

**APPENDIX B**

**STATEMENT OF WORK  
EXHIBITS**

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**APPENDIX B - EXHIBIT 2  
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

The Performance Requirements Summary (PRS) Chart is a listing of the minimum required services/tasks that will be monitored during the Contract term.

All listings of required services or standards used in this Performance Requirements Summary Chart are intended to be completely consistent with the terms and conditions of Appendix A (Statement of Work) and Appendix C (Sample Contract) and are not meant in any case to create, extend, revise, or expand any obligation of the WIOA TITLE I IS PROGRAMS CONTRACTOR (Consultant) beyond that defined in the terms and conditions of Appendix A (Statement of Work) and Appendix C (Sample Contract). In any case of apparent inconsistency between required services or standards as stated in the terms and condition of Appendix A (Statement of Work) and Appendix C (Sample Contract), and this Performance Requirements Summary (PRS) Chart, the terms and conditions of Appendix A (Statement of Work) and Appendix C (Sample Contract) shall prevail.

Specific Work Requirements	Service	Deliverables	Remedies for Non-Compliance
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.1	<b>Technical Assistance and Support:</b> Provide support to the County in connection to the program implementation process such as developing and offering trainings and consultation, as necessary, and shall coordinate other efforts towards the implementation of the WIOA IS model of the Title I Programs.	Within 30 days from the execution of the contract, the Contractor shall provide WIOA Program staff with a timeline for the completion of Specific Tasks, Section 10.0 of SOW.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.2	<b>Response to Requests and Inquiries:</b> Respond to WIOA program staff regarding any request from County for information or documents related to WIOA programs within 24 hours.	Contractor shall respond or provide WIOA Program staff and CSS Executive Management information or documents related to WIOA at their request and within 24 hours per approved timeline.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.

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Specific Work Requirements	Service	Deliverables	Remedies for Non-Compliance
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.1	<p><b>Training Manual of Standard Operating Procedures:</b> Work with County WIOA program staff to develop a preliminary training manual of Standard Operating Procedures for the anticipated WIOA service providers to implement process and program standards, thereby achieving uniformity among the WIOA service providers in the provision and oversight of the redesigned WIOA Title I program services.</p>	Contractor shall provide WIOA Program staff with a draft training manual of WIOA services Standard Operating Procedures per approved timeline.	<p>If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:</p> <ol style="list-style-type: none"> <li>1) Corrective Action Plan;</li> <li>2) Suspension of Payment;</li> <li>3) Suspension of Contract;</li> <li>4) Reduce and reallocate funds; and</li> <li>5) Termination of Contract.</li> </ol>
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.2	<p><b>Develop Data-Driven Programmatic Measuring and Monitoring Structure.</b></p>	Contractor shall provide WIOA program staff a documented system to mapout and measure AJCC's IS customer flow, critical service interventions, customer data-entry points per CalJobs as relate to performance, define IS roles and responsibilities for AJCC providers and WIOA CSS staff, and the other requirements delineated in the Contract per approved timeline.	<p>If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:</p> <ol style="list-style-type: none"> <li>1) Corrective Action Plan;</li> <li>2) Suspension of Payment;</li> <li>3) Suspension of Contract;</li> <li>4) Reduce and reallocate funds; and</li> <li>5) Termination of Contract.</li> </ol>
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.3	<p><b>Policy Review and Revision to Reflect IS Environment.</b></p>	Contractor shall review and revise County WIOA ISD policies and submit to WIOA Program staff, including priority of services, supportive services, data-entry guidelines, complaint and grievance policies, and resolution protocols per approved timeline.	<p>If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:</p> <ol style="list-style-type: none"> <li>1) Corrective Action Plan;</li> <li>2) Suspension of Payment;</li> <li>3) Suspension of Contract;</li> <li>4) Reduce and reallocate funds; and</li> <li>5) Termination of Contract.</li> </ol>

