

REQUEST FOR PROPOSALS WORKFORCE INNOVATION and OPPORTUNITY ACT ONE-STOP OPERATOR For

LANE WORKFORCE PARTNERSHIP

Proposals are due by 3:00 p.m. Pacific Time on February 28, 2025 to

Cindy Perry, Director of Workforce Programs

Lane Workforce Partnership

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Eugene, OR 97401

info@laneworkforce.org

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WIOA One-Stop Operator Program Request for Proposals

Lane Workforce Partnership One-Stop Operator Request for Proposals

Calendar of Events

January 17, 2025	Request for Proposals is published and available online
January 27, 2025	Virtual Bidders Conference, 3:00 PM Pacific Time
February 21 ⁻ 2025	Last day to submit on-line questions by 5:00 PM Pacific Time
February 28, 2025	Proposals must be emailed and received at Lane Workforce Partnership info@laneworkforce.org by 3:00 PM Pacific Time
March 10 - 26, 2025	Evaluation period and award recommendation decision
April 17, 2025	Lane Workforce Executive Board Approval
July 1, 2025	Contract period begins

Lane Workforce Partnership WIOA One-Stop Operator Program Request for Proposals

A. Executive Summary

Lane Workforce Partnership (LWP) is the administrative arm of the Lane County Workforce Development Board, one of nine Workforce Development Boards in the State of Oregon designated by the Governor under the Workforce Innovation and Opportunity Act (WIOA). LWP is issuing this Request for Proposals (RFP) to secure a WIOA One-Stop Operator for the workforce service delivery system in Lane County Oregon. LWP is soliciting proposals from collaborative visionary organizations experienced in workforce development. The organizations that respond to this RFP must demonstrate the capacity, experience, and the community networks necessary to coordinate staff and operate a comprehensive workforce program in Lane County.

This procurement is for a one-year period of performance with the option of extending the contract for three (3) additional one-year periods based on performance and availability of funds. The first one-year period is July 1, 2025 – June 30, 2026.

The current PY 2025/2026 allocation of WIOA One-Stop Operator funds is <u>estimated</u> to be a total \$30,000 available through this RFP. This funding allocation is inclusive of proposers' administrative costs.

Lane Workforce Partnership is interested in proposals that leverage other funding and resources into the Lane workforce area. Leverage may include items such as grants, cash or in-kind donations, or dedicated workforce resources.

B. Lane County's Workforce System

I. Introduction of Lane County's Workforce System

Lane Workforce Partnership's workforce system encompasses all of Lane County from the coast to the Cascade Range and borders our neighboring counties to the north and south. Geographically, the region encompasses 4,722 square miles — roughly the same size as the entire state of Connecticut. The region is primarily rural with the Eugene and Springfield metropolitan areas located approximately at the center of the county.

The WIOA emphasizes the alignment of a coordinated workforce system. As a result, in Lane County the workforce service delivery system is a collaborative including:

- Department of Human Services
 - Self-Sufficiency Programs (TANF JOBS/STEP)

- Vocational Rehabilitation (Title IV)
- Department of Education
 - o Lane Community College (Title II)
 - o K-12 school districts
 - Lane Education Service District
- Oregon Commission for the Blind (Title IV)
- Oregon Employment Department (Wagner-Peyser Title III)
- EasterSeals Oregon (SCSEP)

II. Lane Workforce Partnership's 2024 – 2028 Strategic Plan

The Lane Workforce Development Board's 2024 – 2028 Strategic Plan includes four goals in which support of the WIOA One-Stop Operator is expected. These are:

Goal 1: Increase awareness and use of the workforce system. The objectives include:

- Create awareness of workforce system services
- Simplify navigation of the workforce system; reducing barriers to access and use
- Create more robust career pathway pipeline awareness across all sectors

Goal 2: Embrace transparency and accountability. The objectives include:

- Transform WorkSource Oregon delivery to fit expected future needs of job seekers and employers to adjust to trends and technology changes
- Prepare for data alignment for shared state and local performance score cards

Goal 3: Create strategic alignment and innovative collaboration among public and private partners and business. The objectives include:

- Influence the regulatory environment to align with the 21st century workforce
- Adopt a list of essential employability skills (EES), define the skill, and determine how attainment is measured
- Include the Voice of Business in the workforce development conversation

Goal 4: Advance equitable prosperity through an inclusive workforce, overcoming barriers to workforce participation. The objectives include:

- Increase diverse access and participation in all public workforce systems through targeted inclusivity initiatives
- Operationalize and influence the utilization of the equity lens on 100% of LWP's investments.

