

Request for Proposals

PDX Metro Works

Worksystems is seeking qualified and experienced organizations to deliver a suite of work experience programs across the local area under the brand PDX Metro Works.

Released
December 16, 2021





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Part I: Introduction

Worksystems is a non-profit agency that supports economic growth in the City of Portland, Multnomah and Washington counties by pursuing and investing resources to improve the quality of the workforce. We design and coordinate workforce development programs and services delivered through a network of partners to help people get the skills, training and education they need to go to work or to advance in their careers. Our partners include employers, labor groups, government, community colleges, high schools, community-based and economic development organizations. Since 1998, Worksystems has invested over \$300 million in our community.

Part II: Background

The availability of paid work experience internships is a key aspect of Worksystems' workforce development efforts. Our work experience programs, particularly SummerWorks, are well-known and in high demand. Since 2009, Worksystems work experience programs have put nearly 7,000 community members to work, many at their first job. Even as the economy recovers from the pandemic, our community continues to need accessible work experience internship opportunities for diverse populations. Youth need early exposure to the workplace to gain critical skills that will set the foundation for career success later in their lives. Accountability, time management and professional communication are among the many skills best learned on the job in a low risk and supportive environment. Adult job seekers engaged in workforce services benefit from work experience internships, especially when returning to the labor market after a long absence, moving from public assistance to self-sufficiency or changing careers.

Worksystems has evolved its work experience offerings from a traditional model to a suite of skill-building and career-enhancing programs. **PDX Metro Works** develops internships across the region and recruits, vets and matches qualified candidates to these positions. Participants explore careers, develop and practice soft skills and technical skills, build their resume and plan for next steps in their education, training or career.

Part III: Overview

PDX Metro Works

Worksystems provides paid work experience internships for youth and adults through a suite of programs known as PDX Metro Works.

SummerWorks

The Portland Metro area's summer jobs program provides "learn and earn" opportunities to youth aged 16 to 24 who are motivated to work but lack credentials, experience or networks to find meaningful summer employment on their own. The population focus is youth of color, low income, pregnant or parenting, justice involved, houseless and other young people experiencing barriers to employment. Youth referred by community partners are hosted at a wide range of public and private worksites and paid for a 160-hour position. SummerWorks serves up to 400 youth annually.

PDX Youth@Work

A targeted, year-round and flexible subsidized work experience program that operates during the school year for young adults in Worksystems’ funded programs and those affiliated with approved community referral partners. PDX Youth@Work serves up to 300 youth annually.

Youth Learning Opportunities

Youth engage in practical, hands-on tasks, projects and applications that may be online or in-person and earn stipends upon meeting milestones. Learning opportunities are available year-round as an option in SummerWorks and PDX Youth@Work. It is estimated that Youth Learning Opportunities will serve up to 200 participants annually who choose it over a work experience internship.

Adult Work Experience

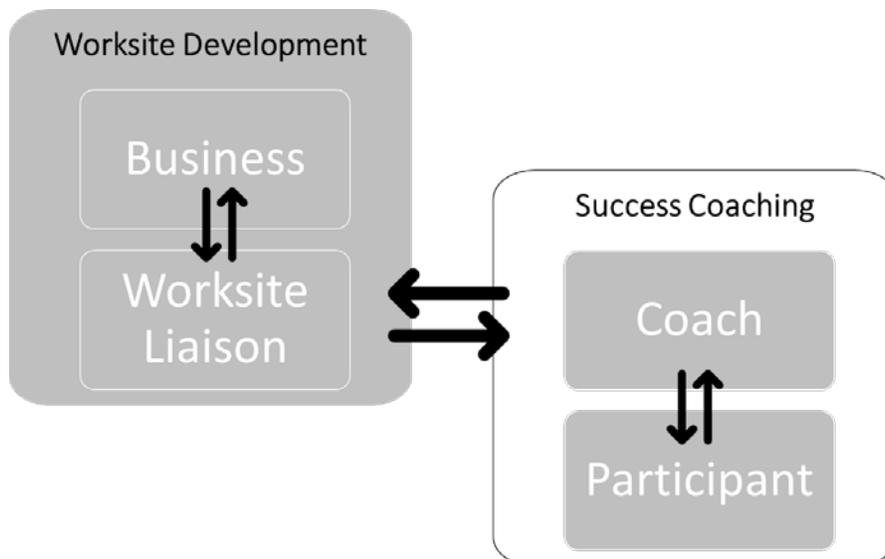
A targeted, paid work experience program for participants in Worksystems’ anti-poverty and workforce development programs. The program is designed to serve individuals re-entering the workforce, changing careers or looking to build experience in preparation for job search. This program serves 200 adults annually.

Structure

PDX Metro Works is implemented through a Worksystems-led partnership that includes a broad array of funders, service providers, worksites and referral partners. In support of PDX Metro Works, Worksystems will:

- Develop partnerships and resources, and coordinates funding and enrollment strategy.
- Develop and oversee communication plan, brand and program representation.
- Develop and maintain system-wide program infrastructure, including Employer of Record (EOR), to support a consistent approach, a seamless interface between partners and implementation of best practices and technology.
- Coordinate promotional events to recognize participants, sponsors and program partners.

Worksystems is seeking qualified organizations to operate key program functions of PDX Metro Works: Worksite Development/Employer Liaison and Participant Success Coaching.





Worksite Development/Employer Liaison

Worksystems seeks to fund one or more entities. Selected contractors will be responsible for developing and on-boarding work experience internship worksites. Special initiatives may require the on-boarding of worksites developed by Worksystems and other partners. Respondents have the option to apply to serve Multnomah and/or Washington County.

