

# Request for Proposals

## Workforce Investment Act, Title 1 Summer Youth Programs

Release Date:  
May 6, 2013

Due Date:  
June 7, 2013

Contract Period:  
July 8, 2013 through August 2, 2013

Funded by:  
The Workforce Investment Act of 1998, P.L. 105-220, 20 USC 9201  
Through the State of Indiana

Issued by:  
Grow Southwest Indiana Workforce Board for Region 11

Serving Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh and Warrick Counties

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# Memorandum

TO: Prospective Bidder

FROM: Grow Southwest Indiana  
Workforce Board for Region 11

SUBJECT: Request for Proposal (RFP) for 2013 Summer  
Workforce Investment Act, Title I  
Youth Activity Programs

DATE: May 6, 2013

## Request for Proposal

Grow Southwest Indiana Workforce Board, Inc. (BOARD) for Region 11 is requesting proposals to provide employment and training services for Youth activities under the Workforce Investment Act (WIA) in Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh and Warrick Counties of Indiana. The programs and activities will be funded under the Workforce Investment Act of 1998, P.L. 105-220, 20 USC 9201. The award will be made for July 8, 2013 – August 2, 2013.

The Board strongly encourages bidders to create innovative programs specifically designed to meet the current and emerging workforce demands of the region's businesses.

### **Due Date**

Proposals are due no later than 4:00PM Central Time on June 7, 2013. Bidders should submit one (1) original and (3) three copies and one (1) electronic copy of the proposal to the address below:

Angie Sheppard  
Grow Southwest Indiana Workforce Board, Inc.  
318 Main Street, Suite 504  
Evansville, IN 47708

Proposals received after the specified due date and time will not be accepted.

We encourage all interested parties to prepare proposals for consideration for WIA funded services by THE BOARD.

The following chart is presented to advise all prospective WIA (Youth Activity Program) bidders of the timelines for the bid, review and selection processes.

## Timeline for Request for Proposals (RFP)

RFP Issue	May 6, 2013	4:00PM Central Time
Bidder's Conference	May 15, 2013	8:00 PM Central Time
Proposal Due Date	June 7, 2013	4:00PM Central Time
Proposals Opened	June 10, 2013	8:00AM Central Time
Planned Decision Date of Contract Award	June 21, 2013	4:00PM Central Time
Planned Contract Start Date	July 8, 2013	

Lobbying is strictly prohibited. No bidder (including Board Members, employees, or other agents) shall contact the Board members or staff after the release of the RFP to secure favorable treatment with regard to the awarding of a contract. Should such contact occur, the Board reserves the right to reject the offending bidder.

THE BOARD reserves the right to reject any and all bids. Receipt of a bid does not constitute a binding contract.

## **Section I**

### **Background**

Grow Southwest Indiana Workforce Board, Inc. hereinafter "the Board", is a volunteer body certified by the Governor of Indiana in accordance with the Workforce Investment Act of 1998 (WIA). The Staff to the Board serves as the Administrative Entity for the funds received by the Board under WIA Title I from the Governor of the State of Indiana and the U.S. Department of Labor for the Board. The functional responsibility of the Board is to provide policy guidance and exercise oversight with respect to Workforce Development activities in Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh and Warrick Counties. Grant funds for this RFP are allocated under WIA and distributed to the Board from the State of Indiana (Department of Workforce Development) by formula allocation. Contractor responsibilities are subject to change pursuant to direction from the Governor, the State Workforce Investment Board and Indiana Department of Workforce Development (DWD) or other oversight agencies.

The Board is composed of representatives of business and industry, organized labor, community-based organizations, economic development agencies, and educational agencies. Representatives of the private sector constitute a majority of the Board membership. Board meetings are open to the public and all are welcome to attend.

On behalf of the Board, issuance of the Request for Proposal is coordinated by, Jim Heck, Executive Director.

