

## RFP 2022-WIOA-02 Program Services

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. 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.

4. There are two different allocations listed for Upper Savannah. Can you clarify what the correct amount is?

\$600,000 (Note, that is if it is a 15-month contract.)

Note that the amount on page 43 of the RFP is incorrect and will be updated on the website. Visit [www.worklinkweb.com](http://www.worklinkweb.com) and click on publications > Request for Proposals > Amendments.

5. Can you provide your current Infrastructure Funding/Cost Sharing Agreement between Center partners?

For Upper Savannah, visit: [upperscworks.com](http://upperscworks.com) and select System Tab.

For WorkLink, visit [www.worklinkweb.com](http://www.worklinkweb.com) and click on publications > Partner Meetings & Information > Select PY2022 MOU

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

WorkLink currently has one program manager, one lead case manager, and three case managers. One case manager is assigned to Anderson SC Works, one to Seneca SC Works, one splits their time between Clemson and Easley, and one is assigned to a non-SC Works Center. There are also several support and leadership staff that are included in the Program Services Budget for a small percentage of their time.

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

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

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

7. What were the supportive services costs for the program year by agency?

WorkLink PY2021 Adult/DW Program Provider – Supportive Services expended \$64,357.36

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

8. Can you provide the current program performance, both in actual numbers of participants who were served and percentages?

Yes. Upper Savannah's data is already there. Visit [www.worklinkweb.com](http://www.worklinkweb.com) and click on publications > Request for Proposals > Attachments. WorkLink's will be added.

9. Can you provide performance (June 1, 2021-June 30, 2022) for Adults and Dislocated Workers each in the following areas: number enrolled, number of active clients, number in training per quarter, number of exits per quarter, # of credentials per quarter?

Yes. Upper Savannah's data is already there. Visit [www.worklinkweb.com](http://www.worklinkweb.com) and click on publications > Request for Proposals > Attachments. WorkLink's will be added.

10. Do you currently hold any licenses for electronic basic skills assessments, and would they carry over?

Neither WorkLink nor Upper Savannah hold basic skills assessment licenses. However, WorkLink's service provider has made software available for soft skills. This would not carryover as it was purchased from an organizational level and is cost shared across other projects.

11. 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 service provider. We would like to see the provider be active in the community and with the business service team with a focus on developing Career Pathways and communicating that and LMI data to participants. As far as WBL opportunities, we would like to see coordination and mutual interest in increasing the number of WBL trainees. 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). SC Works Customer Service Satisfaction is going to be a topic of conversation from the State WDB this coming year.

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

For the WorkLink sub-recipient, the Program expended 90% 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](http://www.worklinkweb.com) and click on publications > Request for Proposals > Attachments.

13. 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.

14. Page 8 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.

15. Page 20, the very last paragraph mentions WorkLink and not Upper Savannah. Would it be correct to assume that the contractor will also be responsible for coordinating payments to training providers in Upper Savannah as well?

Yes, the contractor budget includes money for training and supportive services and the contractor will make the payments.

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

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

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

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

17. Page 29, required signature from authorized representative. Our authorized representatives 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.

18. Page 40, the Adult/DW RFP has this sentence: "For proposers not currently providing One Stop Operator services, describe your start-up plan and proposed transition period, including a timeline of events and staff training planned or anticipated." Is this sentence only supposed to be in the One-Stop RFP or are we supposed to address it as part of the Adult/DW RFP?

We will make this amendment on the website. Please read this as: "For proposers not currently providing program services, describe your start-up plan and proposed transition period, including a timeline of events and staff training planned or anticipated." Please provide an answer if you are not currently a service provider.

19. Page 41, the Adult/DW RFP says "Include what role the One Stop Operator will have in the program design and service delivery. Expound on how you will be part of the SC Works System as a whole." Is this sentence only supposed to be in the One-Stop RFP or are we supposed to address it as part of the Adult/DW RFP?

Yes. This is correct. The Adult/DW/Youth programs are partners in the SC Works System and should be prepared to have an appropriate seat at the table. Please address this question from the program's perspective.

20. Page 42, the Adult/DW RFP has this sentence: "Confirm your commitment to enroll, case manage, and administer supportive services on behalf of eligible participants that plan to participate in work-based learning opportunities under the One Stop Operator RFP." Since the One-Stop Operator is responsible for Work Based Learning, should this be disregarded in the Adult/DW RFP? No, do not disregard this. The service provider is being required to partner with the One Stop Operator to see mutual success in WBL training. The Service Provider will not be held responsible for the placement goals/outcomes of WBL opportunities, only the One Stop Operator.

For active caseloads, we expect the service provider to be interested in the success of their participants, including proactively seeing their participants be placed in WBL opportunities.

For reverse referrals, we are requiring that the service provider to determine eligibility for all referrals for WBL opportunities, and to provide wraparound case management services to those enrolled in the program and in WBL opportunities, and that appropriate supportive services will be issued to participants while they are on WBL opportunities.

The Employer Services person is to use WBL opportunities as a tool in their Employer Services toolkit to meet employer needs. They are not going to be equipped to provide case management services. The program provider should be using this as a tool to prepare participants for work.

In answering this question, we are asking the provider to confirm that they understand this partnership role and both parties will work together for the mutual benefit of participants. Yes, you both have goals associated with the resulting grants, but the mission is to prepare the workforce to meet employer needs. We need both parties to recognize this and agree to work together to see our region be successful, that includes aligning the program and operator responsibilities in such a way that it achieves our WIOA performance measures, it achieves both parties' goals, and it benefits the participants. We will leave the processes and details of how this works to be ironed out between the two successful bidders.

21. What percentage of the \$600,000 should be allocated for training and or supportive services or is that out of a different pot?

40% minimum of the \$600,000 should be allocated to training and/or supportive services.

22. Should bidder split funding between Adult & Dislocated Worker based on proposed service levels? If not, please provide specific direction on how much of each budget to include for adult versus dislocated worker.

Yes, please split funding between Adult/Dislocated Worker based on proposed service levels. Note that Adult and Dislocated Worker funds can be transferred between each other. In this environment it is easier to spend Adult funding and the board will transfer money accordingly. However, some should be put in Dislocated Worker to show maintenance of effort towards this important population.



