

REQUEST FOR PROPOSAL

Workforce Innovation and Opportunity Act (WIOA)

Title I Youth Services

Published November 8, 2018 RFP No. SP-18-YTH-001

Catalog of Federal Domestic Assistance (CFDA) Number 17.259

Submission Deadline
January 18, 2019 @ 2:00 PM
Late submissions will not be accepted.

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Request for Proposal Timeline (*All dates are subject to change) (All times noted in this RFP are Pacific Time)

Request for Proposal (RFP) Release	November 8, 2018
Mandatory Bidders' Conference Workforce Connections 6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146	November 15, 2018 @ 10:00 AM
Statement of Qualifications (SOQ) Due	November 27, 2018 by 2:00 PM
Notification(s) of SOQ Approval	No later than December 14, 2018
Past Performance Evaluation Form Due	December 14, 2018 @ 5:00 PM
Last day to submit RFP Questions	December 21, 2018 by 5:00 PM
Proposals Due	January 18, 2019 by 2:00 PM
Public Proposal Opening	January 18, 2019 @ 2:30 PM
Evaluation of Proposals	January 21, 2019 to February 8, 2019
Notification of Technical Review	No later than January 25, 2019
Recommendation(s) Presented for Approval	March and April 2019 meeting cycle of the Programs Committee, Board, and Local Elected Officials as posted on WC's website
Negotiations	April through June 2019
Program Commences	July 1, 2019

SECTION 1: RFP INTRODUCTION

1.1 Solicitation

This Request for Proposal (RFP) solicits qualified respondents to provide Workforce Innovation and Opportunity Act (WIOA) Title I Youth program services that places primary emphasis on serving out-of-school youth ages 16 to 24, while also offering in-school youth, ages 14 to 21, services in the Southern Nevada Workforce Development Area (SNWDA). The selected respondent must provide WIOA Title I Youth services in accordance with the WIOA Public Law No. 113-128, and any related Department of Labor (DOL), Nevada Department of Employment, Training and Rehabilitation (DETR) and Workforce Connections (WC) policies, directives and Four-Year Local Plan. For more information about WC. please visit www.nvworkforceconnections.org.

The goal is to receive a wide variety of high-quality innovative proposals that "connect employers to a ready workforce" and meet the needs of the SNWDA. Respondents are invited to submit a proposal for the following:

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Target Population:	WIOA Title I Eligible Youth
	Urban Areas (Clark County): Award amount shall not exceed 20% for in-school youth expenditures
	Rural Areas (Nye, Esmeralda, and Lincoln County): Award amount shall not exceed 40% for in-school youth expenditures
Initial Service Period	July 1, 2019
	June 30, 2020
Type of Sub-Award:	Cost-Reimbursement Sub-Award
Option to Extend (if applicable):	WC reserves the right to offer up to three one-year
	(twelve month) extensions of the sub-award based
	on evaluation of the state of the center system,
	achievement of performance, availability of funds,
	and capacity of the sub-recipient to meet new or
	revised goals, objectives and standards of WC
Estimated Total Funding	An amount not to exceed \$5,000,000 for the first
Available for First Twelve (12)	year for all Center Clusters combined. WC intends
months:	to award each Center Cluster location.

WC is soliciting proposals from qualified respondents to provide Federal DOL WIOA Title I Youth program services using evidence-based practices. Eligible respondents may include:

- For-profit organizations
- Non-profit organizations

- Faith-based organizations
- Community-based organizations
- Public agencies
- A consortium or collaboration of these organizations

WC encourages the participation of respondents who are certified as small businesses, minority-owned firms, and women's business enterprises. WC is committed to Equal Opportunity in its procurement process.

A consortium, joint venture, or collaboration of organizations with complementary skills and experience is permitted to respond to this RFP, however, the proposal must clearly demonstrate that <u>all contractual responsibility rests solely with one legal entity serving as the fiscal agent</u>. The fiscal agent must retain documentation, such as meeting minutes and preliminary budgets, regarding the consortium that documents the partnership(s). This documentation will be used to establish a partner relationship for procurement purposes. Please see section 6.17 Partnerships for more information.

Organizations that have not previously been awarded a WIOA Title I sub-award, but have managed other Federal, State, or local funds to deliver a similar program design, population served, and have participated in a collaborative service delivery approach, are encouraged to apply.

This RFP contains the requirements that respondents must meet in order to submit a responsive proposal. A responsive proposal is one that complies with all format and content requirements and amendments of the RFP, if any. This RFP provides information regarding eligibility and the format requirements in which proposals must be submitted.

Successful respondents will serve as sub-recipients of WIOA Title I funds administered by WC with funds originating from DOL and passed through from the Nevada Department of Training, Employment, and Rehabilitation (DETR).

1.2 Mandatory Bidders' Conference

Organizations that intend to submit proposals must attend, either in-person or by video conference, a mandatory bidders' conference in order for their proposals to be considered. Organizations may send a representative on their behalf. If attending the bidders' conference virtually, register at https://nvworkforceconnections.org/?page_id=10015/ to reserve a seat. Video conference access links will be emailed to those registered 24 hours prior to the start date of the bidders' conference. You will be able to view and ask questions during the video conference. For technical difficulties, contact Chris Shaw at cshaw@snvwc.org or 702-755-6318.

The bidders' conference will convene at the following date, time, and location:

Date:	November 15, 2018
Time:	10:00 AM
Location:	Workforce Connections 6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146

The RFP process will be explained during this conference. Questions and answers from the bidders' conference will be posted on WC's website, www.nvworkforceconnections.org.

1.3 RFP Questions and Addenda

To ensure a fair and objective evaluation, questions related to the RFP that arise after the mandatory bidder's conference must be submitted via email.

Written questions will be accepted via the email provided below through the following date:

Date:	December 21, 2018
Time:	5:00 PM
Email:	RFP-Youth@snvwc.org

Questions that are received after the deadline will not be answered. Written responses to questions received will be posted on WC's website only. It is the respondent's responsibility to check the website on a regular basis for updated information and written responses to all questions submitted.

PLEASE NOTE: With the exception of the Mandatory Bidders' Conference, oral questions will **NOT** be accepted.