## **A. Purpose of Request for Proposal**

The purpose of this Request for Proposal (RFP) is to solicit competitive proposals for the delivery of services under the Workforce Investment Act (WIA) Title I Youth Activity programs under WIA, in the nine county Region 11 service area. WIA requires selection of providers, in part, as follows:

Workforce Investment Act Section 123:  
Selection of WIA Title I Youth Activity providers.—

From funds allocated under paragraph (2) (A) or (3) of section 128(b) to a local area, the local contracts on a competitive basis, based on the recommendations of the youth council and on the criteria contained in the State plan, to the providers to carry out the activities, and shall conduct oversight with respect to the providers, in the local area.

The Board anticipates awarding more than one WIA I Title Youth Activity contract for the delivery of WIA Title I Youth Activity programs in its nine county region in Southwest Indiana.

The Board reserves the right to award contracts that best serve the needs of the customers in our workforce area and that achieve other strategic objectives for economic and workforce development in the region. The Board reserves the right to award either performance based contracts or cost reimbursement contracts to any or all of the winning bidders.

Contracts resulting from this RFP are anticipated to commence on July 1, 2013 and end on August 15, 2013, with activities running July 8, 2013 and ending August 2, 2013. The Board reserves the right to re-negotiate the terms and conditions of a contract for bona fide reasons including, but not limited to, changes in funding levels, economic conditions or workforce characteristics and adjustment in program designs dictated by program evaluations and state and/or federal regulatory requirements. The Board reserves the right to not award any contract.

The Request for Proposal (RFP) is to ensure the following:

The needs of businesses and its employees in the Region 11 Area are met by the workforce system.

A consortium of organizations responsible for implementing and maintaining a comprehensive and integrated workforce development system within a workforce area through collaborative activities and community partners; providing support to the Board; and

Coordination of the needs of both customer groups (jobseeker and business) to ensure the economic well being of the Region 11 Area; and

Assistance for economically disadvantaged youth, aged 16 – 21, with education, training, and work experience, to create life-long learners who can obtain successful and satisfying careers. Create partnerships that demonstrate measurable, positive impacts on youth.

Successful contractors must be willing to enter into contracts with the understanding that funding for contracts may be adjusted up or down based upon the final allocation and the Board's discretion. It is planned that approximately \$150,000 of WIA funds will be available for July 1, 2013 – August 15, 2013.

**NOTE:** The Staff to the Board is responsible for planning and providing programmatic oversight for all Board acquired grants. The Board appointed Fiscal Agent will maintain and manage these funds and make these payments.

## **B. Workforce System**

The cornerstone of the WIA is one-stop service delivery that unifies numerous training, education, and employment programs into a single, customer-friendly system in each community. In the State of Indiana, this one-stop initiative is called WorkOne. WorkOne exists to serve two customers: job seekers/workers and the business community.

The Board oversees the WorkOne system in Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh and Warrick Counties and provides a portion of the funding necessary to operate the system. The Board designates and sets the performance standards for the Workforce Operators, defined as the organization or partnership of organizations responsible for implementing and administering the WorkOne system.

The Board ensures WorkOne and its providers are compliant with federal, state and local regulations and policies. The Operators are responsible for implementing and managing the Workforce system under guidelines and rules established by the Board. The Operators oversee the management of Workforce centers and affiliates, accomplish the objectives set for the Workforce system, work closely with the Board and its staff to coordinate the financial management of the system, and ensure that system-wide standards are developed and maintained.

The Board is committed to ensuring that the one-stop system operates at a high level of quality and meets the expectations of our customers. Both federal and state performance measures include customer satisfaction standards that are collected through independent surveys of job seekers, workers, and employers.

## **C. WIA Services**

The Workforce Investment Act of 1998 is the nation's principle workforce development legislation. Key components include: streamlining services through a WorkOne service delivery system; empowering individuals through information and access to training resources; providing universal access to core services; increasing accountability results; ensuring a strong role for local Workforce Board and the private sector in the workforce investment system; and facilitating state and local flexibility.

WIA formula funds allocated to local Workforce Boards for Youth programs must be used to provide services through the Workforce delivery system. Local agencies may use grant funds to provide services to individuals who are 16 years of age or older and meet the local, state, and federal WIA Youth eligibility definitions. The goal is to provide workforce investment activities that increase the employment, retention, earning, and occupational skill attainment of job seeking customers and also provide business services as defined by the Board. The needs of the current and future workforce have created challenges for the education, training and employment community.

