



**TOWN OF HEMPSTEAD/CITY OF LONG BEACH (WDB) PROGRAM YEAR 2022  
REQUEST FOR PROPOSALS FOR VETERANS' SERVICES**

**Contract Period: July 1, 2022 to June 30, 2024**

**Essential Information and Dates**

RFP Release Date	April 29, 2022
Deadline for Proposal Submission	May 27, 2022
Proposal Review	June 1, 2022
Formal Award Notification	June 10, 2022

HempsteadWorks  
[www.hempsteadworks.com](http://www.hempsteadworks.com)

For all questions and inquiries, please email Elizabeth Ajasin at  
[eajasin@hempsteadworks.com](mailto:eajasin@hempsteadworks.com).

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## 1. BACKGROUND

The Town of Hempstead Department of Occupational Resources (DOOR) is the grant subrecipient/fiscal agent for the Town of Hempstead/City of Long Beach Local Workforce Area under the Workforce Innovation and Opportunity Act (WIOA) of 2014. WIOA funding is used to help jobseekers access employment, education, training and supportive services, as well as match employers with skilled workers to compete in the global economy. HempsteadWorks is the name given to the One-Stop Workforce System, whose mission is to ensure that skilled workers are available to employers, to help jobseekers find work, and to foster economic development.

HempsteadWorks offers employment and training services to thousands of jobseekers and businesses in the Town of Hempstead and City of Long Beach in addition to services supported through competitively procured contracts among community-based organizations. At the HempsteadWorks Career Center, we provide the following services:

- Career Planning and Counseling
- Occupational Skills Training Programs for Careers in High-Demand Industries
- Career and Computer Skills Workshops
- Online Job Banks
- Referrals to Partner Agencies
- Access to Computers, Copiers, and Career Development Literature

We also assist businesses with identifying qualified employees, posting job vacancies, and accessing training funds for professional workforce development. Additional information on programs and services can be found at [www.hempsteadworks.com](http://www.hempsteadworks.com).

## 2. PURPOSE

Veterans receive priority of service for all Department of Labor job training programs, including WIOA programs. WIOA developed a formula-funded workforce development program serving Adults and Dislocated Workers who are veterans. Service strategies developed by workforce providers prepare veterans education and/or employment through career counseling and planning, education and training, entry into a career pathway. HempsteadWorks, the New York State Department of Labor, and local communities provide veterans services in partnerships with the American Job Center and under direction of the Hempstead/Long Beach Workforce Development Board (WDB).

HempsteadWorks is soliciting proposals from a variety of governmental units, public or private not-for-profit or for-profit corporations, local educational agencies, faith-based and community-based agencies to serve a 100% veterans' population. As a result of

this process, HempsteadWorks will select an agency to coordinate activities that serve them.

### 3. SCOPE OF WORK

Selected vendors can request funding to provide 50 veterans with the following categories of services:

- a) Assistance for veterans living in poverty – services include basic needs, food security, housing, goods and services, emergency financial services, and substance abuse and support programs
- b) Assistance for homeless veterans: services include basic needs, goods and services, emergency financial services, rental assistance, home ownership, homeless services, and transitional and permanent housing
- c) Education assistance – services include GI Bill assistance, financial aid counseling, loans, scholarships, tuition programs, learning skills preparation, and student veterans organization support
- d) Assistance for veterans suffering from post-traumatic stress disorder – services include healthcare services, mental health counseling, and recreational programs
- e) Assistance for veterans with disabilities – services include assisting veterans with navigating the benefits application process or improving quality of life
- f) Assistance with employment – services include job referrals, job search assistance, resume-building and interview preparation, and referrals to training
- g) Long-term care for veterans – services include linkages to VA programs and services, caregiver support, palliative care, and nursing home care
- h) Assistance with transportation – services include providing transportation options such as through special public transportation fares, joint dispatching, service contracts, feeder services, ride-share, driver training drivers, or other innovative modes of transport
- i) Assistance to veteran family members/caregivers – services include counseling and support, family readiness groups, education and information services, wellness programs, crisis programs, peer monitoring programs, and substance abuse and support programs
- j) Assistance with financial planning – services include compensation, consumer protection, budgetary, pensions and tax counseling, unemployment services, and emergency assistance
- k) Legal assistance – services include legal assistance, pro bono programs, legal clinics, judicial system programs, service records, identification cards, and military awards and discharge review
- l) Transitional assistance – services include housing, jobs, basic needs, disability assistance, and retirement assistance