Participant Success Coaching

Worksystems seeks to fund multiple organizations to provide Participant Success Coaching. Respondents have the option to propose to serve youth and/or adults. Respondents for youth work experience coaching will be required to work with youth from assigned community referral partners, in addition to youth from the respondent's agency. Respondents must propose to annually serve a minimum of 70 participants and maximum of 350 participants. Final numbers of youth and partner assignment will be determined with the award of contracts.

Proposal Configurations

Respondents may apply to provide Worksite Development/Employer Liaison services and/or Participant Success Coaching services. In reviewing bids that propose both functions, Worksystems will be looking for separate and adequate staffing for each function.

All applications proposing Worksite Development/Employer Liaison will be evaluated together using only scores from applicable sections of the RFP. Likewise, all applications that propose to provide Participant Success Coaching will be evaluated together.

Given the structure of the RFP, Worksystems may approve a proposal in part. For example, an organization that applies to provide both worksite development and coaching may be approved for one and not the other.

Community Referral Partners

Our youth work experience programs – SummerWorks and PDX Youth@Work – rely on a broad network of community partners to identify and refer target youth. Worksystems reviews and approves requests to be a referral partner on an individual and ongoing basis. This process is not handled through a procurement. Entities solely interested in referring youth to one of these programs should not apply through this RFP. If your organization is interested in becoming a community referral partner, you can initiate a request at info@worksystems.org.

Employer of Record

To save costs and limit duplication, Worksystems has identified a single provider to support EOR functions. Successful respondents under this RFP will be required to work with the selected EOR provider.

Part IV: Available Funding

Contracts resulting from this RFP are anticipated to begin effective March 1, 2022, and run through June 30, 2023. Additional years' funding may be contracted for up to four one-year extensions through June 30, 2027, at a funding level to be determined each year based on available funds and contractor performance. Respondents should use the funding estimates below for their proposals. Worksystems will negotiate final budgets with the successful respondents.

Please note that the amounts below are estimates, and do not include wage or stipend dollars as those are managed through the centralized EOR service.

Worksite Development Employer Liaison	Youth Program Worksites/Positions	Estimated Funding
Multnomah County	550	\$ 385,000
Washington County	125	87,500
Adult Program Worksites/Positions		Estimated Funding
Multnomah County	145	\$ 87,000
Washington County	30	18,000

Participant Success Coaching	Youth Program Participants*	Estimated Funding
Multnomah County	450	\$ 405,000
Washington County	75	67,500
Adult Program Participants*		Estimated Funding
Multnomah County	145	\$ 130,500
Washington County	30	27,000

*Participant Success Coaching numbers do not include participants referred by Worksystems-funded career coaching programs.

Part V: Contractor Requirements

Eligibility and Qualification Requirements

Eligible respondents include non-profit organizations, private sector entities and educational entities. We are seeking organizations with significant fiscal/administrative capacity, demonstrable participant- and/or employer-facing workforce development experience and successful workforce development outcomes with participants from low-income and diverse communities. For deliverables and outputs, see Program Design Requirements Section.

Performance Measures

Total Placements

Selected providers of Participant Success Coaching will successfully place the negotiated and contracted number of youth and/or adult participants into internships. At least 80 percent served will be in the target population (for example, TANF recipients), including fully meeting service targets based on sponsor funding.

Work Experience Completion Rate

A minimum of 85 percent of participants will successfully complete their internships (success is considered completing 80 percent of the originally designated work hours).

Worksite Satisfaction

At least 85 percent of completed worksite program evaluations will be positive.

Supervisor Evaluation Completion

A minimum of 95 percent of all supervisors will complete intern performance evaluations.

Complete, Timely, and Accurate Payroll Submission

At least 98 percent of payroll submissions will be accurate and on time and will not require amendment.

Work Readiness Preparation

100 percent of youth participants placed into SummerWorks will receive work readiness training.

Reporting Requirements

All successful respondents will be required to enter services and outcomes into the I-Trac Management Information System. All contractor staff will be required to complete the I-Trac user training provided by Worksystems. Contractors will also be required to submit a program narrative on a quarterly basis documenting performance, challenges and program improvement recommendations.

Part VI: Program Design Requirements

Key Strategic Goals and Approaches

Year-Round Partner Engagement

The success of the PDX Metro Works program depends upon year-round engagement and communication with community partners, worksite employers and other stakeholders and supporters. Respondents should include year-round staff to address the workload outlined within this RFP.

Participant Coaching

Experience has shown that individually tailored and culturally competent coaching is key to the success of workforce programs. All participants in PDX Metro Works will be connected to a coach to guide them through the experience and provide supports where needed.

Pathways to Careers

Work experience is a development opportunity situated along a continuum of services and opportunities leading to self-sufficiency and careers. To this end, PDX Metro Works emphasizes post-work experience next steps in education, training and employment; features various levels of opportunity that meet individual needs and levels of readiness; and leverages and connects participants to opportunities available through WorkSource and other Worksystems' initiatives.

Increased Employer Participation

PDX Metro Works seeks to deepen relationships with private sector employers and continue high levels of participation by nonprofit and public agencies. Worksystems is also seeking a more balanced geographic spread of worksites so that participants will have robust choices no matter where they live in the region or seek to work. The COVID-19 pandemic led to a decline in worksite availability. Many

previous employer hosts were unable to participate due to safety concerns or office closures. As workplaces open once again, it is anticipated that former employer sites will rejoin, and new employers will be attracted to the program as a potential pipeline for candidates for open positions.