## 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.

# Bidder's Conference

RFP: 22-WIOA-02 Adult/DW Program Services

WorkLink & Upper Savannah WDBs

December 15, 2022 @ 11:00am

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 Adult/Dislocated Worker Program Services RFP, solicitation number 2022-WIOA-02.

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.

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 2 hours 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. 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; however, I have representatives from within the WorkLink organization as well as the Upper Savannah organization with me today to answer questions that you may have.

Also representing WorkLink, we have Windy Graham, WIOA Performance & Reporting Specialist as well as ADA/EO compliance, and Sharon Crite, Youth Services Manager, who will be monitoring the chat for us today.

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





## 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.**

What is WIOA? Let's start with the guiding principles.

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.



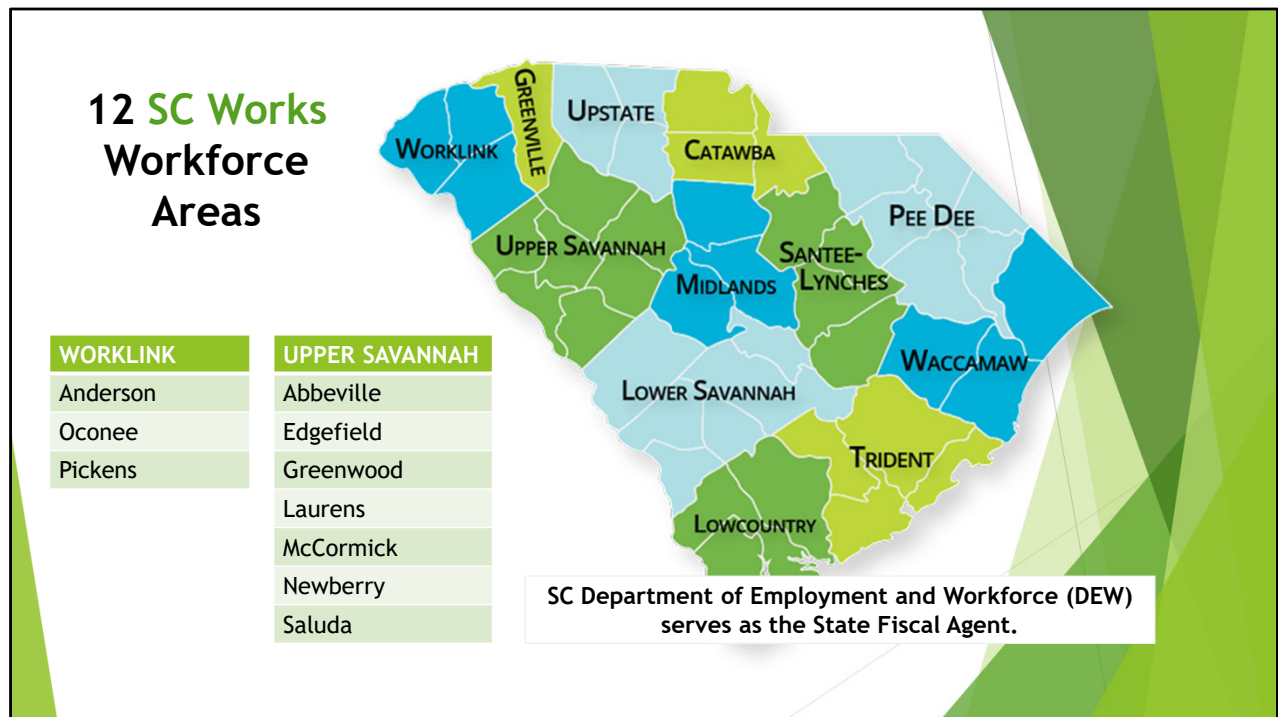
## WIOA Guiding Principles

- **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 Adult/Dislocated Worker program should be structuring their services in such a way that participants are being educated at every opportunity, whether that be on how to make sound career decisions, what resources and training funding are available in the community, what expectations employers have both during the job seeking phase and after being hired, labor market information, or other relevant topics.

To be able to construct a local program that meets the needs of both jobseekers and employers requires effort, dedication, and a commitment to research best practices and try innovative ideas. The selected program bidder will have to do their homework by gathering LMI data, convening key partners for discussions regarding participants that are co-enrolled, and making strategic decisions regarding services for the benefit of customers. This should be seen as an ongoing process throughout the life of the grant award. It will also require collaboration and communication, and where possible, integration of services. Program operators will have to 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, WIOA participants will transition to self-sufficient, career-ready workers, and employers will get the skilled workers they need. The program should view themselves as part of the solution for meeting local employer needs.



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 Adult/Dislocated Worker Services.

