

Northwest Georgia



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Northwest Georgia Workforce Development Board

**Request for Proposal
Financial Tracking for
Individual Training Accounts
April, 2017**

*Equal Opportunity Employer/Program
Auxiliary Aids and services Available
Upon Request to Individuals With Disabilities
TTY/TDD 1-800-255-0056*

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Overview

The Northwest Georgia Workforce Development Board (WDB) is seeking a vendor to provide computer-based financial tracking of Individual Training Accounts (ITA) which are obligated by colleges within the Northwest Georgia Regional Commission's (NWGRC) fifteen county area: Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker and Whitfield. Additionally, support costs may be tracked, if possible.

Individual Training Accounts cover the training costs of individuals who are participants in the Workforce Innovation and Opportunity Act (WIOA) Program. The career advisers are awarded contracts with these costs included as a line item. This must be managed in order to comply with dollar limitations per person and budget totals by funding source (WIOA Adult, WIOA Dislocated Worker, and WIOA Youth).

The financial tracking system should reflect the total obligation for the period July 1, 2017 through June 30, 2018 and be accessible by various designated career advisers within the fifteen county area. It should be internet based and should allow the career advisers to update the projected costs with actual costs on an ongoing basis. The online tool should offer the career advisers the ability to capture data not only by an individual participant, but also by an individual career adviser contract total. A minimum of 10 and a maximum of 21 users are anticipated.

Programs must be operated in accordance with the Workforce Innovation and Opportunity Act Law (HR 803) (P.L. 113-128). Workforce Innovation and Opportunity Act Final Rules were published by the U. S. Department of Labor (DOL) on August 19, 2016 and are available on the internet at: www.doleta.gov/wioa/final_rules_resources.cfm.

NWGRC reserves the right to make changes to the RFP stipulations as clarifications in the regulations, State legislation, or other guidance provided by the State or Federal government regarding the implementation of the Workforce Innovation and Opportunity Act becomes available.

On July 22, 2014, President Barack Obama signed into law the Workforce Innovation and Opportunity Act (2014). WIOA is designed to improve and streamline access to federally funded employment, education, training, and support services. Congress passed the WIOA by a wide bipartisan majority, and it is the first legislative reform in fifteen (15) years of the public workforce system. Every year, the key programs forming the pillars of WIOA help tens of millions of job seekers and workers to connect to good jobs and acquire the skills and credentials needed to obtain them. The enactment of WIOA provides an opportunity for reforms to ensure the One-Stop Delivery System is job-driven, responding to the needs of employers and preparing workers for jobs that are available now and in the future. WIOA supersedes the Workforce Investment Act (WIA) and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

The terms and conditions of this RFP may change based on WIOA legislation and applicable regulations. The successful respondent to this RFP will be expected to remain informed on WIOA regulations and requirements. For more information on WIOA, please use the following links to access relevant federal, State, and local directives/guidance:

Federal laws, regulations, guidance and other information on WIOA can be found at:

<http://www.doleta.gov/WIOA/>

The Office of Management and Budget's (OMB's) Guidance for Grants and Agreements can be viewed at:

http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl

State WIOA policy and guidance can be found at: <http://www.georgia.org/competitive-advantages/workforce-division/resources/>

Local Workforce Area information and plan can be found at: <http://www.careerdepot.org>

General Information

Northwest Georgia Regional Commission
One Jackson Hill Drive (physical address)
P.O. Box 1798 (mailing address)
Rome, GA 30162-1798

Contact: Randy Gayler
Workforce Representative
706.295.6485

An original and three copies of the proposal should be submitted to NWGRC by 4:30 p.m. on **May 3, 2017**. No proposals will be accepted after this date and time.

Please submit copies of the proposal to:

Phyllis Walker
Assistant Director, Workforce Development
NWGRC
One Jackson Hill Drive (physical address)
P.O. Box 1798 (mailing address)
Rome, GA 30162-1798

Upon submission the proposals become the property of the NWGRC without any further obligation on the part of the NWGRC. The NWGRC reserves the right to accept or reject any or all proposals received, to accept other than the lowest offer or to cancel in part or in its entirety the request, if it is in the best interests of the NWGRC to do so. It also reserves the right to request additional information from all proposers.

- The original must be signed in a color other than black ink in order to determine which is the original.
- Proposals must be submitted unbound, can be stapled, but no longer than five pages in length, exclusive of required attachments. Proposals transmitted by fax or email will not be accepted.
- Proposals not meeting specifications will not be considered.
- **NOTE: ****Technical assistance regarding this proposal will be offered only at a Bidder's Conference to be held Wednesday, April 19, 2017 at 1:30 p.m. at NWGRC, One Jackson Hill Drive, Rome, Georgia.**
- The proposal format is available at www.careerdepot.org. The RFP will be mailed to those requesting this in writing or they may be picked up at the NWGRC office.
- The Workforce Development Board of Northwest Georgia, Inc. will make a decision on the RFP at its regular meeting on May 17, 2017 at Noon at Georgia Northwestern Technical College (GNTC), Calhoun, Georgia unless weather or other factors necessitate rescheduling.
- Randy Gayler may be contacted at the NWGRC at 706.295.6485 regarding this solicitation for matters other than technical assistance. Questions and answers arising at the Bidder's Conference will be available upon written request or can be viewed online at www.careerdepot.org.