Transparent Implementation and Continuous Improvement

PDX Metro Works uses a continuous improvement approach to communication, data and program processes that feature ongoing and frequent input from local funders, community organizations, youth programs, schools, referral partners and other stakeholders. Over the past two years this approach has led to the following improvements:

- More accessible program applications.
- Reduced data collection burden.
- More transparent SummerWorks recruitment process.
- Better targeting of youth facing employment barriers.

Program Design

PDX Metro Works is a suite of work experience programs that engage a wide array of public, private and nonprofit partners. Worksystems oversees implementation of these programs through procured contractors and coordinates a team of stakeholders tasked with evolving program design to meet emerging community needs and funder goals.

Program processes have been developed and fine-tuned, and supportive infrastructure is in place. Selected contractors have leeway to use proven practices and creative approaches from their repertoire in delivery of certain program elements. In other cases, Worksystems will prescribe specific processes, tools and curricula for use by contractors.

Roles and Responsibilities

Worksite Development/Employer Liaison Contractors

Contractors will be responsible for managing all aspects of worksite development. Selected contractors will:

- Recruit private sector and non-profit employers to host work experience interns.
- Promote two types of employer participation: Placement fully subsidized by PDX Metro Works and sponsorship (worksite employer pays wages).
- Manage employer partner relationships developed by coaching contractors.
- Populate and maintain a database of work experience opportunities.
- Develop, vet and inspect worksites; assure they meet EOR criteria.
- Secure worksite agreements and other documents as identified by Worksystems and the EOR.
- Provide training and onboarding for worksite supervisors.
- Provide technical assistance to employers, including completing required paperwork and addressing any issues.
- Coordinate with Participant Success Coaching providers on participant matching and placement processes.
- Proactively communicate and hold regular check-ins with employer worksites.
- Address worksite issues that are elevated by Participant Success Coaches or employers for resolution.
- Evaluate employer satisfaction.
- Encourage employer letters of recommendation and references for successful participants.

- Identify opportunities for participants to leverage a work experience internship into unsubsidized, full-time employment.

Worksite Development

Perform business and worksite outreach to solicit participation in PDX Metro Works and develop the number of work experience internship opportunities at negotiated and contracted levels. The program will require development of approximately 1,200 subsidized placements. A single worksite may host more than one participant at the same time.

Job Postings

Confirm position description details and pre-hire requirements (such as criminal background checks or drug screens) and enter and update job postings in a database/system identified by Worksystems. Contractors will maintain a clearinghouse of work experience opportunities in a standardized format of clear and detailed position descriptions.

Supervisor Training

Schedule, deliver and facilitate access to training for approximately 500 supervisors in group and 1:1 format. Contractors will train and advise on payroll processes, intern supervision and other supervisor tasks necessary for program success.

Participant Success Coaching Contractors

Contractors will be responsible for staffing, training, and managing coaching for all job placements. Selected contractors will:

- Conduct participant outreach and recruitment.
- Conduct program orientation sessions for potential participants and referring agencies.
- Serve participants from referral partners and programs identified by Worksystems.
- Provide individualized coaching to participants during all phases of their participation in the program to include process navigation assistance, identification and provision of needed support services and planning for next steps.
- Provide coaching support to participants to complete on-boarding process and all required legal to work documentation required by the EOR.
- Use proven and effective practices such as motivational and behavioral success coaching.
- Deliver Work Readiness training and Financial Literacy training approved by Worksystems (Youth Programs only).
- Assess participant work readiness.
- Coordinate with Worksite Development/Employer Liaison on job matching and placement.
- To the extent possible, consider participant work readiness, skills, interests and prior experience in making matching and placement decisions.
- Provide access to online and in-person learning opportunities to supplement work experience offerings.
- Facilitate participant access to timecard and payroll processes.
- Ensure timely and correct timecard completion.
- Communicate with participants at regular intervals during their participation in the program to convey important information about application status, matching outcome, start and end dates, program requirements and next steps.
- Mediate and resolve workplace performance or behavior issues.
- Track, manage and report data related to services, deliverables and performance.

Success Coaching

The Success Coach service is key to providing support to participants throughout the course of a work experience internship. Interactions should be strength-based and guided by cultural competence and, in the Youth program, positive youth development principles. Coaching is designed to be performed on behalf of a system. Respondents must be willing to coach participants recruited or identified by their own organization as well participants referred by other community partners and programs. In the case of SummerWorks, Worksystems manages a list of active and approved referral partners and will assign a subset of referral partners to each selected Youth Coaching organization. During active placements, Success Coaches must be available on an on-call basis to address unanticipated performance issues or questions. Coaches will serve as the first line of resolution for worksite issues involving participants.

Intern Worksite Matching

Manage a pool of vetted worksites developed by the Worksite Development/Employer Liaison contractors, and a pool of assessed and work-ready participants. Contractors will assess the interests, availability and worksite suitability of participants, and use this information to match them to positions considering the requirements, preferences, work hours and location of the worksite.

Communication

Responsible for maintaining ongoing communication with participants, referring agencies and Worksystems on key program milestones, status updates, decision points and other program details. These include but are not limited to progress through application and intake process, payroll cycles and due dates for timecard reporting, enrollment numbers, completion of trainings and other program elements.

Youth in particular need clear, timely and accessible information and guidance about next steps and their status in the process at multiple points. This is especially crucial during the preparatory and matching stages that follow application submission and precede the start of the work experience internship. Selected youth-serving contractors will develop a multi-platform, individualized approach to reaching and communicating with youth participants.