LWP will provide additional information and training on the strategies and metrics set by the Workforce Development Board.

III. Program Authority

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA is designed to improve and streamline access to federally funded employment, education, training, and support services to help job seekers as well as services to businesses that assist in building a skilled workforce needed to compete in the global economy. Congress passed the Act by a wide

bipartisan majority; it was the first legislative reform of the Workforce Development System in 15 years. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. Lane Workforce Partnership anticipates that Congress will reauthorize WIOA during the five-year period of this procurement cycle. A successful respondent will be required to comply with any and all legislative changes.

The enactment of WIOA provides an opportunity for reforms to ensure the One-Stop Delivery System (known nationally as American Job Centers and in Oregon as WorkSource Centers) is job-driven, responding to the needs of employers, and preparing workers for jobs that are available now and in the future.

The terms and conditions of this RFP may change based on WIOA legislation, rules, and regulations. For more information on WIOA and the vision for One-Stop Operator reference:

- Workforce Innovation and Opportunity Act (WIOA) <u>WIOA Laws, Regulations, & Guidance | U.S. Department of Labor</u>
- WIOA Final Rules and Regulations <u>2016-15975.pdf</u>
- Department of Labor's Training and Employment Guidance Letters (TEGL) and Training and Employment Notices (TENS) WIOA Laws, Regulations, & Guidance | U.S. Department of Labor

IV. Local Area Demographics

Lane County has a diverse mix of industries and residents. Applicants are advised to consider the environmental factors that will contribute to their program design. Below are some key statistics for the Lane County area that applicants should use to inform their proposals under this RFP.

With a population of 381,181, Lane County is the state's fourth most populous county after Multnomah, Washington, and Clackamas. Eugene is Lane County's largest city with a population of 178,056. Lane County's unemployment rate is low, currently at 4.1%. The 2024 ALICE Report (Asset Limited, Income Constrained, Employed) published by the United Way indicates that 47% of Lane County's residents face significant financial challenges. This includes 32% of families classified as ALICE and 15% of families living below the poverty line. The four largest industries by employment are:

- 1. Professional/Business Services
- 2. Healthcare
- 3. Transportation/Utilities
- 4. Leisure and Hospitality

Applicants are encouraged to refer to LWP's 2024-2026 State of the Workforce Report found on our website at www.laneworkforce.org for current information related to Lane County's economy and the concerns in which the Workforce Development Board is most interested in addressing.

C. Proposal Submission Information

I. Eligible Applicants

Eligible organizations include: An organization (public, private, or nonprofit) of demonstrated effectiveness, with experience in providing services in Oregon or with experience as the One-Stop Operator in another region of the United States. The organization must be able to independently perform the duties of the One-Stop Operator without any conflict of interest.

II. Bidders' Conference

A bidders' conference is scheduled for January 27th at 3:00 PM Pacific Time. The virtual meeting will be held via zoom using the following link: https://us02web.zoom.us/j/89325751025?pwd=quob7C7XDlbGFO374WOQfGv2anahIH.1

III. Technical Assistance

Questions will only be answered in person during the bidder's conference. No questions will be answered prior to the bidders conference on January 27th. Following the bidder's conference, all questions will only be answered in writing and posted to Lane Workforce Partnership's website. Questions may be submitted to info@laneworkforce.org. The last date to submit a question in response to this RFP is Friday, February 21 at 3:00 PM Pacific Time. The last date answers to questions will be posted is Monday, February 24. In the subject line, clearly state: Question RE: WIOA One-Stop Operator Procurement.

IV. Protest of Outcomes

Protesters may only contest the RFP process and not the decision of the selection committee. Protests must be stated in writing and submitted to info@laneworkforce.org no later than seven (7) days after the award of the successful respondent is made public. Protestors will receive a response from Lane Workforce Partnership within seven (7) working days of receipt of their written protest.

D. Instructions for Submission

I. Submission Format

The RFP document(s) may be viewed on the LWP website at <u>www.laneworkforce.org</u> on or after January 17, 2025.

