

Thomas P. Miller and Associates

Serving as Independent Procurement Entity For:



Serving the counties of:

*Chester, Decatur, Hardin, Hardeman, Haywood, Henderson, Madison,
and McNairy*

**REQUEST FOR PROPOSAL FOR
WORKFORCE INNOVATION & OPPORTUNITY ACT:
American Job Center – Title I Adult & Dislocated Worker
Service Provider**

Release Date: January 15, 2021

Proposals Due: February 15, 2021

Contract Period: June 26, 2021 – September 30, 2022*

**With 3 one-year extensions based on performance.*

*This project is funded under an agreement with the State of Tennessee – TN Department of Labor and Workforce Development.
EOE. Auxiliary aids & services are available upon request to individuals with disabilities. TDD# 731-286-8383*



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Section I: Program Description & Background

1.1 The Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is a federally funded program through the U.S. Department of Labor and the State of Tennessee Department of Labor and Workforce Development (TDLWD). 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 through an Infrastructure Funding Agreement (IFA). The core programs in Tennessee are Title I - Adult, Dislocated Worker and Youth; Title II - Adult Education and Literacy Activities; Title III Wagner-Peyser Act; Title IV of the Rehabilitation Act of 1973; and Temporary Assistance for Needy Families (TANF). In addition to core programs, the following are required programs that are available in the local area: Title V Older Americans Act/Senior Community Service Employment; Career & Technical Education Programs (Carl D. Perkins Act); Trade Adjustment Assistance; Veterans Employment Services – Jobs for Veterans State Grant; Community Services Block Grant; Unemployment Insurance; and Migrant & Seasonal Farmworker Program.

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 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.

1.2 Southwest Tennessee Local Workforce Development Board

The Southwest Tennessee Local Workforce Development Board (SWLWDB) is comprised of members from across 8 counties in Southwest TN, including Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, and McNairy Counties. Board members are appointed by local county mayors and confirmed by the Governor. The local board, in partnership with local elected officials, plan and oversee the local workforce system. Local plans are updated periodically and submitted for the Governor’s approval.

The SWLWDB is responsible for oversight, which is essential to be effective stewards of the system and the tax dollars it manages. Additionally, SWLWDB:

- Regularly evaluates internal budgets and contractors’ expenditures and progress toward meeting performance goals
- Designates a “One-Stop” operator who manages and coordinates service delivery at the American Job Centers
- Directs American Job Center staff to develop procedures to meet performance goals
- Evaluates staff performance
- Identifies providers of training services
- Monitors system performance against established performance measures
- Negotiates local performance measures with the state board and the Governor
- Helps develop the labor market information system
- Leverages public and private resources to meet business needs and promote economic growth



1.3 Thomas P. Miller & Associates, LLC

Thomas P. Miller & Associates, LLC (TPMA) has been contracted by the SWLWDB to lead the procurement process for selecting a Title I Career Service Provider. TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 30 years of experience in workforce development activities, including providing assistance to workforce boards in strategic planning exercises. Through analysis, alignment, and action, TPMA applies our mission statement of empowering organizations and communities through strategic partnerships and informed solutions that create positive, sustainable change to every project assigned. For more information of TPMA's experience and expertise, please visit us at <http://www.tpma-inc.com>.

As the contracted entity to lead this procurement process, TPMA serves as a separate and independent outside entity to conduct the competition" for the Title I Adult & Dislocated Worker Career Service Provider. TPMA will review all submitted proposals and evaluate them on a scale coordinated and agreed upon by the SWLWDB, with guidance from the Tennessee Department of Labor and Workforce Development. Based on its evaluation, TPMA will submit its selection, along with a description of the selection process and scoring justification, to the Board for approval.

1.4 RFP Components

Title I Adult & Dislocated Worker Career Service Provider

The Title I Adult & Dislocated Worker Career Service Provider will hire and supervise staff to:

1. Provide career services to AJC customers and arrange for the provision of training and necessary supportive services for eligible WIOA Adults and Dislocated Workers, and other partner programs identified by the SWLWDB, such as Re-Employment Services and Eligibility Assessments (RESEA) and Senior Community Service Employment Program (SCSEP)
2. Provide Business Services to assist the employer community with its workforce needs
3. Provide payment for training/support services directly to and/or on behalf of participants and employers including, but not limited to, Transitional Work Experience, On-the-Job Training, Incumbent Worker Training, Individual Training Accounts, Supportive Services, transportation assistance and specialized training grants for target populations identified by the SWLWDB.