Purpose and Services to be Provided

The purpose of this RFP is to seek a vendor to provide the technology and support for tracking the financial status of Individual Training Accounts provided through the Workforce Development Program of Northwest Georgia.

Northwest Georgia Regional Commission desires that this be through subscription to existing systems rather than being involved in development of the product. The tracking system should be internet based, have technical support available during office hours (8:00 a.m.—5:00 p.m.), provide training to the career advisers either through webinars, on-site, or other methods to prevent career advisers traveling outside the region, and have security for the information collected. All costs for the service/product must be included in the bid.

Other desired criteria for the tracking system include the following:

- Compatible with Windows 7, 8, and 10 operating systems.
- Provide online access that can be accessed by any computer, located anywhere, at any time.
- Is user-friendly and easy to use and learn for administrative staff and end-users.
- Provide a searchable database for individuals and by career advisers/contracts with report capacity.
- Provide unlimited access to free technical support for the life of the account.
- Provide unlimited access to the information regarding Individual Training Accounts.
- If requested, provide a demonstration version of the product/service for evaluation of the product.
- Must provide a secure network to protect confidential information.

If the vendor's sources comply with the expectations of the financial tracking system, an opportunity may be given to renegotiate costs during Program Year 2018-2019 and Program Year 2019-2020. NWGRC reserves the option of: 1) awarding a second/ third year of funding to a successful vendor or 2) re-issuing the Request for Proposal and/or requiring a new bid by the vendor if:

- a. The Financial Capability warrants this;
- b. New laws, regulations, etc. make it necessary; or
- c. It is in the interest of the program to do so.

If an optional second/third year is granted, approval will be made by the Northwest Georgia WDB with concurrence by the Council of Chief Elected Officials and the NWGRC Council. The vendor will be notified of NWGRC's election of funding options in conjunction with the negotiation of an optional second/third year contract and/or issuance of a Request for Proposal, if any.

Proposal Format

Format for the response to the Request for Proposals is as follows:

A. Title Page (Attachment A)

Must complete and return as Page 1 of the Proposal.

B. Profile of the Proposer

Identify the name and history of the organization in terms of the type and number of computer-based financial tracking services provided. Include the nature and volume of computer-based financial tracking (name and type of organizations served, types of financial tracking and WIOA tracking)

C. Summary of the Proposer's Qualification

1. Provide the names and resumes (include as an appendix) of professional staff who will be assigned to this project. Include educational background, experience in software development for financial tracking, etc.
2. Describe the experience of the support personnel and type of support services associated with your financial tracking software (how updates are handled, problem resolution, etc.).

D. Services to be implemented

1. Describe your proposed financial tracking service and how it will be implemented.
2. Provide a summary of how the financial tracking assures accuracy of data. Include a description of controls used to assure authorized access and monitoring of irregular activity; how network security is maintained; how physical and environmental threats are averted; and a description of how the offeror follows best practices in security of data/web application technologies.
3. Describe your organization's ability to tailor the tracking system to the needs of NWGRC or career advisers (if needed).
4. Describe your organization's ability to provide timely resolution to questions and advice to NWGRC or career advisers during the contract period.
5. Describe how the financial tracking system can/will comply with the provisions of the *Americans with Disabilities Act of 1990*. Please describe accommodation and enhancements to individuals (securely print reading passages; adjust the size of items/graphics; use pre-recorded ware files; convert text to speech; provisions for Braille, computer-assisted-read-aloud, etc.).
6. Describe training for staff and how and when technical assistance can be secured.
7. Are manuals available for the staff?
8. Are reports available for the total ITAs committed and spent? Are they immediately available? How long does it take for the reports to be available? Can the reports be available by grouping career adviser, contract or site?
9. Are any components of the service to be outsourced or subcontracted? Please identify the person or agency and services.
10. Describe the time line from contract execution to field access.
11. Since this service is being funded through (a) federal grant(s), we anticipate issuing a contract which includes specification as outlined in this Request for Proposal, please describe or include

other contract provisions desired by the offeror.

12. Describe the technical requirements of computers, programs, etc., for the financial tracking system to run efficiently.

13. Does your system include the capacity for tracking support payments?

E. Detail expenses including cost of the annual subscription (from 10 to 21 subscriptions), cost, time, materials, equipment, and cost and hours of training sessions as well as costs for any accommodations that might need to be made for individuals with disabilities and other expenses. If maintenance fees, licenses, etc. are anticipated, please provide the costs. If you are also proposing to track support costs, is there an additional cost? Please detail.

F. Describe any legal actions in which your organization was involved related to your financial tracking system and the outcomes (for the past 10 years).

G. References

Provide the name, address, telephone number and email (if available) for three references in which you have provided financial tracking services.

H. Attachments

The following attachments should be reviewed, signed, dated and attached to Proposal:

- Attachment A - Title Page (on the front of proposal)
- Attachment B - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
- Attachment C - Assurances for Workforce Innovation and Opportunity Act Training Offerors/Bidders
- Attachment D - Certification Regarding Lobbying
- **NOTE: **All other attachments are for information only****

Evaluation of Proposal

Only responsive proposals will be considered for funding. To be considered responsive: proposals must be received at NWGRC by the date specified; must be signed as specified; must be in the format described in this solicitation.

