

Thomas P. Miller and Associates

Serving as Independent Procurement Entity For:



A proud partner of the  network

Serving the counties of:

*Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas,
Raleigh, Summers, Webster, & Wyoming*

**REQUEST FOR PROPOSAL FOR
WORKFORCE INNOVATION & OPPORTUNITY ACT:
American Job Center – One-Stop Operator**

Release Date: March 15, 2021

Proposals Due: April 15, 2021

Funding Period: July 1, 2021 – June 30, 2022



Contents

Section I: Program Description & Background	4
1. The Workforce Innovation and Opportunity Act	4
2. Region 1 Workforce Development Board	4
3. Thomas P. Miller & Associates, LLC	4
4. RFP Components	5
5. Eligible Respondents	5
6. Project Timeline & Funding	7
7. American Job Centers in Region 1	8
8. Federal and State Performance Measures	9
Section 2: Scope of Work	10
Section 3: Submission & Evaluation	14
1. Bidders Questions	14
2. Proposal Instructions	14
3. Evaluation and Award	15
4. Notice of Award	15
5. Appeals Process	15
6. Fiscal Review	15
7. Past Program Performance	15
8. Accessibility and Equal Opportunity	16
9. Contract Award	16
Reference Information	17
Employer Services Chart	17
Proposal Checklist	19
Attachment A: Cover Sheet	20
Attachment B: Conflict of Interest Form	21
Attachment C: Budget	22
Attachment D: References	24
Attachment E: Certification Regarding Lobbying	25
Attachment F: Certification Regarding Debarment, Suspension, and Other Responsibility Matters Primary Covered Transactions	26
Attachment G: Equal Opportunity Non-Discrimination Notice	27
Attachment H: Certification Regarding Drug-Free Workplace Requirements	28



Attachment I: Self-Evaluation for Compliance with Section 504..... 29



Section I: Program Description & Background

1. The Workforce Innovation and Opportunity Act

The Region 1 Workforce Development Board's (R1WDB) One-Stop System services and programs are funded through the Workforce Innovation and Opportunity Act of 2014 (WIOA). Therefore, each Proposer must be familiar with state and federal requirements of this program and the R1WDB's local plan.

WIOA provides workforce development activities through statewide and local workforce development systems. These systems should increase employment, retention, earnings, and occupational skill attainment by participants and, as a result, improve the quality of the workforce. WIOA requires the creation of a One-Stop System through which job seekers and businesses will access One-Stop Services.

The R1WDB reserves the right to designate and fund the type and mix of specialized services that ensure the creation and maintenance of a One-Stop System that enhances the range and quality of workforce services to be made available in its constituent counties.

2. Region 1 Workforce Development Board

The R1WDB is a 501(c)(3) non-profit organization designated as the administrative entity, organizer, and grant recipient of Workforce Innovation and Opportunity Act (WIOA) 2014 funds. The R1WDB encompasses an eleven (11) county area in West Virginia consisting of the following counties: Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster, and Wyoming.

Vision: To promote effective economic, education, and workforce development partnerships that will develop and sustain productive workers for business and thereby create prosperous communities for our citizens.

This Request for Proposal (RFP) seeks to engage qualified applicants who will, through partnerships, improve the quality of life for the citizens throughout the local area by establishing a one-stop delivery system described in WIOA Section 121(e). Proposals will focus on helping job seekers, especially those with barriers to employment, as they access high quality career services, employment, education, training, and support services so they may succeed in the labor market and match employers with the skilled workers they need to compete in the global economy. Access to career services, as described in Section 134 (c)(2), will be available to youth, adults, and dislocated workers, respectively. Qualified applicants will establish and develop relationships and networks with large and small employers and their intermediaries and work collaboratively with partners/programs that are designed to meet workforce development needs.

More information about the R1WDB, WorkForce West Virginia, and U.S. Department of Labor can be located on their respective websites:

- Region 1 WDB: <https://r1wib.org/>
- WorkForce West Virginia: <https://workforcewv.org/>
- U.S. Department of Labor (WIOA): <https://www.doleta.gov/wioa/>

3. Thomas P. Miller & Associates, LLC

Thomas P. Miller & Associates, LLC (TPMA) has been contracted by the R1WDB to lead the procurement process for selecting a One-Stop Operator. TPMA is a full-service consulting firm based in Indianapolis,



Indiana with over 30 years of experience in workforce development activities. Through analysis, alignment, and action, TPMA applies our mission statement of empowering organizations and communities through strategic partnerships and informed solutions that create positive, sustainable change to every project assigned. For more information of TPMA's experience and expertise, please visit us at <http://www.tpma-inc.com>.

As the contracted entity to lead this procurement process, TPMA serves as a "separate and independent outside entity to conduct the competition" for the One-Stop Operator.¹ TPMA will review all submitted proposals and evaluate them on a scale coordinated and agreed upon by the R1WDB, with guidance from WorkForce WV. Based on its evaluation, TPMA will submit its selection, along with a description of the selection process and scoring justification, to the Board for approval. Note: R1WDB does not intend to bid on the contract.

4. RFP Components

One-Stop Operator

The One-Stop Operator shall perform the following functions and responsibilities with guidance from the R1WDB:

- Ensure the appropriate delivery of workforce development services are in accordance with all governing laws, statutes, regulations, guidance, and policies
- Incorporate an integrated and aligned Business Services strategy among One-Stop Center partners to present a unified voice for the one-stop center in its communications with employers and serve as a key member of the R1 Business Services Team
- Actively participate in the Chambers of Commerce and community business network groups and activities throughout Region 1
- Coordinate and maintain the R1WDB partner referral process system for services within and outside of the Centers, including minimum standards for referral, follow-up requirements, and documentation of referral outcomes.
- Update and maintain a Resource Guide in each Center
- Assist the Center and partners in meeting and exceeding federal, state, and local performance measures

5. Eligible Respondents

Per WIOA sec.121(d)(2), the types of entities that are eligible to become a One-Stop Operator include, but are not limited to:

- An institution of higher education
- An Employment Service State Agency established under Wagner-Peyser
- A community-based, non-profit organization or workforce intermediary
- A private-for-profit entity
- A government agency (i.e., municipality)

¹ Cited in US Department of Labor, Employment and Training Administration, Training Employment and Guidance Letter (TEGL) WIOA No. 15-16, Competitive Selection of One-Stop Operators, released January 17, 2017. This TEGL provides significant background information on the selection process and roles and responsibilities of the One-Stop Operator within the WIOA system. Applicants are strongly encouraged to become familiar with the content of this document.