Only the responses on the website are considered clarifications to the instructions contained in this RFP. In the event that responses modify any of the terms, conditions, or provisions of this RFP, documentation will be given via a subsequent addenda to the RFP.

No other source of response or clarification is considered valid.

At the discretion of WC, if it becomes necessary to revise any part of this RFP, an addendum will be posted on WC's website, www.nvworkforceconnections.org.

Respondents are responsible for checking the website frequently to remain informed about the procurement process, receive addenda to the RFP, read responses to questions, incorporate any new or revised information, and remain updated on other information that may affect this RFP.

1.4 Statement of Qualifications (SOQ)

WC will require a Statement of Qualifications (SOQ) to establish an organization's qualifications to apply for WIOA Title I funds. The SOQ determines an organization's legal, administrative, and fiscal capacity to meet Federal, State, and local government requirements. An approved SOQ allows the organization to be eligible to respond to this RFP. Organizations that have had an SOQ approved prior to July 1, 2018, must re-submit an updated SOQ in order to be eligible to compete. WC will notify all respondents in writing regarding approval to the email address that submitted the SOQ. One (1) electronic SOQ file in PDF format for each respondent must be submitted via email and is due no later than:

Due Date:	November 27, 2018
Time:	2:00 PM
Email:	soq@snvwc.org
Notification Date:	No later than December 14, 2018

If multiple SOQs are submitted from the same entity, only the last SOQ submission received prior to the deadline will be reviewed.

Detailed information and the necessary forms will be available for download from WC's website at www.nvworkforceconnections.org. Please email any questions regarding the SOQ template to: soq@snvwc.org.

1.5 Past Performance Evaluation Form

WC will utilize the **Past Performance Evaluation Form** as a tool to evaluate each respondent's past performance, demonstrated ability, and capacity. WC will complete a **Past Performance Evaluation Form** for all respondents who have expended WIOA Title I funds from WC at any time on or after July 1, 2015. Even though WC will complete a form for those respondents, they are highly encouraged to request submission of a second **Past Performance Evaluation Form** from a different grantor. Those respondents who have not expended WIOA Title I funds on or after July 1, 2015, are highly encouraged to request submission of the **Past Performance Evaluation Form** from any grantor. All **Past Performance Evaluation Forms** must be submitted via the email below directly from the evaluating grantor. All **Past Performance Evaluation Forms** are due to WC no later than:

Due Date:	December 14, 2018
Time:	5:00 PM
Email:	soq@snvwc.org

1.6 Submittal of Proposals

All proposals shall be dated and time-stamped by WC upon receipt. All proposals must be submitted in a <u>sealed</u> envelope and plainly marked, "<u>Request for Proposal</u>", with the RFP title and the name of the organization and address of the respondent clearly marked on the outside in the upper left hand corner of the sealed envelope, and the Center Cluster clearly labeled on the envelope. The envelope must contain the following:

- One (1) <u>electronic PDF file</u> submitted on a USB flash drive with the name of the organization clearly labeled on the USB flash drive. The one (1) PDF file must include <u>ONLY</u> the following (see Section 4):
 - o Title page
 - o Executive Summary
 - Service Flowchart
 - Organizational Chart
 - Proposed Performance Metrics Form
 - o Program Narrative
 - o Signature Sheet
- One (1) <u>printed copy</u> of the Youth Budget Form (all 12 pages) in a <u>separate sealed</u> envelope with the RFP title, name of the organization, address of the respondent clearly marked on the outside in the upper left hand corner of the sealed envelope, and Center Cluster clearly labeled on the envelope.

It is the respondent's responsibility to ensure that a file is contained and accessible on the USB flash drive. Each respondent's USB flash drive will be inspected at the public opening to ensure a PDF file is found on the device submitted. If the USB flash drive is password protected, the password must be available at the time of the Public Opening/Inspection; otherwise, the proposal will not be accepted. **Proposals will not be accepted via facsimile or email.**

Each respondent is required to submit their proposal in a format that is easy to read and understand. The respondent must avoid repetitious material. Each proposal should clearly demonstrate the respondent's ability to effectively manage and operate a program under WIOA Title I and provide the services requested. **All proposals must be delivered on or before:**

Date:	January 18, 2019
Time:	2:00 PM
Location:	Workforce Connections 6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146

If a respondent sends their proposal via U.S. Postal Service, UPS, or any other type of delivery service, the respondent is responsible for requesting proof of delivery date and time from their chosen carrier.

Respondents who wish to amend a proposal, previously submitted, must re-submit the entire proposal prior to the deadline noted in this RFP. In the event that multiple proposals are submitted by the same entity for the same Center Cluster, only the last RFP submission received prior to the deadline will be reviewed.

Proposals received after the denoted closing date and time will not be considered.

1.7 Public Proposal Opening

All proposals submitted will remain sealed until the public proposal opening which will be held on:

Date:	January 18, 2019
Time:	2:30 PM
Location:	Workforce Connections 6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146

1.8 Technical Review

All proposals submitted will first undergo a technical review using the **Technical Review Requirements Form**. Organizations that submit proposals that do not pass the technical review will be notified no later than:

Notification Date: January 25, 2019

1.9 Selection Process

The proposal review and evaluation process will be conducted utilizing a fair and objective process that adheres to WC's Procurement Policy and all other applicable State and Federal regulations.

Proposals which pass technical review, will be subject to the following two-step procedure to evaluate and determine funding recommendations:

1) Proposal Evaluation

- An impartial third party, using a rubric, will evaluate proposals (see Section 4: Required Proposal Content). Consistent with State purchasing requirements, the Budget Forms will be evaluated at a later time during the Funding Recommendation procedure.
- o Proposals which receive a 60% or above will advance to the Funding Recommendation procedure and will be reviewed by a selection panel.
- 2) Funding Recommendation The selection panel may select a proposal based on the initial information received; however, WC reserves the right to request additional data, conduct panel interviews, and/or conduct a WC management review of the evaluation process prior to making a recommendation of an award to the applicable WC committee, Board, and Local Elected Officials (LEOs).
 - The following information may be considered by the panel when determining final funding recommendations:
 - Demonstrated ability to provide services for the targeted population as indicated in this RFP based on the Past Performance Evaluation Form.
 - Panel interviews if deemed applicable by WC. The objectives of panel interviews are to address areas of proposals that may need additional clarification and/or to ensure that the respondent has the requisite ability, capacity, etc. Information which changes the original proposal will not be considered. Handouts, promotional materials, videos, overheads, etc., are not permitted at panel interviews. WC staff will schedule the time and location for these interviews, as necessary.
 - Youth Budget Form Overall costs and other factors may be considered in this assessment, and priority will be given to those proposals that offer the most promising approaches to meeting the needs of the SNWDA.
 - Site verification to ensure compatibility and compliance with Federal regulations.