Timesheets

Manage and oversee timesheet submission across all intern worksites to verify the accuracy of time worked and ensure the on-time payment of wages. Serve as an intermediary between EOR, worksites and youth when payroll issues arise.

Contractors and Worksystems Jointly

- Business outreach.
- Event planning.

Worksystems

- Strategic program alignment with regional workforce development/priority sector goals.
- Program partner and funder development.
- Leverage available funding sources, services and relationships to maximize number of participants served.
- Development and management of public agency partner relationships.
- Identify, implement and troubleshoot technology and systems to support program goals.
- Fund management and funder reporting.
- Overall program and fiscal oversight through contract monitoring.

Additionally, Worksystems will:

- Develop, provide or facilitate access to a common on-line application, work readiness and financial literacy training standards and curriculum, worksite-intern matching process, payroll processing and program-wide client tracking and reporting technology.
- Develop sponsorships with local employer partners in targeted industry sector initiatives – private, public and nonprofit – to provide access to work opportunities.
- Leverage a significant portion of the area’s Federal workforce funding for youth and adults to support the program, which pays for coaching and supports like bus tickets, worksite-required clothing and tools to ensure participants are successful in their placements.

Employer of Record and Payroll System

The selected contractors will utilize the Worksystems-designated EOR and payroll processor for handling participant wages. Contractors will be required to enter and approve hours worked using methods made available by the EOR/payroll processor. At the end of the calendar year, the payroll processor will send tax forms directly to participants and respond to payroll inquiries or issues during the program period. Interns are employees of the procured EOR and not Worksystems or the selected contractors.

Target Populations

Participant Success Coaching

PDX Metro Works serves a diverse population of youth and adults in Multnomah and Washington Counties. Each constituent program has a specific target population:

SummerWorks

Youth participants are referred by community organizations, youth programs, high schools, other community partners and Worksystems’ NextGen career coaching contractors. Worksystems develops a list of referral partners each year and allocates work experience slots per organization based on several factors, including anticipated youth numbers, program funding and capacity (see [SummerWorks](#)).

PDX Youth@Work

Youth participants are drawn from Worksystems’ NextGen career coaching program (see [NextGen](#)), affiliated community partners and other Worksystems programs. Participants are 16 to 24 years old, primarily low income, youth of color and those underrepresented in the workforce.

Adult Work Experience

Participants enrolled in Worksystems’ Economic Opportunity Program (see [EOP](#)) or engaged in services with an organization that is part of Worksystems’ Aligned Partner Network (see [APN](#)). Participants are 18 and older and low-income.

Learning Opportunities

Currently open to youth in SummerWorks and PDX Youth@Work. Participants are 16 to 24 years old, primarily low income and have an Individual Tax Identification Number or Social Security Number.

Special Initiatives

Occasionally Worksystems will undertake special projects that involve delivery of work experience services in response to an emergent community need or at the request of a funder. These projects constitute a small part of the work and are time limited. The target populations will vary depending on the nature of the project.

Worksite Development/Employer Liaison

The PDX Metro Works Worksite Development/Employer Liaison is exclusively employer-facing. The target population is local employers – private, public and nonprofit. The employer base to be served includes businesses and organizations recruited and developed by the selected contractor as well as businesses, organizations and agencies recruited and developed by Worksystems, our contractors and partners. If an entity new to Worksystems' programs is a successful respondent, the relevant portion of the existing base of employer sponsors and contacts will be conveyed to this entity. Worksystems will maintain primary ownership of relationships with public agency partners.

Part VII: Proposal Narrative Content and Evaluation Criteria

Special Response Instruction

Please Note: There are two separate Program Services Proposal Narrative Content and Evaluation Criteria sections – one for Worksite Development/Employer Liaison and a separate section for Participant Success Coaching.

- Please complete a proposal for the set of services your organization is applying for.
- If your organization is applying for both sets of program services, two proposals are to be submitted.
- Only one Administrative Capacity (Part VIII) response and document submission is required, regardless of the number of Program Services submissions.

If respondent is applying only for Participant Success Coaching services, that section begins on page 16.

Worksite Development/Employer Liaison Proposal Narrative Content and Evaluation Criteria

Format

Proposals are to be no longer than 10 pages, single sided. Font size of 12 point is preferred. Page limitation excludes Proposal Submission Cover Sheet, Resumes, Budget Narrative workbook and Administrative Capacity response.

Section A: Executive Summary

(0 points)

Provide a summary of your proposal no longer than one-page, including:

Applying for (select all that apply):

- Worksite Development/Employer Liaison – Multnomah County
- Worksite Development/Employer Liaison – Washington County

Section B: Organizational Capacity and Demonstrated Success

(24 points)

1. Briefly summarize your organization's history, mission and organizational structure.
2. Describe your history of developing relationships and implementing partnerships with local employers.
3. Describe your experience in worksite development for work experience internships.
4. Describe your approach to promoting employer participation in PDX Metro Works. Lay out a value proposition.
5. Identify key elements to ensuring employer satisfaction with the program.
6. Describe your knowledge of and experience with applicable Federal, State and local rules governing employment, and in particular employment of minors.

7. Demonstrate your organizational and administrative capacity to manage a large scale, time limited and specific work experience program including staffing, communication systems, data tracking and other associated administrative tasks.
8. Describe your experience with and examples of using complex data and data management systems (I-Trac or other) for tracking and analyzing customer services, outcomes and program performance.