The following factors will be considered during evaluations:

- Professional Qualifications
 - Responsiveness of the proposal in clearly stating and understanding of the work to be performed.
 - Qualifications and expertise of personnel assigned. Offeror is capable of and has a history of successfully completing projects of this type.
 - Previous experience with services similar of the type requested and has a reputation for delivering high-quality services based on references and public sources of information.
- Technical and Scoring Factors
 - Computer-based, compatible with various Microsoft Windows operating systems
 - Online access that can be accessed by any computer, located anywhere at any time.
 - System can be available within thirty (30) days of the contract's start date.
 - Security assured for the information collected and a description of specifications that specify the security measures.
 - Tracking and presenting obligated amounts and amounts spent per career adviser.
 - A searchable database of individual's obligated ITA and spent amount.
 - Unlimited access to free technical support for the life of the account.
 - Training to administrative staff and career advisers.
 - If requested, provide a demonstration version of the software for evaluation of the product.
- Cost of work to be performed
 - Although cost is a significant factor, it will not be the dominant factor. Cost will be given more importance when all the other evaluation criteria are relatively equal.
 - See Attachment K for a "sample" of the Evaluation Worksheet which will be used by NWGRC to evaluate and rank proposals.

ATTACHMENT A

NORTHWEST GEORGIA WORKFORCE DEVELOPMENT BOARD CONTACT INFORMATION SHEET

(COMPLETE AND RETURN WITH THE PROPOSAL)

Legal Name of Organization/Agency: _____

Address: _____
Street City State Zip

Mailing Address
(if different from above): _____
Street City State Zip

Legal Status of Organization (check applicable): Public Private Profit Non-Profit

Total Cost*:

Year One \$ _____ for subscriptions (minimum of 10 required)
Year Two \$ _____ for subscriptions (minimum of 10 required)
Year Three \$ _____ for subscriptions (minimum of 10 required)

Total Cost*:

Year One \$ _____ for additional subscriptions (per subscription)
Year Two \$ _____ for additional subscriptions (per subscription)
Year Three \$ _____ for additional subscriptions (per subscription)

Contact Person: _____

Telephone: _____

Fax: _____

E-mail Addresses: _____

_____ Date _____

Signature of Legal Signatory
Title

Typed name and title of legal signatory for the Agency

*Provide break-down of Total Costs on a separate page (including cost of subscriptions, materials, equipment, training, company labeling, other and if support tracking is an additional cost).

ATTACHMENT B

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Recipient's responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective recipient shall attach an explanation to this proposal.

Name and Title of Authorized Representative _____

Signature

Date

INSTRUCTIONS FOR CERTIFICATION

- By signing and submitting this proposal, the prospective recipient of Federal assistance funds is providing the certification as set out below.
- The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
- The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "recipient," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of these regulations.
- The prospective recipient of Federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the GDECD--WD.
- The prospective recipient of Federal assistance funds further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- A recipient in a covered transaction may rely upon a certification of a prospective recipient in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A recipient may decide the method and frequency by which it determines the eligibility of its principals. Each recipient may but is not required to check the List of Parties Excluded from Procurement or Nonprocurement Programs.
- Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a recipient is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- Except for transactions authorized under paragraph 5 of these instructions, if a recipient in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the GDECD--WD may pursue available remedies, including suspension and/or debarment.

ATTACHMENT C

ASSURANCES FOR WORKFORCE DEVELOPMENT TRAINING OFFERORS/BIDDERS

The applicant assures the Northwest Georgia Workforce Development Board (WDB) that projects funded under the provisions of the Workforce Innovation and Opportunity Act (PL 113-128) shall be operated in compliance with the Act, Federal regulations promulgated pursuant to the Act published in the Federal Register; policies and rulings by the Governor of Georgia, and administrative issuances by the Georgia Department of Economic Development--Workforce Division and the WDB's administrative entity. The applicant further assures that:

1. It possesses legal authority to apply for these funds; that a resolution, motion or similar action has been duly adopted or passed as an official act of the recipient's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of the recipient to act in connection with the application and to provide such additional information as may be required.
2. It will not use WIOA funds for the encouragement or inducement of a business, or part of a business, to relocate from any location in the United States, if the relocation results in any employee losing his/her job at the original location. [WIOA Section 181 (d)].
3. It has not violated any Federal and/or State laws including but not limited to: anti-discrimination statutes; labor and employment laws; environmental laws, or health and safety laws for a minimum of 24 months immediately preceding the date of signature on ATTACHMENT A of this proposal [29 CFR 37.38(b)].
4. It will provide Northwest Georgia Regional Commission with data collected through the tracking system as negotiated in the contract.
5. That this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies, or equipment and is in all respects fair and without collusion or fraud. Collusive bidding is a violation of State and Federal law and can result in fines, prison sentences and civil damage awards.
6. The Offeror/Bidder will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014, Section 188 and its implementing regulations; codified at 19 CFR 38.1, effective January 3, 2017.
7. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business or other ties. No individual may be placed in a WIOA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual.
8. It will retain all records pertinent to this grant for a period of six (6) years beginning on the date the final expenditure report for the project is submitted. The aforementioned records will be retained beyond the six (6) years if any litigation or audit is begun or if a claim is instituted involving the records this contract covers. In these instances, the records will be retained until litigation or audit claim has finally been resolved.
9. It will agree that any duly authorized representatives from the United States Department of Labor, the Comptroller General of the United States, the Georgia Department of Economic Development--Workforce Division, NWGRC, the Workforce Development Board for Northwest Georgia or the NWGRC/North Georgia Council of Chief Elected Officials shall have access to any books, documents,

papers and records which are directly pertinent to this contract for the purpose of monitoring program activities, making an audit, examination, excerpts and transcriptions.

