

SOUTHEAST TENNESSEE WORKFORCE DEVELOPMENT AREA

**REQUEST FOR PROPOSALS FOR
WORKFORCE INNOVATION & OPPORTUNITY ACT**

**ONE-STOP OPERATOR
AND
CAREER SERVICE PROVIDERS
FOR
ADULT, DISLOCATED WORKER, AND YOUTH PROGRAMS
IN**

**Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea and Sequatchie Counties in
Tennessee's American Job Centers Comprehensive and Affiliate Sites**

ISSUE DATE: July 15, 2018

**RESPONSE DEADLINE: August 14, 2018 at 5:00 p.m. Eastern Daylight Time (email to
WorkforceRFP@sedev.org)**

FUNDING PERIOD: October 1, 2018 – June 30, 2019 (9 months)

**(funding for a 9-month period with a one-year contract extension for up to three additional program years,
at the discretion of the funder)**

Technical assistance concerning this Request for Proposals will be provided at a Pre-Bidder's Conference on **Tuesday, July 31, 2018 at 10:00 a.m. EDT** at the American Job Center in Chattanooga. Attendance is not required but strongly encouraged.

Prior to the Pre-Bidder's Conference, questions may be submitted from **July 23 – July 27, 2018** to email address: WorkforceRFP@sedev.org

This project is funded under an agreement with the State of Tennessee – TN Department of Labor and Workforce Development. Equal Opportunity Employer/Program. Auxiliary aids & services are available upon request to individuals with disabilities.

I. Background:

The purpose of this Request for Proposal (RFP) is to identify and fund an organization in the Southeast Tennessee region that will provide oversight and functional alignment of the American Job Center system for the local area. Additionally, the same organization should deliver innovative programming for Career Services to Adults, Dislocated Workers, and Youth (as these groups are defined by the Workforce Innovation and Opportunity Act (WIOA), Title I).

This project will be funded under WIOA, a federal program funded through the U.S. Department of Labor and the State of Tennessee Department of Labor and Workforce Development. WIOA is a primary source of federal funds for workforce development activities throughout the nation; however, the legislation requires multiple partners to contribute to infrastructure, operations, and services. WIOA funds are awarded to the Chief Elected Officials (CEOs) of a Local Workforce Development Area (LWDA) to serve two primary customers: job seekers and businesses through a One Stop system branded as the American Job Center (AJC) system. The intent of WIOA is to strengthen the workforce system through innovation and alignment of services to promote individual and economic growth, meeting the business and industry needs in the local area. One of the main purposes is to assist individuals with barriers to employment in increasing their access to employment, education, training, and support so they may succeed in the labor market. The AJC network in a LWDA must include at least one comprehensive AJC with services offered by all required partners and may include additional affiliate centers and/or access sites. A Local Workforce Development Board (LWDB), appointed by the CEOs and approved by the Governor, oversees the workforce system and activities in a LWDA. The Board is responsible for meeting performance goals negotiated with the TDLWD. To fully understand the work contained herein, a review of the WIOA final regulations is advised. Hyperlinks to all reference materials are included in **Attachment G**.

The Chief Elected Officials of the Southeast Tennessee Workforce Development Area have appointed the Southeast Tennessee Local Workforce Development Board to oversee workforce services in Bledsoe, Bradley, Grundy, Hamilton, Marion, Meigs, McMinn, Polk, Rhea, and Sequatchie Counties. The Board is comprised of representatives of private sector employers, higher education, organized labor, non-profit organizations, and public entities and is entirely voluntary. The Board, in consultation with the Chief Elected Officials, is responsible for the oversight and selection of providers to form partnerships with the Administrative Entity/Fiscal Agent, the Southeast Tennessee Development (SETD), in the delivery of One Stop and Career Service elements for Adults, Dislocated Workers, and Youth Programs as specified in WIOA. All communication regarding contract deliverables will be made through the Administrative Entity/Fiscal Agent (SETD) designee, Michele Holt, the Workforce Director at mholt@sedev.org.

Our Mission:

To drive innovative and transformational change in the development of the region's talent through focused delivery of quality services with integrity and flexibility. We collaborate with business, industry, economic development, and education to prepare and provide skilled workers and improve the standard of living in our communities.

Our Vision:

We are a dynamic and thriving region where prepared job seekers and quality career opportunities align with the needs and demands of business and industry.

Definitions and Acronyms:

Workforce Innovation and Opportunity Act (WIOA) – a federal program for workforce development activities that is administered by the State of Tennessee Department of Labor and Workforce Development through 9 LWDA's or Local Areas that are geographically designated by the Governor. For purposes of this RFP, the geographic area is Southeast Tennessee Workforce Development Area.

State Workforce Development Board (SWDB) – Oversight and policy making board appointed by the Governor to oversee the system.

Local Workforce Development Board (LWDB)- Oversight and policy making board that is appointed by the Lead Chief Elected Official with multiple responsibilities as defined in WIOA, but inclusive of a provision that certain operators and service providers be competitively procured.

Chief Elected Official (CEO) – The lead elected official in each county within the LWDA that develops an agreement to designate the fiscal agent and the appropriate member of the LWDB per Section 107 (b) of WIOA. The agreement also designates a Lead Chief Local Elected Official (CLEO) that will serve as the Grant Recipient.

Tennessee Department of Labor and Workforce Development (TDLWD) – As it relates to this RFP, the Governor of Tennessee has assigned the role of State Administrative Entity to the TDLWD. The TDLWD, under the direction of the SWDB is responsible for guiding the establishment of an integrated, statewide One Stop service delivery system known as the American Job Center (AJC).

Fiscal Agent – Entity designated by the Chief Elected Officials who administers program funds, monitors, and contracts.

American Job Center (AJC) – A one stop center for job seekers and employers comprised of various service providers working to deliver seamless services.