The following disclaimers apply:

o If the results of any review indicate, in the opinion of WC, that the proposed subrecipient may not be able to fulfill sub-award expectations, WC reserves the right not to enter into a sub-award agreement with the organization, regardless of the ranking and/or approval of the respondent's proposal. o Proposals determined to be most advantageous to the SNWDA will be recommended for funding at the final discretion of WC.

1.10 Award Process

Respondents will be notified in writing of WC's decision concerning their proposal. Formal notification to award sub-awards and the actual execution of a sub-award agreement are subject to, but not limited to, the following conditions:

- Approval by the Programs Committee, WC Board, and authorization by the LEOs
- Receipt of WIOA Title I funds from Federal and State administering agencies
- Continued availability of WIOA Title I funds

WC will require the sub-recipient(s) to participate in negotiations and modify their proposals based on the outcome of those negotiations. WC may decide not to fund part, or all, of a proposal, even though it is found to be in the competitive range.

SECTION 2: OVERVIEW

2.1 Workforce Innovation and Opportunity Act

WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and jobseekers through an integrated, job driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work.

WIOA fosters a nationwide system of one-stop centers, which directly provide an array of employment services and connect customers to work related training and education. WIOA furthers a high quality one-stop delivery system by continuing to align investments in workforce, education, and economic development.

WIOA reinforces the partnerships and strategies necessary for one-stops to provide job seekers and workers with high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

WIOA seeks to improve the effectiveness of, and streamline the governing structures of, the public workforce development system, empower elected officials and workforce boards, establish structures with regional economies, and engage the key stakeholders needed to lead the system to achieve the goals of WIOA.

2.2 Roles and Responsibilities of WC

Roles and responsibilities of WC include, but are not limited to, the following:

- Convene the one-stop delivery system, execute the Memorandum of Understanding with the WIOA system partners, and facilitate system integration activities
- Oversee and evaluate the management and operations of all programs funded by WC
- Allocate and award funds
- Monitor sub-recipient performance, quality of service, cost effectiveness, and report on performance to the Board
- Develop and provide technical assistance to sub-recipient staff including providing standardized forms
- Inform sub-recipients of Federal and State policies, procedures, and rules that may impact the operations of the program(s), and give assistance as needed to implement them accordingly
- Monitor the local Management Information System (MIS)
- Ensure compliance with all rules, regulations, and procedures issued by all funding sources
- Process payments for selected training expenditures including all occupational skills training, on-the-job training, incumbent worker training, and customized training payments

2.3 Roles and Responsibilities of the One-Stop Operator

The One-Stop Operator's primary function and focus is to oversee and coordinate One-Stop Career Centers located throughout the SNWDA. The One-Stop Operator is responsible for the full operation and coordination of the Comprehensive One-Stop Career Center and additional One-Stop Career Centers currently located primarily in local libraries.

The One-Stop Operator is the central point of contact and the coordinator of the one-stop delivery system which simultaneously serves businesses and job seekers. The Operator oversees standardization and coordination of seamless service delivery by WIOA-required partners at one-stop centers in the SNWDA.

The Operator's roles and responsibilities as the functional oversite of the Comprehensive One-Stop Career Center and additional one-stop centers include, but are not limited to, the following:

- Managing daily operations within centers; including the creation of daily work schedules, hours of operations, and continuity of services in centers
- Building and coordinating system partnerships to enhance service delivery within the comprehensive center and additional area one-stop centers
- Coordinate the development of training and communication throughout the One-Stop Delivery System
- Providing required ongoing professional development and training of partner resources and services

- Facilitating effective communication among the "functional" leaders and center partner staff
- Reporting to WC on operations, performance and continuous improvement recommendations
- Ensuring open communication with the "formal" manager of center partner staff in order to achieve efficient and effective center operations

2.4 Roles and Responsibilities of the Sub-Recipient

Sub-recipient roles and responsibilities may include, but are not limited to, the following:

- Work collaboratively with WC, Operator, and other community partners in the expansion of the Southern Nevada Workforce Development System
- Comply with all terms and conditions of sub-award agreement for the delivery of services
- Deliver program services in accordance with the negotiated scope of work and budget
- Guarantee that all program services provided are readily accessible to individuals eligible for participation
- Participate in system-wide training and staff development opportunities including population specific sensitivity training, customer service training, leadership development opportunities, etc.
- Provide internal monitoring and oversight of all program activities and requirements

2.5 Responsibility Revisions

The roles and responsibilities of WC and Sub-Recipient may be refined and changed as:

- Federal and State law or requirements are enacted and implemented covering the workforce development system
- Regulations and procedures are developed or changed by DOL
- WC's governing boards adopt local direction and procedures
- WC develops and coordinates mandatory strategic initiatives for the SNWDA

SECTION 3: PROGRAM DESCRIPTION

3.1 Background

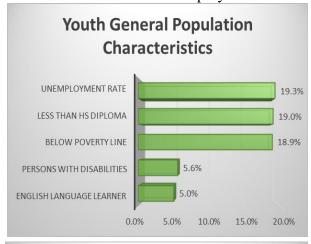
WC, the administrative entity for the Local Workforce Development Board, seeks proposals from organizations to administer Title I Youth employment and training programs in the Southern Nevada Local Workforce Development Area. The area is comprised of Clark, Esmeralda, Lincoln, and Nye Counties, including Boulder City, Henderson, Las Vegas and North Las Vegas. The area is currently served by a network of WIOA Youth Title I providers located throughout the area including: The Comprehensive One-Stop Career Center; Spring Mountain Youth Camp; multiple locations in the Las Vegas Metro area; rural offices located in Nye, Lincoln County, Boulder City, Laughlin and Mesquite. During Program Year 2017 (July 1, 2017 through June 30, 2018), 1,372 Youth were actively served within the local area. Targeted populations include out-of-school or drop-out youth, youth with disabilities, current or former foster youth, homeless or run-away youth, pregnant or parenting youth, and youth re-entry populations.