10. It will furnish or submit evidence of a fidelity bond posted on those having responsibility for the expenditure of funds under the proposed contract in an amount sufficient to assure sound fiscal practices in order to assure the Federal Government, the State, and the Northwest Georgia Workforce Development Board against loss of such funds.
11. No WIOA funds will be used for religious, sectarian, or political activities, or to assist, promote or deter union organizing and it will comply with the government-wide drug free workplace requirements as codified in the DOL Regulations at 29CFR, part 98.
12. The information provided by the Offeror/Bidder in the request for proposal is accurate, complete, and current.

Signature of Authorized Official

Date

ATTACHMENT D

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, and 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, sub-grants 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 imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Name of Certifying Official

Signature

Date

ATTACHMENT E

SPECIFIC FIDELITY BONDING REQUIREMENTS

(For Information Only - Do Not Return With Proposal)

The amount of bonding required for the contract is determined by calculating the total amount of the contract by the percentage shown on the attached schedule. In purchasing the bond, it may be necessary to purchase slightly more than the minimum required since some insurance companies "round off" figures to whole thousands.

The bond may be a blanket bond covering all contractor employees, or it may be a position bond, listing specific positions. If a position bond is used, the positions bonded should be those persons handling funds. Positions frequently bonded are board chairperson, director, treasurer, and bookkeeper, varying with individual circumstance. If a position bond is used, each position scheduled must be for the minimum amount required. [Example: If a contract required \$75,000.00 bonding, each schedule position should be bonded for that amount (not scheduling three positions for \$25,000.00).]

If there is insufficient time between the point at which a bond is ordered and the date for processing a contract, a binder from the insurance agency may be used. However, the binder must include the period of coverage, the positions bonded if it is a schedule-type bond, and the bonding company (as distinguished from the insurance agency). If a letter from the insurance agency is to be used as a binder, it must indicate the coverage is bound in definite, exact terms, such as "The bond will be issued.....," or "Coverage is bound...," rather than phrases such as "The bond has been ordered," "We have asked the company to issue the bond...," etc. However, it is the responsibility of the contractor to assure that a final copy of the bond or rider is received, maintained on file and appropriate copies submitted to NWGRC.

Once the bond and/or binder is determined correct, one (1) copy of the fidelity bond or binder will be needed to attach as an annex to the contract.

Federal, State, and local governmental organizations need not provide bonding coverage, provided they have a general or blanket bond, covering employee dishonesty or fraudulent actions. Contracts of less than \$15,000 do not require a bond, unless down-payments (start-up funds) are requested.

NWGRC reserves the right to modify bonding requirements that may be considered desirable or necessary to protect WIOA, WtW, or NWGRC funds.

Any clarifications regarding bonding requirements should be directed to Joey Cumbie at 706.295.6485.

ATTACHMENT F

SCHEDULE OF FIDELITY/ASSURANCE BONDS

(For Information Only - Do Not Return With Proposal)

A certificate of bonding is required to cover the contracting official for Financial Responsibility and be in accordance with the following schedule:

<u>TOTAL CONTRACT BUDGET</u>	<u>AMOUNT OF BOND</u>
Up to \$50,000	25%
50,000 to 54,999	24%
55,000 to 59,999	23%
60,000 to 64,999	22%
65,000 to 69,999	21%
70,000 to 74,999	20%
75,000 to 79,999	19%
80,000 to 84,999	18%
85,000 to 89,999	17%
90,000 to 94,999	16%
95,000 to 99,999	15%
100,000 to 199,999	14%
200,000 to 399,999	13%
400,000 and up	12%

“Total Contract Budget” refers to the total amount of money that the NWGRC is responsible for in connection with the contract.

ATTACHMENT G

NORTHWEST GEORGIA REGIONAL COMMISSION Workforce Innovation & Opportunity Act Program Services Complaint/Grievance Policy and Procedures (For Information Only-Do Not Return With Proposal)

Pursuant to section 181 and 188 of the Workforce Innovation and Opportunity Act (WIOA) and in compliance with 29 U.S.C. 3241 and 29 U.S.C 3248, the Northwest Georgia Workforce Development Board (WDB) shall adhere to an established complaint and grievance procedure.