Memorandum of Understanding (MOU) – The MOU is an agreement entered into by all mandated and additional partners in a local area that provides the framework for how services will be delivered seamlessly in the AJC. Mandated partners are required to be a party to the MOU and the IFA.

Infrastructure Funding Agreement (IFA) – The financial budget that details the costs associated with operations in an American Job Center, providing the details of cost sharing for each partner located in an AJC. The IFA is an attachment to the MOU.

Administrative Entity - May be the same as the Fiscal Agent but performs additional functions beyond monitoring and contracting to include serving as Staff to the Board (LWDB).

One Stop Operator (OSO) – Entity procured by the Local Board to functionally manage all AJC operation and staff from multiple providers.

Career Services Provider (CSP) – Entity procured by the Local Board to provide staff to deliver Title I Career Services in the AJCs to targeted populations in cooperation with the Administrative Entity and Fiscal Agent.

RFP Summary and Roles:

This RFP contains two primary components of WIOA Services: One Stop Operator and Service Delivery for Adult, Dislocated Workers, Youth, and Business Services that complement the work of the Board. This is a staffing contract to facilitate the oversight and delivery of program services in the local area. The One Stop Operator function will provide the overall AJC system oversight and functional alignment for all WIOA mandated and additional partner programs in the AJC system. The Career Service function will be a partner in the AJC system delivering the Title I services under the functional oversight of the One Stop Operator. Appropriate firewalls must be in place to ensure compliance with the requirements of WIOA as further outlined in the ***USDOL Training and Employment Guidance Letter 15-16*** (a link is provided in Attachment G)

WIOA provides for a customer centered workforce system that is accessible to all job seekers, and training that is job-driven. Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, education, and other human resource programs, collaborate to create a seamless customer-focused American Job Center network that integrates service delivery across all programs to make it easier for workers to access the services they need to obtain skills and employment. In addition, Career Service Providers may be required to case manage eligible participants for specialized funding received by the local area.

The role of the One Stop Operator is to provide oversight and functional supervision for all American Job Center staff and offer a comprehensive set of employment and training services to WIOA eligible Adults, Dislocated Workers, and Youth, including those eligible for other partner programs listed in this RFP. The role of the Career Service provider is to hire and supervise staff to case manage Title I WIOA eligible participants in the process of accessing employment and training services and funds, from initial assessment through exit and placement.

The role of Business Services will be complementary to the employer engagement work that is initiated by the Local Workforce Development Board. The Administrative Entity will remain the primary contact for economic development as it relates to new and expanding industry and presentation of the workforce services available under the Board for the region.

The selected provider(s) will be held accountable for meeting the WIOA Performance Measures that are negotiated with the State by the Board and summarized in Attachment D of this RFP. Access to further guidance may be located by following the links provided in the References (Attachment G).

II. Project Timeframe:

RFP Release	July 15, 2018
Notice of Intent to Apply (REQUIRED)	July 27, 2018
Bidders Questions submitted via email	From: July 23, 2018 To: July 27, 2018 to workforceRFP@sedev.org (email submissions only)
Pre-Bidders Conference (NOT REQUIRED)	July 31, 2018
Proposal Deadline	August 14, 2018 at 5:00 p.m. EDT

Review Committee Approval	Week of August 20 – 24, 2018
LWDB Approval	September 12, 2018
Anticipated contract Start Date	October 1, 2018

III. Eligible Applicants:

WIOA sec. 3(41) defines a One Stop Operator as one or more entities designated or certified under WIOA sec. 121(d). Such designation or certification must be through a competitive process. The One Stop Operator must be an entity (public, private, or nonprofit) or a consortium of entities that, at a minimum, includes three or more of the required one-stop partners of demonstrated effectiveness, located in the local area. Entities selected and serving as One Stop Operators are subrecipients of a Federal award and thus are required to follow the Uniform Guidance.

The types of entities that may be a **One Stop Operator** include, but are not limited to:

- An institution of higher education
 - Nontraditional public secondary schools, night schools, adult education schools, career and technical education schools – **Note: Elementary schools and secondary schools are not eligible to be selected as the One Stop Operator**
 - An Employment Service State Agency established under Wagner Peyser
 - A community-based, non-profit organization or workforce intermediary
 - A government agency (i.e. a municipality)
 - Other interested organizations or entities capable of carrying out the duties of the One Stop Operator, including Local Chambers of Commerce, business organizations, or labor organizations
 - Private for-profit entities
- Note: Should a for-profit entity (or a consortium that includes a for-profit entity) be selected as a One Stop Operator, there are two points that must be kept in mind: First, except for WIOA Title I funds (Adult, Dislocated Worker, and Youth), no profit may be paid from USDOL awards. Second, 2 CFR 200.323(b) requires profit to be negotiated as a separate element of price for each contract in which there is no price competition or in which a cost analysis is performed.**

Types of entities that may be a **Career Service Provider** include, but are not limited to:

- The One Stop Operator
- An institution of higher education
- A community-based, non-profit organization or workforce intermediary
- Private for-profit entities (see note above)

Additionally, the State and local boards shall ensure that in carrying out activities under Title I, partners will:

- disclose any potential conflicts of interest arising from the relationships with training service providers or other service providers;

- not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive case management, training, and education services; and
- comply with Federal regulation and procurement policies

Minimum Requirements of Eligibility

In order to be considered responsive, a bidder must meet the following requirements:

1. All proposing entities must be a legal entity/business in accordance with Federal, State and local law, and must have been in business for at least three years.
2. Provide two years of audited financial history. Adequate documentation could include recent audit reports, the entity's Comprehensive Annual Financial Report (AFR), an independent review by a certified public accountant, tax records, or another recognized review of accounting process and procedures.
3. Provide a proposed organizational chart that includes appropriate firewalls for the One Stop Operator and Career Service delivery.
4. All organization that are private, for-profit, or not-for-profit must be able to provide documentation of their registration under either Tennessee or their respective state's Secretary of State's office.
5. All bidders are required to provide their Dun & Bradstreet number (DUNS number). The Procurement Coordinator will declare entities **ineligible** if they are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.
6. Respondents must comply with WIOA Section 188 and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities (WIOA Section 108(b)(6)(C).
7. The proposing entity must agree to accept all currently enrolled program participants **AND** exited program participants still in follow-up up at the onset of the contract. This must be verified via an acknowledgement from the proposing entity using the format in **Attachment F**.