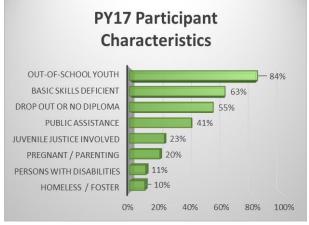
The State of Nevada has rebounded from the Great Recession and the unemployment rate for Clark County, 4.9 percent as of September 2018, continues to decline. While unemployment for the

overall population is low, unemployment for youth ages 16-24 has not declined significantly and double digit unemployment is the norm. Additionally, youth in the area are 26% more likely to not have a high school diploma and 37% more likely to live below the poverty line than their adult counterparts. Based on the 2012-2016 American Community Survey five-year averages, the area has the following characteristics detailed in the Youth General Population Characteristics chart.

The top four characteristics of the individuals served in the Youth program are: out-of-school youth; basic skills deficient with respect to education; drop-outs or did not receive a high school diploma; or on public assistance. Additional characteristics are detailed in the PY17 Participant Characteristics chart.

There is a high need in the local area for youth employment and training services. Data indicates that over the last five years, on average, there have been 67,000 out-of-school individuals

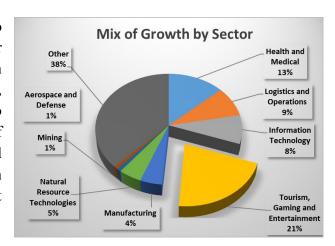




eligible for the Youth program in the southern area. As these youth transition to adulthood, they often lose contact with traditional social groups and organizations which creates challenges for outreach and retention of program participants. Additionally, these youth may be intimidated by

or will not engage with an adult oriented one-stop center. As Nevada continues to diversify and attract a significant amount of businesses and industries, youth represent a significant pool of potential WIOA Title I participants needing training and employment services.

The diversification of Nevada's economy is also driving changes in the mix of occupations. Over the last eight years, 257,000 jobs have been added to the economy. Although Tourism, Gaming and Entertainment will continue to anchor the economy, the sector's share of growth is declining. Instead, new jobs will increasingly be in the emerging sectors, which provided 41% of the growth over the last eight years. See Mix of Growth by Sector chart.



Data also indicates that 46% of Nevada's top 100 in-demand jobs have a typical entry-level education of a high school diploma and less than a Bachelor's degree. Of these jobs, 53% require short to moderate-term on-the-job training and an additional 27% are apprenticeship-based training. As a result, 37% of the top 100 in-demand jobs require a mix of short-term classroom training resulting in certifications and/or on-the-job training.

WC sees the following challenges in the near term:

- Adjust for shifting social/economic climates
- Mitigate finite resources in the One-Stop Delivery System
- Meet rapidly changing needs of the local labor market
- Raise levels of soft-skills, critical thinking, problem solving, emotional intelligence
- Increase competency-based models for specific skill-sets
- Improve outreach and retention strategies

The following strategies have been identified:

- Continue to transition WIOA Title I services to One-Stop Centers identified and assigned by WC with services to be provided along with the other WIOA core partner programs (Title II, III, IV, and TANF)
- Maximize the leveraging of resources among the partner programs with effective referrals, co-enrollments, and partnerships
- Implement a strong focus on alternative labor pools (under-employed, re-entry populations, young adults 18-24, veterans, current or former foster youth, individuals with disabilities) given that the local area is now at "virtual full employment"

- Implement WIOA Title I scopes of work that are broad and flexible that focus on Nevada's targeted industry sectors and include traditional/non-traditional apprenticeships and other work-based learning models
- Expect service providers to be nimble, responsive, and accountable for a high return on investment (ROI)
- Use performance data to determine ROI and make better strategic decisions

WC intends to fund programs that help empower youth with the education and skills necessary to overcome obstacles and optimize employment and training opportunities. Furthermore, through training and education, youth participants will be empowered to find and maintain employment as they advance in the workforce. Programs funded by WC will contribute to an increase in the number of youth successfully engaged in a career pathway closely linked to labor market needs; forge strong connections between community youth programs, academic and occupational skills learning; and provide a holistic approach to the development of youth. Services must be tailored to meet the specific needs of the individual and may include, but are not limited to, the following:

- Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies
- Alternative secondary school services
- Paid and unpaid work experiences
- On-the-job training
- Pre-apprenticeship activities
- Internships and job shadowing
- Occupational skills training
- Education offered concurrently with workforce preparation activities
- Leadership development
- Supportive services
- Adult mentoring
- Follow-up services
- Comprehensive guidance and counseling
- Financial literacy
- Entrepreneurial training
- Labor market and employment information about in-demand industry sectors
- Activities that help youth prepare for and transition to postsecondary education and training

Out-of-School Youth Eligibility

An individual must be between the ages of 16 to 24 years old at enrollment and meet the following criteria:

- US citizen or eligible to work in the US
- Comply with Selective Service registration requirements, when appropriate
- Be a Nevada resident
- Be out-of-school as defined by Nevada State law
- And one or more of the following:
 - School dropout
 - Youth who is within the age of compulsory school attendance, but has not attended school for a least the most recent complete school year calendar
 - A high school graduate or equivalent who is a low-income individual and is either basic skills deficient or an English language learner
 - o An individual who is subject to the juvenile or adult justice system
 - A homeless individual
 - o Pregnant or parenting
 - o Individual with a disability
 - Low-income individual who requires additional assistance to enter or complete an education program or secure or hold employment

In-School Youth Eligibility

An individual must be between the ages of 14 to 21 years old at enrollment and meet the following criteria:

- US citizen or eligible to work in the United States
- Comply with Selective Service registration requirements, when appropriate
- Be a Nevada resident
- Attending school as defined by Nevada State law, including secondary and postsecondary education
- A low-income individual and meets one or more of the following:
 - o Basic skills deficient
 - o English language learner
 - o An individual who is subject to the juvenile or adult justice system
 - o A homeless individual
 - o Pregnant or parenting
 - o Individual with a disability

 Low-income individual who requires additional assistance to enter or complete an education program or secure or hold employment

Note: Documents that confirm an individual's eligibility for WIOA Title I services will be required during the application process. Examples include but are not limited to the following: documents to verify Right to Work in the United States, school records, driver's license, state identification card, social security card, etc.