- Other interested organizations or entities capable of carrying out the duties of the One-Stop Operator, including local Chambers of Commerce, business organizations, or labor organizations

Exception: Elementary schools and secondary schools are not eligible to be selected as the One-Stop Operator.

No entity may compete for funds if (1) the entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (2) the entity's previous contracts with the R1WDB have been terminated for cause; (3) the entity has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services.

The R1WDB will afford full opportunity for minority and women-owned business enterprises to submit a show of interest in response to the invitation and will not discriminate against any firm or individual on the grounds of race, creed, color, sex, age, disability status, or national origin in the contract award.

Additional Requirements: The State and local boards shall ensure that in carrying out activities under this title, One-Stop Operators:

1. Disclose any potential conflicts of interest arising from the relationships of the operators with training service providers or other service providers. An entity serving as One-Stop Operator may also serve a different role within the One-Stop system and perform some or all these functions when acting in its other role if it has established sufficient firewalls and conflict of interest policies and procedures.
 - a. Pursuant to 20 CFR 679.430, any entity selected or otherwise designated to perform more than one of the functions within the local One-Stop system must develop a written agreement with the local workforce development board and the CLEO to clarify how the entity will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, relevant Office of Management and Budget circulars, the State's conflict of interest policy, and the R1WDB conflict of interest policy.
2. Do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and
3. Comply with Federal regulation, and procurement policies, relating to the calculation and use of profits.
4. Respondents must comply with Section 504 of the Rehabilitation Act of 1973, the Federal Drug-Free Workplace Act of 1988, and the Americans with Disabilities Act to be eligible.



6. Project Timeline & Funding

The table below provides a timeline of activities for this procurement. In the event dates are changed, TPMA will provide notice through the procurement portal:

<https://www.tpma-inc.com/r1wdb/>

Activity	Date
RFP Release	03/15/21
Deadline for Bidder Questions	03/29/21
Response to Bidder Questions Posted	04/02/21
Proposal Deadline (email only)	04/15/21
Interviews (if necessary)	Week of 05/03/21
TPMA Recommendation to R1WDB	05/10/21
Notice of Intent to Award to Proposers	05/27/21
Contractual Start Date	07/01/21

The anticipated funding amount for the twelve (12)-month budget for the One-Stop Operator contract is: **\$200,000.00**. The annual contract may be renewable up to four (4) times.

Per 2 CFR 200.331(a)(1):

Subrecipient Name	Region 1 Workforce Development Board
Subrecipient's DUNS number	138052225
Federal Award Identification Number (FAIN)	AA-34802-20-55-A-54
Federal Award Date	July 1, 2020 – June 30, 2022
Subaward Period of Performance	July 1, 2021 – June 30, 2022
Amount of Federal Funds Obligated	\$200,000.00
Total Amount of Federal Funds Obligated to Subrecipient	\$0.00
Total Amount of the Federal Award	\$200,000.00
Federal Award Project Description	One-Stop Operator Service Provider
Name of Federal Awarding Agency, Pass-Through Entity, & Contact Information for Awarding Official	U.S. Department of Labor; Pass Through WorkForce West Virginia; Contact: Robin A. Morgan 200 New River Town Center Suite 200 Beckley, WV 25801
CFDA Number and Name	17.258 WIOA Adult Activities, 17.259 WIOA Youth, 17.278 WIOA Dislocated Workers Formula; Pass Through: WorkForce West Virginia. Award Amount: \$4,226,256
Identification of Whether the Award is R&D	Award is not for R&D
Indirect Cost Rate for the Federal Award	De minimis rate of 10% is utilized for the Federal Award



7. American Job Centers in Region 1

The R1WDB administers 2 comprehensive, 3 satellite, and 1 affiliate AJCs, with existing WIOA One-Stop Partners and service providers in place. The AJCs are at the following locations throughout Region 1:

- **Raleigh County:** 200 New River Town Center, Ste. 200, Beckley, WV – Comprehensive Center
- **Greenbrier County:** 330 Red Oaks Shopping Center, Ste. 5, Ronceverte, WV – Satellite Center
- **McDowell County:** 110 Park Ave., Welch, WV – Satellite Center
- **Mercer County:** 195 Davis St., Princeton, WV – Comprehensive Center
- **Nicholas County:** 812 North Side Dr., Ste. 7E, Summersville, WV – Satellite Center
- **Pocahontas County:** 193 Duncan Rd., Buckeye, WV – Affiliate Center

The chart below includes service levels from July 1, 2019 – June 30, 2020. Respondents should propose staffing levels based on historical service levels.

Average Service Levels:

07/01/19 – 06/30/20	Adult	Dislocated Worker	Youth	Total By AJC
Raleigh County	80	19	78	177
Greenbrier County	33	6	26	65
McDowell County	9	2	33	44
Mercer County	15	1	14	15
Nicholas County	36	28	40	104
Pocahontas County	0	0	23	23
Total	173	56	214	428

AJC Traffic Count: PY 2019-2020

'19 – '20	Raleigh Co.	Greenbrier Co.	McDowell Co.	Mercer Co.	Nicholas Co.	Pocahontas Co.	Subtotal
19-Jul	1,441	955	658	3,733	543	30	7,360
19-Aug	1,391	743	675	2,740	478	34	6,061
19-Sep	1,192	856	557	2,151	597	73	5,426
19-Oct	1,417	901	564	2,097	701	105	5,785
19-Nov	1,218	692	580	1,761	904	93	5,248
19-Dec	1,487	1,093	766	1,486	950	77	5,859
20-Jan	2,111	1,300	1,115	1,893	621	100	7,140
20-Feb	1,579	1,260	1,042	1,893	677	66	6,517
20-Mar	745	599	538	709	410	37	3,038
20-Apr	54	23	65	97	56	30	325
20-May	90	37	67	60	77	36	367
20-Jun	126	1,482	79	66	1,611	22	3,386
Total	12,851	9,941	6,706	18,686	7,625	703	56,512
'19 – '20 Avg.	1,071	828	559	1,557	635	59	4,709



8. Federal and State Performance Measures

The Respondent to this RFP will be responsible to meet Performance as part of their contract goals based on negotiated rates with the State. PY 2020 (the most recent negotiated with the State/Federal) are included for your information.