IV. Funding and Contracting:

The Board will award funds to successful proposers to promote continuity and coordination of services identified in the RFP. The Board will award an initial contract to successful respondents effective October 1, 2018 through June 30, 2019 with an **annual budget range of \$1,100,000.00 (one million one hundred thousand dollars) - \$1,300,000.00 (one million three hundred thousand dollars)**. **Note: First nine-month funding will be a maximum of \$825,000.00 - \$975,000.00**. Subject to performance of deliverables and available funds, the selected partners may be eligible for up to three (3) additional 1-year extensions with proven performance outcomes and based on available funding. In the event of a termination of contract for any reason, accrued liability for any unused annual and sick leave will be reimbursed at a maximum of 180 hours for each employee, with a **maximum liability of \$50,000.00** to the program. All funding for this RFP is contingent upon the Board and partner agreement of fund availability.

If a contract is awarded, the submitted proposal will become part of the official contract file. Any commitments made in the proposal will be part of the contract and will be binding on the contractor. The contract awarded will be cost reimbursement. No expenses are reimbursable until a contract has been fully executed (signed by all parties). Monthly invoices are due by the 10th of the month for the previous month and must include documentation of WIOA participants served. Invoices will be paid within 30 days of receipt of approved documentation.

The provider may enter into subcontracts only with written approval of the funder. Competitive procurement is required for all services that benefit the public, Office of Management and Budget (OMB) Super Circular (2 CFR 200.330).

The issuance of this solicitation in no way commits the Board to pay any cost for the preparation and submission of a proposal. The Bidder assumes all costs of preparation of the proposal and any presentation necessary for the proposal process.

V. Delivery of Services:

The Board announces the release of a Request for Proposals to provide funding for staffing of One Stop Operator and Career Services delivered to Adults, Dislocated Workers, and Youth in the following locations where all staff must be located:

Comprehensive American Job Center Locations

American Job Center - Chattanooga—Eastgate Town Center

Address: 5600 Brainerd Road
City/State/Zip: Chattanooga, TN 37411
Phone: (423) 894-5354
Website: secareercenter.org

American Job Center - Athens

Address: 410 North Congress Parkway
City/State/Zip: Athens, TN 37303
Phone: (423) 745-2028
Website: secareercenter.org

Affiliate American Job Center Locations

American Job Center – Cleveland

Address: 3535 Adkisson Drive
City/State/Zip: Cleveland, TN 37312
Phone: (423) 790-5552
Website: secareercenter.org

American Job Center – Kimball – Marion County Regional Institute of Higher Education (Chattanooga State)

Address: TBD – Temporary location 2100 Main Street
City/State/Zip: Kimball, TN 37347
Phone: (423) 837-9103
Website: secareercenter.org

American Job Center – Dayton
Address: 200 4th Avenue
City/State/Zip: Dayton, TN 37231
Phone: (423) 570-1107
Website: secareercenter.org

All American Job Centers in the local area are required to be open during the hours of **8:00 a.m. to 4:30 p.m.** Centers are located in both Eastern and Central time zones and will follow the hours of operation for the respective time zones. The Board reserves the right to establish service hours at other times to accommodate schedules of individuals who cannot access the centers during the core hours. Holiday closures must conform to TDLWD recognized holidays. One Stop Centers must adhere to these holidays, regardless of the holidays that are observed by contract agent. If the AJC is located within a community college or other agency, then the hours of operation for the AJC must adhere to the TDLWD hours and holidays rather than the hours and holiday schedule set by the agency.

Onsite partners may include the following:

One Stop Operator
Title I Adult, Dislocated Worker, Youth – Career Services
Title II Adult Education
Title III Wagner Peyser
Title IV Vocational Rehabilitation
TANF (Temporary Assistance for Needy Families)
Veteran Services
TAA/TRA (Trade Assistance Act)
RESEA (Reemployment Services)
SNAP (Supplemental Nutrition Assistance Program)
Others

Staff hired to work for the provider in the above centers and in conjunction with the partners will deliver services that include oversight and functional management of the American Job Center System in the local area, recruitment and eligibility of customers, developing a service plan, referral to appropriate services, arranging for funding of direct training and/or support services and maintaining follow-up with the customer to track and assure performance. Direct training or support services funds will be made available via a budget to the One Stop Operator. All eligibility and service need determinations will be made by the provider in accordance with an updated monthly program funds budget provided by the Administrative Entity and Fiscal Agent.

SETD will hold the lease on all AJCs and will provide dedicated office space and equipment for contracted staff. The five AJCs listed above have been certified by the Tennessee Department of Labor and Workforce Development and will undergo an annual certification in partnership with the One Stop Operator and approved by the Board. To maintain certification, all AJCs must have the equivalent of at least one full-time WIOA Title I staff member on site.

VI. Scope of Work:

The Local Workforce Development Board envisions a system where a One Stop Operator will coordinate with various onsite partners (including the Title I procured under this contract) in the Southeast Tennessee region (Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie) to provide a set of comprehensive and integrated education and training supports in partnership between the Administrative Entity (SETD) and referral contractors that offer unique expertise. These partnerships should increase the number of participants that are productively engaged in the workforce, thereby increasing self-sufficiency and reducing poverty.