WC is soliciting proposals from respondents who can demonstrate the expertise and demonstrated capacity in providing WIOA Title I Youth Services to individuals who are unemployed or underemployed focusing on those who are out-of-school or drop-out youth, youth with disabilities, current or former foster youth, homeless or run-away youth, pregnant or parenting youth, and/or youth re-entry populations. The proposal must focus on executing a program that successfully prepares the populations for careers by aligning their skills with the needs of employers in Southern Nevada. The selected proposal(s) will demonstrate the organizational capacity and partnerships to design and execute an evidence-based approach that addresses the unique needs of the population and the workforce system.

3.2 Center Cluster Designations

Each proposal must indicate one (1), and only one cluster. Respondents can submit multiple proposals. Respondents must indicate the center cluster for which the proposal is being submitted on the RFP Title Page.

- 1) Central Cluster*, which must include:
 - o Primary service location at the Comprehensive One-Stop Career Center
- 2) North Las Vegas Valley, which must include:
 - Primary service location(s) north of Charleston Blvd (see Youth Service Map attachment) as proposed by the respondent
 - o Targeted geography, to include:
 - Northwest Las Vegas Valley
 - Northeast Las Vegas Valley
 - City of North Las Vegas
 - Mesquite
- 3) South Las Vegas Valley, which must include:
 - Primary service location(s) south of Charleston Blvd (see Youth Service Map attachment) as proposed by the respondent
 - Targeted geography, to include:
 - Southwest Las Vegas Valley
 - Southeast Las Vegas Valley
 - Henderson
 - Boulder City
 - Laughlin

- 4) Nye and Esmeralda Counties, which must include:
 - o A primary service location in Pahrump as proposed by the respondent
- 5) Lincoln County, which must include:
 - A primary service location in either Alamo or Caliente as proposed by the respondent
- 6) Re-entry Youth, which must include primary service locations:
 - o Pre-Release: Spring Mountain Youth Camp
 - o Post-Release: As proposed by the respondent

All Youth Cluster locations are subject to change based on the evolving needs of the SNWDA and funding availability.

*Any respondent wishing to submit for the Central Cluster is highly encouraged to submit a separate Adult and Dislocated Worker proposal for services within the Central Cluster. WC's preference is to fund one entity for Adult, Dislocated Worker, and Youth services in the Comprehensive One-Stop Career Center.

3.3 Performance Indicators and Local Benchmarks

All sub-recipients will be subject to DOL performance indicators standards. See the **Department of Labor (DOL) Performance Indicators** attachment for detailed information on the required outcomes set forth for WIOA.

Respondents must propose additional local benchmarks by completing the **Proposed Performance Metrics Form**. During the contract negotiation period, WC reserves the right to negotiate outcomes proposed by respondents. The negotiated benchmarks will be incorporated into the sub-recipient's scope of work.

In addition to the benchmarks proposed by respondents, WC will utilize performance metrics to evaluate program performance at regular intervals throughout the contract period. Performance metrics may include, but are not limited to, the following:

- Enrollments and enrollment pace
- Training and training-related metrics
- Overall expenditure rates
- Expenditure rates for training, in-school youth, and work-based learning
- Employment placement metrics including job placements, training-related job placements, wages, etc.
- Education placement metrics including post-secondary
- Other metrics which may indicate quality of placement, likelihood of performance, or otherwise have value for system performance management

All required performance measures, benchmarks, and metrics are subject to change at any time.

3.4 Budget Period and Amount

The Total Project Expenses of this line-item budget (not including Match) must be less than or equal to the estimated total funding available for this RFP for the initial funding period:

Initial Funding Start Date:	July 1, 2019
Initial Funding End Date:	June 30, 2020
Initial Funding Period:	Twelve (12) months
Estimated Total Funding	An amount not to exceed \$5,000,000
Available for the Initial	for the first year for all Center Clusters
Funding Period:	combined. WC intends to award each
	Center Cluster location.

The **Youth Budget Form** has a summary page and 11 budget detail pages that require line item detail, for a total of 12 pages. There are lines identified at the bottom of each budget detail page for a brief description of charges, and each line item is **required** to have a concise description justifying the charges. Each budget detail tab should not exceed one printed page including the descriptions.

There are detailed instructions contained in the budget template as Excel comments that may be revealed by hovering with a computer mouse over the red triangles. The budget summary page is locked and auto-populates based on information entered on the budget detail pages. All charges must be rounded to the nearest whole dollar.

On the budget summary page identify the name and contact information for the staff person who WC may contact with any questions regarding the budget.

3.5 Required Match

WC requires cost sharing or matching funds as a condition for application. Sub-recipients must provide new cash (funds committed specifically to support this grant project) equivalent to at least two percent (2%) of the non-participant portion of the grant amount as cash "matching" funds. Respondents must also provide additional cash or in-kind matching resources totaling at least three percent (3%) of the non-participant portion of the grant amount, for a total match of at least five percent (5%) of the non-participant portion of the grant award. The non-participant portion of the budget is defined as all expenses less participant training and supportive services. Please note that neither prior investments nor Federal resources may be counted towards the matching funds threshold, including funds that were originally provided through Federal funding.

To be allowable as part of match, an expenditure must be an allowable charge under the contract. WC will make determinations of allowable costs in accordance with the applicable Federal cost principles, and State and local policies and procedures. It is not sufficient to merely receive and then report money or in-kind donation as match. The funds or resources must be expended on the program in order for the money or donation to be reported as match. Sub-recipients must track and report match expenditures on the monthly invoice form and the quarterly financial status report, as well as through their internal accounting methods.

WC mandates full compliance with the established match requirement. If WC has determined that a sub-recipient is not meeting the established level of match expenditures, then WC may impose sanctions on the sub-recipient for failure to comply according to WC Policy Admin-010-02, Sanctions and Resolutions for Non-compliance. WC will conduct compliance reviews and/or assessments on no less than a quarterly basis. Upon review and determination by WC that cash match expenditures are under two percent (2%) of total non-participant expenditures, or total match is under five percent (5%) of total non-participant expenditures, WC may at its own discretion disallow the amount of non-match expenditures needed to result in match expenditures totaling the required percentages.