## Youth

A cornerstone of the Board's mission includes a strong focus on youth. The priorities of the mission serve as important guidance to help youth succeed in school, at work, and as members and leaders of their communities.

The Board's mission is to:

Build strong partnerships with education (K-12, post-secondary, technical colleges) and with other workforce organizations; and

Strengthen worker readiness through education and attainment of work maturity and job skills

The major components of the WIA youth program offer guiding principles to ensure the needs of young people are met. Since the target population of WIA Youth includes both in-school and out-of-school, services provided will need to reflect the priorities of each of these unique populations.

In-school priorities will include comprehensive and integrated services that promote enhanced academic achievement; successful graduation; awareness of post-secondary and technical education; work readiness; and connections to the world of work. The focus will be on drop out prevention; preparation for post-secondary college or technical schools; and assistance with work related goals. These priority services should be delivered as a result of a partnership with the school system in which the youth is enrolled.

Out-of-school priorities for younger youth (ages 16 – 18) include returning the youth to school for secondary education completion; awareness of post-secondary and technical education; work readiness; and connections to the world of work. For those who are 19 -21 years old, primary emphasis will be on completing their secondary-education and on building connections to advanced training and/or post-secondary education tied to the completion of a WIA approved credential. For older out-of-school youth, a plan for financial self-sufficiency should be the backbone of the service strategy.

Successful bidders are expected work with the Youth service provider which is currently Vincennes University to provide **Outreach and Recruitment** that includes but is not limited to, identifying potentially eligible youth, working with parents or guardians to secure necessary documentation, and communicating with schools and community organizations to facilitate outreach and recruitment.

**Eligibility and Determination and Registration** will be provided by the Youth provider for Region 11.

**Case Management** will be provided through the Region 11 Youth provider. Through individual connection with participants, Case Managers will serve as the youths' advocate within the education, training, and employment arenas.

**Health and Safety:** All participants will be provided with information and instruction, as a curriculum or part of a curriculum, on the subject of health and safety. In addition, orientations will be provided to all work-related site supervisors regarding worker health and safety issues.

**Performance:** performance benchmarks set forth by the state and federal government. Both state and common measure performance measures must be met or exceeded by the service provider.

### **WIA Youth Eligibility**

To be eligible for enrollment, applicants must be:

- 16 – 21 years of age,
- Low income,
- A US citizen or eligible non-citizen,
- Registered for Selective Service (males age 18 and older), and
- A resident of the 9-County Region 11 Area.

And at least one of the following:

- Deficient in basic literacy skills,
- A school dropout,
- Homeless, a runaway, or a foster child,
- Pregnant or parenting,
- An offender, or
- In need of additional assistance to complete education or to secure and retain employment.

Not less than 95% of all enrollees must be economically disadvantaged. For those non-economically disadvantaged enrollees, priority must be given to the following:

- Dropouts
- Those who are basic skills deficient
- Those who are below grade level
- Pregnant or parenting youth
- Individuals with disabilities
- Homeless or runaway youth
- Offenders
- Those with other barriers defined by the Board.

WIA Reauthorization may change the requirement of the current eligibility components, including age range, priority to dropouts, foster care, basic skills deficient, and court involved youth. Due to the uncertainty of this change, successful bidders must be willing and able to provide outreach, registration, and WIA services in compliance with the new requirements.

Included in the Ten (10) Elements of Service for Youth:

- Summer employment opportunities that are directly linked to academic and occupation learning
- Paid and unpaid work experiences, including internships and job shadowing, as appropriate

#### **D. Scope of Services**

While Core, Intensive, and Training services are available to all youth through the WorkOne system, the Grow Southwest Indiana Workforce Board, Inc., seeks an individual or organization to bid on the following work:

- Work experience programs which are related to the high wage, high demand jobs of the region. Work experience is anticipated to be four weeks in length, 20 hours a week, \$10 hour. Employer of record and method of payment to be determined.