Note: The SWLWDB is seeking entities to become the Title I Service Provider (Adult, Dislocated Worker, and Youth) and One-Stop Operator. Interested bidders may bid on one or all the contracts, however contracts will be awarded to different entities per the State's requirements. The Board may negotiate with providers to determine which role the provider will excel in the most. Per TN Department of Labor June 2020 Workforce Services Policy – One-Stop Operator & Service Provider Procurement:

"...the State strengthens federal guidance 20 CFR 678.625 – which requires that the OSO and CSP be different entities. This requirement creates a natural firewall between the OSO and CSP to ensure compliance with roles and duties. In addition, the LWDB is expected to procure multiple service providers to ensure proper coverage of effective youth, adult, and dislocated worker services."

1.5 Eligible Applicants

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

- An institution of higher education
- A community-based, non-profit organization or workforce intermediary



- A private-for-profit entity

Additional Requirements: The State and local boards shall ensure that in carrying out activities under this title, providers:

- Disclose any potential conflicts of interest arising from the relationships of the operators with training service providers or other service providers
- Do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services
- Comply with Federal regulation, and procurement policies, relating to the calculation and use of profits

Further, the LWDB 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. Respondents must comply with Section 504 of the Rehabilitation Act of 1973, the Federal Drug-Free Workplace Act of 1988, and the Americans with Disabilities Act to be eligible.

1.6 Project Timeline & Funding

The table below provides a timeline of activities for this procurement. In the event dates are changed, TPMA will provide notice through the procurement portal <https://www.tpma-inc.com/swtn-procurement/>.

Activity	Date
RFP Release	01/15/2021
Deadline for Bidder Questions	01/29/2021
Response to Bidder Questions Posted	02/05/2021
Proposal Deadline (email only)	02/15/2021
SWLWDB Approval	04/22/2021
Notification to All Bidders	04/23/2021
Contract Begin Date	06/26/2021

The SWLWDB will award WIOA Title I Adult and Dislocated Worker funding to an entity to provide Career Services, Business Services, and arrange for and provide payment for Training and Support Services directly to and/or on behalf of participants and employers, to a Title I Service Provider as identified in this RFP.

The anticipated funding amount for the annual budget for Title I Adult & Dislocated Worker Service Provider is **\$738,000.00**. The amount is subject to change based on availability of funding from the State of Tennessee.

The SWLWDB will notify contract award to the successful respondent(s) effective no later than 04/23/2021.



- Subject to performance and fund availability, the selected contractor may be eligible for up to three (3) 1-year extensions with budget subject to SWLWDB approval.
- Specific line items require a detailed explanation.
- All funding of this RFP is contingent upon the SWLWDB and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the SWLWDB.
- For the awarded contract, the submitted proposal, with any negotiations, 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 will be awarded as a line item cost reimbursement. No expenses are reimbursable until a contract or letter of authorization has been issued to incur cost as of a specific date.
- The issuance of this solicitation in no way commits the SWLWDB 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.
- The SWLWDB may elect to reject all proposals if scope of work is not adequately addressed, fund request is not appropriate for scope of services, or for other reasons deemed appropriate by the SWLWDB.

1.7 American Job Center Locations

The American Job Centers are “one-stop” access points for services available in the workforce system. Job seekers can utilize resource rooms with computers, copiers, fax machines, telephones, and job search materials, as well as attend workshops, and receive one-to-one job search assistance, career counseling, and access training funds to improve skills.

The eight (8) American Job Centers in Southwest TN include one (1) comprehensive, two (2) affiliate, and five (5) specialized offices.

