Request for Proposals

Youth Program Services RFP# 26-0095

Program Year 2026

(October 1, 2026 to September 30, 2027)

Submission Deadline
March 10, 2026 (Tuesday) 5:00 PM EST
Late submissions will not be accepted

Durham Office of Economic and Workforce Development is an Equal Opportunity Employer/Program.
Auxiliary aids and services are available upon request for individuals with disabilities.

This request for proposal is prepared in a Microsoft Word format. Any alterations to this document made by the proposer may be grounds for rejection of proposal, cancellation of any subsequent award, or any other legal remedies available to the City of Durham or the Durham Workforce Development Board.

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RFP Timeline
Durham Youth Program Services

This schedule is the City's best estimate of the schedule that will be followed. If a component of this schedule is delayed, the rest of the schedule will be shifted by the same number of days.

Action Item	Date	Location
RFP Release Date	**Monday, February 2, 2026**	
RFP Advertisement	Monday, Monday January 19, 2026 – Friday, February 13, 2026	DWDB Website, Herald Sun/N&O, Carolina Times
Bidders Conference/Pre-Award Technical Assistance	Wednesday February 11, 2026 10:00 a.m. – 11:30 am Hybrid meeting In-person/Virtual	OEWD 807 E. Main Street, Suite 5-100 Durham, NC 27701
Due Date for Proposals	***Tuesday, March 10, 2026 at 5:00 p.m.***	OEWD 807 E. Main Street, Suite 5-100 Durham, NC 27701
Staff Review of Proposals – Review for Compliance	Wednesday March 11, 2026 - March 13, 2026	OEWD 807 E. Main Street, Suite 5-100 Durham, NC 27701
Individual Review of Proposals by Panel Members Score and make Recommendation to DWDB if no presentation needed.	Monday March 16, 2026, – Friday March 20, 2026 Hybrid meeting In-person/Virtual	OEWD 807 E. Main Street, Suite 5-100 Durham, NC 27701
Group Review Panel Meeting & Presentation(s) to Youth Council – DWDB Members	Wednesday, March 25, 2026 Hybrid meeting In-person/Virtual (if needed)	OEWD 807 E. Main Street, Suite 5-100 Durham, NC 27701
Youth Council Score and make Recommendation to DWDB	Tuesday April 21, 2026 Hybrid meeting In-person/Virtual	OEWD 807 E. Main Street, Suite 5-100 Durham, NC 27701
DWDB Executive Committee Considers Youth Council Recommendations	Thursday, May 14, 2026 8:30 a.m. – 10:00 a.m.	OEWD 807 E. Main Street, Suite 5-100 Durham, NC 27701
DWDB Considers Executive Committee Recommendation – Approves to Proceed with Contract Recommendations to City Council	Thursday, May 28, 2026 8:30 a.m. – 10:00 a.m.	TBA
Contract Negotiations Completed with Selected Vendors	Friday, June 5, 2026 5:00 p.m.	TBA
Contracts enter into City of Durham process	June 15, 2026	City Council Chambers 101 City Hall Plaza Durham, NC 27701
Projected Start Date of Programs	**October 1, 2026**	

Note: All dates after the final proposal submission deadline are approximate and may be adjusted as conditions dictate, without addendum to this RFP.

Resource Materials

Resource materials relating to Workforce Innovation Opportunity Act Title I-B programs which may aid in preparing Request for Proposals (RFP) are available on the internet at the following sites:

- Workforce Innovation Opportunity Act is available at: http://www.doleta.gov/wioa
- Wagner Peyser Act and regulations are available at: www.doleta.gov/programs/wagner_peyser.cfm
- North Carolina Division of Workforce Solutions Policy Statements and Bulletins are available at: http://www.nccommerce.com/workforce/workforce-professionals/policy-statements

SECTION I. Background and General Information

Purpose

The Durham Workforce Development Board ("DWDB") is issuing this solicitation to fund a proposal that provides workforce development services to Workforce Innovation and Opportunity Act (WIOA) eligible youth ages 16 to 24 in Durham County. Proposals should present innovative and creative strategies that enhance a customer's ability to move into self-sustaining employment, resulting in an upwardly mobile career path and higher earnings potential. Programs should include strategies that reflect effective integration of services with other partners of the Durham NCWorks Career Center and proactive strategies to involve employers in design of service strategies and implementation of the program. Respondents are invited to submit a proposal for the following:

Target Population:	Young Adults ages 16 to 24 are eligible for services under WIOA and other services categories under the purview of the DWDB, including but not limited to programs funded by the City and County of Durham
Start Date:	October 1, 2026
End Date:	September 30, 2027
Type of Contract:	Cost-Reimbursement Contract
Option to Extend (if applicable):	DWDB may extend the contract up to an additional two (2) years, in increments of one year, depending on program performance, availability of funds, and if it is determined to be in the best interests of the DWDB.
***Estimated Total Funding available for this RFP**	An amount not to exceed: **$300,000**
Contact for RFP	James Dickens james.dickens@durhamnc.gov 807 East Main Street, Bldg. 5, Suite 5-100 Durham, NC 27701 (919) 560-4965

**All amounts are estimates for planning purposes only and are subject to change. Actual funding amount is contingent upon DWDB funding availability.*

All WIOA funded services, as well as those provided with other funding sources as applicable, must be delivered in accordance with the rules and regulations set forth by the funder, guidance from US Department of Labor, the State of North Carolina and policies set forth by the DWDB and the City of Durham.

The successful bidder(s) will be selected based on demonstrated abilities, past performance, a sound proposal, collaboration and partnerships, and cost-effective service delivery. The DWDB expects bidders to propose to provide services in the Youth services classification.

Funds awarded must be utilized to service WIOA eligible youth. Proposals that are submitted that target specific populations within the classification of Youth will not be considered for funding.

Background

On July 22, 2014, President Barack Obama signed into law the Workforce Innovation and Opportunity Act (WIOA). WIOA is designed to improve and streamline access to federally funded employment, education, training, and support services. Congress passed WIOA by a wide bipartisan majority and it is the first legislative reform in 15 years of the public workforce system.