Duties and responsibilities of the One Stop Operator include but are not limited to:

- Oversee management of the One Stop Career Centers and service delivery
- Evaluate performance and implement required actions to meet performance standards. This does not include performance negotiations as this is specifically a Board requirement.
- Evaluate various customer experiences (including but not limited to employers, jobseekers, and partner staff)
- Ensure coordination of partner programs
- Act as liaison with the Board and One Stop Career Center
- Define and provide means to meet common operational needs (e.g., training, technical assistance, additional resources, etc.)
- Oversee full implementation and use of all State systems in the local area
- Design the system integration and service coordination for the site and partners
- Coordinate with the Administrative/Fiscal Agent on IFA updates for the AJCs
- Plan and report responsibilities
- Write and maintain business plan
- Market One Stop Career Center services in coordination with the Board and it's staff
- Facilitate the sharing and maintenance of data, with an emphasis on the VOS system, including all related Federal, State and local policies
- Ensure integration of available services and coordination of programs for the site with all partners

Description of Career Services for Adults, Dislocated Workers and Youth

WIOA authorizes the delivery of career services for Adults and Dislocated Workers. There are three types of career services: basic career services, individualized career services, and follow-up services. The provision of individualized career services must be based on the employment needs of the individual as determined by the individual and the case manager and may be identified through an individual employment plan (IEP).

WIOA also outlines a broad youth vision that supports an integrated service delivery system and provides a framework through which states and local areas will provide high-quality services for youth, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, such as pre-apprenticeship or internships, for in-demand industries and occupations, via the utilization of the fourteen service elements outlined in WIOA. WIOA places a priority on serving out-of-school youth, providing work-based experience, and improving services to youth with disabilities. WIOA promotes career pathways, increased attainment of recognized credentials and postsecondary certificates or degrees. Youth must meet eligibility requirements to participate in the WIOA Title I Youth Program. *Note: The current priority is to serve out-of-school youth; however, TDLWD has request a Federal waiver to allow greater*

opportunity to serve in-school youth. If the waiver is approved, the Board staff will provide implementation guidance to the providers.

For further guidance on programs and service delivery, see the References located in **Attachment G** of this document.

Duties and Responsibilities of Career Services Staff Include but are not limited to:

- Assist customers in computer lab/resource library who are engaged in job search
- Answer customer questions concerning AJC programs or services and/or refer to appropriate Career Center partner
- Recruit and refer customers for program participation
- Interview customers and collect information to determine program eligibility and certification
- Proficiently navigate VOS for data input, customer tracking and data updates
- Obtain required customer documentation, signatures and verification of other programs, selective service registration, etc.
- Engage customers in a career exploration process and guide customer in the decision-making process to identify employment goals and/or career path in order to develop a mutually agreed upon individual employment plan
- Provide assessments to identify customer needs when appropriate
- Assist with resume and interview preparation, and provide guidance regarding workplace expectations when appropriate
- Locate and contact employers to identify current and future job openings
- Review customer application/resume to match qualifications with employers' specifications and refer qualified applicant to interviews with prospective employer
- Conduct job placement and customer follow-up contact log in VOS
- Assess customer needs for social and financial supports and services; assist customer in accessing these services and identify other community resources offered by public and private agencies
- Determine utilization of On-the-Job Training program for customer and maintain talent pool list for appropriate program candidates
- Organize and maintain accurate and up-to-date customer folders to include all relevant information and documentation
- Process authorizations and commence activities in a timely manner for the purposes of tracking and invoicing using VOS
- Demonstrate professionalism in terms of meeting deadlines, follow-through with assignments and customers and completing all work accurately
- Answer employer questions concerning AJC programs or services available
- Represent the AJC System at community events such as local chamber of commerce meetings, job fairs and career expos when appropriate
- Attend training functions and conferences when appropriate
- Engage in professional communication in all correspondence with supervisors, co-workers and customers

Summary of WIOA Performance Measures

WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs. These six core programs are the Adult, Dislocated Worker, and Youth Programs authorized by Title I of WIOA, the Adult Education and Family Literacy Act (AEFLA) program authorized under Title II of WIOA, the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III, and the Vocational Rehabilitation program as authorized under the Rehabilitation Act of 1973, as amended by Title IV of WIOA. WIOA provides a historic opportunity to align performance related definitions, streamline performance indicators, integrate reporting, and ensure comparable data collection and reporting across all six of these core programs, while also implementing program-specific requirements related to data collecting and reporting.

Further guidance related to the core performance metrics for WIOA can be found in Attachment G of this RFP. Additionally, 2016 and 2017 local area negotiated performance targets can be viewed in Attachment D. The Board reserves the right to add additional performance metrics as necessary to assist in meeting the needs of the emerging workforce.

Collaborations Required for Grants that are Pursued by and Awarded to the Administrative Entity/Fiscal Agent

The One Stop Operator and Career Service Provider must carry out all assigned duties as they relate to the delivery of services within the One Stop System. If the USDOL, TDLWD, or the Administrative Entity of the local Board secures or allocates additional or specialized funds, the Board must direct the awarded entity on how to leverage the additional funds to maximize service delivery within the local area. Receipt of additional funds may require the assignment of additional duties without the ability to provide additional staffing.

VII. Requested Response:

A. Executive Summary

Provide a one (1) page summary of your agency's proposal, including organization's history, mission and vision, and services being proposed.

B. Relevant Experience (15 points)

- Describe your agency and its relevant experience working with area employers, WIA, WIOA and its workforce programs and/or experience in project management of similar programs with a customer centered design.
- Describe your experience in implementing systems and/or processes across partner agencies and employers.
- Describe your organization's experience with developing and implementing customer satisfaction instruments, such as web-based services used to track and report actual outcomes.