**Other vendor duties include:**

- Co-enrolling veteran participants in the WIOA Title I – Adult and Dislocated Worker program
- Assembling veterans' eligibility documents
- Complete monthly Veteran Services Form (Attachment C) that documents specific services each participant receives
- Conducting year-round services delivery to veteran participants
- Monitoring the progress of each veteran participants toward successful completion of their education and/or employment goals
- Collecting veterans' success stories
- Provide updates of veteran participants' progress as requested by DOOR staff

**HempsteadWorks Partnerships**

The HempsteadWorks Career Center will partner with the selected vendor to offer workforce preparation services to support vendor efforts, including but not limited to:

- Establishing veterans' eligibility in the WIOA program
- Subsidies for occupational skills development including individual training accounts, on-the-job training and structured work experience/internship
- Job fair and employer presentation events
- Career exploration, career and computers skills workshops, and entrepreneurship skills training
- Placement in work experience (e.g. internships and on-the-job training)

#### **4. FUNDING**

The maximum award available for the selected vendor is \$100,000. This amount is inclusive of all expenses (see Attachment B). The expectation is that annual written contracts will clearly state that each selected vendor will enroll and serve 50 veterans. HempsteadWorks will negotiate a final contracted number with approved service providers based on population to be served and activities to be provided.

Cost competitiveness and efficiency are sought in this solicitation. Every applicant is expected to leverage additional non-WIOA support and/or work together with key community partners including educators, community and faith-based organizations, employers, career centers, and governmental units in support of services/activities generated as a result. Added consideration will be given to proposals that clearly demonstrate true quantifiable and value-added support.

#### **5. APPLICANT ELIGIBILITY**

Proposals will be considered from governmental units, public or private not-for-profit or for-profit corporations, local educational agencies, and incorporated faith-based and community-based agencies. Preference in this application will be given to applicants that demonstrate a thorough understanding of the targeted geographic area and/or population, substantiate an effective blend of partnerships, cost efficiency, and establish genuine universal access for interested and eligible veterans.

Strong private-sector involvement is recommended under WIOA funding. Such leveraged partnerships will receive added consideration in this solicitation.

Applicants will be required to coordinate for participant recruitment and acceptance of suitable veterans who may be referred from various community partners including the HempsteadWorks Career Center.

#### **6. WIOA ADULT AND DISLOCATED WORKER ELIGIBILITY**

To be eligible for services, participants must be veterans who meet the WIOA definitions of Adults and/or Dislocated Workers:

According to WIOA Section 3 (2), “the term “adult” means an individual who is age 18 or older.”

According to WIOA Section 3 (15), “the term “dislocated worker” means an individual who—

(A)(i) has been terminated or laid off, or who has received a notice of termination or layoff, from employment; H. R. 803—8 (ii)(I) is eligible for or has exhausted entitlement

to unemployment compensation; or (II) has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and (iii) is unlikely to return to a previous industry or occupation; (B)(i) has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise; (ii) is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or (iii) for purposes of eligibility to receive services other than training services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close; (C) was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; (D) is a displaced homemaker; or (E)(i) is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or (ii) is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in paragraph (16)(B). (16) DISPLACED HOMEMAKER.— The term “displaced homemaker” means an individual who has been providing unpaid services to family members in the home and who— (A)(i) has been dependent on the income of another family member but is no longer supported by that income; or (ii) is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected (as defined in section 101(16) of title 38, United States Code) death or disability of the member; and (B) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.”

## **7. PAYMENTS AND PERFORMANCE**

Eighty percent (80%) of the full contract amount awarded under this RFP will be paid by DOOR to the selected vendor on a cost reimbursement basis.\* Twenty percent (20%) of the full contract amount will be paid to selected vendor based upon the attainment of performance benchmarks according to the schedule provided below:

Benchmark 1: Fifteen percent (15%) of the full contract amount will be paid by DOOR to the selected vendor(s) upon verification by DOOR that the selected vendor has recruited fifty (50) program participants, who are actively participating in WIOA during Program Year 2022 and 2023.

Benchmark 2:

Five percent (5%) of the contract amount will be paid by DOOR to the selected vendor on a prorated basis, upon submission of a Final Monthly report for each participant by the selected vendor to DOOR indicating that applicable services have been provided.