R1WDB Core Performance Measures PY 2020

Federal Performance Indicator	Adult	Dislocated Worker	Youth
Employment Rate 2 nd Quarter After Exit	67.0%	78.0%	60.0%
Employment Rate 4 th Quarter After Exit	67.0%	77.0%	67.0%
Median Earnings 2 nd Quarter After Exit	\$5,800.00	\$9,100.00	\$2,950.00
Credential Attainment Within 4 Quarters After Exit	74.0%	77.0%	70.0%
Measurable Skills Gains	25.2%	26.0%	31.0%



Section 2: Scope of Work

Proposals should be developed and organized as outlined below. Interested bidders should respond to each section's requirement in its entirety. For example:

Experience and Capacity

- 1) *Briefly describe your organization's history, including the number of years in operation, past services provided, and customer and geographies served.*
 - a. *[Insert organization's response]*
- 2) *Explain how your organization's vision, mission, and objectives align with this funding opportunity.*
 - a. *[Insert organization's response]*

Experience & Capacity (10 points)

1. Briefly describe your organization's history, including the number of years in operation, past services provided, and customers and geographies served.
2. Explain how your organization's vision, mission, and objectives align with this funding opportunity.
3. Describe your organization's governance and management structure, vision and mission, objectives, and major programs and/or services.
4. Describe your organization's financial and administrative experience and capabilities managing and accounting for multiple federal, state, and local funding sources and conducting self-monitoring for performance and compliance. Bidders must be in accordance with Generally Accepted Accounting Principles (GAAP).
5. If submitting a response as a consortium, explain your rationale for the R1WDB model and how collaboration will be managed. Identify the lead consortium partner and describe the roles and responsibilities of each partner. Attach a detailed MOU between all consortium partners.
6. If subcontractors are included in the proposal, explain your rationale for their inclusion and describe the roles and responsibilities of each subcontractor. Attach a detailed MOU with each subcontractor included in the proposal.

Qualifications (15 points)

7. Describe your organization's project management experience within the past three (3) years. Describe the nature and scope of the work performed and quantify the scale of work in terms of contract amount and number of personnel and/or participating entities.
8. Describe your organization's relationship management experience within the past (3) years, including experience with:
 - a. Developing and facilitating complex partner relationships
 - b. Facilitating collaboration across multiple partners
 - c. Negotiating
 - d. Resolving conflicts and mediating between partners.
9. Describe your experience developing and implementing continuous improvement processes within the past three (3) years.



- a. Describe the nature and scope of the processes implemented and quantify the work in terms of contract amount, complexity, and scale of processes, and/or other relevant parameters. Describe methodologies and technologies used.
10. Describe your organization's relevant industry experience within the past three (3) years, including experience with:
 - a. Operating workforce development programs
 - b. Operating social service programs
 - c. Working with WIOA One-Stop Partners
 - d. Contracting with governmental or quasi-governmental agencies.
11. Describe your organization's experience working in the similar communities (geography, size, demographics, labor market, etc.,) within the past three (3) years. Explain your understanding of the social and economic challenges facing the region and describe how your organization has provided or tailored services to address these challenges.
12. Attach three (3) letters of reference that attest to your organization's experience

Staffing Plan (15 points)

13. Specify the annual percent FTE budgeted for each staff (specify title) who will perform the work of the One-Stop Operator.
14. Provide a detailed explanation of the role each staff will play in executing the proposed program design.
15. Describe the management and reporting structure that will govern the work of the proposed staff.
16. Describe how your organization will evaluate individual staff performance on executing the proposed program design for One-Stop Operator services.
 - a. Describe your practices for staff performance review and improvement, including any specific evaluation criteria or tools that may be used.
17. Provide the name and title of the lead individual staff person who will perform the services of the One-Stop Operator. Describe the relevant education and training, professional experience, skills, and other characteristics that qualify them to perform the proposed role.
 - a. Attach a current resume (with up-to-date information on current title and functions) for each proposed staff.
 - b. Attach a job description for each proposed staff position that has not yet been hired.
18. Describe your organization's professional development policies and practices.
 - a. How will your organization develop proposed staff to ensure that they maintain current knowledge and skills required for the scope of work?
 - b. What development activities and resources does your organization provide internally to staff?
 - c. What external development activities and resources do you make available to staff?
 - d. Describe how managers and supervisors support staff development.

Project Design (35 points)

19. Describe the strategies, methods, and specific activities your organization will undertake to successfully perform each of the following functions and responsibilities of the One-Stop Operator. **Describe, where applicable, how you will incorporate virtual access to services:**
 - a. Coordinate WIOA service delivery across required WIOA One-Stop Partners and service providers.