The following complaint and grievance procedure shall be implemented for any complaints and/or grievances that arise at the Workforce Development Area – Region 1 (WIOA-1) level:

GENERAL POLICY

If any individual, group, or organization has a complaint, the problem should first be discussed informally between those involved before a grievance is filed. Applicants and Participants for services through WIOA Title I paid for by the Northwest Georgia Regional Commission (NWGRC) and/or the Northwest Georgia Regional Workforce Development Board (NWGWDB) will be treated fairly. Complaints/grievances should be filed in accordance with the written procedures established by Northwest Georgia Regional Commission. Signed and dated grievance forms with accurate contact information are included in all participant case files. **If you believe you have been harmed by the violation of the Workforce Innovation and Opportunity Act or regulations of this program, you have the right to file a complaint/grievance.**

EQUAL OPPORTUNITY POLICY

NWGRC adheres to the following United States law: "No individual shall be excluded from participation, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any such program or activity because of race, color, religion, sex, national origin, age, gender identity, disability, or political affiliation, belief or citizenship/status as a lawfully admitted immigrant authorized to work in the United States." References include: The Workforce Innovation and Opportunity Act of 2014 P. L. 113-128 USDOL Regulations Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act of 2014 29 C.F.R.§ 38.1 effective January 3, 2017.

COMPLAINTS OF DISCRIMINATION

The NWGRC is prohibited from, and does not engage in, discriminating against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, gender identity, 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.

The complainant has the right to be represented in the complaint process by an attorney or other representative.

If you think that you have been subjected to discrimination under a WIOA-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the Northwest Georgia Regional Commission, WIOA Equal Opportunity Officer, Phyllis Walker, P.O. Box 1798, Rome, GA 30162-1798, (706) 2956485, TDD 1-800-255-0056, pwalker@nwgrc.org, or with the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room 4123, Washington, DC 20210.

OR

Complaints may also be filed with the Georgia Department of Economic Development, Workforce Division, WIOA Title I Equal Opportunity Officer, 75 Fifth Street, NW, Suite 845, Atlanta, GA 30308, (404) 962-4136, TTY/TDD 1-800-255-0056.

Furthermore, the USDOL Civil Rights Center provides a complaint form which should be utilized, if sending a discrimination-based complaint, and can be found at

<http://www.dol.gov/oasam/programs/crc/externalenforc-complaints.htm>

If the complainant chooses to file the discrimination complaint with the Northwest Georgia Regional Commission or Georgia Department of Economic Development, Workforce Division, (GDEcD-WD) then GDEcDWD or the NWGRC has 90 days to resolve the complaint and issue a written Notice of Final Action. Options for resolving the complaint must include alternative dispute resolution, at the complainant's choice.

If the complainant is dissatisfied with the resolution of his/her complaint at NWGRC or the State level, the complainant may file a new complaint with the CRC within 30 days of the date on which the complainant receives the Notice of Final Action.

If GDEcD-WD, or NWGRC fails to issue the Notice within 90 days of the date on which the complaint was filed, the complainant may file a new complaint with CRC within 30 days of the expiration of the 90-day period (in other words, within 120 days of the date on which the original complaint was filed).

NWGRC will offer full cooperation with any local, state, or federal investigation in accordance with the aforementioned proceedings, or with any criminal investigation.

Procedures for filing a complaint are listed at www.careerdepot.org.

COMPLAINTS OF FRAUD, ABUSE OR OTHER ALLEGED CRIMINAL ACTIVITY

In cases of suspected fraud, abuse or other alleged criminal activity, you should direct your concerns to one of the following:

1. Georgia Department of Economic Development, Workforce Division

Tel: 404-962-4005

Mailing Address: GDEcD, Workforce Division

Attn: Compliance Team

75 Fifth Street, NW, Suite 845

Atlanta, GA 30308

2. Georgia Office of Inspector General

Tel: 1-866-435-7644 (1-866-HELPOIG)

Mailing Address: 2 M.L.K. Jr. Dr., SW

1102 West Tower

Atlanta, Georgia 30334

Complaint Form: <http://oig.georgia.gov/file-Complaint>

3. United States Department of Labor, Office of Inspector General

Tel: 202-693-6999 or 1-800-347-3756

Mailing Address: Attn: Hotline, Office of Inspector General

U.S. Department of Labor

200 Constitution Ave., NW

Room S-5506 Washington, D.C. 20210

Complaint Form: <https://www.oia.dol.gov/hotlinecontact.htm>

COMPLAINTS AGAINST PUBLIC SCHOOLS

If the complaint is not resolved informally and it involves public schools of the State of Georgia, the grievance procedure will comply with WIOA and OCGA 20-2-989.5.

ALL OTHER COMPLAINTS (VIOLATIONS OF THE ACT OR REGULATIONS)

All other complaints must be filed within 180 days after the act in question by first submitting a written request for resolution to:

Phyllis Walker	Lloyd Frasier
WIOA Equal Opportunity Officer	Executive Director
Northwest Georgia Regional Commission	Northwest Georgia Regional Commission
P.O. Box 1798	P.O. Box 1798
Rome, Georgia 30162-1798	Rome, GA 30165
706.295.6485	706.295.6485
pwalker@nwgrc.org	lfrasier@nwgrc.org

Complaints filed with NWGRC must contain the following:

- A. Full name, telephone number, email (if any), and address of the person making the complaint.
- B. Full name, telephone number, email, and address of the person/organization against whom the complaint is made.
- C. A clear but brief statement of the facts that the alleged violation occurred, including date(s), identification of ALL relevant parties, and any supporting documentation.
- D. Relief requested.
- E. Complainant's printed name, signature and date.