Section B Evaluation Criteria

- Proposal aligns with organizational mission and structure.
- Demonstrates clear and recent experience and positive outcomes implementing partnerships with employers.
- Demonstrated ability to recruit business to support youth and/or adult workforce development activities.
- Presents a value proposition likely to be attractive to employers and that aligns with the goals of the program.
- Shows understanding of employer perspectives on successful work experience internships.
- Demonstrates strong knowledge and experience in rules governing employment, and in particular employment of minors.
- Demonstrates significant capacity to manage large scale work experience program including staffing, administrative functions, proactive communications and timely problem-solving.
- Experience with I-Trac or similar system(s) for data, service and performance tracking.

Section C: Program Design and Components

(21 points)

1. Describe your plan for securing worksites for PDX Metro Works.
2. Describe your process for managing receipt of all required paperwork from worksites.
3. Describe your approach to preparing employers to effectively host participant interns.
4. Describe strategies and systems for communication with employers and selected Participant Success Coaching organizations.
5. Describe your approach to ensuring effective worksite relationships.
6. Describe how you would manage problem-solving within employer relationships.
7. Describe feedback loops and strategies for continuous improvement.

Section C Evaluation Criteria

- Business outreach/recruitment plan contains effective strategies and approaches for securing sufficient and diverse worksite placements.
- Demonstrates ability to develop and implement organized and efficient administrative processes.
- Articulates a vision for employer preparation that addresses employer and participant needs.
- Demonstrates understanding of the communication demands of the program and proposes effective strategies to meet them.
- Demonstrates understanding of employer needs and strong customer service approach.
- Demonstrates understanding of problems that may arise and how to resolve them effectively.
- Demonstrates understanding of factors that lead to successful matching of participants to worksites and ongoing support to ensure employer satisfaction.

Section D: Management and Staffing

(20 points)

1. Describe the roles of staff on your team who will be implementing the proposal. Include FTE you anticipate and key duties for each position. Provide resumes for current key staff included in the proposal.
2. Describe how you will staff year-round operations and meet the targets for development of worksites.
3. Describe systems and processes you will utilize to ensure hiring documents are complete and compliant with all State and Federal laws.
4. Discuss your organization's overall staffing and management structure and the extent to which this adequately supports program operations and goal attainment.

Section D Evaluation Criteria

- Clear program oversight and staff responsibilities; evidence of relevant staff experience.
- Evidence that staffing plan is sufficient to support all program design elements.
- Effective systems in place to ensure successful implementation of administrative roles and responsibilities.
- Evidence of leadership commitment and support for staffing funded through this RFP.

Section E: Budget Narrative

(15 points)

1. A completed budget narrative workbook must be included in the response. Please note that the budget narrative workbook contains several worksheets (each with a separate tab at the bottom of the open file). Successful respondents may be asked for supporting cost documents at the time of contract negotiation.
2. The budget is to be developed for the necessary operations costs required to manage the program being proposed.

Section E Evaluation Criteria

- Budgeted costs are consistent with the proposal and the budget narrative demonstrates how the funds requested are sufficient, necessary and essential to accomplish the scope of services for the project.
- Budget justification is sufficiently detailed and demonstrates how cost estimates were derived including quantities, unit costs, allocation methods, and other similar quantitative detail sufficient for the calculation to be duplicated.
- The respondent's budget clearly delineates any allocation of resources to partners, if applicable.
- Contains no unexplained amounts for miscellaneous or contingency; provides complete and accurate required budget forms.
- Demonstrates fiscal responsibility and reasonableness.

Funding Restrictions

- All proposed project costs must be necessary and reasonable and in accordance with Federal guidelines. Determinations of allowable costs will be made in accordance with the applicable Federal

cost principles. Disallowed costs are those charges that are determined as unallowable in accordance with the applicable Federal cost principles or other conditions required by the funding source.

- Equipment or capital expenditures may not be purchased with funds for this project.
- To claim any administrative costs that are also indirect costs, the respondent must have an approved Federal indirect cost rate or must obtain an Indirect Cost Rate Agreement from its Federal Cognizant Agency within 90 days of receiving a cost reimbursable contract award. A respondent may seek the 10% de minimus if they do not currently have an indirect cost rate with a Federal Cognizant Agency.

Participant Success Coaching

Proposal Narrative Content and Evaluation Criteria

Format

Proposals are to be no longer than 10 pages, single sided. Font size of 12 point is preferred. Page limitation excludes Proposal Submission Cover Sheet, Resumes, Budget Narrative workbook and Administrative Capacity response.

Section A: Executive Summary

(0 points)

Provide a summary of your proposal no longer than one-page, including:

Applying for (select all that apply):

- Participant Success Coaching – Youth
- Participant Success Coaching – Adult

Section B: Organizational Capacity and Demonstrated Success

(24 points)

1. Briefly summarize your organization’s history, mission, and organizational structure.
2. Describe your organization’s experience working with the proposed target population(s).
3. Describe your experience in the administration of paid work experience internships for the targeted population. Include the timeframe, number of participants served, and quantifiable outcomes achieved.
4. Describe your approach to workforce development, career coaching and the principles that guide your interactions with the participant group(s) you are proposing to serve.
5. Identify key elements of a successful work experience internship for participants.
6. Describe your knowledge of and experience with applicable Federal, State and local rules governing employment and, if applicable, specifically employment of minors.
7. Demonstrate your organizational and administrative capacity to manage a large scale, time limited and specific, work experience program including staffing, communication systems, data tracking and other associated administrative tasks.
8. Describe your experience with and examples of using complex data and data management systems (I-Trac or other) for tracking and analyzing customer services, outcomes and program performance.