- b. Collaborate with R1WDB to support implementation of the MOU and Infrastructure Funding Agreement between WIOA One-Stop Partners, including reconciliation procedures.
 - c. Facilitate the development and implementation of service integration plans at One-Stop centers to share necessary data, reduce duplication of services, and leverage program resources to the mutual benefit of Partner programs and their shared customers, resulting in efficient, effective, and seamless service delivery.
 - d. Coordinate operations at One-Stop centers. Facilitate quarterly cross training of frontline staff of WIOA One-Stop Partners to ensure that the staff of each Partner program learns the key program goals and eligibility criteria of other Partner programs. Develop a comprehensive cross-training plan in collaboration with the Partners.
 - e. Implement a comprehensive customer service strategy to ensure quality service to shared job seekers.
 - f. Assist WIOA One-Stop Partners with community outreach and the promotion of program services. Describe how you will work to bring additional partners to the Partner Network.
 - g. Identify ways in which technology may be used to enhance One-Stop operations. Work with One-Stop Partners throughout the community, such as libraries, to develop and implement technological strategies to improve service delivery, customer service, service integration, and reporting.
 - h. Coordinate with the R1WDB and WIOA One-Stop Partners to complete One-Stop center certification processes. West Virginia's One-Stop certification policy requires an evidence-based system of effective service delivery, physical and programmatic accessibility, and pursuit of continuous improvement opportunities. The certification process ensures that local workforce development boards oversee the delivery of employment and training programs in their communities and support high levels of effectiveness and sustainability.
 - i. Remain informed on Federal and State One-Stop Operator policies and attend relevant webinars and in-person trainings hosted by the R1WDB, Workforce West Virginia, the U.S. Department of Labor, and other entities as relevant.
 - j. Assist with Rapid Response services in Region 1 as outlined in WIOA and State policy.
 - k. Coordinate with One-Stop Partners to report on activities and performance and submit formal reports to the R1WDB on a schedule to be set by the R1WDB.
 - l. Attend meetings of the R1WDB as scheduled. As instructed by the R1WDB, report to the WDB on One-Stop performance, service integration efforts, and progress on implementation of the Memorandum of Understanding/Infrastructure Funding Agreement between One-Stop Partners.
- 20.** Describe how you will collect and evaluate customer needs and satisfaction for continual service delivery improvement, including exploring implementing a real-time customer feedback model. Be sure to describe how this will be conducted digitally.
- 21.** How do your proposed strategies and methods address impediments to coordination and collaboration, such as organizational idiosyncrasies and incompatible interests?
- 22.** Describe the work your organization will undertake during the first 90 days of the contract period to learn current circumstances and effectively plan workstreams and timelines for the remaining contract period.



23. If your organization is a current provider of program services under WIOA Title I-B or Title II at a One-Stop center (or its satellite or affiliate site) within the R1WDB's system, describe your proposed policies and procedures for ensuring neutral treatment of all One-Stop Partners and other relevant partners when performing the functions and responsibilities of the One-Stop Operator.
24. Describe how you will collect and evaluate customer needs and satisfaction for continual service delivery improvement, including exploring implementing a real-time customer feedback model. Be sure to describe how this will be conducted digitally.

Budget (25 points)

25. Note: the selected bidder must be willing to invest **uncompensated time and effort** to the transition process for services to continue without interruptions on July 1, 2021.
26. Provide a budget narrative that justifies each proposed expense included on the Budget Form. Fully explain the proposed programmatic costs. For example, if funding is budgeted for support services, describe types of assistance that might be provided with the funds.
27. Identify any in-kind resources/support for the service delivery system beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding.
28. Describe your organization's contingency plans to repay the R1WDB in the event there are any disallowed costs because of an audit or monitoring review.
29. Describe how the proposing agency will financially support the costs of doing business until an invoice can be submitted and paid by the R1WDB.
30. State what method of payment will be requested, either fixed unit price or cost reimbursement with a demonstrated performance basis. If a fixed unit price contract is proposed, describe in detail the proposed outcome payment points and the documentation that will be submitted to prove attainment of the outcome. If a cost reimbursement with a demonstrated performance holdback contract is proposed, provide the proposed percentage of the total cost that will be withheld (maximum is 50%). Describe the measurable performance outcomes to which the organization will tie payment and the documentation that will be submitted to prove attainment of the outcome. The method of payment and the corresponding necessary documentation to be submitted will be subject to negotiation and R1WDB requirements.



Section 3: Submission & Evaluation

1. Bidders Questions

All questions that interested parties may have can be directed to the third-party procurement agent, TPMA, Kristopher Subler at: ksubler@tpma-inc.com. Questions must be submitted via email between March 15, 2021 and March 29, 2021. Responses to questions will be posted by April 2, 2021 on the TPMA procurement portal website, <https://www.tpma-inc.com/r1wdb/> along with other relevant information, including the RFP, attachments, procurement timeline, contact information, etc.

An entity's failure to submit a complete proposal or to respond in whole to RFP requirements will result in the proposal being deemed non-responsive and thus ineligible for funding. A proposal may also be deemed "non-responsive" if the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP, or the proposal is clearly not within the scope of the project described and required in the RFP. R1WDB reserves the right to cancel this procurement at any time, for any reason.

2. Proposal Instructions

The Scope of Work should be completed entirely, should not exceed 15 pages, and be typed in 12-point font, single-spaced, 1" margins on all sides, page numbers, and table of contents. Once completed, interested parties must submit their proposal electronically to Kristopher Subler at ksubler@tpma-inc.com. Please have your proposal organized in the following manner for each component:

- Attachment A: Cover Page
- Attachment B: Conflict of Interest Form
- Attachment C: Budget Form & Narrative
- Attachment D: Reference Form and Letters
- Attachment E: Certification Regarding Lobbying
- Attachment F: Certification Regarding Debarment, Suspension, and Other Responsibility Matters Primary Covered Transactions
- Attachment G: Equal Opportunity Non-Discrimination Notice
- Attachment H: Certification Regarding Drug-Free Workplace Requirements
- Attachment I: Self-Evaluation for Compliance with Section 504
- Two (2) Years of Audited Financial History
- Documentation of registration for private, for-profit, or non-profit organizations (if applicable)
- Staff Resumes
- Job Descriptions for Proposed Staff Positions Not Yet Hired (if applicable)
- Additional Attachments as necessary
 - If submitting as consortium, attach a detailed MOU among all consortium partners
 - If subcontractors are included in your proposal, attach a detailed MOU with each subcontractor included in your proposal
- Proposal (scope of work)

Bids that fail to follow this order will risk losing points in their overall score.