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

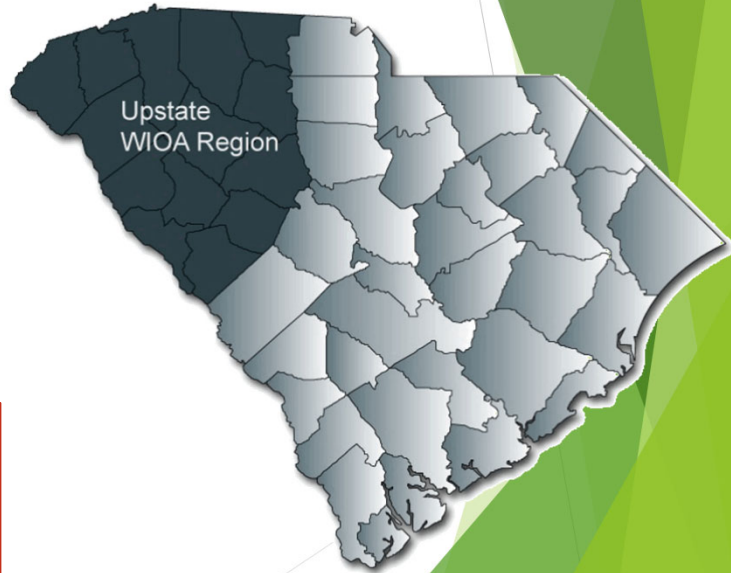
#### UPPER SAVANNAH

Abbeville  
Edgefield  
Greenwood  
Laurens  
McCormick  
Newberry  
Saluda

#### Greenville

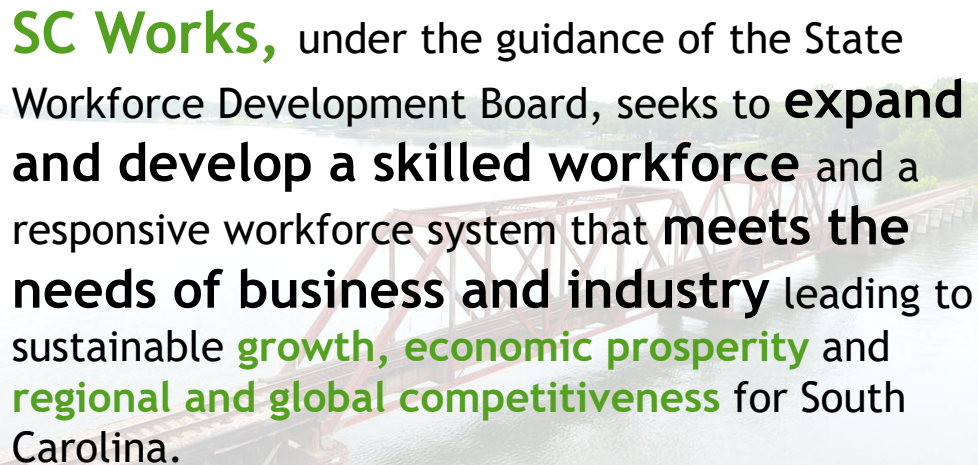
#### Upstate

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](http://www.worklinkweb.com). When you get to this webpage, select publications at the top of the page, and then select Regional & Local Plans.



**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.

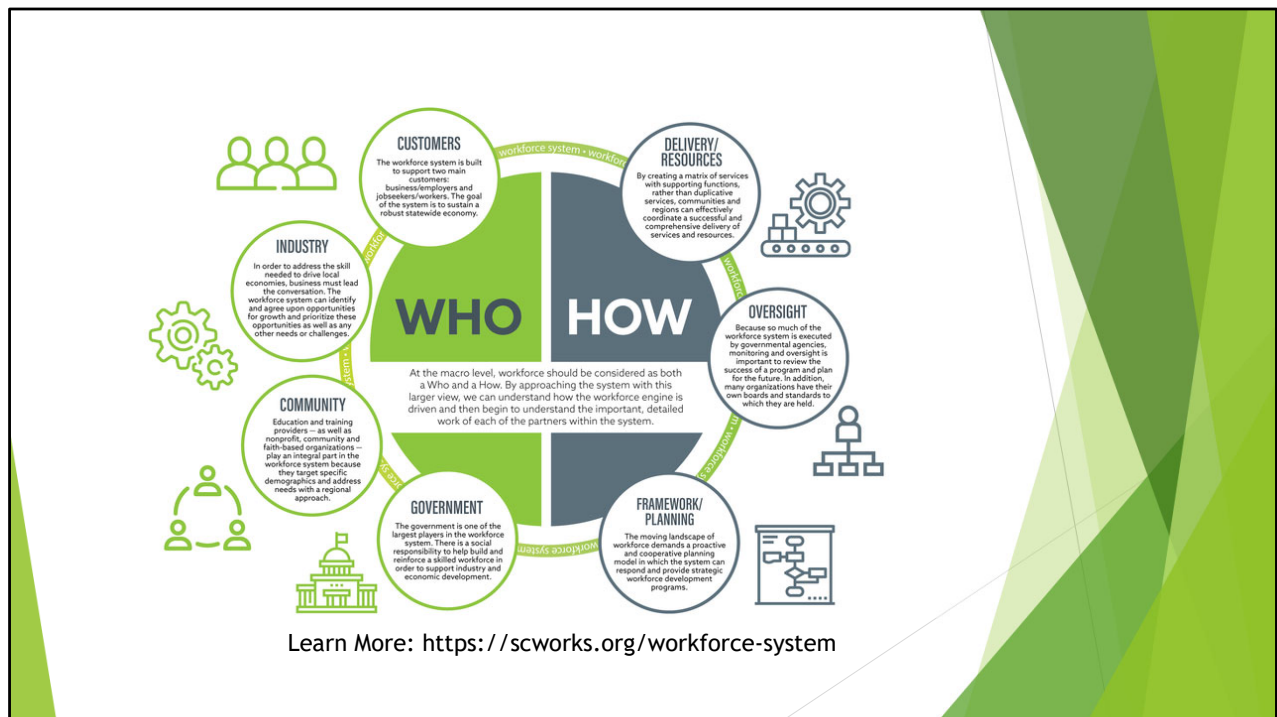
The State Workforce Development Board has set the following three overarching Strategic Plan goals that reflect the values of their mission statement:

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.

Bidders should be aware of these overarching goals set by the State Workforce Development Board.





The State has shared their 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 Service Provider should be aware of the vision from the Federal level and from the State level while developing an Adult/Dislocated Worker program and how it is part of the One Stop System.

The website listed at the bottom of the screen provides a good portal to explore key documents and policies set by the State WDB.