Section B Evaluation Criteria

- Proposal aligns with organizational mission and structure.
- Demonstrates clear and recent experience working with a diverse population of youth and/or adults (as applicable).
- Demonstrates experience administering work experience internships and coaching target population(s) engaged in the internships.
- Demonstrates an approach based on workforce development principles, positive youth development strategies (if applicable) and/or other proven strategies, and aligns with practices used in Worksystems' adult and youth programs.
- Shows understanding of what constitutes a successful work experience internship.
- Demonstrates knowledge of and experience in rules and laws governing employment.
- Demonstrates significant capacity to manage a large-scale work experience program including staffing, administrative functions, work readiness training and worksite matching within a limited time constraint.
- Describes experience with I-Trac and/or similar data systems for tracking services and performance.

Section C: Program Design and Components

(21 points)

1. Describe your approach to preparing youth and/or adults for work experience internships. Outline elements and topics important for work readiness.
2. Describe how you will retain participants through the initial stages of the process prior to start of the work experience internship.
3. Describe your experience with tools used to match skills, interests, availability and geography to available work experience internship opportunities. Include key elements to a successful match.
4. Describe strategies and systems for communication with participants, referring partners and the Worksite Development/Employer Liaison providers selected under this RFP.
5. Describe how you will help ensure timely payroll for participants through interaction with identified systems and third-party EOR.
6. Describe feedback loops and strategies for continuous improvement.
7. Describe typical problems or obstacles that may be encountered by participants in their internships and how you would resolve them.

Section C Evaluation Criteria

- Articulates a vision for work readiness that emphasizes participant and employer needs; demonstrates understanding of workplace skills and behaviors.
- Describes effective strategies for participant retention prior to placement.
- Demonstrates understanding of factors that lead to successful matching of participants to worksites and ongoing support to ensure success.
- Clearly described plan and effective strategies for regular, ongoing, proactive and positive communications with participants, referring partners and Participant Success Coaching providers selected under this RFP.
- Describes effective systems, processes and priority to ensure accuracy and timeliness in payroll including interactions with the third-party EOR.

- Outlines promising or proven strategies for implementing program improvements on an ongoing basis.
- Demonstrates understanding of problems that may arise in administration of work experience internships, a strong understanding of the needs of participants and referring agencies in resolution of problems, and a strong customer service approach and problem-solving orientation.

Section D: Management and Staffing

(20 points)

1. Describe the roles of staff on your team who will be implementing the proposal. Include FTE you anticipate and key duties for each position. Provide resumes for current key staff included in the proposal.
2. Describe how you will staff year-round operations and ramp up as needed in preparation for SummerWorks (if applicable).
3. Describe systems and processes you will utilize to ensure that timecards are completed and authorized by participants and worksite supervisor, collected and submitted timely.
4. Discuss your organization's overall staffing and management structure and the extent to which this adequately supports program operations and goal attainment.

Section D Evaluation Criteria

- Clear program oversight and staff responsibilities; evidence of relevant staff experience.
- Evidence that staffing plan is sufficient to support all required program design components and can flex to meet demand.
- Effective systems in place to ensure successful implementation of administrative roles and responsibilities including timely and accurate payroll.
- Evidence of leadership commitment and support for staffing funded under this RFP.

Section E: Budget Narrative

(15 points)

1. A completed budget narrative workbook must be included in the response. Please note that the budget narrative workbook contains several worksheets (each with a separate tab at the bottom of the open file). Successful respondents may be asked for supporting cost documents at the time of contract negotiation.
2. The budget is to be developed for the necessary operations costs required to manage the program being proposed.

Section E Evaluation Criteria

- Budgeted costs are consistent with the proposal and the budget narrative demonstrates how the funds requested are sufficient, necessary and essential to accomplish the scope of services for the project.
- Budget justification is sufficiently detailed and demonstrates how cost estimates were derived including quantities, unit costs, allocation methods, and other similar quantitative detail sufficient for the calculation to be duplicated.
- The respondent's budget clearly delineates any allocation of resources to partners, if applicable.
- Contains no unexplained amounts for miscellaneous or contingency; provides complete and accurate required budget forms.

- Demonstrates fiscal responsibility and reasonableness.

Funding Restrictions

- All proposed project costs must be necessary and reasonable and in accordance with Federal guidelines. Determinations of allowable costs will be made in accordance with the applicable Federal cost principles. Disallowed costs are those charges that are determined as unallowable in accordance with the applicable Federal cost principles or other conditions required by the funding source.
- Equipment or capital expenditures may not be purchased with funds for this project.
- To claim any administrative costs that are also indirect costs, the respondent must have an approved Federal indirect cost rate or must obtain an Indirect Cost Rate Agreement from its Federal Cognizant Agency within 90 days of receiving a cost reimbursable contract award. A respondent may seek the 10% de minimus if they do not currently have an indirect cost rate with a Federal Cognizant Agency.

Part VIII: Administrative Capacity Requirements and Submission

(20 points)

Please limit Administrative Capacity response to 3 pages, not including the required documents.

1. Describe the staff positions in your organization's fiscal department.
2. Provide the resume of the manager or director of your organization's fiscal department.
3. Provide the name and a brief description of your organization's accounting system software.
4. Describe how revenues and expenditures for specific grant funds are identified in your organization's accounting system.
5. Describe your organization's process for recording personnel expense by grant or cost center.
6. Describe your organization's prior experience managing federal and/or other governmental funding. Include experience in managing multiple funding sources funding a single project in the description.
7. Describe the processes and internal controls your organization uses to safeguard federal and other governmental funds. How does your organization ensure that funds are used only for allowable costs?
8. Describe the procedures your organization uses to properly track and document funds spent on participants.
9. Describe your organization's process and ability to protect participants personal identity information.
10. Describe your organization's process for comparing expenditures with budget amounts for grant awards.
11. Describe your organization's experience with tracking and reporting leveraged funds (non-grant funded resources used to support grant activities and outcomes) in compliance with Federal reporting requirements.
12. Describe any deficiencies or disallowed costs noted in monitoring or audits by funders in the last three years; describe how findings were resolved.