3. Evaluation and Award

Proposals will be evaluated by TPMA, as the third-party procurement agent, to ensure each submission meets all criteria outlined in this RFP. The procurement team will develop and use a scoring matrix that is agreed upon by the R1WDB to evaluate each proposal. Each section of the scoring matrix is worth the following number of points:

Section	Points
Experience & Capacity	10
Qualifications	15
Staffing Plan	15
Project Design	35
Budget	25
TOTAL	100

All items that are mandatory (e.g., inclusion of attachments, financials, etc.) are considered pass/fail. If necessary, TPMA will conduct phone interviews to clarify any concerns or questions.

4. Notice of Award

All respondents will be notified by email as to their award status. Unsuccessful respondents who wish to obtain information on the evaluation of their proposal should submit a written request to this effect to Robin Morgan at ramorgan@r1workforcewv.org. Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

5. Appeals Process

Any disagreements resulting from this procurement process must be addressed in the same manner outlined in the Board's Grievance and Complaint Policy, located at:

<https://r1wib.org/wp-content/uploads/2020/03/Region-1-Workforce-Development-Board-Policy-Letter-8-Grievance-Procedure-2016.pdf>

6. Fiscal Review

TPMA, in coordination with the R1WDB will also conduct a fiscal review of all qualified proposals. We will review proposal budgets, agency audits, and responses to questions related to fiscal operations. The R1WDB reserves the right to review and request further information regarding the respondent's financial situation, if not sufficiently outlined in the submitted audit(s). The R1WDB reserves the right to assess the risk posed by any recent, current, or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event that might affect an organization's ability to operate the requested program.

7. Past Program Performance

TPMA may review a respondent's performance on any previous and/or existing grant agreement(s) as well as check references submitted from other grantors. Achievement of grant agreement outcomes, along with compliance with programmatic and fiscal guidelines and timelines may be evaluated. The review team may perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, the R1WDB may also: 1) meet with representatives of the



responding entity to discuss the proposed program and budget; 2) identify and/or negotiate program or budget changes the responding entity must make as a condition of funding; and 3) identify other documentation the entity must provide as a condition of funding.

8. Accessibility and Equal Opportunity

TPMA and the R1WDB are committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual in Region 1 shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, sexual orientation, political affiliation, or belief. All entities are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This includes ensuring contract staff receive accessibility training and may involve developing accessibility plans. All respondents must ensure all written materials and communications include the statement: "Reasonable accommodations and auxiliary equipment and services are available upon request."

9. Contract Award

The contract will be awarded based on the most responsive bidder whose offer is most advantageous to the R1WDB in terms of cost, functionality, past performance, and other factors specified in this RFP. The award may be negotiated at the discretion of the R1WDB or made based on the initial bid/offer received, without discussions or requests for best and final offers.



Reference Information

Employer Services Chart

Goals	Measurable Objectives	Activities
Employers are aware of resources available through WFWV and the R1WDB	Collaborate with R1WDB staff to develop and implement an effective outreach and marketing plan to engage employers	<ul style="list-style-type: none"> • Hire/identify staff with expertise in sales and strategic communication • Develop staff knowledge of WIOA, WFWV, and the AJC network of resources and providers • Establish R1WDB’s visible presence in the 11-county region • Establish virtual presence, including social media, and weekly updates. • Collaborate with R1WDB staff to develop and implement outreach and marketing plan • Assist case management staff with Job Fairs • Develop relationships with and conduct needs assessment of businesses in R1WDB priority industry sectors • Utilize the State MACC System database to track and disseminate information on employers and employment opportunities • Host quarterly Opportunity in Action (OIA) meetings to establish partner relationships and how each best assists employers and jobseekers
Employers identify and hire workers with the necessary skills	<ul style="list-style-type: none"> • Align training opportunities to meet the needs of employers • Connect jobseeker and business services to facilitate placements 	<ul style="list-style-type: none"> • Identify training and educational barriers that hinder local hiring and job creation • Facilitate partnerships with educators, training providers, and employers to develop and market training opportunities to meet the employment needs of businesses • Outreach for all WIOA employer programs including OJT, Incumbent Worker, Customized Training, Empowered Employment, and Youth Work Experience • Contribute to development of strong accountability metrics, and track outcomes
Regional Collaboration Meets the Needs of Regional Economies	Establish responsive system to meet the needs of priority industry sectors in the region	<ul style="list-style-type: none"> • Gather and synthesize information on business needs and labor market trends, including coordination of labor market studies



		<ul style="list-style-type: none">• Serve as resource to AJC, Youth Services providers, and regional sector strategies on business needs and labor market trends• Participate and provide leadership – with R1WDB staff – in regional sector strategy and career pathway initiatives and development• Recommend changes to the workforce development system to improve employer satisfaction
Employers' Service Needs are Met	Develop and implement a comprehensive business services strategy	<ul style="list-style-type: none">• Build relationships with regional business services providers to link business customers to available resources and services, i.e., business start-up assistance, loans, industry roundtables, etc.• Develop strong partnership and align strategies with EDA's and Chambers



Proposal Checklist

- Attachment A: Cover Page
- Attachment B: Conflict of Interest Form
- Attachment C: Budget Form & Narrative
- Attachment D: Reference Form and Letters
- Attachment E: Certification Regarding Lobbying
- Attachment F: Certification Regarding Debarment, Suspension, and Other Responsibility Matters
Primary Covered Transactions
- Attachment G: Equal Opportunity Non-Discrimination Notice
- Attachment H: Certification Regarding Drug-Free Workplace Requirements
- Attachment I: Self-Evaluation for Compliance with Section 504
- Two (2) Years of Audited Financial History
- Documentation of registration for private, for-profit, or non-profit organizations (if applicable)
- Staff Resumes
- Job Descriptions for Proposed Staff Positions Not Yet Hired (if applicable)
- Additional Attachments as necessary
 - If submitting as consortium, attach a detailed MOU among all consortium partners
 - If subcontractors are included in your proposal, attach a detailed MOU with each subcontractor included in your proposal
- Proposal (scope of work)
 - Experience & Capacity
 - Qualifications
 - Staffing Plan
 - Project Design
 - Budget



Attachment A: Cover Sheet

Please complete this **mandatory** cover sheet accordingly.