**\*All claims must be submitted to DOOR within 30 days of the prior billing month.**

## 8. PROPOSAL INSTRUCTIONS

### 8.1 Deadline

Proposals submitted in response to this RFP must be received no later than COB on Friday, May 27, 2022. Proposals can be submitted by mail or email to:

ATTN: Elizabeth Ajasin  
Town of Hempstead Department of Occupational Resources  
50 Clinton Street, Suite 400  
Hempstead, NY 11550  
[eajasin@hempsteadworks.com](mailto:eajasin@hempsteadworks.com)

Proposals received after the deadline will **not** be considered.

### 8.2 Evaluation Criteria

HempsteadWorks staff will review all proposals to ensure compliance with the requirements of the RFP. Proposal meeting requirements will be evaluated by a review team of HempsteadWorks staff and the WDB or their designees. Applicants will be rated on a 100-point rating system, and evaluation is based on, but not limited to:

- Quality of Service Design for 50 Veteran Participants (30 Points)
  - Innovative, participant-centered service strategy
  - Comprehensive, high-quality services components
  - Structured, thorough service delivery design
  - Involvement of relevant community partners including private sector employers
- Demonstrated Capability (30 Points)
  - If previous contractor, past performance and monitoring issues
  - Record of achievement in program management and operations
  - High level of professional and technical skills/knowledge including experienced staff with adequate support
  - History of success in serving target area/population
- Cost Efficiency (20 Points)
  - Clarity and completeness of budget detail
  - Reasonableness of costs

- Leverage resources and in-kind contributions that are clearly quantifiable and confirmed
- Level of investment in relation to proposed outcomes
- Miscellaneous (10 Points)
  - Value of added resources (e.g., funds, contributions, activity/services, etc.)
  - Prior experience with HempsteadWorks
  - Overall understanding of RFP objectives

To be eligible to receive an award, a proposal must be fully completed, contain all required documentation, and achieve a minimum score of 70 points. Failure to meet minimum requirements will result in an automatic rejection of the application.

### 8.3 Format and Content

Organizations with interest in providing the requested services should submit a proposal narrative that includes the following information exactly as labeled (**in bold**) and as ordered below.

1. Complete **Proposal Summary Form** (see Attachment A)
2. Describe your **Organization and Experience** in providing services to veterans as it relates to this solicitation. Include the unique characteristics of the population(s) you propose to serve and why you are well-suited to meet their needs. Include any established relationships with other veteran-serving agencies and/or systems partners within the geographic area and/or populations(s) you propose to serve and how they will benefit the veterans proposed to serve.
3. Describe in detail your **Strategy and Work Plan** for providing the services requested in this RFP. Include specific location(s), hours and days that services are to be available, and how services will lead to the required WIOA performance goals, outcomes, and measures (Attachment D).
4. Describe any **Additional or Unique Services** you will provide to enhance and/or complement the services you will provide under this RFP. Include any actual matching funds and in-kind contributions.
5. Describe **Challenges and Opportunities**, if any, that might impact your achieving successful performance outcomes as described in this RFP.
6. Describe the **Quality Control Measures and Management Procedures** that will ensure successful oversight of staff, quality service delivery, satisfactory performance, and consistent communication with the funder.
7. Provide the name(s) and resume(s) of key **Staff** that will oversee the program.
8. **Budget** – complete the attached forms (Attachment B). Provide sufficient detail to justify all costs of program activities in the budget narrative. Include any in-kind funding or services and how it will support this effort.

## 9. LIMITATIONS

The Hempstead/Long Beach WDB reserves the right to accept or reject any or all proposals received as a result of this request; to negotiate all qualified sources; or to

cancel in part or in its entirety this RFP if found not in the best interest of the WDB. This RFP does not commit the WDB to award a contract, to pay costs incurred for preparation of proposals, to pay for legal liability in refusing to award a contract, or to procure or contract for services. Vendors funded under WIOA must adhere to EEO laws and standards. Funding for any project will be dependent upon availability of WIOA funds. Demonstration of past performance and cooperation of the organization awarded in past contract years will be taken into consideration in review of proposals. Poor past or current contract performance with HempsteadWorks or other funding source may affect recommendations for awards. HempsteadWorks reserves the right to stipulate special terms regarding the area of concern that will become part of the final contract.

All decisions of the WDB are final.