## 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 Program RFP here.

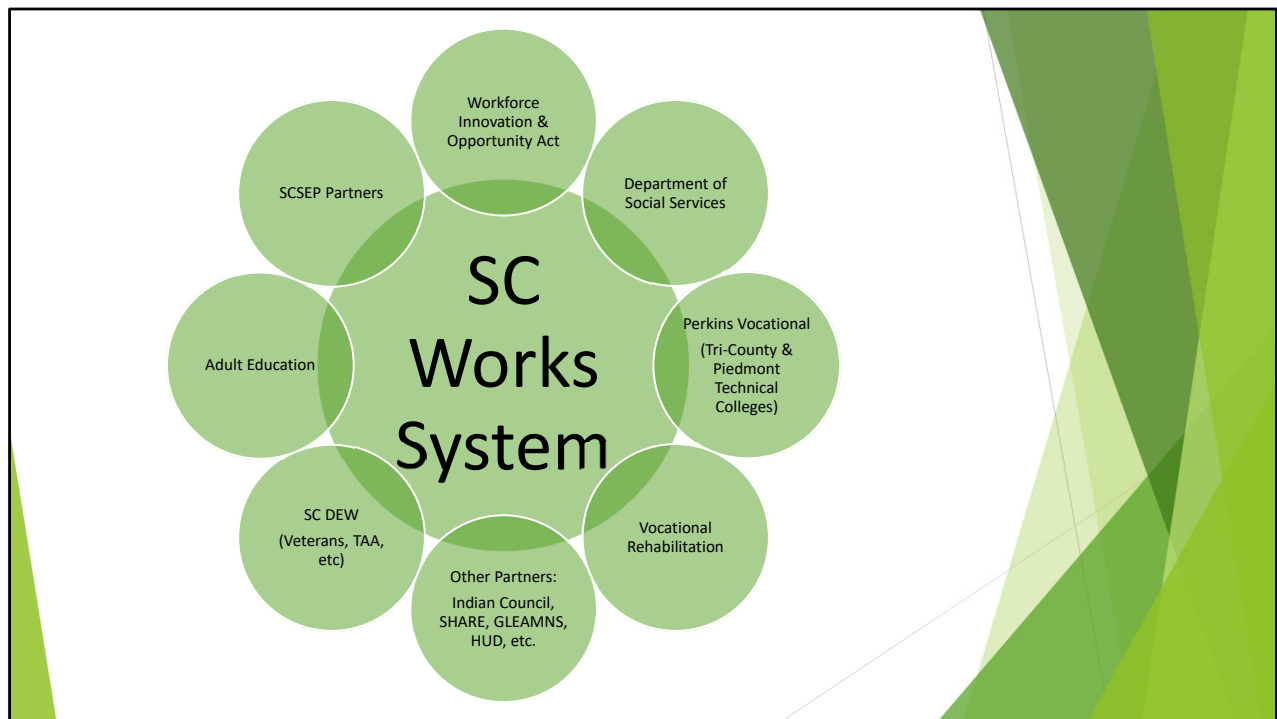
Please note that the obligation rate, the expenditure rate, the participant cost rate, the Youth Work-based Learning rate, and the Adult Priority of Service percentage are required at the local WDB level. Activities and expenditures by a successful bidder impacts the overall attainment of these goals 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.



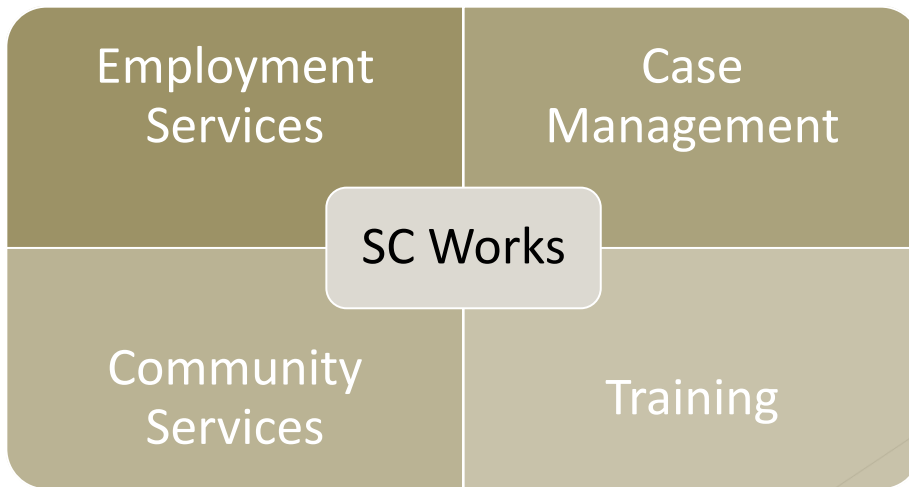
The last item surrounds Functional Supervision of SC Works Centers in South Carolina.



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. The Service Provider will have an opportunity to join this management team as well.

## 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. The Adult/Dislocated Worker program should be looking at the program as a vital part of a bigger system, which includes looking for ways to collaborate and coordinate services with other appropriate programs on behalf of customers (this is may be through co-enrollment).

## 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.

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.

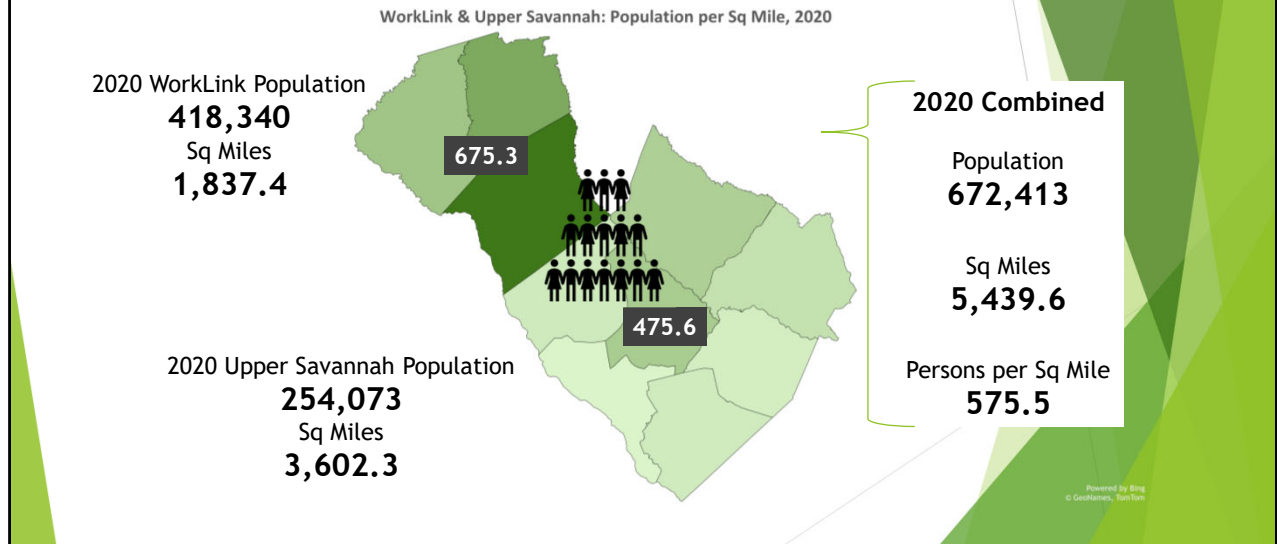
So who is living in the WorkLink and Upper Savannah areas?

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.