For the grievance/complaint submission form, see pages six and seven of these procedures. The staff of the NWGRC shall provide assistance with the filing of the grievance/complaint submission form upon request of the person making the complaint. Such assistance may include, but shall not be limited to, providing instructions on how to file a complaint; providing reasonable accommodations to complainants with disabilities in accordance with Federal law; providing relevant copies of documents such as WIOA, regulations,

local rules, contracts, etc.; and providing clarifications on the relevant provisions. This requirement shall not be interpreted as requiring the release of identifiable information.

A complaint will be considered to have been filed when NWGRC receives from the complainant a written statement, including information specified above which contains sufficient facts and arguments to evaluate the complaint.

Upon receipt of the complaint, the NWGRC WIOA Equal Opportunity Officer will initiate efforts with the complainant and others involved bringing resolution as soon as possible. This will include a meeting of all parties with the hope of reaching a mutually satisfactory resolution. If the complaint has not been resolved to the satisfaction of the complainant during the informal resolution effort, the NWGRC WIOA Equal Opportunity Officer will arrange appointment of a hearing officer to conduct a hearing for settlement of the complaint to be held within 60 days of grievance filing, if the complainant wishes. Complainant may request a hearing provided that such request must be written and addressed to the NWGRC WIOA Equal Opportunity Officer.

A Complaint may be amended to correct a technical deficiency at any time up until the date of resolution or the date of a hearing, if a hearing is requested in writing prior to the issuance of a resolution. Complaints may be withdrawn by the Complainant at any time prior to the issuance of a resolution. In the event a Complaint is received which does not contain enough information to enable the NWGRC to resolve the issue, the NWGRC shall make reasonable efforts to contact the Complainant and gather additional, necessary information.

In the event that a Complaint is filed and the NWGRC lacks jurisdiction to resolve the NWGRC shall immediately issue written notice to the Complainant informing him/her of their lack of jurisdiction.

NWGRC shall record all Complaints in a Complaint log. At a minimum, the following information shall be collected: Complainant's name and contact information; the date the Complaint was filed; the date the NWGRC issued a formal or informal resolution; and a brief description of the Complaint. As the Complaint log may contain personally identifiable information, the NWGRC shall take every step necessary to ensure the information is protected and only made available to staff or management authorized to view it. In compliance with 29 C.F.R. § 38.39, all alleged discrimination records will be kept at a minimum of three (3) years at a second facility. If the file is in litigation, the file will be kept until the issue has been resolved.

NWGRC shall issue a written resolution for each Complaint received no later than sixty (60) days from the date the Complaint is filed. The written resolution shall contain the following, at a minimum:

- A recitation of the issues alleged in the Complaint;

- A summary of any evidence and witnesses presented by the Complainant and the respondent;

- An analysis of the issues as they relate to the facts; and

- A decision addressing each issue alleged in the Complaint.

Every Complainant shall have the opportunity for a hearing for any Complaint that is filed. A request for a hearing must be made in writing by the Complainant, preferably at the time the Complaint is initially filed. However, a Complainant may file a written request for a hearing within sixty (60) days of the date the

Complaint was filed. If a request for a hearing is made, then the hearing shall be held as soon as reasonably possible to enable a resolution of the Complaint no later than sixty (60) days from the day the Complaint is filed. The NWGRC shall use the following procedures if a hearing is requested:

Upon receiving written notice of the Complainant's request for a hearing, the NWGRC shall respond in writing acknowledging the Complainant's request and notifying the Complainant and the respondent of the date of the hearing. Such acknowledgment and notice shall be transmitted to the Complainant and the respondent within ten (10) business days of receipt of the Complainant's request. The notice shall include, at a minimum:

1. The date of issuance;
2. The name of the Complainant;
3. The name of the Respondent against whom the Complaint has been filed;
4. A statement reiterating that the Complainant and Respondent may be represented by legal counsel at the hearing;
5. The date, time, and place of the hearing, including the name of the hearing officer serving as an impartial party;
6. A statement of the alleged violations of WIOA (This may include clarification of the original Complaint, but must accurately reflect the content of the submitted documentation of the Complainant);
7. A copy of any policies or procedures for the hearing or identification of where such policies may be found; and
8. The name, address, and telephone number of the contact person issuing the notice.

The hearing must include an impartial hearing officer selected by the NWGRC; an opportunity for both the Complainant and Respondent to present an opening statement, witnesses and evidence; an opportunity for each party to cross-examine the other party's witnesses; and a record of the hearing which the NWGRC shall create and retain.

The hearing officer, considering the evidence presented by the Complainant and Respondent, shall issue a written decision which shall serve as the official resolution of the Complaint. The decision shall include the following information, at a minimum: the date, time, and place of hearing; A recitation of the issues alleged in the Complaint; a summary of any evidence and witnesses presented by the Complainant and the respondent; an analysis of the issues as they relate to the facts; and a decision addressing each issue alleged in the Complaint.

Hearings on any complaint/grievance filed shall be conducted within 30 days of any failed informal resolution. Written decisions shall be rendered not later than 60 days after the hearing. Attempts at informal resolution may proceed during the 30-day period between the filing and hearing of the complaint/grievance and prior to the rendering of a decision on the complaint/grievance.