Chester County (Specialized) 269 North Church St., Henderson, TN 38340 2019 Average Monthly Traffic: 64 2020 Average Monthly Traffic: 16	Decatur County (Specialized) 2039 Hwy. 641, Parsons, TN 38363 2019 Average Monthly Traffic: 49 2020 Average Monthly Traffic: 28
Hardeman County (Specialized) 793-A Tennessee St., Bolivar, TN 38008 2019 Average Monthly Traffic: 55 2020 Average Monthly Traffic: 106	Hardin County (Affiliate) Address: 1565 Wayne Rd., Savannah, TN 38372 2019 Average Monthly Traffic: 142 2020 Average Monthly Traffic: 60
Haywood County (Specialized) 1151 Tammell St., Brownsville, TN 38012 2019 Average Monthly Traffic: 115 2020 Average Monthly Traffic: 24	Henderson County (Affiliate) 80-B South Broad St., Lexington, TN 38351 2019 Average Monthly Traffic: 164 2020 Average Monthly Traffic: 34
Madison County (Comprehensive) 1124 Whitehall St., Jackson, TN 38301 2019 Average Monthly Traffic: 957 2020 Average Monthly Traffic: 251	McNairy County (Specialized) 701-B Industrial Park Dr., Selmer, TN 38375 2019 Average Monthly Traffic: 39 2020 Average Monthly Traffic: 18



1.8 Participant Data & Performance Outcomes

The chart below includes active case reports from July 1, 2020 through December 31, 2020.

Office Location	Active Adult Cases	Active Dislocated Workers Cases	Active Youth Cases
Bolivar	61	6	39
Brownsville	65	20	5
Savannah	37	11	30
Lexington	57	9	52
Jackson	100	19	49
Selmer	26	2	6
Henderson	20	0	11
Parsons	99	9	17
Total	465	76	209

1.9 Federal and State Performance Measures

The Respondent to this RFP will be responsible to meet Performance as part of their contract goals based on negotiated rates with the State.

Adult Measures	Goal
Employment Rate 2 nd Quarter After Exit	82.0%
Employment Rate 4 th Quarter After Exit	82.0%
Median Earnings 2 nd Quarter After Exit	\$6,650
Credential Attainment Within 4 Quarters After Exit	63.0%
Measurable Skills Gains	52.0%
Dislocated Worker Measures	Goal
Employment Rate 2 nd Quarter After Exit	82.0%
Employment Rate 4 th Quarter After Exit	82.0%
Median Earnings 2 nd Quarter After Exit	\$7,600
Credential Attainment Within 4 Quarters After Exit	66.0%
Measurable Skills Gains	48.0%
Youth Measures	Goal
Employment Rate 2 nd Quarter After Exit	76.0%
Employment Rate 4 th Quarter After Exit	75.0%
Credential Attainment Within 4 Quarters After Exit	69.0%
Measurable Skills Gains	45.0%

Key Performance Indicators (KPIs) provide a way of measuring the effectiveness of an organization in achieving its goals. KPIs are set by the State and may address, Federal, State or Local priorities. KPIs were developed to increase the impact of the public workforce system, primarily through increased enrollment. In pursuit of continuous improvement, the Tennessee Department of Labor and Workforce Development has developed annualized regional and state KPIs. From the guidelines, each Local Workforce Development Board (LWDB) will be tasked with collaborating within their grand planning region to develop quarterly targets specific to the goals and need of the local area. The evaluation of locally



developed KPIs will reveal strengths and areas of improvement. The following details Southwest LWDB's 2020 Key Performance Indicators (KPIs). KPIs for 2021 are currently being negotiated.

Program	2020 Target	Source
Adult & Dislocated Worker	338	New Enrollments
Youth	145	New Enrollments
Adult Education	408	New Enrollments
Adult Education/NICE (IELCE)	265	New Enrollments
Wagner-Peyser	1,592	New Enrollments
Senior Community Service Employment Program (SCSEP)	16	Exits
Re-Employment Services & Eligibility Assessment (RESEA)	36	Co-Enrollments
Trade Adjustment Assistance (TAA)	34.8%	Co-Enrollment Rate
Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)	164	New Enrollments
Jobs for Veterans State Grants (JVSG)	36	New Enrollments
Migrant & Seasonal Farm Workers (MSFW)	10	New Enrollments
Reentry	132	New Enrollments
Vocational Rehabilitation	N/A	N/A
Temporary Assistance for Needy Families (TANF)	N/A	N/A
Youthbuild	N/A	N/A
Distressed Counties	N/A	N/A