Every year, the key programs forming the pillars of WIOA help tens of millions of jobseekers and workers to connect to good jobs and acquire the skills and credentials needed to obtain them; and it connects employers with skilled workers needed for global economic competition. The enactment of WIOA provides an opportunity for reforms to ensure the One-Stop Delivery System (also known as the American Job Center System) is job-driven, responding to the needs of employers, and preparing workers for jobs that are available now and in the future.

The terms and conditions of this RFP may change based on WIOA legislation. The successful respondent to this RFP will be expected to remain informed of WIOA regulations and requirements. For more information on WIOA and specific information on the seven (7) WIOA job-driven elements found in Training and Employment Guidance Letter 3-14, please visit http://www.doleta.gov/wioa.

Durham Workforce Development Board

The DWDB provides policies, guidance and oversight for the WIOA programs in Durham County and this responsibility is codified in an Inter-local Consortium Agreement between the DWDB and the City and County of Durham. The purpose of the DWDB is to facilitate, plan, and coordinate workforce development resources to maximize the efforts of government, business and education.

Through collaborative partnerships, the DWDB is the local policy organization responsible for the planning, oversight, and coordination of workforce development initiatives that help support economic development in Durham. It provides leadership to the local workforce system by promoting the delivery of comprehensive employment and training services, providing guidance, and exercising independent oversight regarding activities under WIOA and other programs within the Durham NCWorks Career Center.

By law, the majority of Board members must represent the private sector with the balance of the DWDB being comprised of representatives from educational, rehabilitation, public assistance, and economic development agencies, community-based organizations, organized labor and the employment service.

Additional information, including the current DWDB Strategic Plan, can be found at http://durhamnc.gov/documentcenter/view/11028/revised.

SECTION II. Submission Requirements

Eligible Organizations

The DWDB is soliciting proposals from qualified organizations to direct federal Department of Labor ("DOL") WIOA Title I Funds, City of Durham General Funds and other categories of funding that may become available toward career and training services using evidence-based practices. Organizations eligible to submit proposals for this RFP include:

- private for-profit businesses.
- private not-for-profit organizations (including faith and community-based organizations)
- governmental entities (including the public school system, community colleges, local government and other public sector organizations); or
- a collaboration of these organizations

The DWDB also encourages the participation of respondents who are certified as small businesses, minority-owned firms, and women's business enterprises, whenever possible. The DWDB is committed to Equal Opportunity in its contracting process.

Any not-for-profit entity MUST have been incorporated for at least two (2) years (as evidenced by a letter from the governing body certifying proof of incorporation) and be designated as a 501(c)(3) tax-exempt organization by the Internal Revenue Service.

Any for-profit entity must have been incorporated at least two (2) years.

Applicants must provide an Original Certificate of Insurance naming the City of Durham as an "Additional Insured" by the time of the award announcement.

The Certificate of Insurance must include:

- Commercial General Liability - Combined Single Limit not less than $1,000,000 per occurrence, with an annual aggregate of not less than $2,000,000
- Worker's Compensation - Employers' Liability, $1,000,000
- Automobile Liability coverage - Combined Single Limit of $1,000,000

This RFP contains the requirements that respondents must meet in order to submit a responsive proposal. A responsive proposal is one that complies with all the format and content requirements and amendments of the RFP. This RFP provides information regarding eligibility and the format requirements in which a proposal must be submitted.

Questions about the RFP and the Mandatory Bidders Conference

For any organizations that intend to submit a proposal, you may pre-register for a Mandatory Bidders Conference scheduled from 10:00 am to11:30 am on Wednesday, February 11, 2026, to be held virtually, or at the following location:

City of Durham Office of Economic and Workforce Development
807 E. Main St., Bldg. 5, Suite 5-100
Durham, NC 27701/ Virtual
To pre-register call (919) 560-4965

Questions relating to this RFP will not be answered by telephone. Questions a proposer wishes to have answered at the Bidders Conference should be submitted in writing by February 4, 2026, by

5:00 p.m. This will allow time for the OEWD staff to fully research questions and provide detailed answers at the Bidders Conference. After the Bidders Conference, additional questions pertaining to this RFP must be submitted in writing no later than Tuesday, February 24, 2026, at 5:00
p.m. Questions received after this deadline will not be answered. Responses to these additional questions will be distributed by email to prospective bidders and will be available at http://durhamnc.gov/bids.aspx no later than Monday, March 2, 2026. Email, fax or mail all questions to James Dickens at:

Email: james.dickens@durhamnc.gov
Fax: 919-560-4986
Mail: City of Durham Office of Economic and Workforce Development
807 E. Main St., Bldg. 5, Suite 5-100
Durham, NC 27701

The respondent must include the RFP title "*WIOA Youth Services RFP*" in the email subject line. **It is the respondent's responsibility to check the website on a regular basis for updated information and written responses to all questions submitted.**

NOTE: With the exception of the Bidders Conference, oral questions will **NOT** be accepted.

Only the responses on the website are considered clarifications to the instructions contained in this RFP. In the event that responses modify any of the terms, conditions, or provisions of this RFP, documentation will be given via a subsequent amendment to the RFP.

Addenda to RFP

If it becomes necessary to revise any part of this RFP, an addendum will also be posted on the DWDB website. Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFP, e.g. WIOA information, changes to performance measures, and revisions to the timeline.

Ex-Parte Communication

It is the policy of the DWDB to prohibit ex-parte communication with any DWDB member (e.g. NCWorks Career Center Committee, Youth Council, Business Services Committee members, etc.), DWDB staff, consultants, or other persons serving as an evaluator during the procurement process. Respondents that directly contact Board members or evaluators risk elimination of their proposals from further consideration.

Any communication by telephone, email, letter, face-to-face conversation, or other off-the-record contact is strictly prohibited. Any discovered ex-parte communication will be provided to the DWDB's Executive Director for review and appropriate action. Applicants who improperly influence the proposal review and evaluation process in any way will be subject to disqualification.

NOTE: Under no circumstances may an individual who is an evaluator collaborate and/or communicate with any respondent. Evaluators will be asked to sign the "Conflict of Interest Certification for Request for Proposal" stating they have not communicated or collaborated with any respondent.