If the complainant(s) does not receive a written decision from the Hearing Officer within 60 days of the hearing of the complaint/grievance, or receives a decision unsatisfactory to the complainant(s), the complainant(s) then has/have a right to request a review by the state using the WIOA complaint Information Form found at <http://www.georgia.org/competitive-advantages/workforce-division/technical-assistance/> .

Ben Hames, Deputy Commissioner
Georgia Department of Economic Development, Workforce Division
75 Fifth Street, NW Suite 845
Atlanta, GA 30308
Phone: 404-962-4005
FAX: 404-876-1181

Such appeal shall be filed within sixty (60) days of the date of the written decision issued by the NWGRC.

The Deputy Commissioner shall act as the Governor's authorized representative. Either an informal resolution or a hearing will take place within sixty (60) calendar days of the filing. If the State does not respond within the sixty (60) days, or either party wants to appeal the decision, WIOA allows for a formal appeal by certified mail, return receipt requested to Secretary, U.S. Department of Labor, 200 Constitution Avenue, NW, Washington, DC 20210, Attention: ASET (202) 693-3015. A copy of the appeal must be simultaneously provided to the appropriate ETA Regional Administrator and the opposing party.

Federal appeals must be made within thirty (30) calendar days of the receipt of the local or State decision. USDOL will make a final decision no later than one hundred twenty (120) days after receiving a formal appeal. USDOL will only investigate grievances and complaints arising through the established procedures. WIOA does not allow for federal intervention until and unless the proper, formal procedure has been followed.

No applicant, participant, employee, service provider or training provider will be intimidated, threatened, coerced or discriminated against because they have made a complaint, testified, assisted or participated in any manner in an investigation, proceeding or hearing.

ATTACHMENT H

INFORMATION REGARDING LOBBYING

The first two pages of ATTACHMENT H are to be returned if the proposer has had lobbying activities.

Instructions follow the form.

DISCLOSURE OF LOBBYING ACTIVITIES - 0348-0046

Complete this form to disclose lobbying activities pursuant to 31 U. S. C. 1352

(See below for public burden disclosure)

<p>1. Type of Federal Action:</p> <p><input type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance</p>	<p>2. Status of Federal Action:</p> <p><input type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award</p>	<p>3. Report Type:</p> <p><input type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change</p> <p>For Material Change Only: Year _____ Quarter _____ Date of last report: _____</p>
<p>4. Name and Address of Reporting Entity:</p> <p><input type="checkbox"/> Prime <input checked="" type="checkbox"/> Subawardee Tier, if known: _____ Congressional District, if known: _____</p>	<p>5. If reporting Entity in No. 4 is Subawardee, Enter Name and Address of Prime: Congressional District, if known: _____</p>	
<p>6. Federal Department/Agency:</p>	<p>7. Federal Program Name/Description: CFDA Number, if applicable: _____</p>	
<p>8. Federal Action Number, if known:</p>	<p>9. Award Amount, if known: \$ _____</p>	
<p>10. a. Name and Address of Lobbying Entity <i>(If individual, last name, first name, MI):</i> (attach continuation sheet(s) SF-LLL-A, if necessary)</p>	<p>b. Individuals Performing Services <i>(including address if different from No. 10a)</i> <i>(Last name, first name, MI):</i></p>	
<p>11. Amount of Payment <i>(check all that apply):</i> \$ _____ <input type="checkbox"/> actual <input type="checkbox"/> pro rata</p>	<p>13. Type of Payment <i>(check all that apply):</i> <input type="checkbox"/> a. retainer <input type="checkbox"/> b. onetime fee <input type="checkbox"/> c. commission <input type="checkbox"/> d. contingent fee <input type="checkbox"/> e. deferred <input type="checkbox"/> f. other: specify: _____</p>	
<p>12. Form of Payment <i>(check all that apply):</i> <input type="checkbox"/> a. cash <input type="checkbox"/> b. in-kind; specify: nature _____ value _____</p>		
<p>14. Brief Description of Service Performed or to be Performed and Date(s) of Service, including officer(s), employee(s), or Member(s) contacted, for Payment indicated in Item 11: (attach Continuation Sheet(s) SF-LLL-A, if necessary)</p>		
<p>15. Continuation Sheet(s) SF-LLL-A attached: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>		
<p>16. Information requested through this form is authorized by title 31U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semiannually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.</p>	<p>Signature: _____ Print Name: _____ Title: _____ Telephone No.: _____ Date: _____</p>	
<p>Federal Use Only: Authorized for Local Reproduction Standard Form - LLL</p>		

**DISCLOSURE OF LOBBYING ACTIVITIES
CONTINUATION SHEET**

Approved by OMB
03348-0046
Authorized for Local Reproduction

Reporting Entity: _____ Page _____ of _____

INSTRUCTIONS FOR COMPLETION OF SF-LLL,
DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity 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 a covered Federal action. Use the SF-LLL-A Continuation Sheet for additional information if the space on the form is inadequate. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, state and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or sub-award recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the first tier. Sub-awards include but are not limited to subcontracts, subgrants, and contract awards under grants.
5. If the organization filing the report in item 4 checks "subawardee," then enter the full name, address, city, state and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action identified (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 [e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency]. Include prefixes, e.g., RFP-DE-90-001.
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. a. Enter the full name, address, city, state and zip code of the lobbying entity engaged by the reporting entity identified in item 4 to influence the covered Federal action.
b. Enter the full names of the individual(s) performing services, and include full address if different from 10(a). Enter Last Name, First Name, and Middle Initial (MI).
11. Enter the amount of compensation paid or reasonably expected to be paid by the reporting entity

(item 4) to the lobbying entity (item 10). Indicate whether the payment has been made (actual) or will be made (planned). Check all boxes that apply. If this is a material change report, enter the cumulative amount of payment made or planned to be made.