3.6 Spending Requirements

A. <u>Due to WIOA Title I regulations, WC requires a minimum of 30% of the Total Project Expenses must be budgeted and expended on work-based learning (WBL) activities</u>. Expenditures that count towards this requirement are as follows: on-the-job training, work experience, pre-apprenticeship training, and salaries and fringe benefits related to the management of WBL activities.

On the Youth Budget Form the following line items comprise WBL activities:

- On-the-job training (budget tab A. line 2)
- Work experience (budget tab A. line 3)
- Pre-apprenticeship training (budget tab A. line 4)
- Work-based learning salaries* (budget tab C. lines 1-3)
- Work-based learning fringe benefits* (budget tab D. lines 1-3)

*NOTE: WBL salaries and fringe benefits may not exceed 30% of the total amount of WBL expenses budgeted and expended.

WC requires full compliance with the established WBL expenditure requirement. If WC has determined that a sub-recipient is not meeting the established level of WBL expenditures, then WC may impose sanctions on the sub-recipient for failure to comply according to WC Policy Admin-010-02, Sanctions and Resolutions for Non-compliance.

WC will conduct compliance reviews and/or assessments on no less than a quarterly basis. Upon review and determination by WC that WBL expenditures are under 30% of total expenditures, WC may, at its own discretion, question the amount of non-WBL related expenditures needed to result in overall WBL expenditures totaling 30%. WC may disallow none, part, or all of the questioned costs at its own discretion in order to ensure that the SNWDA meets the established requirements.

B. Per section 3.5 Required Match, at least five percent (5%) of non-participant expenditures must be budgeted and expended as match, with at least two percent (2%) of non-participant expenditures coming from cash sources. Non-participant expenditures on the budget equal Total Project Expenses less tab A Training and tab B Supportive Services.

NOTE: Each budget has formulas built into the summary page that will flag an error message if the budget does not comply with any of the above listed requirements.

SECTION 4: REQUIRED PROPOSAL CONTENT AND EVALUATION METHODOLOGY

The proposal shall clearly demonstrate the respondent's ability to provide the requested services. A responsive proposal is one that complies with the format and content requirements of the RFP. The RFP provides information regarding the format in which proposals must be submitted, the requirements that must be met to be eligible for consideration, the respondents' responsibilities, and the documents to be included.

In order to simplify the review process and obtain the maximum degree of comparison, the proposal **must** be organized as follows:

Title Page	RFP Title Page	
Executive Summary	One (1) page executive summary of the entire proposal.	
Service Flowchart	One (1) page visual layout of your proposed service delivery	
	in flow chart format.	
Organizational	One (1) page organizational chart with positions relevant to the	
Chart	proposed project.	
Proposed	Complete the Proposed Performance Metrics Form and submit	
Performance	with proposal.	
Metrics Form		
Program Narrative	The total narrative cannot exceed thirty (30) pages	
	(excluding the Executive Summary, Service Flow Chart,	
	Program Organizational Chart, and Proposed	
	Performance Metrics). Tables and graphs are not allowed	
	<u>in this section</u> . Label each section and applicable subsection	
	with the section number and title.	
Signature Sheet	Proposal Affirmation, Certification, and Conflict of Interest	

Proposal Format Requirements:

Font	12 Point – Times New Roman
Margins	One (1) Inch – This applies to <u>ALL</u> margins.
Spacing	Double-Spaced
Footer	The name of the organization submitting the proposal and the page number on each page.

Note: The **Youth Budget Form** must be submitted separately as noted in Section 1.6 Submittal of Proposals

Proposals will be evaluated by an independent outside party and evaluations will be weighted as follows:

- Programmatic Narrative addressing associated prompts. Sections 5.1 5.8 (90 percent)
- Continuity (10 percent)

Continuity will be evaluated by assessing the Programmatic Narrative and associated attachments (detailed below) as a whole. The attachments included in the Continuity evaluation are:

- Executive Summary
- Service Flow Chart
- Program Organizational Chart
- Proposed Performance Metrics Form

SECTION 5: EVALUATION ELEMENTS – PROGRAMMATIC NARRATIVE

All respondents must respond to the following questions and instructions. Questions must be answered in concrete language, using quantifiable measurements whenever possible, and be specific about the role of each collaborator. All narrative responses must be limited to a maximum of **thirty (30) pages total** (excluding required attachments).

5.1 Target Population and Outreach

How will this project and the service location(s) address the workforce development needs of the Youth Cluster that you are proposing to serve? Describe any target populations and outreach activities.

5.2 Program Design

Describe your overall program design and how a participant moves through the program from start to finish.

5.3 Continued Engagement

Describe your strategies to keep participants actively engaged as they progress through the program.

5.4 Collaborations

Describe your current and/or past collaborations with workforce development system partners, employers, and/or other community stakeholders. How do these partnerships contribute to positive results?

5.5 Program Results

Describe how you define successful results. Thoroughly describe what your program will achieve, and describe past successes you have had in similar projects. How does it all come together to address the workforce development needs of the target populations you are proposing to serve?

5.6 Staffing Elements

Describe the staffing structure identified in the organizational chart and how it supports the program.

5.7 Internal and Quality Controls

Describe your internal control framework for both programmatic and fiscal activities and how they relate. How will your organization provide management support and quality control for the program as a whole?

5.8 Matching Resources

Describe the sources of your proposed match. How do these resources help to meet the goals of your program?

SECTION 6: ASSURANCES

6.1 Federal Financially Assisted Programs

As a condition to the award of financial assistance from DOL, under Title I of WIOA and consistent with 29 CFR Part 38.25, the respondent assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of Federal assistance:

- Section 188 of WIOA, which prohibits discrimination against all individuals in the
 United States on the basis of race, color, religion, sex (including pregnancy, childbirth,
 and related medical conditions, transgender status, and gender identity), national origin
 (including limited English proficiency), age, disability, or political affiliation or belief,
 or against beneficiaries on the basis of either citizenship status or participation in any
 WIOA Title I financially assisted program or activity
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs

The respondent also assures that, as a recipient of WIOA Title I funding, it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the respondent's operation of the WIOA Title I funded programs or activities, and to all agreements the respondent makes to carry out the WIOA Title I funded programs or activities. The respondent understands that the United States has the right to seek judicial enforcement of this assurance.