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



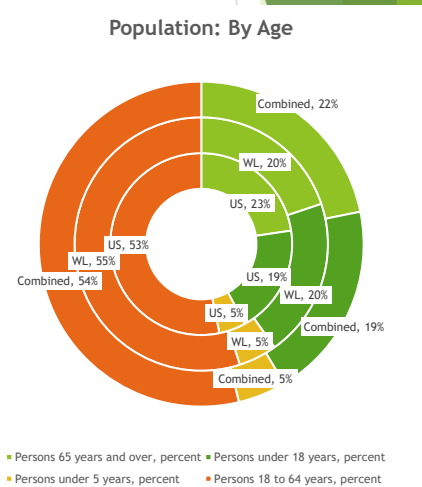
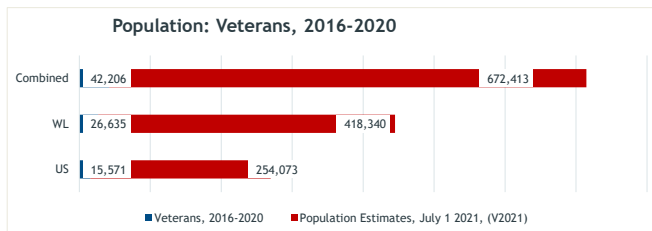
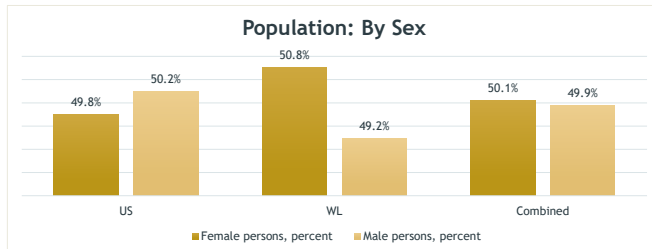
Our combined region includes 10 counties and covers 5,440 square miles. Upper Savannah is the larger area in square miles; however, WorkLink's population is larger. If you are looking at the map, the darker the green shading the more people live there.

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



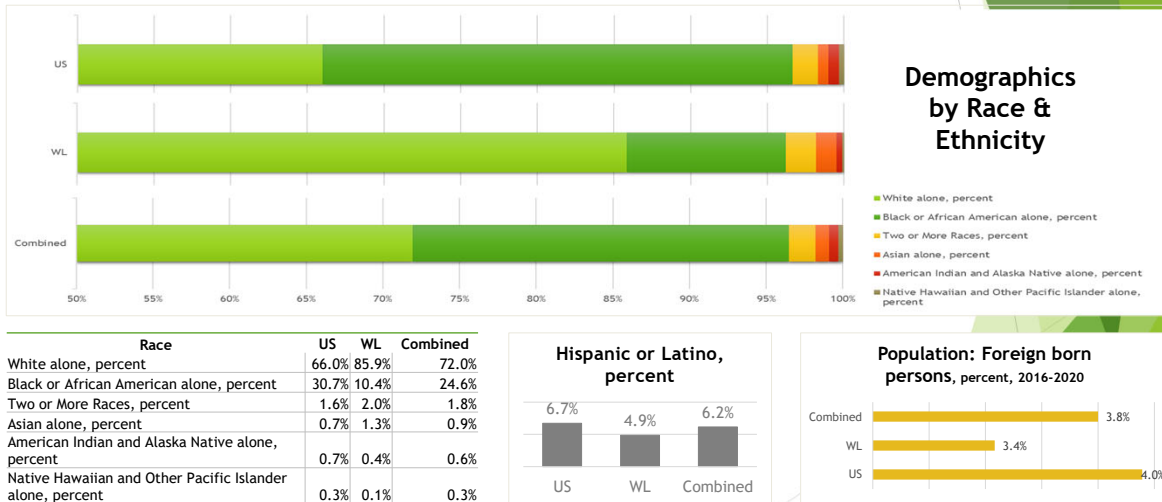
The population is fairly evenly distributed between Male and Female.

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.

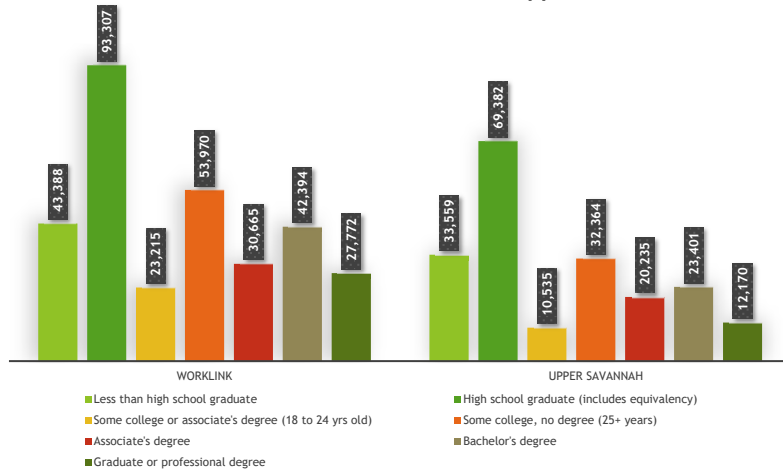
From 2016-2020, 3.8% of the population reported being foreign born.



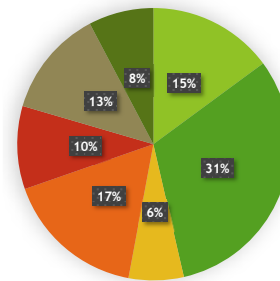
# Labor Market Information

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](https://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 2<sup>nd</sup> Qtr 2022  
**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

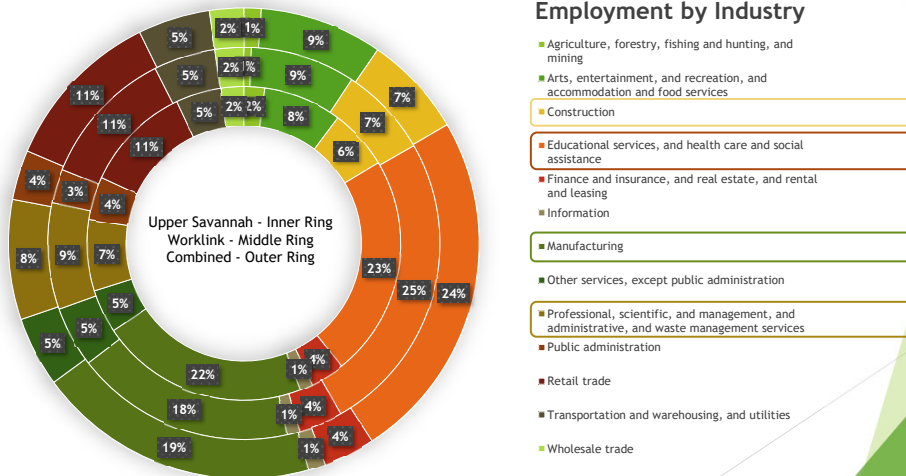


All of the data seen before this has been from the US Census Bureau, but this slide shows data from the Bureau of Labor Statistics.