Organization Name			
Address			
Phone Number			
Number of Years in Business			
FEIN #			
DUNS #			
Acknowledgement that Proposing Entity is up to date on taxes and not currently debarred or suspended.	<input type="checkbox"/>	YES	NO
Acknowledgment that the R1WDB reserves the right to review and request further information regarding the respondent's financial situation, if not sufficiently outlined in the submitted audit(s).	<input type="checkbox"/>	YES	NO
Type of Organization (check all that apply)	<input type="checkbox"/>	Higher Education	Private Business Organization Other (explain)
	<input type="checkbox"/>	Community-Based Org.	
	<input type="checkbox"/>	Government Agency	
	<input type="checkbox"/>	Labor Organization	
	<input type="checkbox"/>	Non-Profit	
	<input type="checkbox"/>	Employment Service State Agency (Wagner-Peyser)	
Contact Person			
Contact Person's Email Address			
Signatory Authority Signature			

Proposed Budget Amount for One-Stop Operator:

_____ One-Stop Operator Budget



Attachment B: Conflict of Interest Form

By submitting a proposal, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if the R1WDB awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The R1WDB reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

Signatory Authority Name	Title Signature	Date
--------------------------	-----------------	------

*Note: This form is a **mandatory** required document to be considered for either component. Bidders should only complete this form once per entry.*



rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or program costs. No travel expenses may be claimed for commute to/from “official station.” Travel expenses may be claimed from the official station. West Virginia State Mileage Rate is \$0.56 (as of 2021).

Attach the Budget Narrative indicating all operating expenses in the listed categories. Each budget category requires an additional line-item detail that addresses the method of calculation and justification for the expense. Therefore, the Respondent shall develop and include a line-item budget to meet the intent and requirements of the program, to ensure the successful implementation of the program, and to show that the program is cost-effective. The Respondent should prepare a realistic and prudent budget avoiding unnecessary or unusual expenditures that would detract from the accomplishment of the objectives and activities of the program.

All funding of this RFP is contingent upon the R1WDB and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the R1WDB.

Note: If an agency is requesting reimbursement for administrative indirect cost, an approved indirect rate proposal from the cognizant agency must be included with the proposal. Indirect cost will be a part of the competitive bid and subject to negotiation.



Attachment D: References

Bidders are **required** to provide three letters of references who can verify their experience, along with a contact phone number or email. References should be for experience in the past 5 years.

Reference #1 _____

Phone # or email: _____

Reference #2 _____

Phone # or email: _____

Reference #3 _____

Phone # or email: _____

List the agency contact information for all current contracts or contracts for the past 3 years. Do not duplicate those listed as references.



Attachment E: Certification Regarding Lobbying
Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subjected to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Organization

Name of Certifying Official	Signature	Date
-----------------------------	-----------	------



Attachment F: Certification Regarding Debarment, Suspension, and Other Responsibility Matters Primary Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, participant’s responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19 160-19211.)

BEFORE SIGNING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION

1. The prospective primary participant certifies to the best of its knowledge and belief, that it and its officers/ principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal, State or Local governmental department or agency.
 - b. Have not been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction: violation of Federal or State antitrust statutes or commission or embezzlement, theft, forgery, bribery, falsification or destruction of statutes or commission or embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or Local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification.
 - d. Have not had one or more public transactions (Federal, State, or Local) terminated for cause or default.
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Organization

Name of Certifying Official	Signature	Date
-----------------------------	-----------	------



Attachment G: Equal Opportunity Non-Discrimination Notice

_____ (Name of agency), as a recipient of Workforce Innovation and Opportunity Act (WIOA) Title I financial assistance, shall provide initial and continuing notice that it does not discriminate on any prohibited ground to: registrants, applicants, eligible applicants/recipients, participants, applicants for employment, employees, and members of the public; including those with impaired vision or hearing, and unions or professional organizations holding collective bargaining or professional agreements with the recipients.

ASSURANCE

As a condition of the award of financial assistance from the U. S. Department of Labor under Title I of WIOA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- Section 188 of the Workforce Innovation and Opportunity Act of 2014 (WIOA), which prohibits discrimination against all individuals in the United States based on race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity.
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination based on race, color, and national origin
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibit discrimination against qualified individuals with disabilities
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination based on age
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination based on sex in educational programs.

The grant applicant also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant’s operation of the WIOA Title I financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

Name of Agency Official and Title

Signature

Date



Attachment H: Certification Regarding Drug-Free Workplace Requirements

The contractor certifies that it will or will continue to provide a drug-free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the contractor’s workplace and specifying the actions that will be taken against employees for violation of such prohibition
2. Establishing an ongoing drug-free awareness program to inform employees about:
 - a. The dangers of drug abuse in the workplace
 - b. The grantee’s policy of maintaining a drug-free workplace
 - c. Any available drug counseling, rehabilitation, and employee assistance programs
 - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement by paragraph “a” above
4. Notifying the employee in the statement required by paragraph “a” that, as a condition of employment under the grant, the employee will:
 - a. Abide by the terms of the statement
 - b. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction
5. Notifying the agency in writing, within ten (10) calendar days after receiving notice under subparagraph “4.2” from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose contract activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant
6. Taking one of the following actions, within thirty (30) calendar days of receiving notice under subparagraph “4.2”, with respect to any employee who is so convicted:
 - a. Taking appropriate personnel action against such an employee, up to and including termination, consistent within the requirements of the Rehabilitation Act of 1973, as amended, or
 - b. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposed by Federal, State, or Local health, law enforcement, or other appropriate agency
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1-6.