Section 2: Scope of Work

2.1 Title I Adult & Dislocated Worker Career Service Provider

A detailed reference of the Title I Service Provider is listed in Attachment E: Role of the Title I Career Service Provider. The proposal for Title I Adult & Dislocated Worker Service Provider should provide a detailed explanation for each of the following questions:

Organizational Experience & Capacity (15 points)

1. Describe your organization's mission, goals, activities, accomplishments, and expertise. Identify the number of years that your organization has been in business under the present name, as well as related prior business names.
2. Describe the organization's experience and success in delivering services in similar programs and/or to similar populations.
 - a. Provide detailed information regarding your organization's experience contracting with federally funded agencies for the same or similar services.
 - b. Include current and past contracts that were in effect within the last five (5) years. Specify whether such contracts are currently in effect, were successfully completed, or were terminated prior to completion.
3. Describe the organization's detailed staffing plan and include an organizational chart.
 - a. For positions already filled, attach a current resume of the staff person serving in such capacity. Indicate the percentage amount of the position's total work time to be devoted to this program.
 - b. Describe how WIOA services will be staffed and customers will flow through various services, assistance with employment, and follow-up.
 - c. SWLWDB is seeking providers with highly professional staff. Explain how staff will be trained and receive instruction on how to handle customers with mental health issues, as well as staff qualifications to include professional certifications such as providing Certified Workforce Development Professionals staff
 - d. Provide a plan of implementation, including onboarding of staff, coordination with current provider, adaption of local policies and relationship with the SWLWDB (administrative entity and fiscal agent).
4. Describe the facility or facilities where the program is to be principally operated.

Performance & Accountability (15 points)

1. Describe your strategy to meet or exceed the LWDA's performance goals for this RFP. How will your organization manage measurement, achievement, and documentation of performance standards?
 - a. Include specific performance targets related to State and Federal Performance Measures.
 - b. Identify your proposed quarterly and annual goals for each state-mandated performance measure, and list objectives under these areas with specific measurables and deliverables.
2. Describe your methods for ensuring clients achieve the following positive outcomes:
 - a. Completion of programs/activities, attainment of basic skill competencies
 - b. Credential attainment



- c. Placement in employment and education
 - d. Retention
3. Describe the project's case management strategy for providing consistent support, follow-through for service plans and referrals, and tracking for individual clients.
 - a. Indicate your plan for ensuring performance outcomes are attained and the data are used to achieve continuous quality improvement.

Partnerships & Community Engagement (15 points)

1. Describe existing relationships that the organization may have with area employers, community-based organizations, and agencies and how those relationships will benefit individuals in the program.
 - a. Describe how you will increase community outreach to ensure that businesses, job seekers, and the public are aware of workforce services.
2. Describe how you recruit and use volunteers to expand workshop offerings beyond what staff can provide.
3. Describe how you will work with required partners, and others co-located at the American Job Center, to include the following:
 - b. Describe how you will handle ongoing communication needs with all AJC staff, as well as with agency leadership and the LWDB.
 - c. Describe how you will approach organization of shared staff and negotiate cost sharing with the required partners. Include how you will ensure agreements are established with all partners to meet requirements for infrastructure and cost recovery.

Program Service Delivery Model (20 points)

1. Describe the problems faced by your clients and identify your target population, explaining the challenges and barriers they will have to overcome to succeed.
2. Describe how you will market to and recruit WIOA customers, including those from targeted populations which may require specialized marketing.
3. Describe how you will assure that career services are available to all jobseekers and employers, including areas with high poverty and transportation barriers.
4. Describe how you will work with the LWDB, 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.
5. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for both adults and dislocated workers.
6. Describe workshops you plan to offer and the best practices, or other information, utilized in their design.
7. Describe how you will provide orientation to WIOA services, including adaptations for target populations.
8. Describe your organization's experience in providing WIOA and the menu of jobseeker services including, but not limited to assessment, training, determination of supportive service needs, assistance with employment, and follow-up. Include detail of customer flow.



9. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for adults and dislocated workers utilizing the Eligible Training Providers List (ETPL).
10. Describe your organization's experience in implementing programs which address the needs of special populations such as re-entry, distressed rural communities and dislocated workers.

Technology, Data, & Reporting (10 points)

1. Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop estimates of the number of adults and dislocated workers to be served in a fiscal year.
2. Describe past success with tracking program performance and/or outcomes. Include a description of previous outcomes from other successful initiatives and describe experience with capturing and reporting performance information.
3. Describe how you will determine WIOA eligibility and enter eligibility and other customer information into VOS/Jobs4TN.

Financial & Fiscal Capabilities & Budget (20 points)

1. Describe experience your organization has in managing Federal funds and the experience of currently employed fiscal staff have in administering such programs.
2. Describe how your organization ensures compliance with Federal financial management standards.
3. Describe any experience your organization has with administering cost-reimbursement contracts.
4. How will financial information be made available for monitoring and auditing purposes?
5. Describe your organization's payment procedures, including frequency and methods, of direct participant costs. Include invoicing procedure and schedule.
6. Provide a description of how and with what frequency your agency will regularly communicate its financial integrity with the Local Workforce Board.
7. The amount requested through this Request for Proposals must not exceed \$738,000.00 for the contract year and be submitted by completing the Budget Form (Attachment C). The amount requested should at no point in time exceed the amount of the contract.
8. The Budget Narrative must be typed and placed in the proposal following the Budget Form (Attachment C).
 - a. The Budget Narrative should detail all costs that are necessary to directly operate the proposed program.
 - b. Describe and list any unusual equipment that is essential to the program and indicate whether it belongs to the organization, the State, or will be purchased if the proposal is funded. If any additional equipment is to be purchased or leased, please indicate this in the proposal. Include a detailed justification of the intended purchase, and why its purchase is essential to the program's operation. The Budget Narrative should fully describe the cost allocation methods used.
 - c. The Narrative must describe how funds are allocated to minimize administrative costs and support direct services to participants. The narrative should also describe the indirect costs that are proposed, indicate what costs are included, and explain how these indirect program costs were determined. Any indirect costs budgeted must be supported by an



indirect cost rate agreement with a Federal or State cognizant agency, a copy of which must be attached to the budget request.

- d. Describe past success with leveraging additional resources. Describe both leveraged resources whose purpose has been to ensure and maximize the delivery of services and leveraged resources whose purpose was to maximize the organization's financial resources. Also, specify additional resources to be leveraged and any in-kind contributions the organization will provide to assist in the participant's program's success.
- e. Provide your latest audit report.



Section 3: Submission & Evaluation

3.1 Bidders Questions

All questions that interested parties may have can be directed to the third-party procurement agent, TPMA, Kristopher Subler at ksubler@tpma-inc.com. Questions must be submitted via email between January 15, 2021 and January 29, 2021. Responses to questions will be posted by February 5, 2021 on the TPMA procurement portal website, <https://www.tpma-inc.com/swtn-procurement/> along with other relevant information, including the RFP, attachments, procurement timeline, contact information, etc.

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. SWLWDB reserves the right to cancel this procurement at any time, for any reason.

3.2 Proposal Instructions

The Scope of Work should be completed entirely, should not exceed 15 pages, and be typed in 12-point font, single-spaced, 1” margins on all sides, page numbers, and table of contents. Once completed, interested parties must submit their proposal electronically to Kristopher Subler at ksubler@tpma-inc.com. Please have your proposal organized in the following manner for each component:

- Attachment A: Cover Page
- Attachment B: Conflict of Interest Form
- Attachment C: Budget Form & Narrative
- Attachment D: Reference Form and Letters
- Two (2) Years of Audited Financial History
- Organizational Chart & Staff Resumes
- Documentation of registration for private, for-profit, or non-profit organizations (if applicable)
- Proposal (scope of work)

Bids that fail to follow this order will be risk losing points in their overall score.