13. Describe any negative findings from the three most recent audits, and the resolution of the findings.
14. If any of the work proposed will be sub-contracted, discuss the administrative and fiscal controls your organization will use, the experience of the staff to operate those controls and to oversee sub-contractors, and how these factors will offer effective fiscal controls and oversight of sub-contractors.

Documents required for submission with this administrative capacity response:

- IRS 501(c)(3) tax-exempt letter, or other proof of entity legal status (such as certificate of incorporation).
- Federally negotiated Indirect Cost Rate Agreement, if applicable.
- Cost Allocation plan.
- Two references that can attest to the organization's ability to administer State, Federal, Local (public) or foundation funds through a contractual arrangement.
- Most recent audit reports: Financial statements, management letter, and the report required by Uniform Grant Guidance and Schedule of Expenditures of Federal Awards (previously A-133 audit), if applicable.
- Timekeeping policy that addresses tracking of employee time and associated personnel costs by activity and funding source.
- Organizational staff chart, indicating where staffing for this project resides within the structure.
- Procurement policies.
- Insurance certificate evidencing coverage for: General Liability, Professional Liability, Worker's Compensation, Motor Vehicle, Property and Equipment, and Employee Dishonesty.

Administrative Capacity Evaluation Criteria

- All required documents submitted.
- Financial Management systems are sufficient to trace funds to the level of expenditure required by the grant.
- Accounting processes for recording personnel costs and allocated expenses are reasonable and equitable to all grants and cost centers.
- Financial management systems are sufficient to track and report leveraged funds in the books and records.
- Financial management systems are sufficient to provide effective budget management and control over expenditures of grant funds.

Worksystems cannot enter into contract negotiations with an organization that is not legally established to conduct business within the State of Oregon or debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal department or agency. Organizations meeting this minimum standard will be evaluated for Administrative Capacity. Organizations that have active exclusion records on their DUNS number, per the System for Award Management (www.sam.gov) may not be awarded a contract.

Successful respondents may be required to provide additional administrative documentation or assurances in accordance with Federal requirements prior to completion of contract negotiations. The list of required contracting documentation may be viewed in the sample "Terms and Conditions" posted in the Resource Documents section of the RFP webpage.

Part IX: Proposal Review Process

Proposals will be evaluated by a review panel of Worksystems staff and representatives from funding partners. The funding recommendation will be made to the Executive Committee of the Workforce Development Board for final decision.

Part X: Proposal Submission

Worksystems must receive the proposal and all related documents marked “(Name of Respondent) PDX Metro Works” ***no later than Monday, January 24, 2022, at 12:00 noon***. The Cover Page(s) must be signed by an individual authorized to represent the organization, to act on its behalf and to legally bind it in all matters related to the RFP.

Proposals are to be submitted electronically and will be shared in that format with the review panel. Please submit the electronic copy of the proposal, the administrative capacity response and documents (in pdf) and the budget workbook (in Excel) to RFP@worksystems.org. Worksystems will send an email confirmation to the address on the cover page acknowledging receipt.

Complete proposal packages will include the following documents:

Proposal Documents	Submit Electronically to RFP@worksystems.org
Completed and signed Proposal Cover Sheet for each Program Service proposal	PDF format
Program Service Proposal Narrative and Resumes	PDF format
Program Service Budget	PDF format
Administrative Capacity Response	PDF format

It is the respondent’s responsibility to ensure the submission was received. If a Worksystems confirmation email has not been received, it is the respondent’s responsibility to follow-up with another email or telephone call before 12:00 noon on January 24, 2022. Late proposals will not be considered.

Part XI: Award Notification

Provisional award results will be sent via e-mail by Tuesday, February 22, 2022.

Part XII: Administrative Detail

Issuing Organization Worksystems, Inc.	Total Available Funds \$1,207,500 Worksite Development: \$577,500 Success Coaching: \$630,000	Agreement Form Subrecipient
<p>Funding Source Details</p> <p>Fund 807 Youth Program Sponsorships Awarding Agency: N/A Funding Source: Various Non-Federal CFDA Number: N/A Federal Award Identification Number (FAIN): N/A Federal Award Date: N/A Amount: \$495,000 – 41 percent of total Pass-through Entity: N/A</p> <p>Fund 410 WIOA Youth Program Awarding Agency: US Department of Labor Funding Source: Workforce Innovation and Opportunity Act Title 1B – Youth Formula CFDA Number: 17.259 Federal Award Identification Number (FAIN): AA-36341-21-55-A-41 Federal Award Date: April 1, 2021 Amount: \$200,000 – 16.5 percent of total Pass-through Entity: Oregon Higher Education Coordinating Commission</p> <p>Fund 420 Youth Employment Program Awarding Agency: Oregon Higher Education Coordinating Commission Funding Source: US Department of Health and Human Services CFDA Number: 93.558 Federal Award Identification Number (FAIN): Award Date: July 1, 2019 Amount: \$125,000 – 10.4 percent of total Pass-through Entity: Oregon Higher Education Coordinating Commission</p> <p>Fund 492 Prosper Portland ARPA Awarding Agency: US Department of the Treasury Funding Source: Coronavirus State and Local Fiscal Recovery Funds (SLFRF) CFDA Number: 21.027 Federal Award Identification Number (FAIN): SLFRP0178 Award Date: TBD Amount: \$107,500 – 9 percent of total Pass-through Entity: Prosper Portland</p> <p>Fund 456 Community Development Block Grant – Youth Awarding Agency: US Department of Housing and Urban Development Funding Source: Community Development Block Grant program for Entitlement Communities CFDA Number: 14.218 Federal Award Identification Number (FAIN): B-16-MC-41-0003 Federal Award Date: September 23, 2016 Amount: \$100,000 – 8.3 percent of total Pass-through Entity: Prosper Portland</p>		