Applicant Organization

Name of Certifying Official

Signature

Date



Attachment I: Self-Evaluation for Compliance with Section 504

Introduction

The Department of Labor regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, require at section 32.6 (c) that entities which receive financial assistance from the Department conduct a self-evaluation of their policies and practices to assess their programs' accessibility. Programs shall be accessible to persons with mobility impairments, hearing and vision impairments, and mental problems, and any other conditions which substantially limit a major life activity.

The regulations do not prescribe a specific format for the self-evaluation. The Department's Civil Rights Center has prepared this self-evaluation tool to assist recipients with this requirement. Recipients may, however, develop their own tool/instrument. Ideas and language for the format and content of this instrument were obtained from the "Section 504 Self-Evaluation and Checklist" assessment tools developed by the Federal Programs Advisory Service, a Washington, D.C. entity, publishers of the *Handicapped Requirements Handbook*.

1. Office/Program to be evaluated.

Name: _____
Address: _____

2. Individual completing evaluation.

Name: _____
Title: _____
Date: _____

3. Disabled individual(s) assisting in the completion of the self-evaluation.

Name(s): _____
Title: _____
Organization: _____
Address: _____

Administrative Practices

1. Staff Information: List steps to be taken to ensure that all staff involved in any aspect of this program (e.g., recruitment, admission, testing, the conduct of the program, the provision of any services or benefits, etc.) will be informed periodically of, and understand fully, your policy of nondiscrimination based on disability.

2. Contracts, agreements, and sub-grants (e.g., labor unions, referral agencies, insurance companies, sub-grantees, educational institutions, etc.).



a. Are entities with which you hold contracts, agreements, and/or sub-grants aware of your policy of nondiscrimination based on disability?

No: _____ Yes: _____ If yes, explain how.

b. Do you require these entities to sign an “assurance of compliance?”

No: _____ Yes: _____

c. Have these entities been required to complete a self-evaluation of the program and activities they conduct for you?

No: _____ Yes: _____

Recruitment & Advertisement

1. Do you engage in any of the following kinds of activities to recruit program participants or otherwise inform persons about the services provided?

	No	Yes
Oral presentations/orientations		
Printed recruitment materials		
Printed informational materials		
Advertisements (radio, newspaper, etc.)		

2. Do all materials and advertisements include a notice that you do not discriminate against persons with disabilities?

No: _____ Yes: _____

3. Is the public notified of the existence and location of services, activities, and facilities that are accessible to persons with disabilities?

No: _____ Yes: _____ If yes, explain how.

4. If “outside” persons or organizations are involved in your recruitment, advertisement, or information efforts, have they been informed of your non-discrimination policy?

No: _____ Yes: _____ If yes, explain how.

5. Are posters recognizing the rights of individuals with disabilities prominently displayed for employees, applicants, and participants to read?



No: _____ Yes: _____ If yes, explain how.

6. Are articles on the accomplishments of participants with disabilities publicized in the agency's publications?

No: _____ Yes: _____ If yes, explain how.

7. Are organizations representing persons with disabilities contacted for advice, technical assistance, and referrals?

No: _____ Yes: _____ If yes, explain how.

Program Eligibility Requirements and Admission

1. Are there any limitations on the number of qualified disabled persons who may participate or be admitted to the program?

No: _____ Yes: _____ If yes, explain how.

2. Are any of the following criteria used in the admission process?

	No	Yes
Residency requirements		
Letters of recommendation		
Economically disadvantaged		
Educational attainment		
Age		
Physically fit		
Emotionally fit		
No dependence on drugs		
No dependence on alcohol		
Unemployed		
Able and available to work		
Work experience		
Tests		
Other:		



3. Have applications been reviewed for questions relating to health, receipt of Workers Compensation, and particular disabling conditions? Unless clearly related to the particular activity for which the application is used, delete those questions.

No: _____ Yes: _____

4. If tests are used for screening applicants, describe the skill, level of achievement, or other factors being considered, and whether tests are written or oral.

Name of Test: _____

Name of Test: _____

5. Identify any test(s) that has (or could have) a disproportionate, adverse impact on applicants with disabilities, i.e., tests that instead of measuring only the factors the test purport to measure, are measuring the applicant's impaired manual and/or sensory skills (except where those are the skills being measured).

Name of Test: _____

Possible adverse impact: _____

6. Are employees which administer tests prepared to give alternative tests and/or to modify the method of administering tests in or to accommodate persons who have disabilities that impair sensory and/or manual skills?

No: _____ Yes: _____

7. Describe some of the possible arrangements the staff are prepared to undertake.

	No	Yes
Eliminate the "speed" factor for persons with vision or manual impairments		
Use aids such as brailers and abaci by persons with visual impairments		
Use of translators or typed material to provide info on test instructions to persons with hearing impairments		
Provide auxiliary aids to persons who cannot make the marks required for mechanically scored objective tests		
Other:		
Other		

8. Describe the steps to be taken to ensure that criteria for testing alternatives and modifications will be adequately communicated to all potential program participants, including those with hearing and vision impairments.



9. Is an interview required prior to an applicant's entrance into the program (including intake interview)?
 No: _____ Yes: _____

10. From the following list, check the actions which have been taken/will be taken to ensure non-discrimination in interviewing:

	No	Yes
Estimate the frequency of staff contact with sensory impaired persons		
Contact and consult with sensory impaired persons or organizations that represent them to discuss the particular communication needs of these persons and to gather input as to how best to alleviate these challenges		
Determine how staff will identify the specific language need of an individual at the initial contact, i.e., how they prefer to communicate (e.g., the interviewer may have key phrases written on cards, tapes of key phrases and messages, etc.)		
Make formal arrangements with individuals or organizations to provide qualified interpreters when needed		
Develop a list of all persons, organizations, or staff persons with whom interpreter arrangements have been made, including terms of the arrangement, telephone numbers, addresses, etc. Identify staff who will be responsible for implementing effective communication with sensory impaired persons		
Write down decisions made on all the above items and notify and train all staff on its implementation		

Program Accessibility

1. Are post-admission inquiries made regarding disability status in order to make accommodations for individuals with disabilities?