Right to Cancel

The DWDB reserves the right to delay, amend, reissue, or cancel all or any part of this RFP at any time without prior notice. The DWDB also reserves the right to modify the RFP process and timeline as deemed necessary.

This RFP does not commit to the DWDB to accept any proposal, nor is the DWDB responsible for any costs incurred by the respondent in the preparation of responses to this RFP. The DWDB reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, and to award the contracts in whole or in part as is deemed to be in the best interest of the DWDB. The DWDB reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interests of the DWDB.

Termination Due to Non-Availability of Funds

When funds are not appropriated or otherwise made available by the DWDB to support continuation of this RFP or any contract(s) therein, they shall be cancelled as of the effective date set forth in the termination notice. The contractor shall be reimbursed for the reasonable value of any non-recurring cost incurred but not yet recovered under this contract.

SECTION III. Scope of Work

Program Design Requirements

The services to be provided under this proposal include assessment, intake, case management, development of an Individual Employment Plan (IEP), placement, and follow-up for all eligible youth seeking services at the Durham NCWorks Career Center. This RFP solicits the role of services WIOA with the function being WIOA youth core and intensive services at the Durham NCWorks Career Center and designated satellite sites. Program staff will be required to provide the following:

- Assistance with enrollment and direction to services within Wagner-Peyser.
- Determination of eligibility to receive assistance under Title I-B of the WIOA.
- Outreach, intake, and orientation to the information and other services available through the integrated delivery system.
- Initial assessment of skill levels, aptitudes, abilities and need for supportive services (does not include testing);
- Labor market information.
- Intensive Services as defined by WIOA regulations.
- Supportive services such as personal protective equipment, tools and/or transportation.
- Referrals to other intensive, supportive and WIOA training services, as needed.
- Job referral and placement assistance.
- Job development activities that will help increase employment opportunities for WIOA participants; and
- Follow-up services after exit for participants placed in employment in need of additional assistance to retain employment.

Contracted WIOA program staff that make referrals to outside service providers will be expected to:

- Provide partner agencies with release of information (disclosure agreement), as needed;
- Share relevant participant information at the time of referral; and
- Maintain regular contact with service providers regarding the participant attendance and progress.

Respondents to this RFP must provide services to youth. Proposed services should be delivered in a manner that promotes the following: 1) cooperation and streamlining among the Durham NCWorks Career Center operators and partners; 2) a service delivery strategy that emphasizes customer choice and universal access for Durham County residents.

The contract period of this solicitation is October 1, 2026, through September 30, 2027. This solicitation intends to award a 1-year contract with an option to renew an additional one-year (annual) contract for up to two years, based on review and approval of the DWDB and based on performance and funding availability. The DWDB reserves the right to adjust award amounts based on the final allocation figures. The DWDB may increase or decrease funding at any time based on funding availability and on contractor performance.

Federally Mandated Minimum Intensive Services

Per WIOA regulations, the following are minimum Intensive Services to be provided:

- Comprehensive and specialized assessment of skill levels and service needs
- Development of an IEP (The IEP should be developed by the case manager and the participant. The IEP should include relevant history, present circumstances, and short- and long-term goals; it should be flexible and responsive to the changing needs of the participant throughout participation in WIOA activities; it should outline the appropriate mix of services, the sequence and timeline of delivery, and the appropriate benchmarks toward objectives; and it should identify an educational goal, performance goal, selected learning objectives and preparation for unsubsidized employment.)
- Group Counseling
- Individual counseling and career planning
- Job Referral and placement assistance
- Case Management
- Short-term pre-vocational services (i.e. development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training)
- Internships and work experiences that are linked to careers
- Workforce preparation activities
- Financial literacy
- English language acquisition

Locally Identified WIOA Service Needs

In addition to the mandated services above and based on locally identified needs, the DWDB is soliciting the following Case Management, Placement and Follow-Up services in this RFP:

- Continued contact with and support of WIOA enrolled customers at all stages of the case management process
- Development of an IEP for all program participants

- Collection of eligibility and data validation documentation as required by state and local area policy
- Maintenance of participant records in accordance with local area policy
- Specialized assistance with seeking, finding, and maintaining quality employment
- Referrals to other programs for which the participant is eligible
- Writing of supportive-services vouchers to vendors on the DWDB-approved list
- Referrals to Work Experience, On-the-Job Training and other subsidized employment opportunities
- Writing of training vouchers to participant-chosen training providers on the eligible training provider list
- Follow-up with customers who enter unsubsidized employment, including referrals to supportive and workplace services, as needed, to overcome barriers to retention
- Staff must be able to provide a budget analysis as part of assessing client needs
- Data entry of client contact and other required information into the State of North Carolina's NC Workforce Solutions Management Information System (NCWORKS.GOV)
- Job development with local businesses for WIOA participants and On-the-Job training opportunities

All proposals must describe in detail how the agency or organization will effectively provide all required services stated above. Agency or organization program staff does not necessarily need to provide all services, but where services are not provided by agency or organization's program staff, the agency or organization must have an agreement with a subcontractor to provide those services to its customers.

Additional program requirements

- Case Manager Ratio
  To ensure the effective delivery of services, the Durham Local Area requires service providers to maintain a customer-to-case manager ratio that will provide program staff sufficient time to provide an effective service to customers. Monthly case manager and program supervisor meetings to work on continuous improvement initiatives and conduct professional development training will also be required. Total number of participants or caseload will be determined at the time of contract negotiation and may be subject to change.

- One case manager must be bilingual in English and Spanish. If this becomes impossible, other provisions must be immediately made to ensure language access for speakers of other languages.

- If awarded, we request that efforts be made to have all case managers begin the process of becoming Certified Workforce Development Professionals (CWDP) or Career Development Facilitators (CDF).

- It is strongly preferred that one case manager focuses on Job Development. This case manager's duties and responsibilities will be as follows:

    - Seek and contact prospective employers about participants in the WIOA program.