12. Check the appropriate box(es). Check all boxes that apply. If payment is made through an in-kind contribution, specify the nature and value of the in-kind payment.
13. Check the appropriate box(es). Check all boxes that apply. If other, specify nature.
14. Provide a specific and detailed description of the services that the lobbyist has performed, or will be expected to perform, and the date(s) of any services rendered. Include all preparatory and related activity, not just time spent in actual contract with Federal officials. Identify the Federal official(s) or employee(s) contacted or the officer(s), employee(s), or Member(s) of Congress that were contacted.
15. Check whether or not a SF-LLL-A Continuation Sheet(s) is attached.
16. The certifying official shall sign and date the form; print his/her name, title, and telephone number.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to:

Office of Management and Budget
Paperwork Reduction Project (0348-0046)
Washington, DC 20503

ATTACHMENT I

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

Northwest Georgia Workforce Development Board
Georgia Workforce Innovation and Opportunity Act (WIOA) System

1. The grant recipient certifies that it will or will continue to provide a drug-free workplace by:
 - a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - b. Establishing a drug-free awareness program to inform employees about:
 1. The dangers of drug abuse in the workplace;
 2. The grantee's policy of maintaining a drug-free workplace;
 3. Any available drug counseling, rehabilitation, and employee assistance programs; and
 4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - c. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - d. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --
 1. Abide by the terms of the statement; and
 2. Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction;
 - e. Notifying the agency within ten days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction;
 - f. Taking one of the following actions, within 30 days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted:
 1. Taking appropriate personnel action against such an employee, up to and including termination; or
 2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State or local health, law enforcement, or other appropriate agency;
 - g. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

ATTACHMENT J

Northwest Georgia Regional Commission

By executing this affidavit, the undersigned verifies its compliance with Official Code of Georgia Annotated (O.C.G.A.), § 13-10-90 and § 13-10-91 as amended, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of NORTHWEST GEORGIA REGIONAL COMMISSION has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-90 and § 13-10-91. Furthermore, the undersigned will continue to use the federal work authorization program throughout the contract period and the undersigned will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the undersigned with the information required by O.C.G.A. § 13-10-91 (b). The undersigned hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization user ID# (E-Verify Company ID#)

DUNS #

Date of Authorization

Name of Company

I hereby declare under the penalty of perjury that the foregoing is true and correct.

Executed on _____, 2017 in _____ (City), _____ (State)

Signature of Authorized Officer or Agent

Printed Name

Title of Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS

_____ DAY OF _____, 2017

Signature of Notary Public

My Commission Expires: _____

ATTACHMENT K

EVALUATION WORKSHEET

This evaluation worksheet is intended to document and to provide guidance in the evaluation and selection of the best qualified consultant to perform the services specified in the RFP.

PROFESSIONAL AND TECHNICAL QUALIFICATIONS

The evaluation of professional consultant services will be based on the following criteria:

1. Responsiveness Criteria

Proposals will not be considered for further evaluation unless they meet both of the following mandatory criteria:

- a. Must have met the submission time, date requirement.
- b. Must have followed the format outlined in the proposal.
- c. Must be signed by signatory authority.

2. Technical Criteria:

Those proposers who have met each of the criteria in section I above will be evaluated on the following criteria:

<u>Point Range</u>	<u>Point Assigned</u>
--------------------	-----------------------

- | | | |
|--|------|-------|
| a. Responsiveness of the proposal in clearly stating an understanding of the work to be performed (0-40) | 0-40 | _____ |
| b. Experience (0-30) | | |
| i. Services of this type under consideration | 0-10 | _____ |
| ii. Services to similar entities | 0-10 | _____ |
| iii. Years of experience with this type of service | 0-10 | _____ |

3. Qualifications of staff to be assigned. Education, including continuing education courses and experience will be considered. This will be determined from the resumes submitted (0-20)

Qualifications of personnel	0-20	_____
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<u>TOTAL TECHNICAL AND QUALIFICATION POINTS</u>	SUBTOTAL	90 Maximum	_____
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4. Cost Criteria (0-30)

The information will be arrayed from low to high cost estimates for computing the cost criteria score.

Cost (0-30)		
Cost Criteria Points	SUBTOTAL	30 Maximum

5. Oral Interviews (if necessary)

The NWGRC may develop a list of criteria which may be used in oral interviews. The factors will seek to clarify points of interest on the proposer's qualification to do the work necessary for the NWGRC. The oral interviews may bring out additional information to clearly make the final determinations.

Interview Points awarded (0-10)	SUBTOTAL	10 Maximum	_____
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	TOTAL POINTS	130 Maximum	_____
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Signature