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SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.4	<b>Internal Capacity Building of County and EDD Staff and WIOA Service Provider Staff.</b>	Contractor shall provide WIOA Program staff training and training materials for WIOA service providers and EDD staff regarding customer flow and service elements, partner performance, continuous quality improvement and fiscal monitoring procedures to be used within IS model per approved timeline.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.5	<b>Ramp Up/Implementation Planning.</b>	Contractor shall provide WIOA Program staff documentation for functional job description of EDD and WIOA Program service provider staff within the IS model, disseminate WIOA design information to stakeholders, and guidelines to measure and monitor WIOA system program performance per approved timeline.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.6	<b>External Capacity Building with Successful WIOA Service Providers and EDD.</b>	Contractor shall provide WIOA Program staff training and training materials for IS model including Wagner-Peyser, customer's path through the system from entry to exit, CalJobs customer data-entry points and collaboration methods between WIOA service providers and EDD, analysis of Career Services and Training Services to identify each activity's performance per approved timeline.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.

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SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.7	<b>Implementation of IS Model.</b>	Contractor shall provide WIOA Program staff documentation of the detailed IS model implementation timeline.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.8	<b>Professionalization of WIOA Service Providers' Staff.</b>	Contractor shall provide WIOA Program staff documentation of required competencies in administration and management for WIOA service provider staff and identify a credential program for WIOA service provider staff.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.9	<b>IS Model Implementation Evaluation and Recommendations.</b>	Contractor shall provide WIOA Program staff an evaluation document of the WIOA IS model implementation including qualitative and quantitative review and recommendations for WIOA services provider improvements per approved.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.

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Specific Performance Reference	Service	Deliverables	Deduction/Fees To Be Assessed
SOW: Paragraph 10.0, Specific Work Requirements, Subparagraph 10.1.1.3.10	<b>Marketing Plan for WIOA Service Providers.</b>	Contractor shall provide WIOA Program staff documentation containing a marketing plan for WIOA service providers to use for outreach to customers for WIOA services.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.
Contract: Paragraph 9.24.3 - Contract Compliance Documents; Paragraph 9.24.5 - Reporting Documentation; Paragraph 9.25, Fiscal Reporting Requirements	Follow established record procedures by tracking, documenting, and reporting actual services rendered while meeting deadlines. Provide documentation and a final year-end report in a timely manner, in line with the established timeframe.	Contractor shall provide WIOA Program staff a monthly service report and a monthly invoice per Appendix C, Sample Contract, Paragraph 5.10, Invoices and Payments, and shall maintain all records for program, fiscal, and administrative monitoring review by Auditor-Controller and other authorized representatives of CSS.	If CONTRACTOR performance does not meet the COUNTY will have the option to apply one or all of the following:  1) Corrective Action Plan; 2) Suspension of Payment; 3) Suspension of Contract; 4) Reduce and reallocate funds; and 5) Termination of Contract.
Contract: Paragraph 7.0, Administration of Contract - Contractor	Contractor shall notify the County in writing of any change in name or address of the Project Manager.	Inspection and Observation	\$50 per occurrence.



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Contract: Paragraph 8.0, Standard Terms and Conditions, Subparagraph 8.38, Record Retention and Inspection/Audit Settlement	Contractor to maintain all required documents as specified in Subparagraph 8.38.	Inspection of files	\$50 per occurrence.
Contract: Paragraph 8.0, Standard Terms and Conditions, Subparagraph 8.40, Subcontracting, Subparagraph 8.40.1	Contractor shall obtain County's advance written approval prior to subcontracting any work.	Inspection and Observation	\$100 per occurrence; possible termination for default of contract.
SOW: Paragraph 4.0, Quality Assurance Plan, Subparagraph 4.1, Meetings	Contractor representative to attend all meetings.	Attendance	\$50 per occurrence.
SOW: Paragraph 6.0, Responsibilities, Subparagraph 6.6, Trainings, Subparagraph 6.6.5	Contractor representative to attend all mandated trainings.	Attendance	\$50 per occurrence.

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Contract: Paragraph 8.24, General Provisions For All Insurance Coverage and Paragraph 8.25, Insurance Coverage	Contractor shall obtain and maintain all licenses and certifications.	Inspection of documents.	Immediate suspension or termination.
Contract: Paragraph 8.0, Standard Terms and Conditions, Paragraph 8.25, Insurance Coverage, Subparagraph 8.25.8, Privacy and Network Security Coverage	Contractor shall obtain and maintain privacy and network security coverage.	Inspection of insurance certification.	Immediate suspension or termination.