- Develop relationships with prospective employers for On-The-Job Training, internships and work experience for WIOA participants.
- Create and maintain written and electronic records of contacts and outcomes with employers.
- Coordinate with other Career Center staff to determine and meet clients' job placement needs and follow-up activities.
- Provide a quarterly report on all job development activities for WIOA participants.

Program Administration

The service provider is responsible for providing the DWDB with monthly reports, at the requested date, detailing program enrollment including participation in intensive and training activities and placement in employment.

The service provider may collaborate with sub-group(s) or establish formal partnerships to provide the specific services as identified in their overall proposal. However, the contract document with any sub-group(s) must be approved by the DWDB prior to the final contract execution and is subject to all conditions and stipulations of the WIOA.

The program manager and case managers will be required to attend monthly meetings and other meetings as needed called by the DWDB. These meetings will focus on program improvement and the professional development of staff.

The service provider will also be responsible for obtaining and maintaining current copies of all print materials relevant to WIOA to include the following:

- The Workforce Innovation and Opportunities Act of 2014 (PL 113-128)
- The Wagner Peyser Act of 1933 Amended in 1998
- The final WIOA Rules
- All Department of Labor Training and Employment Guidance Letters relating to the WIOA
- All North Carolina Division of Workforce Development Issuances pertaining to the WIOA Title I-B Youth program
- All Durham Workforce Development Board policies and procedures relating to the WIOA Youth Program (provided by the DWDB)
- Staff manuals for the new State of North Carolina Information Technology System

The service provider will also be responsible for complying with all federal, state, and local area policy. Local area staff will provide initial training on WIOA, state, and local area policies relating to youth programs to include the Division of Workforce Solutions Data Management System, and Integrated Service Delivery.

The service provider will be required to maintain and monitor the confidentiality of all records and maintain such files for a period of no less than three (3) years.

The service provider will be reimbursed for all contracted activities on a cost reimbursement basis. Monthly invoices will be submitted to the City of Durham's Office of Economic and Workforce Development for reimbursement.

WIOA Title I-B Mandated Performance Outcomes

Under Section 116(b)(2)(A) of WIOA, there are six primary indicators of performance for all the WIOA titles used to measure the effectiveness of WIOA services. These measures are:

1. Employment Rate – 2nd Quarter after Exit: the percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.
2. Employment Rate – 4th Quarter after Exit: The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.
3. Median Earnings – 2nd Quarter after Exit: The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
4. Credential Attainment – The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training and customized training) who attain a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program.
5. Measurable Skill Gains – Includes educational functioning level gain through pre- post testing, entry into postsecondary education after program exit, receipt of a high school/secondary credential, and awarding of Adult High School Units for progression from ASE Level 5 to Level 6.

During the program year, performance will be judged on the following:

Area One: Compliance with DWDB policies and procedures, sound file maintenance including thorough eligibility documentation, accurate and substantive case notes, validated employment and/or training information, signed forms in cases where customer documentation is necessary.

Area Two: Contractor's performance on a quarterly basis. Those performance areas are:

- Total Number of Active Clients Served
- Number that entered into employment
- Number that entered and completed training
- Number that retained employment (based on participant's entrance into the workforce)
- Actual expenditures versus budget allocation
- Number that enrolled into the program during the quarter
- Number that exited program for the quarter

Area Three: The North Carolina State Performance Measures for PY2026 have not yet been released. For reference, PY2025 goals are listed below:

WIOA Youth Performance Measures	
Performance Measure	**Goal**
Employment Rate 2nd Quarter after Exit	**74.6%**
Employment Rate 4th Quarter after Exit	**73%**
Median Earnings 2nd Quarter after Exit	**$3,842**
Measurable Skill Gain	**53.2%**
Credential Attainment	**55%**

Credential Attainment	**55%**

SECTION IV. Proposal Guidelines

Submittal of Proposals

All proposals must be delivered on or before 5:00 p.m. EST on March 10, 2026, via, mail, or personal delivery to the address listed on page 15 of this RFP. If a respondent sends their proposal via U.S. Postal Service, UPS, or any other type of delivery service, the respondent is responsible for requesting proof of delivery date and time from their chosen carrier. Proposals received after the denoted closing date and time will not be considered for funding.

The respondent may modify their proposal in writing at any time prior to the scheduled closing date and time for receipt of proposals. Proposal modifications must be submitted in the same manner required for the original proposal.

Required Proposal Content

Title Page	RFP Title Page
Table of Contents	Required with page numbers included
Executive Summary	One page summary that must include an organizational overview related to workforce development and qualifications
Proposal Narrative	Demonstrated Ability, Program Narrative and Budget Narrative The total cannot exceed 10 pages (excluding Executive Summary, required attachments and budget forms). Label each section and applicable subsection with the section number and title.
Letters of Support/MOUs and at least one Reference	Include letters of support or memoranda of understanding detailing partner roles, responsibilities and resources provided. In addition, the letter of support should be included in this section. (These items do not count toward the 10-page narrative limit.)
Resumes/Job Descriptions/Organizational Chart	Include resumes or job descriptions of all staff positions funded, in whole or in part, for this project. Include an Organizational Chart. (These items do not count toward the 10-page narrative limit and Appendix C can be used for this section.)
Budget Forms	Budget Forms – Appendix B

Small Disadvantaged Business Enterprise Professional Services	Form – Appendix F

Proposal Format Requirements

Font	12-point – Times New Roman
Pages	Single-sided on 8.5 x 11 paper
Margins	One (1) inch – This applies to all margins
Spacing	Single-spaced
Footer	Name of organization submitting the proposal and page number on each page
Proposal Packaging	**All proposals must be in a 3-ring binder and 1 on a USB Flash /Memory Drive**
Required Paper Copies	**Original plus 1 copy (2 total and 1 USB Flash/Memory Drive)**
Required Electronic Copy	**One complete copy on Flash/Memory Drive**

General Submission and Format Instructions: To be considered for funding, an original proposal and one (1) copy of the original proposal, plus one electronic copy on a flash/memory drive must be received in the DWDB administrative office no later than 5:00 p.m. on Tuesday, March 10, 2026. Because of the need for original signatures, proposals may not be e-mailed or faxed. Proposals may be hand delivered or mailed to the DWDB administrative office at:

Office of Economic and Workforce Development
Youth Services Bid Attn: James Dickens
/Russell Ingram 807 East Main Street
Building 5, Suite 5-100
Durham, North Carolina 27701

Any proposal received after the closing time and date will be considered non-compliant and will not be scored. Any proposals not meeting the above criteria will be deemed non-responsive and will not be reviewed. The proposer assumes all responsibility for the submission of the proposal and meeting required deadlines.

