note the conversation may be recorded in order to document the answers for the website. We will post the final set of questions and answers by COB on January 3, 2023. Please be sure to check our website periodically to make sure you haven't missed any updates.

Now we will move into answering your questions. We received a few via email prior today. If you have any new questions, please make sure to type those questions in the chat. We will try our best to answer your questions; however, if we don't have an immediate answer, we will post those to the WorkLink RFP website.

RFP Final Questions - Data Requests

(received prior to today)

- ▶ Visit www.worklinkweb.com and click on publications
 - ▶ Request for Proposals > Attachments
 - ▶ Partner Meetings and Information > WorkLink PY2022 MOU
 - ▶ Strategic Plans > 2022-2026 WorkLink WDB Strategic Planning Survey Results
 - ▶ Other plans > State Plans
 - ▶ Regional & Local Plans > Modification 1 and Modification Attachments
 - ▶ Board Meeting Minutes > Materials/Archives (under Workforce Development Board heading) > September 21, 2022 (financials and programmatic reports – final for PY2021 & recent reports for PY2022)

Most of the remaining questions are data related so let's start there:

6. How many Adult and Dislocated Workers participated in Work Experience and OJT for the contract year ending June 30, 2022 (separated by Work Link and Upper Savannah)?

In PY2021 WorkLink had 6 individuals (5 Adults, 1 DW) participate in OJT. We did not offer Work Experience for Adult/DW. In regards to Upper Savannah, we have uploaded more specific information to the WorkLink Website. Visit www.worklinkweb.com and click on publications > Request for Proposals > Attachments.

7. Will you provide current staffing by job titles and salary ranges (for each center)?

WorkLink currently has one Business Services Representative position in-house, and one Center Manager for 4 SC Works Centers through our sub-recipient. That individual is located in Clemson and covers our satellite offices. There are also several support and leadership staff that are included in the One Stop Operator Budget for a small percentage of their time. WorkLink sees this RFP as an opportunity for the Bidder to use their experience and expertise to expand SC Works services and re-imagine the Employer Services role. Please evaluate the positions based on the model you design for our area and assign the appropriate pay range for the position.

Upper Savannah: Currently, all WIOA contracts are held by GLEAMNS Human Resources Commission. The Operator and WIOA Program Manager and staff report to the Upper

Savannah Workforce Director. There is a lead case manager who has a caseload but also helps with training and monitoring. The Lead Business Services Representative is an Upper Savannah COG staff member.

10. What % of the budget was expended in the past contract year?

For the WorkLink sub-recipient, the Operator expended 95.6% of their budget (regardless of fund stream).

For Upper Savannah, see the year-end financial status reports uploaded on the WorkLink website. Visit www.worklinkweb.com and click on publications > Request for Proposals > Attachments.

Do we need to budget for center operational costs like occupancy, supplies, etc.?

There may be something that you want to fund that we don't necessarily want to fund, however I would ask that you look at our PY 2022 MOU and you will see what we fund there.

For Upper Savannah, do not budget anything that would be shared costs. What you need to include is anything you would want specifically in your role as the operator, such as file folders, incidentals, and supplies for your Business Services staff for implementation. The same response is relevant for WorkLink.

14. For both regions, can you provide the work-based learning program year YTD expenditure amounts? Please be specific in details regarding the amount expended, funding stream, and the exact work-based learning opportunities for which these expenses have been paid. Also, please provide this detailed information for the previous program year of PY21.

WorkLink OJT:

- PY2021 - \$10,183.88 (\$5,743.88 Adult, \$4,440 DW)
- PY2022 - \$240 (DW)

Upper Savannah:

Please review the Attachments on the WorkLink website. This includes the specific information for Upper Savannah that you are requesting. Visit www.worklinkweb.com and click on publications > Request for Proposals > Attachments. WorkLink will try to include additional information in that place as well. Upper Savannah's business engagement plan, operations manual, and executive summary can be found at www.upperscworks.com. Go to the SC Works Systems tab and the plans can be found there. The activities from last year by fund stream and the number of clients participating in each of the activities can be seen there.

I've posted on the slide internet locations for documents that will answer most of your data related questions. There are a couple of resources on the Upper Savannah website that you may want to review. They are listed at the top of the next slide.

RFP Final Questions

(received prior to today)

- ▶ Upper Savannah MOU
 - ▶ Visit www.upperscworks.com > workforce system > partner resources
 - ▶ PY2022 MOU
 - ▶ Local and Regional Plans
- ▶ Business Engagement Plan & associated Staff Time
- ▶ Dashboard for Upper Savannah

Let's continue answering the RFP questions:

13. Regarding page 18, Section B WorkLink Deliverables who (specifically by staff title/titles) is developing and conducting the Business Engagement Plan listed in #5 for deliverables?

WorkLink has a current Business Engagement Plan in place, which will be submitted as part of the Local Plan process in January 2023. In the WorkLink area, the Operator (Employer staff) will be expected to carry this plan out with the partners, including facilitating any needed changes to processes that are appropriate.

Please estimate the amount of time per day/week that these staff spend on these activities. WorkLink's best estimate is one to two days per quarter to review, edit, and implement changes to the Business Engagement Plan. We view this as more of an organizational process than a person's duties, and the Business Services Integration Team will be a key part of the process. However, WorkLink wants a professional organization with expertise to come in and revitalize the Employer Services portion of the SC Works system in WorkLink. Staff changes and COVID have impacted our Employers Services, and we desire a service provider to come in and get the employer services off the ground and moving forward.

15. Page 20, regarding Upper Savannah Reports- Does the dashboard currently include the information regarding resumes, soft skills, and LMI consultations? Can you provide a copy

of the dashboard?

No, Upper Savannah does not have a dashboard.

- It is our hope that we can track all resumes in system at end of quarter including those posted by individuals and staff assisted (both DEW and WIOA). Example (not actual numbers) "As of September 30, 2022, there are 2,300 active resumes in the Upper Savannah region."
- Soft Skills will be calculated by the number of activities entered by DEW and WIOA. Example (not actual numbers) "System wide there were 73 soft skills activities."
- LMI consultations is also the number of activities entered by DEW and WIOA.

Our Upper Savannah Board consists of business people and their question is "how are you building capacity?" So we think that if we are adding resumes to the system, we are adding capacity for employers to find more people. We have done surveys of people who are out of the workforce. The number one reason is health reasons and the number two reason is the jobs they are finding do not pay enough. It's really important that we connect our clients to high paying jobs and to training opportunities. The soft skills is something that employers are requesting help with and we are promoting. We think that the more referrals, the more partners will value being a part of the SC Works system, and the Operator is uniquely positioned to help us increase the number of referrals.

Technical Assistance

- Any additional questions should be submitted in writing and emailed to jkelly@worklinkweb.com.
- If any questions are answered verbally, the conversation may be recorded to better capture responses.
- All responses posted at www.worklinkweb.com > select Publications > select Request for Proposals
- Last set of answers will be posted by COB, January 3, 2023.

THANK YOU

We will answer any lingering questions from the chat.