- Give examples of successes you have had working with multiple partners towards a common goal, local employers on recruitment and expansion efforts and examples of the success that your organization has had performing the services you are proposing to deliver.
- What is your organization's experience working with Boards, partners, and/or service providers to develop strategic approaches to support regional economic development and employers with high staffing needs in high-demand occupations?
- Include at least two (2) references who can verify experience, including at least one employer who can speak to collaborative efforts.

C. Operations and Staffing (30 points)

- Describe how the organization plans to staff the One Stop Operator and Career Service Provider functions within the American Job Center System in the local area. Please include a proposed organizational chart that meets the required internal firewall controls between the One Stop Operator and Career Service Provider. The awarded entity will be required to work with the Board staff to develop an internal policy to comply with the requirements. *Reference the organizational chart in Attachment E as provided by the Tennessee Department of Labor and Workforce Development.*
- Describe your hiring process. How long will it take you to fully staff and/or replace staff that are lost due to normal attrition? Do you plan to hire existing staff or newly hired staff? Please provide a list of job titles and job descriptions/postings for positions.
- Describe how you will assure that One Stop services are accessible to all jobseekers and employers in the respective LWDA, including areas with high unemployment and transportation barriers such as in rural communities. Include location and scope of any proposed affiliates, access locations and/or other venues for meaningful access and adaptation for customers with disabilities.
- The American Job Center System follows the hours of operation and holiday schedule of the Tennessee Department of Labor and Workforce Development as outlined in ***Workforce Services Policy – One Stop System Design TN-WIOA (16-12)***. Provide a brief outline of your planned staffing schedule. Additionally, describe how your organization plans to facilitate delivery of services to individuals that cannot visit a center during regular business hours (i.e, flexible staff schedules, weekends, etc.) This can include all partners located in the center.
- The Administrative Entity/Fiscal Agent manages the IFA for the local area. In collaboration with all partners in the center, describe how you will communicate the needs for equipment and staff for a resource room that is customer focused. Include all technology to be available in the resource room, computer laboratories, and web- based (Wi-Fi) access quality throughout the facility.
- In the light of minimizing costs, the Administrative Entity/Fiscal Agent provides and shares in the costs of information technology specialists? Describe how you will facilitate a plan to effectively communicate the needs of the American Job Centers, while remaining cost effective. Describe necessary helpdesk functions in the AJC.
- Describe how you will provide knowledgeable staff, including partner staff, trained and motivated to dress and act professionally with the confidence to address both employers and job seeking customers. **Note: Potential One Stop Operator needs to be aware of any implications or special arrangements. Describe how they will organize to meet the requirement of 20 CFR 678.630, which states: "Continued use of State merit staff for the provision of Wagner-Peyser Act services or services from other programs with merit staffing requirements must be included in the competition for and final contract with the One Stop operator when Wagner-Peyser Act services or services from other programs with merit staffing requirements are being provided."** How will you lead One Stop partners with:

- Integrating a menu of services for job-seeking customers and employers,
- Implementing agreements among the partners such as MOU and IFA, and
- Maintaining communications with all One Stop Partners and co-located staff?
- Describe the service delivery methods to be implemented in the AJCs to ensure that the planning region's goals, regarding placement and credentials, are met or exceeded.
- What is your agency's approach to management of information systems, connectivity, and confidentiality? Attach, or include, a privacy policy. Note: The State of Tennessee and its LWDA's all use the Virtual One-Stop system.
- Describe your plan to provide the optimum customer flow process in the AJC(s). The plan should demonstrate how best practices with customers and employers are incorporated in the design and delivery of services.
- Describe how your agency plans to integrate and/or coordinate various business engagement strategies and programs, including all partners and the employer engagement efforts of the Administrative Entity (Board Staff). How will these be managed to avoid duplication and the risk of multiple partners calling on the same employer(s)?
- Describe how you will provide staff to determine WIOA eligibility and enter eligibility and other customer information into Jobs4TN. Describe the coordination of these systems, with the WIOA identified key partners, over time.
- Describe how you will on-board staff, including a description of the provision of training (including on-going training)
- Describe how you will work with required partners, and others co-located at the American Job Center, to include the following:
 - Market the services of the AJCs utilizing the branding standards outlined in the AJC Style Guide
 - Describe how you will handle ongoing communication needs with all AJC staff, as well as with agency leadership and the Board.
 - Describe how you will approach organization of shared staff via the MOU.
- Describe how you will work with the Board, officers, and executive staff relative to the many policy and market intersections. Describe how you will work with the administrative entity and fiscal agent, as well as all monitors and auditors from independent, state, or federal agencies

D. Program Management and Performance (30 points)

- One Stop Operators will be required to provide quarterly reports to the Board to inform them of trends concerning the operation of the One Stop System, including but not limited to strengths and weakness of service delivery, specifically as they relate to the key performance indicators included in Attachment D.
- Describe the optimum continuous improvement and quality assurance methods needed in Tennessee's AJCs. Include the metrics which address customer needs, as well as ensure customer satisfaction, in a cost-effective manner.
- Describe your organization's outreach methods to reach target populations to promote AJC Services. Be specific as to the actual outcomes.
- Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop planning estimates of the number of core program (i.e. WIOA Titles I, II, III, and IV) customers to be served, including their respective employment and earnings rates after exit.
- Describe how you will engage and meet with employers to identify and improve employer resources in the AJC. Include previous experience with employers in a One Stop setting.