No: _____ Yes: _____

2. Is the information requested voluntarily, not used to affect any disabled person adversely, and kept confidential?

No: _____ Yes: _____

3. Is there an orientation program for new participants?

No: _____ Yes: _____



4. Have steps been taken to ensure that persons with visual and hearing impairments can understand the information, communicate with staff, and use the written materials provided during the orientation?

No: _____ Yes: _____ If yes, explain how.

5. List the specific activities that comprise your program (e.g., orientation, intake, classroom training, residential, sports, counseling, referrals, etc.).

6. For each activity listed above, list those that are, or have the potential to be, inaccessible to individuals with disabilities.

Activity	Reason

7. Describe steps to be taken to attain accessibility of those activities identified in #6, e.g., provision of auxiliary aids, use of alternative materials, special tools or equipment, modification of equipment, renovation of facility, moving program to another facility, etc.

Activity	Reason

8. Has a method been implemented for soliciting voluntary indications of disability status and requests for accommodations, i.e., channels for a disabled person to bring his or her disability to the attention of management?

No: _____ Yes: _____ If yes, describe method.

9. From the following list of possible reasonable accommodations, check those which you would be willing to make for disabled program participants.

	No	Yes
Modifying written examinations		
Modifying work site		



Making facilities accessible		
Adjusting work schedules		
Restructuring jobs		
Providing assistive devices		
Providing readers and interpreters		
Adopting flexible leave policies		
Reassigning and retraining participants		
Eliminating transportation barriers		
Others, depending on the person’s particular disability		

Facilities

1. List all facilities, or portions of facilities, used to conduct your program.

Facility	Address

2. The Uniform Federal Accessibility Standards (UFAS) (50 Federal Register, 49045, November 29, 1985) contain the specifications recipients should comply with when designing, constructing, or altering facilities. Recipients may need to alter or construct facilities when other alternatives are not successful in ensuring disabled persons full access to programs. The following sample items illustrate the range and specificity of the accessibility standards your program must meet:

- a. Ground should be graded, even if it is contrary to existing topography so that
- b. Public walks should be at least 48 inches wide and should have a gradient not
- c. Parking spaces that are accessible and proximate to the facility should be set
- d. A ramp shall not have a slope greater than 1 foot rise in 12 feet, or 8.33
- e. At least one primary entrance to each building shall be accessible to individuals in wheelchairs
- f. Doors shall have a clear opening of no less than 32 inches when open and shall be operable by a single effort, including doors to restrooms
- g. Stairs should, whenever possible, and in conformation with existing step
- h. Floors shall have a surface that is nonslip
- i. Some mirrors and shelves shall be provided above lavatories at a height as low as possible and no higher than 40 inches above the floor, measured from the top of the shelf and bottom of the mirror
- j. Water fountains or coolers shall have up-front spouts and controls
- k. An appropriate number of public telephones should be equipped for those with hearing disabilities and so identified with instructions for use
- l. At least one toilet shall be/have:
 - i. 3 feet wide
 - ii. 4 feet, 8 inches deep
 - iii. A door that is 32 inches wide and swings out



- iv. Handrails on each side, 33 inches high and parallel to the floor, 1-1/2 inches in diameter, with 1-1/2 inches clearance between rail and wall, fastened securely to the wall at the ends and center
- v. A toilet seat of 17-19 inches from stand
- m. Elevators shall be accessible to, and usable by, the physically disabled on the level that they use to enter the building, and at all levels normally used by the general public
- n. Switches and controls for light, heat, ventilation, windows, draperies, fire alarms, and all similar controls of frequent or essential use, shall be placed within reach of individuals in wheelchairs
- o. Raised letters or numbers shall be used to identify rooms or offices
- p. Audible warning signals shall be accompanied by simultaneous visual signals for the benefit of those with hearing disabilities
- q. Access panels or manholes in floors, walks, and walls can be extremely hazardous, when in use, and should be avoided

3. Using the aforementioned sample items, for each facility listed in #1, identify those inaccessible features that limit program accessibility.

Facility	Inaccessible Feature

4. Identify person(s) who will be responsible for developing and implementing a corrective action plan for the elimination of the barriers identified in #3.

Employment Practices

	No	Yes	N/A
Recruitment			
Are disabled employees included in the promotional and recruitment advertising?			
Are contracts maintained with educational institutions which train individuals with disabilities?			
Are organizations which represent individuals with disabilities contacted for advice, technical assistance, and referrals?			
Does all recruitment literature indicate that the program does not discriminate based on disability?			



Job Vacancies			
Are all vacancy announcements reviewed to ensure that physical, mental, and communication requirements are job related and accurately reflect job functions?			
Are managers willing to consider reasonable accommodations for the disability of otherwise qualified applicants?			
Job Interviews			
Is every hiring supervisor informed of the requirement that all questions asked in the job interview must be related to duties and functions of the job?			
Is every hiring supervisor aware of where and how to obtain assistance to interview an applicant with a hearing impairment?			
Is the interviewing area accessible to an applicant in a wheelchair?			
Physical Examinations			
Does your organization conduct or require any medical exams prior to making offers of employment? If yes,			
Are all entering employees subject to the medical exam?			
Are all offers of employment conditional based on the results of the exam?			
Are the medical results not used in a discriminatory manner?			
Is all the information gathered maintained confidentiality?			
Is every hiring supervisor aware of the fact that no offer of employment may be withdrawn based on medical conditions that are not job-related?			
Reasonable Accommodations			
Has a method been implemented for soliciting voluntary indications of disability status and requests for accommodations?			
Have disabled employees requested that you make accommodations in consideration of their limitations?			
If employees with disabilities have responded, is the information kept confidential?			
Have you even denied a request for reasonable accommodations?			
If so, was your denial based on the concept of “undue hardship”?			