3.3 Evaluation and Award

Proposals will be evaluated by TPMA, as the third-party procurement agent, to ensure each submission meets all criteria outlined in this RFP. The procurement team will develop and use a scoring matrix that is agreed upon by the SWLWDB to evaluate each proposal. Each section of the Scope of Work is worth the following amount of points:

Section	Points
Organizational Experience & Capacity	15
Performance & Accountability	15
Partnerships & Community Engagement	15
Program Service Delivery Model	20
Technology, Data, & Reporting	10
Financial & Fiscal Capabilities & Budget	20
Attachments & Formatting	5
TOTAL	100



All items that are mandatory (e.g., inclusion of attachments, financials, etc.) are considered pass/fail.

3.4 Notice of Award

All respondents will be notified by email as to their award status. Unsuccessful respondents who wish to obtain information on the evaluation of their proposal should submit a written request to this effect to Vicki Bunch, Executive Director, Southwest Tennessee Local Workforce Development Board, at vicki.bunch@swhra.org. Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

3.5 Appeals Process

Any disagreements resulting from this procurement process can be addressed to Vicki Bunch, Executive Director, Southwest Tennessee Local Workforce Development Board, at vicki.bunch@swhra.org. Appeals must be made within 14 calendar days of notification of non-award.

3.6 Fiscal Review

TPMA, in coordination with the SWLWDB 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 SWLWDB 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 SWLWDB 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.

3.7 Past Program Performance

TPMA may 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 may be evaluated. The review team may perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, the SWLWDB 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.

3.8 Accessibility and Equal Opportunity

TPMA and the SWLWDB is committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual in the Southwest Tennessee Local Workforce Development Area 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."



Attachment A: Cover Sheet

Please complete this **mandatory** cover sheet accordingly.

Organization Name				
Address				
Phone Number				
Number of Years in Business				
FEIN #				
DUNS #				
Acknowledgement that Proposing Entity is up-to-date on taxes and not currently debarred or suspended.		YES		NO
Type of Organization (check all that apply)	<input type="checkbox"/>	Higher Education	<input type="checkbox"/>	Private
	<input type="checkbox"/>	Community-Based Org.	<input type="checkbox"/>	Business Organization
	<input type="checkbox"/>	Government Agency	<input type="checkbox"/>	Other (explain)
	<input type="checkbox"/>	Labor Organization		
	<input type="checkbox"/>	Non-Profit		
<input type="checkbox"/>	Employment Service State Agency (Wagner-Peyser)			
Contact Person				
Contact Person's Email Address				
Signatory Authority Signature				

Proposed Budget Amount:

\$ _____ Title I Adult & Dislocated Worker Career Service Provider



Attachment B: 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 SWLWDB 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 SWLWDB reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

Signatory Authority Name	Signature	Date
--------------------------	-----------	------

*Note: This form is a **mandatory** required document to be considered for the contract.*



Attachment C: Budget

Please complete the **mandatory** budget form and narrative explanation below for Title I Adult & Dislocated Worker Career Service Provider.

Salaries	\$
Benefits	\$
Travel	\$
Operational (supplies, communication, etc.)	\$
Any Program Indirect Expenses	\$
Subtotal Budget Request	
Direct Participant (pass-through award for payment to vendors, training providers, and participants)	
TOTAL BUDGET REQUEST (max. \$738,000.00)	\$

Budget Narrative: Please provide a detailed explanation for each budget line item to justify the cost. Examples of explanations include job titles, wage rate, hours worked/charged, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or program costs. No travel expenses may be claimed for commute to/from “official station.” Travel expenses may be claimed from the official station. Tennessee State Mileage Rate is \$.47.

All funding of this RFP is contingent upon the SWLWDB and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the SWLWDB.



Attachment D: References

Bidders are required to provide three letters of references who can verify their experience, along with a contact phone number or email. References should be for experience in the past 5 years.

Reference #1 _____

Phone # or email: _____

Reference #2 _____

Phone # or email: _____

Reference #3 _____

Phone # or email: _____

List the agency contact information for all current contracts or contracts for the past 3 years. Do not duplicate those listed as references.