## **10. EO and Nondiscrimination Assurance**

- A. As a condition to the award of financial assistance from NYSDOL under Title I of WIOA, the grant applicant assures that it will comply fully with the EO and nondiscrimination provisions of the following laws:
1. WIOA [Section 188](#) 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 (LEP) individuals), 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;
  2. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;
  3. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
  4. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
  5. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
- B. The grant applicant also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

## 11. ATTACHMENTS

**PROPOSAL SUMMARY FORM – VETERANS’ SERVICES**

*(This form must appear as cover and first pages of proposal submission)*

Proposing Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Organization:  Private-for-profit  Not-for-profit  Government Agency  Other

**Proposed Service Delivery Highlights**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Budget Highlights**

Total Requested Budget: \_\_\_\_\_

Amount of Matching Funds and In-Kind Contributions (if applicable): \_\_\_\_\_

\_\_\_\_\_  
Print Name of Staff Submitting this Proposal

\_\_\_\_\_  
Signature

### **Budget Instructions and Forms – Veterans' Services**

- Total budget must not exceed \$100,000 for each program year under terms of the contract (July 1, 2022 through June 30, 2024).
- Proposals must include all completed Budget Forms below
- Details must be provided in the Budget Narrative/Justification for each item requested by itemizing the cost that comprises each total cost. Costs which are prorated must be supported by a cost allocation plan showing requested funds paying only its share of the costs for that item. Administrative costs are allowable up to 10% of entire budget and needs detailed support of costs.
- A copy of any agreement (i.e. audit, accounting fees, etc.) that substantiates contracted items may be requested by DOOR.
- Justification and reasonableness of costs will be considered when evaluating proposals.
- Matching funds and/or In-Kind\* contributions are looked upon favorably; please note such funds where designated on Budget Forms.
- Contracts will be held to the most current approved budget and cannot exceed the award amount. Budget amendments may be allowed. All requests for amendments must be submitted for approval to DOOR prior to expenditure. All requests will require a written, detailed explanation and DOOR will provide a written approval before action can be taken. The amendments can be done only among the original line items of the budget. New line items cannot be added. Failure to follow these guidelines may result in disallowed costs. **Last budget amendment request date is June 1, 2024.**
- DOOR utilizes cash basis accounting, therefore all expenses should be paid before asking for reimbursement.
- Claim vouchers must be submitted within 30 days of the end of the previous month. by the 1<sup>st</sup> day of each month for the previous month. **All vouchering must be completed by September 30, 2024 to avoid expenses being disallowed.**

## **Budget Categories**

**Staff Costs:** Include requested staff salaries and related fringe benefits.

- **Operating Costs:** Include requested costs associated with the day to day provision of services to veterans. *Many of the operating expenses are encouraged to be included as part of partnerships and/or collaborative arrangements and can be demonstrated as matching funds and/or in-kind contributions.*

**Example of line item inclusion** with determination/explanation (*these are examples only*):

**Staff Salaries:** Salaries of key **Staff** that will oversee the program

**Staff Fringe Benefits:** 19.5% of salary includes FICA and medical

**Rent, Utilities, Telephone:** Co-location, may be listed as match/in-kind

**Supplies:** Non- consumable only. May be listed as match/in-kind

**Contracted Services- WIOA (Less than 100%):** Audit or accounting fees - 5% of annual audit and accounting based upon estimated costs and percentage of WIOA funds as compared to whole

**Mileage:** Staff travel to include visits to worksites, homes, schools and training sites will be reimbursed at current IRS rate.

**Admin Costs capped at 10%:** Indirect costs of running the program such as finance, HR, payroll services and IT services. If the organization has an indirect cost agreement rate from a cognizant agency, please provide that as backup with each claim voucher.)

*\*Matching Funds and In-Kind contributions are considered non-requested funds, resources, services or product used to support program activities. All sources and amounts must be referenced.*

**Budget Form**

Organization Name: \_\_\_\_\_

	Requested Funds	Matching Funds/In-kind Contributions
Staff Costs		
Operating Costs		
Total		

Source and detail for any matching funds and in-kind contributions claimed under Staff and Operating Costs above.