6.2 Unique Entity Identifier and System for Award Management (SAM)

The respondent is required to be registered in and maintain an active SAM registration with current information at all times during, if selected, the term of the sub-award agreement.

6.3 Rights Reserved

Although WC's intent is to award a contract as a result of this solicitation, the issuance of this solicitation in no way constitutes a commitment from WC to award and execute a contract.

Upon a determination that such actions are deemed to be in its best interest, WC, at its sole discretion, reserves the right to:

- 1. Reject any or all proposals, cancel this solicitation, accept or reject any or all items in any or all proposals
- 2. Delay, amend, reissue, or cancel any part of this solicitation
- 3. Modify the solicitation processes and timelines
- 4. Reject any proposal based upon the respondent's prior history with WC or any other entity which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or any other contractual failures
- 5. Limit the Scope of Work (SOW) prior to the award of a contract, or not to award a contract
- 6. If awarded, terminate any contract

6.4 Public Record

- 1. Federal, State and local laws and regulations mandate public access to public government records. Therefore, unless the information is exempt from disclosure by law, the content of any request for clarification, exception, amendment, response to this solicitation, or any other related documentation, will be available for public inspection after the award of a contract.
- 2. If the respondent believes that any portion of its proposal contains proprietary or confidential information the respondent must, at the time of submittal, request that WC withhold from public disclosure such information by submitting in a separate envelope such information marked as "Proprietary" or "Confidential" and must include the name of the RFP and respondent's name. The respondent must not designate the entire proposal as proprietary or confidential. A proposal that is designated as proprietary or confidential in its entirety will be considered non-responsive.
- 3. If the respondent requests that WC withhold from disclosure information identified as confidential, the respondent understands and agrees to assume all responsibilities for any litigation, objection, or procedure resulting from the non-disclosure.

- 4. Failure to label or mark any information as "Proprietary" or "Confidential" that is released by WC shall constitute a complete waiver of any and all claims for damages caused by the release of such information.
- 5. The respondent shall indemnify, hold harmless and defend WC from and against all liabilities, claims, actions, damages and expenses, including but not limited to attorney's fees and costs that may be awarded to any party in relation to the request for information.
- 6. The respondent shall hold the LEOs, Board members, the respective counties and cities, WC, their officers, agents, and employees harmless from any and all claims, court costs, fees and penalties, settlements, judgements, legal costs and any other liabilities of any kind arising from the withholding of the respondent's information.
- 7. All requests for the release of any information pertaining to this solicitation and any subsequent contract award or amendment thereto must be made in compliance with WC established policies and procedures that can be located at http://nvworkforceconnections.org.

WC reserves the right to modify or alter the requirements and standards as set forth in this RFP based on program requirements mandated by State or Federal agencies. In such instances, WC will not be held liable for provisions in the RFP package that become invalid.

6.5 Ex-Parte Communication

It is the policy of WC to prohibit ex-parte communication regarding this procurement process with any board member, LEOs, Programs Committee member, Budget & Finance Committee member, WC staff, consultants, or other persons serving as an evaluator during the procurement process. Respondents that directly contact any of the aforementioned parties risk elimination of their proposals from further consideration.

Any communication by telephone, email, letter, face-to-face conversation, or other off-the-record contact is strictly prohibited. Any discovered ex-parte communication will be provided to WC's Executive Director for review and appropriate action. Respondents who improperly influence the proposal review and evaluation process in any way will be subject to disqualification.

NOTE: Under no circumstances may an individual who is an evaluator collaborate and/or communicate with any respondent. Evaluators will be asked to sign the "Conflict of Interest Certification for Request for Proposal" stating they have not communicated or collaborated with any respondent.

6.6 Termination due to Non-Availability of Funds

When funds are not appropriated or otherwise made available by WC to support continuation of this RFP or any sub-award(s) therein, they shall be cancelled as of the effective date set forth in the termination notice. The sub-recipient shall be reimbursed for the reasonable value of any cost incurred but not yet recovered under the sub-award as of the date of termination.

6.7 Protests

Any respondent who has a protest in connection with this request shall have the right to submit, in writing, their protest to WC. Untimely protests will not be considered. The written protest must be submitted to:

Jaime Cruz, Executive Director Workforce Connections 6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146

The protest must be in a format as outlined in WC Policy Admin-010-08, Procurement Protest Standards. This policy is located at www.nvworkforceconnections.org.

Failure by the respondent to request clarification of any inadequacy, omission, or conflict will not relieve the respondent of this responsibility. The signing of the **Proposal Affirmation**, **Certification**, **and Conflict of Interest Form** will be considered as implicitly denoting that the respondent has a thorough comprehension of the full intent and scope of this RFP.

6.8 Proposal Preparation Costs

The entire cost for the preparation of a proposal, and any related costs, shall be borne by the respondent.

6.9 Fiscal Requirements

The sub-recipient of these funds will be subject to the Federal provisions contained in 2 CFR Part 200 and Part 2900 (Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards) as well as State and local policies and procedures. WC's fiscal policies are located at www.nvworkforceconnections.org.

6.10 Budget Negotiations

WC reserves the right to negotiate funding types of combined contracts, funding amounts, and budget line items based on the actual available funding and final amounts awarded to each sub-recipient.

6.11 Training Expenditures

WC will process all payments for the following participant training expenditures: occupational skills training, on-the-job training, customized training, and incumbent worker training. The sub-recipient will be required to submit documentation to WC in order for payments to be processed. All liability will remain with the sub-recipient for any payments WC determines to be disallowed for any reason. WC will reserve budgeted funds for the above training expenditures for each sub-award.

6.12 Audit Requirements

Organizations expending at least \$750,000 in Federal funds during the sub-recipient's accounting year are subject to a Single-Act audit per the provisions contained in 2 CFR Part 200 Subpart F. Audit expenses may only be billed to WC sub-awards when the audit work is performed, or accrued, regardless of the period being audited.