Statement of Work Narrative

This element of the proposal should describe the proposed program in detail sufficient to demonstrate an understanding of the work to be performed, the needs of the participants, and the desired results.

1. Executive Summary

Describe your plan to work with an active caseload of adult and dislocated worker participants (including those carryover participants that you will inherit from the previous contractor) and describe your plan to provide follow-up services, as required, for both adult and dislocated workers.

2. Work Plan

Describe the plan in narrative form for accomplishing the work proposed, indicating which components are already in place and a timeline for implementation of planned components.

At a minimum, include the following components:

- Describe your agency's youth program design framework to include:
  - the ability to provide all required core and intensive services.
  - approach to service delivery.
  - procedures for determining eligibility.
  - procedures for verifying, tracking and monitoring intake and certifications.
  - assessment of skills and needs; and
  - development of the Individual Employment Plan (IEP).
- Describe youth program follow-up services to include:
  - how follow-up services will be provided
  - information regarding duration of services
- Identify supportive services to be provided to customers to include guidelines to ensure compliance with supportive service payment policies (i.e. amount, duration, qualifying criteria, etc.).
- Describe how the youth program will be integrated into the Durham NCWorks Career Center.
- Describe how confidentiality will be maintained for participants.
- Provide a detailed description of all the services the organization will provide to customers. It is recommended that proposers structure services reflecting an integrated service delivery model.
- Include a sample of a completed IEP the organization plans to use as part of the program. The IEP should be developed by the case manager and the participants. It should include relevant history, present circumstances, and short and long-term goals. It also should be flexible and responsive to the changing needs of the participant throughout his/her participation in WIOA activities.
- Provide a detailed description of how you would enroll Spanish speaking participants and speakers of other languages (include outreach, staffing, employment and development) into the WIOA program.

3. Employment Development

The primary goal of the WIOA program is to both prepare participants for employment and to aid participants in obtaining employment. Describe your program's employment development process. At a minimum, include the following components:

- Describe your program's process for assisting participants in their job search, including innovative strategies and activities.
- Describe your program's job development strategies that will include employers for in-demand occupations and building connections between work and learning.
- Identify innovative outreach activities that will create relationships with employers to secure work-based learning opportunities such as internships, job shadowing, work experience, on-the-job training, pre-apprenticeship, apprenticeship, and unsubsidized job placements for program participants.
- Describe your process for ensuring that the training program for each participant is relevant to the current labor market, specifically available jobs.
- Describe the comprehensive and specialized assessment of the skill levels and service needs of youth, including diagnostic testing, use of other assessment tools, in- depth interviewing, and evaluation to identify employment barriers and appropriate employment goals, will be accomplished at the Durham NCWorks Career Center.
- Describe innovative strategies for job development for WIOA participants.

4. Follow-Up Services

- Describe the types of planned follow-up activities for individuals who enter employment.
- Indicate how follow-up services will occur to ensure that participants are employed through the one-year follow-up period.
- Describe planned follow-up activities for individuals who do not enter employment.

5. Agency Information

Provide a narrative description of your agency which includes when, how and why the organization was started; its purpose, goals and philosophy; prior and current relevant activities and accomplishments; number and characteristics of clients served; linkages and/or coordination with other agencies and services in the community. This section should form the basis for determining whether your agency is qualified and credible to deliver the program as proposed.

Information should include past or current experience in ongoing training programs that are relevant to the training being requested through this Request for Proposals.

6. Performance Outcome

Describe how you will track the success of your program. Discuss the measurable results and benefits anticipated and how they will be measured against the program's goals and objectives.

- Describe the process, outcomes expected, and how you will evaluate and monitor your program's performance.
- Discuss how your program's outcomes are in line with the DWDB performance goals for youth.

7. Budget and Program Planning Instructions

- **Budget Parameters and Narrative**
    - Provide your agency's policies and procedures to identify and track the funding streams which pay the costs of services provided to individuals who are participating in youth programs concurrently, and to ensure that services are not duplicated.
    - Describe local procedures to track and monitor expenditures of funds for youth.

- **Customer Flow Chart**
    - Provide a flow chart that details how customers will progress through the program from intake to exit, including follow-up services. The flow chart should mirror the program design explained in the body of the RFP.

SECTION IV. Terms and Conditions

Disclaimer

In the event policy, procedure, program design, law, or regulatory changes occur, bidding organizations may be requested to modify program design or the delivery of services. Should a request for a change in program design or services occur, staff of the DWDB will be available to

assist bidding organizations or service providers with the interpretation and suggestions for policy or program redesign.

Discretion of the DWDB

The DWDB reserves the right to reject all proposals. Notwithstanding anything to the contrary in this document or in any addendums to this document, the DWDB reserves the right to negotiate changes of any nature with any firm proposing to do the work with respect to any term, condition, or provision in this document and/or in any proposals, whether or not something is stated to be mandatory and whether or not it is said that a proposal will be rejected if certain information or documentation is not submitted with it.

Signature

The proposal shall be signed by an official authorized to bind the agency and shall contain a statement to the effect that the proposal is a firm bid until withdrawn in writing by the submitting organization. The proposal shall also provide the name, title, address, e-mail, and telephone number of the individual with authority to negotiate during the period of contract negotiations.

Any evidence of fraud in the proposal or in the performance of the ensuing contract will be turned over to the proper authorities for enforcement.

Renewal

Based on successful performance, timeliness of start-up, compliance to local area monitoring and quality of service, the DWDB will have the option to renew an additional one-year (annual) contract for up to two years, based on review and approval of the DWDB and based on performance and funding availability. The DWDB therefore reserves the right to adjust award amounts based on the final allocation figures. The DWDB may increase or decrease funding at any time based on funding availability and on contractor performance.