This 20 hour work experience will be supplemented by approximately 4 hours a week in a WorkOne office for the purpose of prescribed WorkOne activities including but not limited to National Career Readiness Certification (NCRC), Indiana Career Explorer (ICE), and Worldwide Interactive Network (WIN) activities.

Work experience may or may not result in a recognized credential or certification; however, it is preferable that proposed work experience result in a recognized credential or certification whenever possible. Individuals attending the proposed work experience are customers enrolled, primarily in WIA youth programs but customers enrolled in other programs will be considered when appropriate. While participants may vary in job skill levels, the goal is to increase all participants' employability.

- In total, approximately 60 participants are to be served by this proposal with no more than 10 individuals in a single work experience. The Board seeks innovative activities related to high wage, high demand jobs in the region. Examples: build a computer, build a guitar, marketing brochure for the WorkOne office.

Bidders may select to serve all participants or a portion of the approximately 60 participants.

The proposal should budget \$10 per hour for 20 hours per week for four weeks. Employer of record and method of payment to be determined.

- Provide training reports to WorkOne management as requested.
- Coordinate with Region 11 Youth service provider.

Interested organizations or businesses should submit a proposal that addresses the following key components:

- A. Understanding of Need
  - How does the proposed program address the Youth mission of Grow Southwest Indiana Workforce Board, Inc.?
  - How does the proposed program address one or more of the 10 elements of the Youth program?
- B. Experience/Qualifications to Deliver Services
- C. Work Experience and Implementation Strategies
- D. Results and Outcomes
- E. Budget
  - Narrative
  - Numbers
  - Proof of financial strength

## **Section II – Proposal Format**

**A. Instructions:** This section is to be completed by the lead applicant organization.

One original of the proposal in a sealed envelope marked by identifying what program(s) and Labor Market Area(s) this Proposal covers, "Proposal – Youth Services Program" and three (3) single-sided copies of the proposal, marked "COPY" are to be submitted in accordance with the terms, conditions, and procedures stated in this RFP and must be received no later than 4:00PM Central Time on June 7, 2013. All proposals must be submitted to:

Angie Sheppard  
Grow Southwest Indiana Workforce Board, Inc.  
318 Main Street, Suite 504  
Evansville, IN 47708

Any proposal received that is not received by the due date and time, is not clearly marked on the sealed envelope as indicated above, and/or lacks one (1) original, and three (3) copies will be rejected without consideration.

**B. Requirements:**

Proposals must be received at the above address by 4:00 PM Central Time on June 7, 2013. **An electronic copy must be included in the mailed proposal.** Proposals not received by this time will

be automatically disqualified from competition – no exceptions. Faxed or emailed proposals will not be accepted.

Bidders are urged to submit their proposals before the last day. No deviation from announced deadlines, regardless of circumstances, is possible.

All proposals must be submitted as described in Index of Instructions.

The information should be supplied in the order specified. Start a new page for each of the elements listed in the Index of Instructions. Bidders are required to use the attached forms.

All proposals must be complete with page numbers. Narrative sections must be double spaced on 8 ½ x 11 inch paper, using 12 point type or larger.

Bidders must supply all requested information and must not exceed page limitations. Failure to do so may disqualify your proposal from competition.

Do not use hard covers or binders. Removable clips are accepted. Do not include extraneous materials such as agency promotion brochures, slides, film clips, CDs, tapes, etc.

If your proposal has been prepared by a non-permanent employee or outside consultant or firm, indicate this on the cover sheet of the proposal.

### **C. Index of Instructions:**

**Proposal Cover Sheet** – (1 page maximum) Include the name of your agency, contact person, title of project, area served, amount proposed, and author of proposal if other than permanent employee.

**Table of Contents** – Index proposal contents and number all pages consecutively (page 1 of 45, page 2 of 45, etc).

**Purpose** - (1 page maximum) Summarize your proposal. Provide a short overview of your project, and clearly identify the subregions you are proposing to serve.