Completed proposals are due electronically to <u>info@laneworkforce.org</u> by 3:00 PM Pacific Time on February 28, 2025. Proposals will not be opened or reviewed after this date. Proposals that do not contain required documents or are submitted in a format other than that specified in this RFP, will be deemed as non-responsive and will not be reviewed.

Required Format

All proposals must be in the following specified format:

- 12-point, easily read font such as Times New Roman or Calibri
- Proposals shall not exceed 15 double spaced pages
- Page number at the bottom center of each page

Required Proposal Packet Documents

- I. Application Coversheet Attachment A
- II. Program Narrative
- III. Organizational Administrative/Fiscal qualifications
- IV. Budget with Narrative See required Budget Shell (budget documents do not count toward page limits)
- V. Additional required documents (does not count toward page limits)
 - a. Certification Regarding Disbarment
 - b. Certification Regarding Lobbying
 - c. Certification of Cost or Pricing Data

II. Proposal Scoring

The maximum points available under this request for proposals is 100 and the proposal sections will be scored as follows:

Section	Points Available
Program Narrative	
I. System and Partner Coordination	30
II. Local Leadership Team	5
III. One-Stop Center Certification	5
IV. Partner Responsibility Sharing Agreement	5
V. Operational Standards Compliance	5
VI. Eligible Training Provider List	5
VII. Project Management	10
Organization Administrative and Fiscal Qualifications	10
Budget and Budget Narrative	
I. Organization Costs	20
II. Leveraged Resources	5
Total	100

All proposals will be scored based on the responses to the elements and questions in the Program Narrative, Organization Administrative/Fiscal Qualifications, and Budget and Budget Narrative.

III. Insurance Requirements

The WIOA Service Provider, prior to execution of a contract, shall provide all insurance as stipulated in this section. The WIOA Service Provider shall not commence any work, nor will

LWP execute a contract, until the WIOA Service Provider obtains, at its own expense, all required insurance as specified below. Such insurance must have the approval of the local workforce board as to limits, form, and amount. The types of insurance the WIOA Service Provider is required to obtain or maintain for the full period of the contract are as follows:

- a. Commercial General Liability: Contractor must carry a Commercial General Liability (CGL) insurance policy on an occurrence basis with a combined single limit of at least \$1,000,000 per occurrence and at least \$2,000,000 in the aggregate per project, for Bodily Injury, Property Damage, and Personal Injury. The CGL coverage shall include all major coverage categories including without limitation bodily injury, property damage, and contractual liability.
- b. Automobile Liability Insurance, comprehensive form, with limits not less than \$1,000,000 combined single limit when using motor vehicles in performance of actions authorized under this contract.
- c. Physical Abuse and Sexual Molestation Liability: If serving "Vulnerable Populations" (defined as minors, elderly, and persons with disabilities), Contractor must carry a Physical Abuse and Sexual Molestation Liability insurance policy on an occurrence basis with a combined single limit of at least \$1,000,000 per occurrence and at least \$3,000,000 in the aggregate.
- d. Professional Liability Errors and Omissions Insurance: Contractor shall at all times carry a Professional Liability/Errors and Omissions type insurance policy with limits of not less than \$1,000,000 each occurrence and \$2,000,000 in the annual aggregate.
- e. Employee Dishonesty Bond: Contractor shall carry Employee Dishonesty coverage on every officer, director, agent, or employee authorized to receive or deposit funds under this contract or issue financial documents, checks, or other instruments of payment of program costs.
- f. Workers' compensation and employer's liability: As statutorily required for persons performing work under this contract. The Subcontractor must carry Workers' Compensation Insurance sufficient to meet statutory limits. If the Subcontractor pays wages directly to trainees under this Contract, the Subcontractor must also carry Workers' Compensation Insurance sufficient to meet statutory limits that covers any and all such trainees. If Subcontractor is a subject employer, as defined in ORS 656.023, Subcontractor shall also obtain employers' liability insurance coverage with limits not less than \$500,000 each accident.
- g. Additional Insured's Clause. The liability insurance coverages required for the performance of this contract shall be endorsed to name Lane Workforce Partnership, Lane County, the Cities of Eugene, Springfield, Cottage Grove and Florence, their Commissioners, officers, agents and employees as additional insured's with respect to the activities performed under this contract.