Fraud

Any evidence of fraud in the proposal or in the performance of the ensuing contract will be turned over to the proper authorities for enforcement.

Incorporation/Certificate of Existence

The proposal must include a Certificate of Existence or a Letter of Incorporation signed by the North Carolina Secretary of State.

Equal Business Opportunity Program

It is the policy of the City to provide equal opportunities for City contracting for persons who own underutilized businesses doing business in the City's Contracting Marketplace. It is further the policy of the City to prohibit discrimination against any firm in pursuit of these opportunities, to conduct its contracting activities so as to prevent such discrimination, to correct present effects of past discrimination and to resolve complaints of discrimination. This policy applies to all professional services categories.

The goals are 0% M/UBE and 0% W/UBE. In accordance with the Ordinance, all proposers are required to provide information requested in the Goods and Services Forms package included with this request. If your firm chooses to include minority/women business participation, the Letter of Intent to Perform as a Sub-consultant document is also required with the proposal. Proposals that do not contain the appropriate, completed Goods and Services Forms may be

deemed non-responsive and ineligible for consideration. The Request to Change UBE Participation and "UBE Goals Not Met/Documentation of Good Faith Efforts" forms are not applicable at this time.

The Department of Finance is responsible for the Equal Business Opportunity Program. All questions about Goods and Services Forms should be referred to department staff at (919) 560- 4180.

Non-Discrimination and Terminations

No customer will be discriminated against based on race, color, religion, sex, national origin, age, handicap, political affiliation, or belief, or citizenship. No enrollee may be terminated without prior written authorization.

Presentation and Negotiations

The DWDB reserves the right to request additional data in support of the proposal or ask the proposer to make a presentation detailing delivery of program services. The DWDB may require that successful proposers participate in negotiations and submit any budget, technical, or other revisions of the proposal prior to executing a contract.

Liability Insurance

Organizations must provide proof of general liability insurance, auto insurance, and workers compensation by the time of grant award naming the City of Durham as an "Additional Insured".

Licensing or Proof of Non-Profit Status

Organizations must provide proof of non-profit status or an appropriate business license prior to being awarded a contract. All prospective applicants (except governmental entities) are required to have current business license on file with the City of Durham Finance Department.

Monitoring Access

In accordance with Section 183 and 184 of the WIOA, bidders/proposed contractors agree to cooperate with any monitoring, inspection, audit, or investigation of activities related to WIA contracts. The North Carolina Department of Commerce – Division of Workforce Solutions, the U.S. Department of Labor, the Durham Workforce Development Board, or their designated representatives may conduct these activities. This cooperation includes access to the premises for the purpose of interviewing employees or participants and permitting the examination of, and/or photocopying of books, records, files, or other documents related to the contractual agreement and activities around the contract.

Attachment 1 - Registration for WIOA Services

The table below outlines the services provided under the WIOA

Core Services - Self-Service Informational (no registration required)	WIOA Core Services (registration required)	WIOA Intensive Services (registration required)	WIOA Training Services (registration required)
Determination of eligibility to receive assistance under the WIOA Title IB	Staff assisted job search & placement assistance, including career counseling	Comprehensive & specialized assessment, such as diagnostic testing & interviewing	Occupational skills training
Outreach, intake (which may include WPRS referrals) & orientation to the One-Stop center	Follow-up services, including counseling regarding the workplace	Full development of Individual Employment Plan	On the job training
Initial assessment of skill levels, aptitudes, abilities & need for supportive services	Staff assisted job referrals (such as testing & background checks)	Group counseling	Workplace training & cooperative education programs
Employment statistics information including job vacancy listings, job skill requirements for job listings, &2 information on demand occupations	Staff assisted job development (working with employer & jobseeker)	Individual counseling & career planning	Private sector training programs
Performance information on eligible training providers	Staff assisted workshops and job clubs	Case management	Skill upgrading & retraining
Performance information on the local One-Stop delivery system		Short-term pre-vocational services	Entrepreneurial training
Information on supportive services and referral to supportive services		Follow-up services, including counseling for registrants (those previously receiving intensive/training services) after entering employment	Job readiness training
Information regarding filing for Unemployment compensation			Adult education and literacy activities in combination with training
Assistance in establishing eligibility for welfare-to-work activities and for other training and education programs			Customized training
Resource room usage			
Internet browsing (job, information and training			

searches)			
Internet accounts (Career Kit, Personnel Kit)			
Initial development of employment plan			
Talent referrals (informational, e.g., talent scouts, labor exchange referrals of resumes without further screening)			
Workshops and job clubs			

APPENDIX

Appendix A - Equal Opportunity

1. The applicant assures compliance with Section 188 of the Workforce Innovation and Opportunity Act and the Civil Rights Act of 1964 (Public Law 88-352) which governs the contractor's responsibilities in upholding laws pertaining to equal opportunity employment.

   _____
   (Name of EEO Officer)

   _____ _____
   (Position Title) (Telephone Number)

2. All participants and staff will be informed of the Participants Rights, Benefits, and Complaint Procedures, EEO policies and guidelines and the name of the EEO Officer during a formal orientation prior to participating in any employment and/or training program funded by WIOA.

3. Your organization is required to develop and adhere to affirmative action policies.

4. All grievances and complaints submitted by WIOA participants involving allegations of discrimination, violations of the Workforce Investment Act as amended or criminal fraud, abuse or misconduct must be processed in accordance with the Durham WDB Grievance/Complaint Procedures.