- Describe how you will gather and analyze information on sustainability to support ongoing and emerging needs of regional employers.
- Describe the full set of services envisioned for area employers, including those serving on the Board and all employers with workforce needs that may strengthen an existing system.
- Describe how you will promote and sustain business engagement. Address the methods used to explain and communicate these successes with the Board, as well as to the general public.
- Please explain and justify the service models that should be used to serve traditionally underserved participants and employers.
- Describe your organization's experience in tracking and reporting discrete participant activities while at the same time ensuring full compliance with Personal Identifiable Information (PI I).
- Describe your strategy to meet or exceed the LWDA's performance goals. How will your organization manage measurement, achievement, and documentation of performance standards for all Titles of WIOA?
- Federal, State and local policies require certain minimum benchmarks be attained each program year as follows:
 - 80% of all Formula funds must be obligated by June 30 of each year. How will your organization assist the local area in meeting this metric?
 - 50% of all program expenditures must be direct participant costs. How will your organization ensure compliance with this metric?
 - 75% of the youth formula allocation must be expended on out-of-school youth. How will your organization help ensure compliance with this metric?
 - 20% of all youth program expenditures must be for work experience activities. How will your organization help ensure compliance with this metric?
- Describe your strategy to maximize the potential to serve by requiring Title I case managers to maintain a minimum of 60-80 participants per case load.
- Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for Adults, Dislocated Workers, and Youth.
- Describe how you will market to and recruit WIOA customers, including those from targeted populations which may require specialized marketing, including but not limited to justice-involved individuals, out-of-school youth, school dropouts, and recipients of public assistance.
- Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop estimates of the number of Adults, Dislocated Workers, and Youth to be served in a fiscal year.
- Describe how customers will flow through various WIOA services, including but not limited to, accessing training, supportive services, assistance with employment, and follow-up.
- Describe how you will provide orientation to WIOA services, including any planned adaptations for targeted populations.
- Describe workshops you plan to offer and the best practices, or other information, utilized in their design.
- Describe how you recruit and use volunteers to expand workshop offerings beyond what staff can provide.
- Describe how WIOA services will assist customers in acquiring service needs, including but not limited to accessing training, supportive services and employment placement and retention.
- Describe how you will interact with partner agencies, including community-based organizations to leverage funds and avoid duplication of services.

E. Fiscal Accountability and Budget (25 points)

- Describe the agency’s fiscal accountability system, including experience with managing multiple federal, state or private grants.
- Provide an itemized budget to support the proposal, as Attachment B, including a narrative to explain all budgetary items.
- In the event of the determination of disallowed costs, the designated Fiscal Agent will attempt to recover the disallowed expenditure(s) from funds allocated through contracts with subgrantees or vendors causing the disallowance, as such, liability for costs rests with the entity responsible for incurring the cost. Please describe your ability to comply with this requirement.
- In order to augment limited funding sources and maximize delivery capacity, describe any resources the organization can bring to the workforce system. Please include and provide documentation of the cost value.

F. Response Requirements & Format:

Each proposal should include the following required documents:

- Proposing Entity Information Form (Attachment A)
- Executive Summary (1 page limit)
- Narrative of Approach to Work (10 page limit)
- Budget & Budget Narrative (Attachment B)
- Organizational Chart of Proposing Entity Program Structure
- Two (2) Letters or contact information for References, including one local employer
- Copy of financial audits for the last two years
- Signed Conflict of Interest Form (Attachment C)
- Signed Participant File Acceptance Acknowledgement (Attachment F)

Proposal should be emailed to workforceRFP@sedev.org with Subject: ONE STOP OPERATOR & CAREER SERVICES RFP. It is the responsibility of the proposing agency to assure that the proposal is received prior to the deadline of **Tuesday, August 14, 2018 5:00 p.m. Eastern Daylight Time**. Late submissions will **NOT** be accepted.

VIII. Evaluation and Award

Applications will be evaluated by a team of reviewers appointed by the Chair of the Board. An entity’s failure to submit a complete proposal or to respond in whole to RFP requirements will result in the proposal being deemed non-responsive and thus ineligible for funding. A proposal may also be deemed “non-responsive” if the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP, or the proposal is clearly not within the scope of the project described and required in the RFP. The Board reserves the right to cancel this procurement at any time and for any reason.

The Board reserves the right to contract with any respondent that falls within the acceptable point range. All proposals will be scored according to the evaluation criteria included in section VII of this RFP. The Board is not required to contract with the entity receiving the highest average score as a result of the proposal review process. The contract will be awarded based on the most responsive bidder whose offer is most advantageous to the Board in terms of cost, functionality, and other factors specified in this RFP. The award may be negotiated at the discretion of the Board or made based on the initial bid/offer received, without discussions or requests for best and final offers. Proposals with average reviewers scores below 70 of a possible 100 points will not be considered for funding.

Read this document carefully. Your proposal must conform in all respects to the requirements contained herein. Proposals that fail to meet any of these requirements will be found non-responsive and rejected.

IX. Additional Information

A. Bidders Questions

A Pre-Bidder's Conference is scheduled for **July 31, 2018 at 10:00 a.m. EDT** at the American Job Center in Chattanooga. Questions should be submitted prior via email to WorkforceRFP@sedev.org. It is the responsibility of the bidder to inquire about any requirements of this RFP that are not understood. Attendance is not required but strongly encouraged.

B. Oversight and Evaluation

The Board will monitor and evaluate the proposed entity to determine compliance and the quality of service provided. External monitoring and evaluation may also be conducted periodically by the U.S. Department of Labor, Tennessee Department of Labor and Workforce Development, and any other agency that provides funding for the services.

C. Accessibility and Equal Opportunity

The Board is committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, sexual orientation, political affiliation, or belief. All entities are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This includes ensuring contract staff receive accessibility training and may involve developing accessibility plans. All respondents must ensure all written materials and communications include the statement: ***"Reasonable accommodations and auxiliary equipment and services are available upon request."***

D. Fiscal Review

The Board will also conduct a fiscal review of all qualified proposals. We will review proposal budgets, agency audits, and responses to questions related to fiscal operations. The Board reserves the right to review and request further information regarding the respondent's financial situation, if not sufficiently outlined in the submitted audit(s). The Board reserves the right to assess the risk posed by any recent, current or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event that might affect an organization's ability to operate the requested program.