## Budget Form

Organization Name: \_\_\_\_\_

**Requested Funds**  
(do not include  
matching or in-kind  
funds here)

Staff Salaries	
Staff Fringes	
<b>Total Staff Costs</b>	
Rent	
Utilities	
Supplies- (none consumable only)	
Telephone	
Insurance	
Postage	
Copy/Printing	
Contracted Services - WIOA (Less than 100%)	
Mileage- @ current IRS rate	
Staff Training/Development	
Equipment	
Supportive Services	
Admin Costs- capped at 10%	
<b>Total Operating Costs</b>	
<b>Total Funds Requested</b>	

**Proposed Staff Costs**

Organization Name:

Proposed Staff	# Positions	Salary per Week	# of Weeks	% of Time Dedicated	Total Salary Requested
<b>Total:</b>					

**Staff Fringe Benefits**

	Rate		Base		Amount
F.I.C.A.	%	x		=	\$
Worker's Compensation	%	x		=	\$
Health Insurance	%	x		=	\$
Retirement	%	x		=	\$
Disability Insurance	%	x		=	\$
Unemployment Insurance	%	x		=	\$
Other:			%	x	=
	\$				
Other:			%	x	=
	\$				

**Total Fringe Benefits: \$**

**Total Staff Costs Requested: \$**

**Contract Budget Narrative/Justification**

For each line item in the Budget Forms (staff and operating), provide a narrative description of all costs requested in sufficient detail, at what rates and for what activities (include any non-requested funds as “match/in-kind” to demonstrate as a contribution). Provide a cost allocation plan for expenses that are charged to more than one funding source.

**STAFF SALARIES:** *Provide an explanation of salaries that are tied to staff that will support this project.*

**STAFF FRINGE BENEFITS:** *Fringe benefits should be budgeted with the organization’s standard fringe benefit policy. If budgeted fringe benefits represent an exception to standard policy, please explain.*

**RENT:** *Provide an explanation of costs needed to support this project.*

**UTILITIES:** *Provide an explanation of costs needed to support this project.*

**SUPPLIES: NON-CONSUMABLE ONLY.** *Provide information on the type of supplies with an explanation of costs needed to support this project.*

**TELEPHONE:** *Provide an explanation of costs needed to support this project.*

**INSURANCE:** *Provide an explanation of costs needed to support this project.*

**POSTAGE:** *Provide information on the type of supplies with an explanation of costs needed to support this project.*

**COPYING/PRINTING:** *Provide information on the type and amount of copying/printing with an explanation of costs needed to support this project.*

**CONTRACTED SERVICES- WIOA (Less than 100%):** *When subcontracting details are not known include a brief narrative of each service to be subcontracted, with whom subcontracting will be implemented, the anticipated outcomes and the projected budget.*

**MILEAGE:** *Provide information on the reasons for travel and mileage reimbursement. No out of state travel costs are allowed unless specifically detailed and approved below. (Please use current IRS rate for mileage reimbursements)*

**STAFF TRAINING/DEVELOPMENT:** *Provide information on the training and development activities with an explanation of costs needed to support this project.*

**SUPPORTIVE SERVICES:** *Please indicate total dollar amount that will be utilized for items not limited to: uniform, educational testing, necessary items for education and/or payment fees related to employment and training application, test and certification.*

**EQUIPMENT:** *Please provide a justification for all equipment purchases. There is a \$1,000 limit per unit on the total purchase of any equipment. If per unit price is more than \$1,000, please contact DOOR for prior approval.*

**ADMIN COSTS- CAPPED at 10%:** *Please provide a detailed list of what is included in the admin cost and how they relate to program activities. If the organization has an indirect cost rate agreement letter, please provide for review.*

## Veteran Services Form

Vendor: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Name: \_\_\_\_\_ Participant Name: \_\_\_\_\_

Veteran Services	Date Opened	Projected End Date	Actual End Date	Successful Completion
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

\_\_\_\_\_  
Veteran Signature

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

### **WIOA Primary Indicators of Performance**

WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of the State and local areas in achieving positive outcomes for individuals served in the workforce development system:

1. Employment Rate 2<sup>nd</sup> Quarter After Exit: percentage of participants who are in unsubsidized employment, during the second quarter after exit from the program (local benchmark of 65=4%)
2. Employment Rate 4<sup>th</sup> Quarter After Exit: percentage of participants who are in unsubsidized employment, during the fourth quarter after exit (1 year) (local benchmark of 64%)
3. Median Earnings: the median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program
4. Credential Attainment: percentage of those participants enrolled in education or training program who attain a recognized postsecondary credential or secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program (local benchmark of 36%)
5. Measurable Skills Gains: percentage of participants who, during a program year, are in education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skills gains towards such a credential or employment (local benchmark of 45%)

The selected vendor is expected to achieve or surpass the Primary Indicators of Performance goals stated above and to serve fifty (50) veterans.