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.

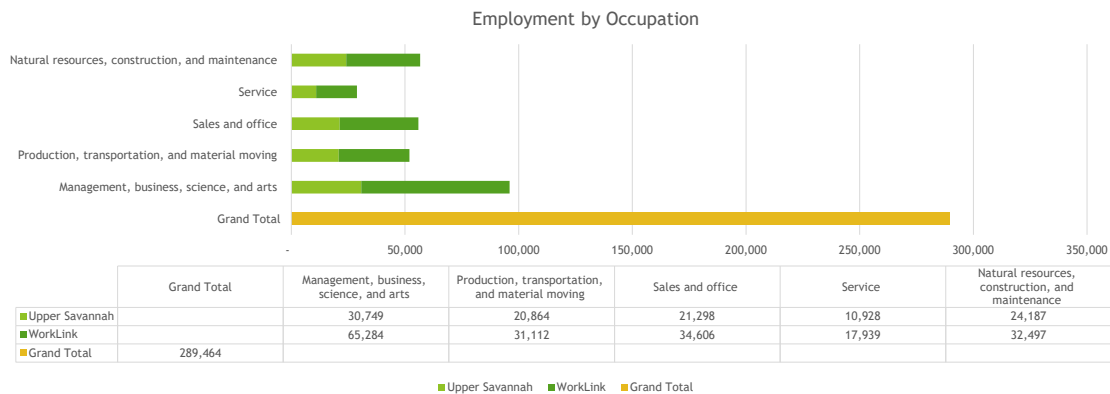
We have two major universities, Clemson and Lander, which are both considered large employers for our area, several smaller universities and two technical colleges.

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](https://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](https://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 Program RFP.

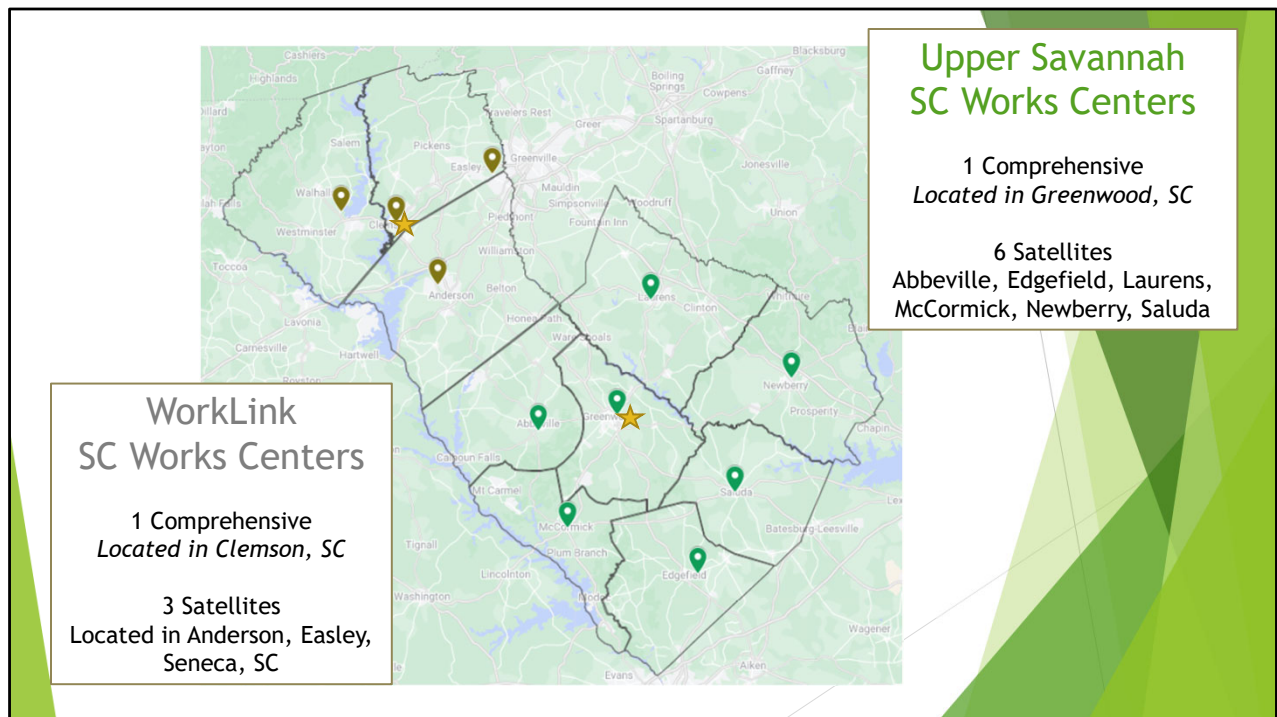
Both areas give enrollment priority to residents and those that were laid off from one of their employers. WorkLink has made a few exceptions based on extenuating circumstances.

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%. Note that only classroom portions of WBL solutions are subject to this particular cap.

And both areas require at least 30% of the grant award be budgeted for participant costs. For this RFP, it will be for Training and Supportive Service categories.

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.

14. Page 8 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?

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

**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.



## 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-02

Adult/Dislocated Worker Program Services



Ok. Let's move into the specifics of the RFP for Adult/DW Program Services.

## WorkLink WDB & Upper Savannah WDB

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

to serve as the Adult/Dislocated Worker Program Services.

WorkLink and Upper Savannah released a joint RFP, November 21, 2022 for Adult/DW program services.

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.

## **Program Services - Service Provider Role**

- Outreach, Intake, and Orientation
- WIOA Program Eligibility
- Coordination of Basic Career Services, Individualized Career Services, Training Services, and Follow-Up Services for WIOA participants
- WIOA Case Management
- ITAs and Supportive Services

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

The Service Provider will be responsible for conducting their own outreach and intake into the Adult/Dislocated Worker program; however, any outreach efforts must be developed with SC Works System branding requirements and where possible in collaboration with the One Stop Operator and partners.