WIOA BUDGET YOUTH SERVICES

AGENCY'S COMPLETE NAME: _____

PROJECT NAME*:* _____

Description/Categories	Line-Item Total	Cost per Participant Total
Training/Support Costs		
Staff Salaries	$	$
Staff Fringe Benefits	$	$
Staff Travel	$	$
OJT/Paid Work Experience	$	$
Non-Expendable Property Purchase	$	$
Participant Wages	$	$
Participant Fringe Benefits	$	$
Contracted Performance-Based Costs	$	$
Other Direct Training Costs	**$**	**$**
Child Care Costs	$	$
Participant Transportation Costs	$	$
Needs-Based Payments	$	$
Other Participant Support Costs	$	$
I. Training/Support Cost Subtotal	**$**	**$**
	$	$
Administration Costs		
Staff Salaries	$	$
Staff Fringe Benefits	$	$
Staff Travel	$	$
Other Direct Administration Costs	$	$
Non-Expendable Property Purchase	$	$
Non-Expendable Property Lease	$	$
Indirect Costs*	$	$
II. Administration Cost Subtotal	**$**	**$**
	$	$
Total Project Cost	$	$

****Less Project Income**	$	$
Net Project Cost	$	$
***Complete line if program income is anticipated from the project**	$	$

Contractor's Signature: _____

Date Submitted: _____

I. Staff

Staff Salaries

Position Title	Position Number	Annual Salary of Position	% of Time Applied to Direct Training	Months Applied to Direct Training	Salary Cost to be Charged to Direct Training

TOTAL STAFF SALARIES **$**_____

Staff Fringe Benefits

FICA: $ _____Salaries x % Rate…..... $_____

Worker's Compensation: $_____Salaries x % Rate…..... $_____

Pension (Retirement): $_____Salaries x % Rate…..... $_____

Unemployment Insurance: $_____Salaries x % Rate…..... $_____

*Health Insurance: $ _____ Monthly Rate x _____Months x _____ Staff…$_____

Other Fringe Benefits (Specify: ..... $_____

TOTAL STAFF FRINGE BENEFITS: **$**_____

**For Health Insurance Computation: Determine Health Insurance by using a percent full-time persons salary for the # of months worked for each budgeted position.*

Staff Travel

Mileage:_____Miles Per Month x _____Months x $____ Per Mile……$_____

Transportation by Common Carrier: $_____ Per Month x _____Months… .....$ _____

Per Diem:_____Days x $_____ Rate Per Day .....$ _____

TOTAL STAFF TRAVEL: **$_____**
*Commuting travel (miles to and from home) is not reimbursable.

Employer OJT/Work Experience

Employer OJT Incentives:_____ # of Contracts x $_____ Average Cost Per contract.....$_____

TOTAL EMPLOYER OJT INCENTIVES: $_____

** OJT contracts must be developed in accordance with Durham WDB Approved Occupational Training Areas.*

Non-Expendable Property Purchase*

TOTAL NON-EXPENDABLE PROPERTY PURCHASE COST FOR TRAINING/ SUPPORT : $_____

**Non-expendable property has a life expectancy of one year or more and a unit cost of $50.00 or more. All purchases of non-expendable property must be approved, in writing, by the Durham Workforce Development Board prior to the initiation of action to purchase any such property.*

***Any proposed budget amounts for non-expendable property purchase costs must be supported by a Property Summary Form -- DET 150.*

Contracted Performance-Based Costs

Specify_____ $_____

TOTAL CONTRACTED PERFORMANCE-BASED COSTS: $_____

Other Training Costs

Postage: $_____ Average Cost Per Month x _____Months $_____

Telephone: $_____ Average Cost Per Month x _____Months $_____

*Tuition and Fees:_____Students x $_____ Cost Per Semester x _____Semesters $_____

*Student Insurance: _____Students x $_____ Cost Per Semester x _____Semesters $_____

Consumable Supplies:$_____ Average Cost Per Month x _____Months $_____

(Specify):_____ $_____

Miscellaneous Training Costs: $_____ Average Cost Per Month x _____Months $_____

(Specify):_____ $_____

TOTAL OTHER TRAINING COSTS: $_____

Child Care Costs

Child Care Costs: $_____ Rate per Week x _____Number of Participants x _____Number of Weeks $_____

TOTAL CHILD CARE COSTS $_____

Participant Transportation Costs

Participant Reimbursement: $_____ Rate per Week x _____Number of Participants x_____ Number of Weeks x _____Average Mile per Participant $_____

Purchased: $____ Rate per Mile x_____Number Miles per Month x _____Months $_____

Vehicle Operating Costs (Specify): _____ $ _____

TOTAL PARTICIPANT TRANSPORTATION COSTS: $_____

Other Participant Support Costs

Postage: $_____Average per Month Rate x _____Months $_____

Telephone: $_____Average per Month Rate x _____Months $_____

Rent: $_____Monthly Rate x _____Staff x _____Months $_____

*Utilities: $_____Average per Month Rate x _____Months $_____

*Janitorial Services:$_____ Average per Month Rate x _____Months $_____

*Other Occupancy Costs (Specify):_____ $_____

Temporary Shelter (Attach Itemization): $_____

Health Care (Attach Itemization): $_____

Legal Assistance (Attach Itemization): $_____

Financial Consultant (Attach Itemization): $_____

Other (Specify):_____ $_____

TOTAL PARTICIPANT SUPPORT COSTS: $_____

**Only if billed separately from rent.*

TOTAL TRAINING/SUPPORT COSTS: $_____

II. ADMINISTRATION

Staff Salaries

Position Title	Position Number	Annual Salary of Position	% of Time Applied to Training	Months Applied to Training	Salary Cost to be Charged to Training

TOTAL STAFF SALARIES ADMINISTRATION): **$**_____

Staff Fringe Benefits

FICA: $_____ Salaries x _____% Rate $_____

Worker's Compensation: $_____ Salaries x_____% Rate $_____

Pension (Retirement):$_____ Salaries x _____% Rate $_____

Unemployment Insurance: $_____ Salaries x _____% Rate $_____

*Health Insurance: $_____ Monthly Rate x _____Mos. x _____Staff $_____

Other Fringe Benefits (Specify): _____ $_____

TOTAL STAFF FRINGE BENEFITS (ADMINISTRATION): **$**_____

**For Health Insurance Computation: Determine Health Insurance by using a percent full-time persons salary for the # of months worked for each budgeted position.*

Staff Travel

Mileage: _____ Miles per Month x _____Months x $_____ per Mile
$_____

Transportation by Common Carrier: $_____ Per Month x _____Months $_____

Per diem: _____Days x $_____Rate per Day $_____

Other Staff Travel (Specify): _____ $_____

TOTAL STAFF TRAVEL (ADMINISTRATION): $_____

*Commuting travel (miles to and from home) is not reimbursable.