E. Past Performance Review

Through this process, The Board will review a respondent's performance on any previous and/or existing grant agreement(s) as well as check references submitted from other grantors. Achievement of grant agreement outcomes, along with compliance with programmatic and fiscal guidelines and timelines will be evaluated. The review team will perform an in-depth evaluation of all responsive proposals based upon the

criteria herein. Prior to its final funding decision, the Board may also: 1) meet with representatives of the responding entity to discuss the proposed program and budget; 2) identify and/or negotiate program or budget changes the responding entity must make as a condition of funding; and 3) identify other documentation the entity must provide as a condition of funding.

Respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers or principals. Respondents must comply with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act to be eligible for a contract.

The review team will recommend the final funding recommendations to the Board for final approval. Once approved, the Board will initiate a contract agreement to the successful respondent(s).

F. Review Committee/Conflict of Interest

Each member of the Review Committee must have completed and signed a Conflict of Interest Disclosure Statement before participating in the scoring of proposals. Committee members are excluded from participating in discussion and rating of any RFP with which they have a conflict of interest.

No member of the Board or other governing body, or representative of an entity who submits a proposal under this RFP may have any contact outside of the formal review process with any employee of the Board, or any member of the Board for purposes of discussing or lobbying on behalf of entity's proposal. This contact includes written correspondence, telephone calls, personal meetings, email messages, or other kinds of personal contact. The Board will reject proposals of those entities who violate this condition.

G. Notice of Award

All respondents will be notified as to the award status. Unsuccessful respondents encouraged to re-apply in subsequent funding cycles.

PROPOSING ENTITY INFORMATION FORM

Legal Name of Applicant Agency: _____

Headquarter Address: _____

City/State/Zip: _____

Website: _____

Secondary Address: _____

City/State/Zip: _____

Website: _____

Number of Years in Business: _____ FEIN #: _____ DUNS #: _____

Type of Organization: (check all that apply)

- Higher Education
- Employment Service State Agency (Wagner-Peyser)
- Community-Based Organization
- Non-Profit Organization
- Private For-Profit Entity
- Government Agency
- Chamber of Commerce
- Business Organization
- Labor Organization
- One-Stop Partner
- Other (Explain)

Funding Amount Requested: _____

Contact Person: _____

Email Address & Phone Number: _____

Signatory Authority Name & Title: _____

Email Address & Phone Number: _____

Signatory Authority Signature

Printed Name

BUDGET FORM – Line Item Cost Reimbursement Option

Funds Available	Description of Services		\$1,100,000.00
Item of Expenditure	One Stop Operator	Career Services	Total Request
Salaries			
Fringe Benefits			
Travel			
Supplies			
Program Indirect			
Direct Admin (<i>cannot exceed 10%</i>)			
TOTAL			

Narrative: Please attach a narrative and/or chart in explanation of each line item in detail to justify cost. Examples of explanations include job titles, wage rate, hours worked/charged to grant, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or indirect cost. The maximum allowable for direct administrative costs is 10%.

Office space, furniture and equipment will be provided by the administrative entity/fiscal agent for an acceptable level of staffing. Staff will have dedicated office space at the comprehensive center and affiliate locations. Both locations will be considered the “official station” for travel for the One Stop Operator functions. The Respondent should clearly identify how much time will be spent at the comprehensive centers and affiliates. No travel expenses may be claimed for commute to/from “official station”. Travel expenses may be claimed from the official station to affiliate and other work-related locations. Tennessee State Mileage Rate is .47 cents per mile.

A computer, access to internet, printing and “hard line” phones will be provided at each location.

If an agency is requesting reimbursement for program indirect cost, an approved indirect rate proposal from the cognizant agency must be included with the proposal. Program indirect cost will be a part of the competitive bid and subject to negotiation.

CONFLICT OF INTEREST FORM

By submitting a proposal, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if the LWDB awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The LWDB reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