The Service Provider will also be required to conduct eligibility for any individual requesting WIOA services. This RFP will serve only those that are Adult/Dislocated Worker eligible. Youth eligible participants must be referred to the Youth Program. For any that qualify for more than one funding stream, the service provider will be required to talk about any services that the customer may be eligible for so that the customer may choose the services that are right for them.

The Service Provider will be responsible for coordinating all appropriate services on behalf of their participants. The Service Provider may directly provide the service or arrange for partners or other providers/vendors to deliver those services on their behalf. Co-enrollment into WIOA is required for Trade participants and may be appropriate for participants in other programs as well. Please note that Youth in the WorkLink area are not

co-enrolled in Adult/DW programs.

This RFP is asking for the Service provider to be more than just a coordinator of services, but also case managers. Case Management should consider the entire situation of an individual and be prepared to have appropriate counseling sessions to help the participant be successful in their career path.

The Service Provider should be able to manage Individual Training Accounts (ITAs) and supportive service payments on behalf of participants. This includes supportive services for participants placed in WBL opportunities through the One Stop Operator Grant.

## **Program Services - Service Provider Role**

- Collaboration with One Stop Operator staff to place Work-Based Learning Opportunities
- Rapid Response Services
- Soft Skills/ Job Retention Skills
- Performance Measures, Job Placement Services & Follow-Up Services
- File Management
- Collaboration on grant opportunities (similar to services described in this RFP)

The One Stop Operator Grant includes funding for WIOA participants to be placed in WBL opportunities. The Service Provider under this RFP will be required to provide eligibility and appropriate WIOA case management services, including supportive service payments to WBL participants. This will require that the Service Provider work closely with the One Stop Operator staff to finalize processes and systems for managing WBL participant cases. Please note that the One Stop Operator has been asked to provide a budget for supportive services. The WDBs will ensure that appropriate funding will be made available to cover supportive service costs for those in WBL during the negotiation period. Keep in mind that participants on your caseloads may be placed on WBL opportunities, but also referrals from the One Stop Operator or Employers may also be considered for placement.

The Service Provider will be required to participate in Rapid Response Services. These services will be coordinated with the One Stop Operator and the State Rapid Response team. The WDBs may require case management staff to provide services at Rapid Response events. This has historically been for large layoffs.

The Service Provider will also be required to offer soft skills and job retention skills to participants. Soft skills may include how to dress for a job interview, resume writing, interviewing skills, etc. Job retention skills refers specifically to preparing participants for how to keep a job, such as what to expect on the first day, how to manage workplace



conflict, stress and/or anger management, the importance of showing up on time, workplace etiquette, how to promotable, what to do if my car breaks down or my babysitter is sick, etc. The goal is to prepare participants for the interview AND getting them thinking about how to keep their jobs and make more money.

All services and activities should be formulated to meet the customer's needs; however, services should also be focuses on achieving WIOA performance measures. Remember that WIOA wants to see participants get a job, see them keep a job, make more money, learn a new skill and/or attain a nationally recognized credential. Job placement services should not be overlooked as just a service to be provided, but rather focused on as a primary outcome.

The Service Provider will be required to keep accurate records of participants, their activities, the expenditures made on their behalf, and their achievements. Starting July 1, 2023, WorkLink will require all participant documentation (what has been historically kept in a hard file) to be uploaded to SCWOS. The electronic files will be reviewed during annual monitoring.

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.

20. Page 42, the Adult/DW RFP has this sentence: "Confirm your commitment to enroll, case manage, and administer supportive services on behalf of eligible participants that plan to participate in work-based learning opportunities under the One Stop Operator RFP." Since the One-Stop Operator is responsible for Work Based Learning, should this be disregarded in the Adult/DW RFP?

No, do not disregard this. The service provider is being required to partner with the One Stop Operator to see mutual success in WBL training. The Service Provider will not be held responsible for the placement goals/outcomes of WBL opportunities, only the One Stop Operator.

For active caseloads, we expect the service provider to be interested in the success of their participants, including proactively seeing their participants be placed in WBL opportunities.

For reverse referrals, we are requiring that the service provider to determine eligibility for all referrals for WBL opportunities, and to provide wraparound case management services to those enrolled in the program and in WBL opportunities, and that appropriate supportive services will be issued to participants while they are on WBL opportunities.

The Employer Services person is to use WBL opportunities as a tool in their Employer Services toolkit to meet employer needs. They are not going to be equipped to

provide case management services. The program provider should be using this as a tool to prepare participants for work.

In answering this question, we are asking the provider to confirm that they understand this partnership role and both parties will work together for the mutual benefit of participants. Yes, you both have goals associated with the resulting grants, but the mission is to prepare the workforce to meet employer needs. We need both parties to recognize this and agree to work together to see our region be successful, that includes aligning the program and operator responsibilities in such a way that it achieves our WIOA performance measures, it achieves both parties' goals, and it benefits the participants. We will leave the processes and details of how this works to be ironed out between the two successful bidders.



## Vision for RFP

- **One Service Provider (Entity) for both Workforce areas**
  - *Note: Both WDBs reserve the right to choose the provider that will best serve their area*
- **Collaborates with Employer Services (WBL Opportunities & Supportive Service Payments)**
- **Career Pathways**

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 will be collaboration between the Service Provider and the One Stop Operator to place individuals in WBL opportunities.

Bidders should also be looking at Career pathways and labor market information and incorporating these models into their career counselling sessions and outreach methods. The participants should know before they exit the program where they are on their career path and what they can do next to progress along that career path. Prepare the workforce and encourage lifelong learning.



## 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.

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. Look at technology through every possible lens and include solutions that you think would help you in delivering services on behalf our combined areas.

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 an economic development agency and will expect a work product that can be understood by someone not familiar with the intricacies of WIOA.

We received a question prior to today:

1. 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 service provider. We would like to see the provider be active in the community and with the

business service team with a focus on developing Career Pathways and communicating that and LMI data to participants. As far as WBL opportunities, we would like to see coordination and mutual interest in increasing the number of WBL trainees. 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). SC Works Customer Service Satisfaction is going to be a topic of conversation from the State WDB this coming year.