IV. Provisions and Disclaimers

- a. All solicitations are contingent upon availability of funds.
- b. Lane Workforce Partnership reserves the right to accept or reject any and/or all proposals received.
- c. This Request for Proposals (RFP) is for the WIOA One-Stop Operator

- d. During the evaluation process, LWP reserves the right to request additional information or clarification from responding organizations, or to allow corrections of errors or omissions, when it may serve the best interest of LWP.
- e. The RFP does not commit Lane Workforce Partnership to award a contract.
- f. Proposals should follow the format set forth in the Proposal Response section of the RFP and adhere to the requirements specified therein.
- g. Costs for developing the proposals are solely the responsibility of the respondents.
- h. Proposals submitted for funding consideration must be consistent with, and if funded, operated according to, federal WIOA legislation, all applicable federal regulations, State of Oregon policies, laws, and regulations, and Lane Workforce Partnership policies.
- i. Any revisions mandated by changes to state or federal regulations will be negotiated during contract award.
- j. The contract award will not be final until Lane Workforce Partnership and the Respondent have executed a mutually satisfactory contractual agreement. No program activity may begin prior to final Lane Workforce Partnership approval of the award and execution of a contractual agreement between the successful bidder and Lane Workforce Partnership.
- k. Lane Workforce Partnership reserves the right to cancel an award if the funding from federal, state, or other sources is not obtained and/or sustained at levels sufficient to allow for purchase of services.
- 1. Lane Workforce Partnership reserves the right to determine the funding level of contract(s) finally awarded. Such determination will depend upon overall funding availability and other factors arising during the proposal review process. Bids submitted which are over the maximum amount of funds specified for this RFP will be rejected.
- m. Applicants are advised that documents, with the exception of personnel files, in the possession of Lane Workforce Partnership are considered public records and subject to disclosure under the federal and state public record laws. Bidders must request to have proprietary information redacted when submitting their proposal. Bidders requesting redaction of all contents of a proposal may be considered non-responsive.

V. Required Documentation

For each item listed below, provide the required documentation, either by a brief narrative statement or by copies of the documents requested as an attachment to the proposal (does not count against page limits). If a consortium of organizations is applying, the requested documentation must be supplied for all parties in the consortium.

- a. A description of your organization/agency/district's history or documented capability for tracking/billing federal/state funded programs and general management of federal funds.
- b. Include an organizational chart including all staff titles for this program and demonstrating how the program has a direct relationship to other programs under the organization/agency/district.

- c. Provide a description of your organization/agency/district's board of directors or other appropriate governance structure that is independent of staff and program functions. The board must be of adequate size to ensure broad community representation.
- d. Attach a description of the board's specific functions, including its responsibilities for fiscal oversight, planning, budget approval, and program advocacy.
- e. Demonstrate your organization/agency's compliance with generally accepted accounting procedures pertaining to the use and maintenance of records, books, accounts and other fiscal documents, and ability to manage budgeted funds.
- f. A detailed explanation of procedures for fiscal management and accountability, including internal controls, financial reports produced, budgeting process, etc.
- g. A description of your organization/agency/district's process for monitoring the expenditure of budgeted funds and staying within budgeted amounts for all line items.
- h. Review and acknowledgement of receipt of the attached Federal Terms and Conditions. Applicants are required to adhere to the Terms and Conditions as stated, in addition to all revisions made by the federal government throughout the contract term.
- i. A copy of the organization's/agency/district's most recently completed independent financial audit and management letter. If there were any conditions to be met, include a description of how they have been addressed. The audit is to be submitted as a separate document from your proposal.
 - i. NOTE: If your agency is a new organization and has not had an audit or a financial statement performed, submit a statement from an independent CPA identifying the accounting system and specifying the system is sufficient to meet federal, state, and county requirements.

E. Program Overview

I. Expected Services Provided

The focus of the WIOA Programs is to provide workforce development services through a One-Stop Delivery system in partnership with the providers of core programs required through WIOA legislation. As such, Lane Workforce Partnership requires the Adult/Dislocated Worker Services Provider to be located at the Lane WorkSource Oregon Center. In Lane County, WIOA youth services are provided independently of the WorkSource Lane Center. LWP also contracts with Collaborative Economic Development Oregon (CEDO) for support in coordinating business services as well as leadership for the Industry Sector Partnerships.