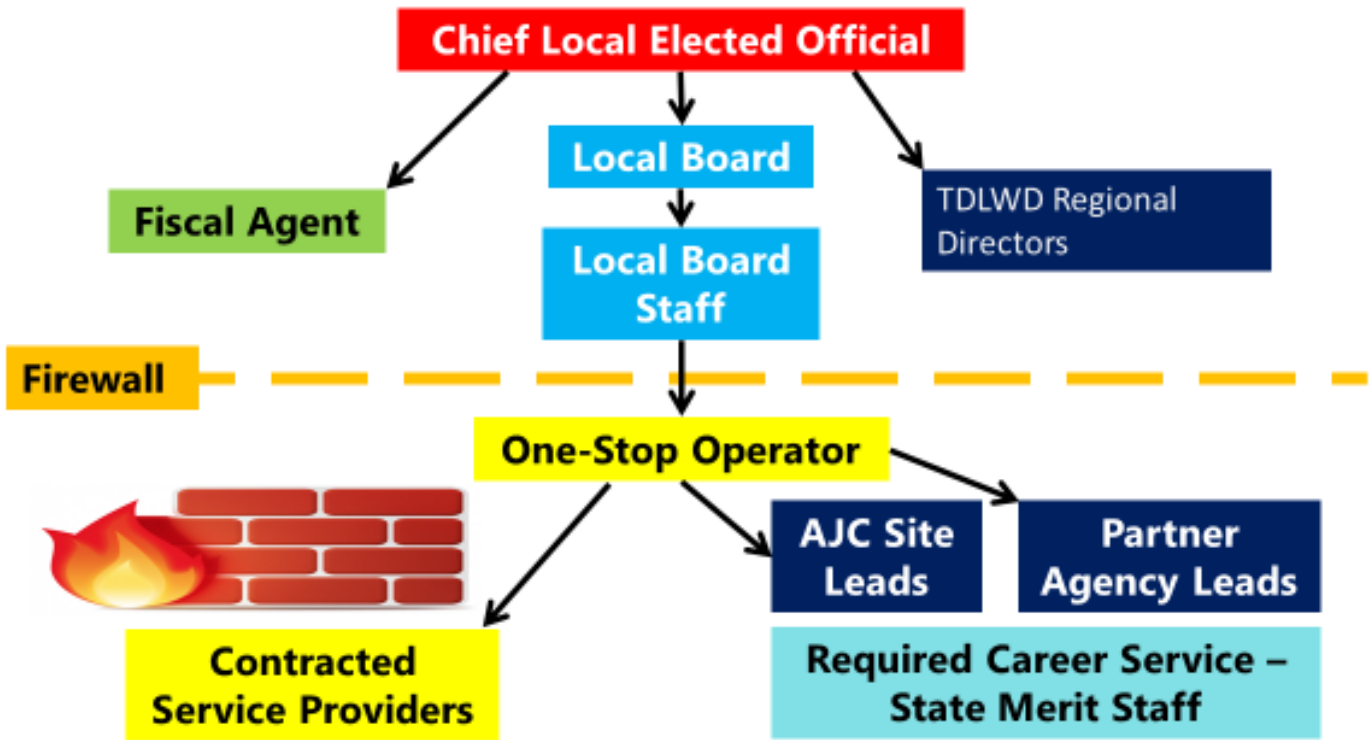
Signatory Authority Name

Signature

Date

WIOA Performance Metrics	PY 2016 Negotiated Target	PY 2017 Negotiated Target
Adult		
Employment Rate 2 nd Quarter after exit	82%	82.5%
Employment Rate 4 th Quarter after exit	77%	77.5%
Median Earnings 2 nd Quarter after exit	\$6,600	\$6,700
Credential Attainment within 4 Quarters after exit	72.5%	73%
Dislocated Worker		
Employment Rate 2 nd Quarter after exit	85%	85.5%
Employment Rate 4 th Quarter after exit	81.5%	82%
Median Earnings 2 nd Quarter after exit	\$7,200	\$7,250
Credential Attainment within 4 Quarters after exit	76.5%	77%
Youth		
Employment Rate 2 nd Quarter after exit	76.1%	77%
Employment Rate 4 th Quarter after exit	78%	78.5%
Credential Attainment within 4 Quarters after exit	78.5%	79%

Functional LWDA Chart: *Single Entity as OSO/Service Provider*



Participant File Acceptance Acknowledgement

As an authorized signatory for _____, proposing entity for the delivery of One Stop Operator and provider of Career Services for Adults, Dislocated Workers and Youth in the Southeast Tennessee Workforce Development Area, we agree to accept and provide service to all currently enrolled **and** exited participants in follow up for the local area. We understand the continuity of services to those in need should remain the priority.

We will agree to work with the Administrative Entity to reach a solution on any issues arising from the negligence of a previous provider in following the requirements of WIOA as it relates to the delivery of service. The awarded entity will have 45 days from the contract start date to review and report any participant file issues for which it requests consideration of a hold harmless provision as it relates to local monitoring. Further, we understand we will not bear liability for any disallowed cost arising from a previous provider's negligence.

Proposing Entity Signatory Authority

Printed Name

Date

References

Workforce Innovation and Opportunity Act

<https://www.congress.gov/bill/113th-congress/house-bill/803/text>

WIOA Final Regulations

<https://www.federalregister.gov/documents/2016/08/19/2016-15975/workforce-innovation-and-opportunity-act>

United States Department of Labor Employment and Training Administration

www.doleta.gov

DOL WIOA Overview and other WIOA related information

<https://www.doleta.gov/WIOA/Overview.cfm>

One Stop Operator Design and Procurement Guides

Training and Employment Guidance Letter One Stop Operations Guidance for the American Job Center Network

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16.pdf

Training and Employment Guidance Letter Competitive Selection of One Stop Operator

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16.pdf

Workforce Services One Stop Operator and Career Services Provider Procurement

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WorkforceServicesGuidance-OSOandCareerServiceProviderProcurement.pdf>

Workforce Services One Stop Operator System Design

[https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/\(18-4\)WorkforceServicesPolicy-One-StopSystemDesign.pdf](https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/(18-4)WorkforceServicesPolicy-One-StopSystemDesign.pdf)

Workforce Services MOU/IFA and attachments

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/MOU-One-StopServiceDeliveryandInfrastructureAgreement.pdf>

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/MOU-One-StopServiceDeliveryandInfrastructureAgreement.pdf>

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WFS%20Infrastructure%20Funding%20Agreement.pdf>

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/MOUTemplate.pdf>

Program Service TEGLs and Guidance

Training and Employment Guidance Letter WIOA 19-16 Operation Guidance for the Workforce Innovation and Opportunity Act (Services for Adults and Dislocated Workers)
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-16.pdf

Training and Employment Guidance Letter WIOA 21-16 Operation Guidance for the Workforce Innovation and Opportunity Act (Youth Services)
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16.pdf

Training and Employment Guidance Letter WIOA 39-11 Guidance on the Handling and Protection of Personally Identifiable Information
https://wdr.doleta.gov/directives/corr_doc.cfm?docn=7872

Performance Guidance

Training and Employment Guidance Letter WIOA 10-16, Change 1 Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs
https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3255

Tennessee Department of Labor and Workforce Development Workforce Services Technical Assistance Webpage – (contains all Workforce Services Guidance)

<https://www.tn.gov/workforce/general-resources/program-management/program-management-redirect/workforce-services-redirect/wioa-technical-assistance.html>

Southeast Tennessee Workforce Development Board Local Policies (as of release date, subject to amendment and update due to Realignment of Tennessee’s Workforce Development Areas effective May 24, 2018)

<http://secareercenter.org/129/>