## WIOA Performance Measures

	WorkLink		Upper Savannah		
PY22	Adult	Dislocated Worker	Adult	Dislocated Worker	Youth
Employment 2 <sup>nd</sup> Qtr after Exit	81.1%	83.3%	77.8%	80.1%	73.2% <small>Measure includes school participation</small>
Employment 4 <sup>th</sup> Qtr after Exit	81.8%	83.4%	77.4%	84.5%	75.6% <small>Measure includes school participation</small>
Median Earnings 2 <sup>nd</sup> 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.

## Contract & Funding

	WorkLink	Upper Savannah
Adult & Dislocated Worker	\$600,000	\$600,000
Youth	NA	NA
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 and Upper Savannah will both have \$600,000 in Adult and Dislocated Worker funding for Program Services. There are no youth funds available 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 is anticipating the start date to be April 1, 2023 and to run through June 30, 2024.

WorkLink grants must have a minimum of 40% budgeted for participant related costs, includes training and supportive services.

Upper Savannah requires 38% of expenditures to be towards participant 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:

3. 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 for a new provider to begin in June, additional funding would be made available if needed.

4. There are two different allocations listed for Upper Savannah. Can you clarify what the correct amount is?

\$600,000 (Note, that is if it is a 15-month contract.)

The amount on page 43 of the RFP is incorrect and will be updated on the website. Visit [www.worklinkweb.com](http://www.worklinkweb.com) and click on publications > Request for Proposals > Amendments.

21. What percentage of the \$600,000 should be allocated for training and or supportive services or is that out of a different pot?

These are two budgets, each one for \$600,000.

For WorkLink, 40% minimum of the \$600,000 should be allocated to training and/or supportive services, for Upper Savannah, 38% of expenditures should be spent on participant costs.

## 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 28. 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.

## 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. You are not required to attach a copy of WorkLink or Upper Savannah's MOU with partners.

### Program Narrative Specific Questions

18. Page 40, the Adult/DW RFP has this sentence: "For proposers not currently providing One Stop Operator services, describe your start-up plan and proposed transition period, including a timeline of events and staff training planned or anticipated." Is this sentence only supposed to be in the One-Stop RFP or are we supposed to address it as part of the Adult/DW RFP?

**We will make this amendment on the website. Please read this as: "For proposers not currently providing program services, describe your start-up plan and proposed transition period, including a timeline of events and staff training planned or anticipated." Please provide an answer if you are not currently a service provider.**

19. Page 41, the Adult/DW RFP says "Include what role the One Stop Operator will have in

the program design and service delivery. Expound on how you will be part of the SC Works System as a whole.” Is this sentence only supposed to be in the One-Stop RFP or are we supposed to address it as part of the Adult/DW RFP?

Yes. This is correct. The Adult/DW/Youth programs are partners in the SC Works System and should be prepared to have an appropriate seat at the table. Please address this question from the program’s perspective.

## 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 form if you have a sample form from another project that 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	25
Program Design	20
Innovation	10
Outreach	20
Budget and Financial Information	20
<b>TOTAL</b>	<b>100</b>

You will find the scoring rubric for the Program RFP 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 50.

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 9<sup>th</sup> 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 26<sup>th</sup> 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.

We anticipate final scoring to be completed by January 26<sup>th</sup> 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.

## 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. Not that proposals scoring below 70 will not be considered for funding.

## RFP Timeline

Activity	Date	Deadline
Bidder's Conference	December 15, 2022	11:00AM
Last day of RFP Technical Assistance	January 2, 2023	
<b>Proposal Packages Due &amp; Technical Review</b>	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 27 of the RFP.
- Questions during the Bidder's Conference must be submitted in the chat window.
- Additional questions should be submitted in writing and emailed to [jkelly@worklinkweb.com](mailto: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](http://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](http://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:

5. Can you provide your current Infrastructure Funding/Cost Sharing Agreement between Center partners?

For Upper Savannah, visit: [upperscworks.com](http://upperscworks.com) and select System Tab.

For WorkLink, visit [www.worklinkweb.com](http://www.worklinkweb.com) and click on publications > Partner Meetings & Information > Select PY2022 MOU

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

WorkLink currently has one program manager, one lead case manager, and three case managers.

One case manager is assigned to Anderson SC Works, one to Seneca SC Works, one splits their time between Clemson and Easley, and one is assigned to a non-SC Works Center. There are also several support and leadership staff that are included in the Program Services Budget for a small percentage of their time.

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.

7. What were the supportive services costs for the program year by agency?

WorkLink PY2021 Adult/DW Program Provider – Supportive Services expended \$64,357.36

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

8. Can you provide the current program performance, both in actual numbers of participants who were served and percentages?

Yes. Upper Savannah's data is already there. Visit [www.worklinkweb.com](http://www.worklinkweb.com) and click on publications > Request for Proposals > Attachments. WorkLink's will be added.

9. Can you provide performance (June 1, 2021-June 30, 2022) for Adults and Dislocated Workers each in the following areas: number enrolled, number of active clients, number in training per quarter, number of exits per quarter, # of credentials per quarter?

Yes. Upper Savannah's data is already there. Visit [www.worklinkweb.com](http://www.worklinkweb.com) and click on publications > Request for Proposals > Attachments. WorkLink's will be added.

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

For the WorkLink sub-recipient, the Program expended 90% 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](http://www.worklinkweb.com) and click on publications > Request for Proposals > Attachments.

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](http://www.upperscworks.com) > workforce system > partner resources
    - ▶ PY2022 MOU
    - ▶ Local and Regional Plans
- ▶ Electronic Basic Skills Assessments
- ▶ Payments to Training Providers, Vendors and Participants

Let's continue answering the RFP questions:

10. Do you currently hold any licenses for electronic basic skills assessments, and would they carry over?

Neither WorkLink nor Upper Savannah hold basic skills assessment licenses. However, WorkLink's service provider has made software available for soft skills. This would not carryover as it was purchased from an organizational level and is cost shared across other projects.

15. Page 20, the very last paragraph mentions WorkLink and not Upper Savannah. Would it be correct to assume that the contractor will also be responsible for coordinating payments to training providers in Upper Savannah as well?

Yes, the contractor budget includes money for training and supportive services and the contractor will make the payments.



## Technical Assistance

- Any additional questions should be submitted in writing and emailed to [jkelly@worklinkweb.com](mailto: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](http://www.worklinkweb.com) > select Publications > select Request for Proposals
- Last set of answers will be posted by COB, January 3, 2023.

THANK YOU