For all sub-recipients, with the exception of commercial for-profit organizations, Single-Act audits must be uploaded to the Federal Audit Clearinghouse no later than nine months after the end of the auditee's accounting year. Commercial for-profit entities must submit Single-Act audits to WC within thirty (30) days of the audit report date, or by nine months after the end of the auditee's accounting year, whichever is sooner, for manual submission to DOL.

6.13 Allocated Direct Costs

Respondents are required to describe their "Allocation Base" (e.g., direct hours worked, square footage usage, etc.) on several budget detail pages. This allocation base describes the existing or anticipated methodology that will be used to prorate common or shared direct operating costs among projects. Examples of shared direct costs are infrastructure/operating costs (e.g., rent and copier machines), as well as personnel (e.g., program manager) providing benefits to multiple funding sources or projects. Shared direct costs do not normally benefit the organization as a whole, because those costs are traditionally indirect costs. Computation columns are provided on the budget detail pages to aid in this calculation.

6.14 Indirect Costs

Indirect costs are costs incurred by an organization that do not directly benefit any one program or project, but indirectly support all aspects of the organization. Common indirect costs include accounting, legal, human resources, and executive management. Sub-recipients must have one of the following in order to bill indirect costs to a WC sub-award:

- An indirect cost rate agreement with a Federal cognizant agency
- An indirect cost rate agreement with a cognizant pass-through entity
- The ability to utilize the Federal de minimis rate

• WC-negotiated indirect rate (after the award of funds)

Cost allocation plans are no longer allowable to substantiate the billing of indirect costs unless the sub-recipient is a government entity.

6.15 Profit

Only commercial for-profit organizations may incorporate profit into their budget. Profit must be contained in a single line item on the Other Overhead budget tab and may not exceed ten percent (10%) of the Total Contractor Paid section of the budget, less any direct participant expenditures such as supportive services and training costs.

6.16 Sub-contracts

All sub-recipients must procure sub-contracts according to WC procurement requirements, and those sub-contracts must be pre-approved by WC. An award of funds or approval of a budget does not exempt procurement requirements. Guidance regarding WC procurement requirements is contained in WC policy Admin-010-06 on the WC website at www.nvworkforceconnections.org.

6.17 Partnerships

Organizations wishing to partner to submit a joint proposal for funding must select one entity to be the fiscal agent. Often, the organization(s) that are not the fiscal agent may sub-contract with the fiscal agent to provide services or resources to the project.

In cases where partners in the proposal are not selected through a competitive procurement, the procurement standards still require that there be records that justify the lack of competition. This documentation should also include the basis for the amount charged and document reasonability of costs.

To qualify as a partner organization, the named partner must have been part of the proposal development, bring resources into the program, and be an integral part of the project scope of work. The sub-recipient and partners must adequately document the involvement of the partner organization in the development of the proposal for the procurement record.

Partners that meet the following criteria may not be subject to procurement requirements at the sole discretion of WC, as long as the partners retain and produce appropriate documentation to substantiate the partnership and the reasonableness of costs. Contractors that do not meet the partner definition are subject to competitive procurement provisions.

Contractor Criteria	Partner Criteria
 May be a sub-recipient or a vendor depending on the nature of the goods/services provided Does not provide services integral to the scope of work as proposed in the RFP (i.e. most non-participant related services) 	 Part of a joint proposal for funding - one partner receives the grant award on behalf of the partnership as the fiscal agent, and the other entity(s) are written into the proposal by name Contributes resources to the program - via contract or donation Performs an integral part of scope of work Maintains documentation regarding the partnership formation such as meeting agendas, draft budgets, draft proposals, etc.

Sub-recipients wishing to certify any contractors as partners must complete a WC Partner Procurement form, submit documentation substantiating the partnership, and have the contract reviewed and approved by WC prior to execution.

6.18 Additional Funding and Funding Renewals

WC may grant sub-recipients additional funding, at its sole discretion, based on the availability of funds and the needs of the SNWDA. In the initial funding period, WC may award additional funds totaling up to twenty-five percent (25%) of the original award amount. WC reserves the right to incorporate a performance-based model to award additional funds. In subsequent funding periods, WC may grant sub-recipients up to one-hundred twenty-five percent (125%) of the original award amount, but funding could decrease depending on available funding. Per State requirements, WC may fund sub-recipients for up to four consecutive years without an additional procurement action. WC does not make any guarantees, express or implied, that funding will be renewed beyond the initial funding period.

6.19 Additional Assurances

Each respondent must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this solicitation. Any such relationship that might be perceived or represented as a conflict must be disclosed on the Proposal Affirmation, Certification and Conflict of Interest Form. By submitting a proposal in response to this solicitation, the respondent assures that it has not given, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to any public servant or any employee or representative of same, in connection with this procurement action. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict

of interest may result in the disqualification of a respondent's proposal. An award may not be made where a conflict of interest exists. WC will determine whether a conflict of interest exists and whether it may reflect negatively on WC's selection of a sub-recipient(s). WC reserves the right to disqualify any respondent on the grounds of actual or apparent conflict of interest.

With the submission of a proposal, the respondent assures that it is not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency. The respondent also assures that it has not been disqualified or otherwise prevented from proposing on, or completing a Federal, State or local government project because of a violation of law or safety and labor standards.

With the submission of a proposal, the respondent assures that no funds awarded as a result of this solicitation will be used, or proposed for use, to encourage or induce the relocation of a business, or part of a business, if such relocation will result in the loss of employment for any employee of such business at its original location and such original location is within the United States.

WC is an equal opportunity employer/program and requires that the successful respondent(s) comply with established Federal, State and local nondiscrimination, equal opportunity and drug free workplace applicable laws and regulations as appropriate.

With the submission of a proposal, the respondent assures that the entity or organization it represents has not been convicted of a felony criminal violation under any Federal law within the preceding 24 months.

With the submission of a proposal, the respondent assures that the entity or organization it represents has no unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.

With the submission of a proposal, the respondent assures that the entity or organization it represents has not made, and it will not make, any payment prohibited under 31 U.S.C. §1352(a)(1), which addresses limitations on the use of appropriated funds to influence certain Federal contracting and financial transactions.