WorkSource Lane is the cornerstone of the public workforce development system which houses multiple organizations through integrated service delivery. In order to meet the demands of businesses and produce highly valued employment talent in Lane County, coordination among several key employment, education, and training programs is crucial.

The focus of the One-Stop Operator is to provide coordination and oversight of the workforce development services through the One-Stop Delivery system (known in Oregon as WorkSource Centers) in Lane County.

The mission of Oregon's WorkSource Centers is to effectively respond to workforce challenges through high-quality services to individuals and businesses, resulting in job attainment, retention, and advancement. WorkSource Lane delivers workforce services to thousands of area residents who come through their doors each year.

The WorkSource Oregon Operational Standards were originally released in May of 2015, and were updated in 2023. The intent of the operational standards is to position the workforce system toward relevance and growth. The WorkSource Oregon Operational Standards provide the minimum-level of required content and services to be available at all WorkSource Centers in the State of Oregon. The successful respondent will be expected to ensure the workforce service delivery system is in compliance with the standards as well as engage in continuous improvement activities in accordance with these standards. To view a copy of the current WorkSource Oregon Standards go to: https://laneworkforce.org/wp-content/uploads/WSO-Operational-Standards-2023.pdf.

The successful respondent shall be responsible for deliverables that include:

- a. A monthly program report communicating activities of the One-Stop Operator during the reporting period.
- b. One-Stop Certification completion report every two years.
- c. Within six months of the contract start date, produce a report on the WorkSource Lane system that includes an inventory of current services and partners, along with recommendations for system improvement.
- d. A WSO Operational Standards compliance report shall be created and updated quarterly.
- e. WSO assessment framework for continuous process improvement. Implementation of the framework with a quarterly report on areas of improvement identified.
- f. Quarterly report on the training providers and programs listed on the Eligible Training Provider List.

II. Participation and Expected Hours

- a. The expectation is that the selected One-Stop Operator will spend no less than 40 hours per month on performance of the work as it relates directly to Lane Workforce Partnership's service delivery area.
- b. Participate in-person in at least one meeting each quarter.

- c. Hours will be reported to LWP on a monthly cost and program narrative report.
- d. One-Stop Operator will be expected to attend all Local Leadership Team meetings and relevant sub-committee meetings. Current sub-committee meetings are:
 - i. Business Services Team
 - ii. Work Ready Workgroup
 - iii. Workforce Services Operations Committee (LWP committee)

III. Staffing Expectations

Staff must be subject matter experts in all topics related to workforce development (i.e. resume development, assessments, career exploration, and job search strategies). Staff shall have the qualifications for the position for which they are hired. Qualifications may include a mixture of education and work experience but is not limited to one or the other.

LWP requires all staff to be trained in Implicit Bias and Trauma Informed Care. At a minimum, applicants shall include a plan for staff training in these areas. LWP insists on exemplary customer service of all service provider staff as well as the One-Stop Operator.

IV. Budget Availability

Lane Workforce Partnership anticipates allocating \$30 thousand per year to this contract pending funding availability. Funding is subject to change based on the WIOA allocation LWP receives from the State of Oregon. The current funding estimates are as follows:

Fund	Estimated Amount for PY 25/26
WIOA One-Stop Operator	\$30,000.00
Total	\$30,000.00

The estimated funding is based on the WIOA Planning Estimates in TEN 17-24 which reflect a decrease in every category to the State of Oregon. As a result, LWP is being conservative in our WIOA projections. LWP is committed to seeking additional funds to support the needs of our community, which may increase these estimated funding levels over time.

NOTE: A consortium must assign a fiscal agent to manage all funds awarded under this RFP. The fiscal agent will be subject to a pre-contract analysis and approval of its fiscal systems prior to actual contract award.

F. Program Narrative and Budget

I. System and Partner Coordination (Total Points Available = 30)

For each of the items below, please detail how you will carry out the following duties of the One-Stop Operator:

- a. Within six months of contract execution, develop initial recommendations for a seamless workforce services system designed to ensure all customers have access to the services needed.
- b. Lead the effort to carry out recommendations that enhance coordination of and customer connection to WSO services amongst all required partners.
- c. Design and implement a WSO assessment framework for continuous process improvement in the delivery of WSO services.
- d. Ensure all WIOA mandated partners are providing services either in-person or virtually through the comprehensive or affiliate WorkSource Centers in Lane County.