**Business / Organization Description and System Experience**- (3 page maximum) Include the following elements:

- Provide information about your business/organization including vision, mission, current customer base, staffing and service expertise. Please explain your business or organization's working age requirement and insurance liability requirements.
- Highlight your organization's longevity and how this proposal will connect to your mission and organizational goals.
- Explain your organization's administrative and management background.
- Include a list of board members, if applicable, and describe their participation and length of service.
- Describe staff qualifications to deliver your proposed design.
- Describe your business/organization's experience in working as a partner within a system (does not necessarily mean WorkOne, but rather any system).

- Describe your experience in administration and contract management.

**Program Information Summary** – (15 pages maximum) Describe the proposed Project, Goals, Service Levels, Target Groups, and Planned Outcomes. Provide a business plan that describes your strategy to provide youth services through work experience activities:

- Describe specific information regarding outreach to youth of Region 11.
- Identify the location of your facilities and your experience in working with youth.
- Include, where appropriate, any services leveraged or provided by your organization or other partners.
- If you are applying as a partnership or subcontracting any part of the proposal, clarify the customer service roles and responsibilities of the partners and/or those roles and responsibilities of the subcontractor.
- Describe your plans, where applicable, to coordinate with other federal, state and local organizations, public and private, to avoid duplication and enhance the delivery of services.
- Describe any special component or demonstration project contained in the proposal.
- Financial; Describe the use and sources of non-WIA leveraged funding in your proposal.
- Justify your cost per youth customer and explain your methodology.

**Budget** – Complete a detailed budget using the forms provided. The budget must include a budget narrative, staffing costs, budget details, and other resources. Prior to any award, the Board may schedule an onsite fiscal review.

**Disclosures and Assurances** Attach the following disclosures and assurances: Lobbying, Drug Free Workplace, Conflict of Interest, Debarment and Suspension, and Certification of Bidder. See Section III Technical and Regulatory Guidance for additional information.

Enclose one (1) copy of each of the last two years' fiscal year-end **Audit and Management Letters** received before proposal deadlines. Indicate if no Management Letter was received.

Enclose one (1) copy of the last two years' **performance reports and monitoring reports** from your primary and most relevant funding sources for work performed in the previous year.

**Organizational chart and linkage agreement(s), as applicable.**

**Optional exhibits**

## D. Contract Award Process

The Youth Committee of the Board will review proposals for responsiveness to the RFP and will analyze proposed costs. Proposals that meet the administrative selection criteria will then be evaluated according to the proposal evaluation criteria. The Workforce Investment Board will have final approval of the award.

Selected Bidders may be required to attend an oral interview, participate in negotiation, and/or to modify their statements of work as agreed upon during the negotiations.

The WIB will award the contracts.

The contract award will not be final until the WIB and the bidders have executed a mutually satisfactory contractual agreement.

## E. Selection and Evaluation Criteria

### **I. Administrative Selection Criteria**

The Regional Operator will pre-review each proposal received within the closing date and time. Proposals that do not meet the closing date and time requirements will be returned unopened to the bidder.

### **II. Proposal Evaluation Criteria**

Each proposal received by the Board will be objectively evaluated and scored by the Youth Committee, but not limited to, the following weighted criteria:

**Format and Completeness:** The bidder must comply completely with proposal instructions, including but not limited to page restrictions, required information, and formatting instructions.  
**10 points**

**Quality of approach to providing services and meeting or exceeding the Board's Performance Measures for WIA:** A bidder will demonstrate innovative ways of teaching and engaging youth in career pathways in high wage and high demand occupations.  
**30 points**

**Demonstrated experience in providing services and community presence, relationships, and collaboration:** The bidder must demonstrate the commitment to youth in either work experience in career pathway or education. Bidders will describe their presence in the major communities within the region, including but not limited to:

- Educational facilities
- Educational programs
- Relationships with providers of youth services
- Involvement in community and civic affairs

**35 points**

**Cost:** The bidder must show that its cost for providing proposed services is necessary, reasonable, and allowable. Review of cost items may include comparison of costs among proposers, comparisons of average costs with previous experience, and a comparison of individual cost items with market prices. Proposals that may rank well against program design and effectiveness criteria may not be funded because of unreasonable, excessive unexplained or unallowable costs.