Fund 323 Oregon Work Experience

Awarding Agency: Oregon Higher Education Coordinating Commission

Funding Source: State of Oregon General Fund

CFDA Number: N/A

Federal Award Identification Number (FAIN): N/A

Federal Award Date: N/A

Amount: \$80,000 – 6.6 percent of total

Pass-through Entity: N/A

Fund 200 WIOA Adult Program Allocation

Awarding Agency: US Department of Labor

Funding Source: Workforce Innovation and Opportunity Act Title 1B – Adult Formula

CFDA Number: 17.258

Federal Award Identification Number (FAIN): AA-36341-21-55-A-41

Federal Award Date: July 1, 2021

Amount: \$75,000 – 6.2 percent of total

Pass-through Entity: Oregon Higher Education Coordinating Commission

Fund 455 City General Funds – Youth

Awarding Agency: City of Portland

Funding Source: City of Portland General Fund

CFDA Number: N/A

Federal Award Identification Number (FAIN): N/A

Award Date: July 1, 2019

Amount: \$25,000 – 2.0 percent of total

Pass-through Entity: Prosper Portland

Inquiries

All questions related to this solicitation are to be submitted electronically via email with the subject “PDX Metro Works” and sent to: RFP@worksystems.org. Questions received after the solicitation has been published and before close of business January 19, 2022, will be responded to within two business days by posting in the “Questions and Answers” section for this RFP at www.worksystems.org News and Events section. Questions received after January 19, 2022, will not be answered.

Withdrawal

A submitted RFP response may be withdrawn at any time. A written request to withdraw the response must be submitted electronically to: RFP@worksystems.org.

Appeals

The following process has been established to address appeals:

- The appeal must be due to what the respondent considers a flaw in the Evaluation Committee’s funding recommendation process.
- The appeal must be submitted in writing by Friday, February 25, 2022. Appeals must be sent to: RFP@worksystems.org. All appeals are public information.
- The organization/individual filing the appeal must specify the basis of the appeal and provide an alternative the appellant would find acceptable. Proposal rating scores may not be appealed. The mere fact that a proposal was not recommended for funding is also not open to an appeal, nor is a complaint about the amount of funding granted. The appeal must be based on a violation of the process established for the solicitation.

During any part of the review or consideration, the appellant may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by Worksystems. In the event an appellant fails to respond, the appeal will be dismissed, and no further appeal will be accepted.

Worksystems’ Executive Director and Chief Operating Officer will review the appeal and issue a written response that is intended as a complete and final answer to the appeal.

Resource Documents

- Administrative Capacity Submission Cover Page/Checklist
- Worksite Development/Employer Liaison Submission Cover Page/Checklist
- Worksite Development/Employer Liaison Budget Workbook
- Participant Success Coaching Submission Cover Page/Checklist
- Participant Success Coaching Budget Workbook
- Sample Subrecipient Contract Terms and Conditions

Part XIII: Additional Provisions and Disclaimers

- Worksystems reserves the right to waive informalities and minor irregularities in offers received.
- This RFP does not commit Worksystems to award a contract.
- This RFP is for WIOA services and other related programs and funding streams which may become available to Worksystems during the funding period.
- Worksystems may accept any item or group of items of any offer, unless the bidder qualified its offer by specific limitations.
- Worksystems reserves the right to request additional data or oral discussion or documentation in support of written offers.
- By providing contact information for references respondents are authorizing Worksystems to contact the reference and discuss respondents' work.
- No costs will be paid to cover the expense of preparing a proposal.
- All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to Worksystems and be subject to disclosure under the Freedom of Information Act. Respondents are advised that most documents in the possession of Worksystems are considered public records and subject to disclosure under the State of Oregon's Public Records Law.
- Formal notification to award a contract and the actual execution of a contract are subject to the following: Receipt of anticipated funding, results of negotiations between selected respondents and Worksystems staff, and continued availability of funds.
- Any changes to the WIOA program, performance measures, funding level, or board direction may result in a change in contracting. In such instances, Worksystems will not be held liable for what is in the bidder's proposal or this Request for Proposals package.
- Proposals submitted for funding consideration must be consistent with – and if funded, operated according to – relevant federal legislation, all applicable federal regulations, State of Oregon policies, and Worksystems policies and procedures.
- Additional funds received by Worksystems may be contracted by expanding existing programs. These decisions shall be at the discretion of Worksystems.
- Worksystems may decide not to fund part or all of a proposal even though it is found to be in the competitive range if, in the opinion of Worksystems, the services proposed are not needed, or the costs are higher than Worksystems finds reasonable in relation to the overall funds available, or if past management concerns lead Worksystems to believe that the bidder has undertaken more services than it can successfully provide.
- Worksystems has a right to fund a lower-ranked proposal over a higher ranked proposal because of valid policy considerations, including but not limited to, geographical considerations, leveraging of outside resources, and target populations.
- All respondents must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIA-funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
- All respondents must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
- Worksystems reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process. The proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.