II. Local Leadership Team (Total Points Available = 5)

- a. Ensure all mandatory partners on the Local Leadership Team are attending meetings and participating in system oversight and coordination
- b. Reach out to partners to solicit representation and engagement in local leadership meetings as/when needed.

III. One-Stop Center Certification (Total Points Available = 5)

- a. Lead the completion of the One-Stop Certification for the comprehensive and affiliate WSO centers once every two years.
- b. Develop certification reports and documentation to be delivered to Lane Workforce Partnership.

IV. Partner Responsibility Sharing Agreement (Total Points Available = 5)

- a. Assist Lane Workforce Partnership with the required activities to update and renew the WIOA required Memorandum of Understanding with all mandated partners every two years.
- b. Assist Lane Workforce Partnership with the requirement to update the Infrastructure Sharing Agreement with all mandated partners.
- c. Monitor compliance with the WorkSource Lane MOU and facilitate improvement processes as needed.

V. Operational Standards Compliance (Total Points Available = 5)

- a. Develop processes to monitor partner and center compliance with WSO Operational Standards.
- b. Conduct a yearly compliance audit of all partners for Standards compliance and provide a report to the Local Leadership Team with improvement recommendations as needed.
- c. Assist with the development of any new training materials as it relates to the Standards.

d. Assist with training front-line staff and partners on the Standards as needed.

VI. Eligible Training Provider List (Total Points Available = 5)

- a. Conduct a quarterly review of training providers and programs listed on the State managed Eligible Training Provider List and facilitate updates as needed.
- b. Ensure all Eligible Training Provider List programs are up to date, work with local training providers to assist with listing new programs and renewing any listings that are scheduled to expire.

VII. Project Management (Total Points Available = 10)

- a. Describe your project management and communication system used to report on progress on deliverables, upcoming projects, timelines, communications, and partners expectations.
- b. Detail your time management system and expected hours spent on each of the above deliverables.

VIII. Administrative and Fiscal Qualifications (Total Points Available = 10)

- a. Describe what makes your organization uniquely qualified to provide the services of a One-Stop Operator under the WIOA.
- b. Describe your organization's staffing plan and the qualifications of key staff (attach the resume of each key staff).
- c. Describe your organization's experience with government contracting/fiscal responsibility of government funds.

IX. Budget and Narrative (Total Points Available = 25)

Provide a budget using the attached Budget Shell template and a budget narrative which describes the methodology for each cost in the detailed budget. The budget narrative is limited to two (2) pages and does not count against the overall page limit of the proposal narrative. In the narrative, include:

- a. Organization Costs (Total Points Available = 20)
 - i. Staff Wages/Fringe: In a table format, include position title, name of individual (if known), annual salary, annual cost of employer taxes, annual cost of fringe benefits, the percentage of time the individual will dedicate to the program and the total overall cost (example included with Budget Shell). Applicant must also describe the fringe benefits: Health Insurance, Dental Insurance, Vision Insurance, Retirement Contributions, etc. LWP will evaluate staffing costs to ensure that applicants demonstrate their commitment to high-quality, sustainable positions for staff.

- ii. Staff Materials and Supplies: Supplies include all tangible personal property other than equipment. Applicant must describe each item (i.e. office supplies, desks, phones, etc.) and associated costs in the budget narrative.
- iii. Staff Travel & Professional Development: Applicant must provide estimated cost of in-state mileage, professional development/training, per diem. Applicant must include costs and details of Training and Professional Development Opportunities available to staff, may include: Membership in Oregon Employment and Training Association (OETA) and/or the National Association of Workforce Development Professionals (NAWDP); Certified Workforce Development Professional (CWDP) certification; registration/attendance at OETA, NAWDP, Oregon Workforce Partnership conferences/trainings; and other trainings as appropriate.
- iv. Organizational Overhead/Indirect: If indirect charges are included in the budget, include the federally approved indirect cost rate with a copy of the Indirect Cost Rate Agreements with a description of the types of costs. Otherwise, include descriptions and details of specific costs included.
 - 1. NOTE: Include an explanation of the formulas used for determining each line item in your budget narrative.
- b. Leveraged Resources (Total Points Available = 5)
 - i. Please describe what outside resources and funding will be leveraged to enhance service delivery and customer service experience