**25 points**

### III. Notification, presentations, and Protest Process

All bidders will be notified in writing of (1) the date, place and time of the Board meetings and; (2) the final outcome of the proposal review process.

### F. Appeal Process

I. Bidders who believe that they have been treated unfairly in the proposal review process or that there is a violation of federal law or regulation may file a protest. All bidders will receive a copy of the completed evaluation within fifteen (15) working days of final decision. The bidders whose proposals are rejected will receive a letter of notification. Letters of inquiry must be submitted and arrive within fifteen (15) calendar days of the date of the notice of rejection. Letters must be specific as to the inquiry. Inquiries not submitted in writing, or not specific in nature, or which arrive late may not be considered. Letters must be addressed as follows:

Grow Southwest Indiana Workforce Board, Inc.  
318 Main Street, Suite 504  
Evansville, IN 47708

II. Upon receipt of letter, Staff to the Board will contact the bidder to arrange for an appeals conference. The Executive Committee of the BOARD will form an Appeals Committee and attend the Appeals Conference. At the conclusion of the conference, the Committee will determine if there is sufficient reason to have the Board reconsider the decision in question.

## Section III: Technical and Regulatory Guidance

### Technical Guidance

- Proposals must demonstrate a strategy that leads to:
  - Job Readiness and Life Skills: These skills assist customers with skills they will need to obtain and retain employment.

- Successful proposals will show a strong connection and experience in working with employers.
- Demand Driven Workforce System
  - The Board has embarked on a movement to address employer driven workforce services.
  - Proposals will demonstrate the ability to deliver sector driven workforce training and other services through a special initiative or a component of their program design.
  - Summer youth employment components must provide direct linkages to academic and occupational learning and may provide other elements and strategies, as appropriate, to serve the needs and goals of the participants.
- Partnership in the WorkOne System:

In describing their program designs, bidders must indicate a clear understanding of the one-stop principles and the requirements of WorkOne partners.

In addition, successful bidders must describe how their proposal will enhance the current WorkOne system specifically, how their program design will add value to the system.

Proposals should incorporate a description of current involvement as or future implementation plans for becoming a WorkOne partner.

Requirements for becoming a partner may include the following:

Dedication of WIA staff time to providing services for employer and job seeker customers at the site(s) where staff are located;

Attendance at partnership meetings;

Participation in or facilitation of various workgroups assigned by Staff to the Board;

Participation in Continuous Quality Improvement efforts;

Successful contribution to overall WorkOne system performance measures;

Establish and maintain key relationships with local service providers to collaboratively integrate the workforce development system in the Region 11 area;

Coordinate service delivery strategies for a diverse customer base;

Sharing best practices and innovative service delivery strategies with partners;

Willingness to sign the required Memorandum of Understanding with relevant WorkOne partners.

## Regulatory Guidance

All activity will be in accordance with all applicable current or future federal, state and local laws, rules and regulations and shall be conducted in accordance with the existing or hereafter amended Workforce Investment Act (WIA), the U.S. Department of Labor's regulations relating to WIA, and the State of Indiana WIA Policies, Grow Southwest Indiana Regional Workforce Board Policies and Procedures, Contract Provisions, Americans with Disabilities Act, as well as:

Department of Labor Assurance Statement:

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

Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship / status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity;

Title IV of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibit discrimination against qualified individuals with disabilities;

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended which prohibits discrimination on the basis of sex in educational programs.

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

Bidders selected for funding must also ensure compliance with the following, as applicable: U.S. DOL regulations 20 CFR Part 652 and 48 CFR Part 31; Office of Management and Budget (OMB) Circulars A-21, A-87, A-110, and A-133 as applicable. Bidders must comply with government-wide requirements for a drug-free workplace, codified at 29 CFR part 98.

Line Item Budget	EXHIBIT A	Youth
<b>Staff</b>		
Operations		
Finance		
Customer Service		
Fringe Benefits		

<i>Training and Support Subtotal</i>	\$ -
Other	
<i>Other Subtotal</i>	\$ -
<i>Total</i>	\$ -

**Budget narrative:**