Other Direct Administration Costs

Postage: $_____Average Cost Per Month x _____Months
$_____

Telephone: $_____Average Cost Per Month x _____Months
$_____

Copy Service Cost: $_____Average Cost per Month x_____Months
$_____

Consumable Office Supplies: $_____Average Cost Per Month x_____Months
$_____

Advertising (Attach Itemization and Justification): $_____

Insurance (Attach Itemization and Justification): $_____

Bonding (Attach Itemization and Justification): $_____

Computer Use (Attach Itemization and Justification): $_____

Outside Audit (Attach Itemization and Justification): $_____

Equipment Maintenance and Repair Cost (Attach Itemization and Justification):
$_____

Other Allowed Direct Cost (Attach Itemization and Justification): $_____

TOTAL OTHER ADMINISTRATION COSTS: $_____

Non-Expendable Property Purchase*

TOTAL NON-EXPENDABLE PROPERTY PURCHASE FOR ADMINISTRATION:**

$_____

**Non-expendable property has a life expectancy of one year or more and a unit cost of $50.00 or more. All purchases of non-expendable property must be approved, in writing, by the Durham Workforce Development Board prior to the initiation of action to purchase any such property.*

***Any proposed budget amounts for non-expendable property purchase costs must be supported by a Property Summary Form -- DET 150.*

Non-Expendable Property Lease*

TOTAL NON-EXPENDABLE PROPERTY LEASE FOR ADMINISTRATION:**

$_____

**Non-expendable property leased or defined as non-expendable property to be leased at a cost of $50.00 or more per year. All leases of non-expendable property must be approved, in writing, by the Durham Workforce Development Board prior to initiation of action to purchase any such property.*

***Any proposed budget amounts for non-expendable property lease costs must be supported by a Property Summary Form -DET 150.*

Indirect Costs*

Indirect Costs: $_____ Base x _____% Approved Rate
$_____

TOTAL INDIRECT COSTS: **$**_____

* *An organization's indirect cost plan must be developed and submitted for prior written approval by the LA if funds are budgeted in the indirect costs category. Attach a copy of the agency's Indirect Cost Negotiation Agreement.*

TOTAL ADMINISTRATION COSTS: **$**_____

TOTAL PROJECT COSTS: **$**_____

Appendix C– Job Descriptions

JOB DESCRIPTION

Complete a separate form for all anticipated WIOA funded staff positions.

Job Title: _____

Minimum Qualifications:

Total Number of Hours Worked: _____

Full Time Part Time

Hourly/Monthly Rate of Pay: _____ % Funded Through WIOA: _____

Name of Immediate Supervisor:
_____

Does the staff person(s) assign to this position work in other sections/departments with agency

Yes No If yes, briefly describe other duties:

_____

_____

_____

	Specific Job Duties	**Hrs./Wk.**
A	**Career Counseling/Case Management/Intake Duties**	%
1.		
2.		
3.		
B.	**Administrative Duties**	%
1.		
2.		
3.		

Appendix D. Evaluation Criteria

The Evaluation Team will use the following guided principles to assess submitted proposals:

- the ability of the program to help the Durham Workforce Development Board meet performance goals.
- reasonableness and affordability of the unit price.
- how well the program will collaborate with other organizations in the community; and
- organizational capacity and experience in providing programs for youth

- **Proposals will be evaluated using the assigned point totals for the following criteria:**

35%	**Performance Outcomes:** Does the proposed program design provide sufficient detail on the following: Does the proposed program provide an effective service to (and understand of) the target population, including hard-to-serve populations? (10 points) Is the proposed program in line with the performance outcomes established by the DWDB and WIOA? (10 points) Does the proposed program sufficiently detail the intensive services that would be provided as well as identifying and addressing the local service needs? (10 points) Does the proposer provide a detailed plan for outreach and enrollment of Spanish-speaking participants? (5 points)
30%	**Service Delivery:** Does the proposed program provide sufficient detail on the following: Does the Employment Development plan describe in full detail the proposer's process and strategies for job development? (10 points) Does the proposer describe the activities and services that will be offered to individuals in follow-up? (10 points) Does the proposed program articulate innovative strategies for service delivery? (5 points) Does customer flow chart include all steps for participants from intake to exit including follow-up? (5 points)
15%	**Agency Qualifications/Qualifications of Personnel:** Is the staff involved in the delivery of service competent and professional to provide effective services? Close scrutiny will be applied to the qualifications of the staff that will be providing the assessment and case management services to the WIOA participants, measured by experience and education. (10 points) Is staffing appropriate to meet program needs? (5 points)
10%	**Performance Outcomes:** Does the proposer describe in full detail the plans to track, evaluate and monitor the program's goals, objectives and outcomes?
10%	**Budget:** The cost per WIOA participant of the proposed program is evaluated to determine if it is fair and reasonable (5 points). Is the budget presented in sufficient detail to evaluate the reasonableness of the program cost? (5 points)

Appendix E - Values of City of Durham regarding Treatment of Employees of Contractors

A. Statement of City EEO Policy. The City of Durham opposes discrimination in employment because of race, color, religion, sex, national origin, political affiliation or belief, age, or handicap. Therefore, it desires that firms doing business with the City:

1. not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, political affiliation or belief, age, or handicap.
2. take affirmative action to insure that applicants are employed and that employees are treated equally during employment, without regard to race, color, religion, sex, national origin, political affiliation or belief, age, or handicap. This action includes employment, upgrading, demotion, transfer, recruitment or advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
3. state, in solicitations or advertisement for employees, that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, political affiliation or belief, age, or handicap.
4. include this Statement of City EEO Policy in every purchase order for goods to be used in performing City contracts and in every subcontract related to City contracts.

B. Livable Wage. The City of Durham desires that firms doing business with the City pay their workers a livable wage rate while working on City contracts. The livable wage rate is $21.90 per hour through June 30, 2025. The city will re-set the rate for the period after June 30, 2026.