Attachment E: Role of Title I Career Service Provider

Provide Services for eligible WIOA Adults, Dislocated Workers, and others identified by the SWLWDB –

The Title I Service Provider component is to hire and supervise staff to provide or arrange for the provision of various career, training, and necessary supportive services as outlined below for eligible WIOA Adults, Dislocated Workers, and other partner programs identified by the SWLWDB, such as Re-Employment Services and Eligibility Assessments (RESEA) program. This component includes, but is not limited to, recruitment and eligibility determination of customers, developing a service plan, enrollment, referral to appropriate services, authorizing and/or arranging for funding of direct training and/or support services and maintaining follow-up with the customer to track and assure performance.

- a. Career Services – Basic career services must be made available and, at a minimum, must include the following services, as consistent with allowable program activities and Federal cost principles:
 - Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs
 - Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system
 - Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs
 - Labor exchange services, including— (i) Job search and placement assistance, and, when needed by an individual, career counseling, including— (A) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and (B) Provision of information on nontraditional employment; and 261 (ii) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;
 - Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs
 - Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including— (i) Job vacancy listings in labor market areas; (ii) Information on job skills necessary to obtain the vacant jobs listed; and (iii) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
 - Provision of performance information and program cost information on eligible providers of training services by program and type of providers
 - Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one stop delivery system
 - Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's 262 Health Insurance Program; benefits under SNAP; assistance through the earned income tax



credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;

- Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. (i) “Meaningful assistance” means: (A) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or (B) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time. (ii) The costs associated in providing this assistance may be paid for by the State’s unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include— 263 (i) Diagnostic testing and use of other assessment tools; and (ii) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
 - Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter);
 - Group counseling
 - Individual counseling
 - Career planning
 - Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training
 - Internships and work experiences that are linked to careers (as described in § 680.170 of 3.
 - Workforce preparation activities
 - Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter
 - Out-of-area job search assistance and relocation assistance; and
 - English language acquisition and integrated education and training programs.
- b. Follow-up services must be provided, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.



- c. Training Services – in compliance with WIOA, training services may include:
- occupational skills training, including training for nontraditional employment
 - on-the-job training
 - incumbent worker training
 - programs that combine workplace training with related instruction, which may include cooperative education programs
 - training programs operated by the private sector
 - skill upgrading and retraining
 - entrepreneurial training
 - transitional jobs
 - job readiness training provided in combination with other services (1-8)
 - adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described in 1-7
 - customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

Business Services – The Title I Service Provider will provide Business Services to assist the employer community with its workforce needs; however, the SWLWDB will be the primary contact for economic development agencies as relates to new and expanding industry and presentation of workforce services available in the region. The contractor will be included at the appropriate time to coordinate AJC Business services. Further, the SWLWDB will be the Lead on all initiatives but may seek assistance/participation of the contract as appropriate.

- a. Certain career services must be made available to local businesses, specifically labor exchange activities and labor market information described in §§ 678.430(a)(4)(ii): Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system; and 678.430(a)(6): Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including – (i) Job vacancy listings in labor market areas; (ii) information on job skills necessary to obtain the vacancy jobs listed; and (iii) information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs. Local areas must establish and develop relationships and networks with large and small employers and their intermediaries. Local areas must also develop, convene, or implement industry or sector partnerships.
- b. Customized business services may be provided to employers, employer associations, or other such organizations (WIOA sec. 134(d)(1)(A)(ii)). These services are tailored for specific employers and may include:
- Customized screening and referral of qualified participants in training services to employers
 - Customized services to employers, employer associations, or other such organizations, on employment-related issues
 - Customized recruitment events and related services for employers including targeted job fairs



- Human resource consultation services, including but not limited to assistance with: (i) Writing/reviewing job descriptions and employee handbooks; (ii) Developing performance evaluation and personnel policies; (iii) Creating orientation sessions for new workers; (iv) Honing job interview techniques for efficiency and compliance; (v) Analyzing employee turnover; or (vi) Explaining labor laws to help employers comply with wage/hour and safety/health regulations
- Customized labor market information for specific employers, sectors, industries or clusters
- Other similar customized services.

Local areas may also provide other business services and strategies that meet the workforce investment needs of area employers, in accordance with partner programs' statutory requirements and consistent with Federal cost principles. Allowable activities, consistent with each partner's authorized activities, include, but are not limited to:

- c. The Provider will submit an invoice to the SWLWDB by the 10th of each month seeking reimbursement for payments made to vendors, training providers and participants. Arrangements may be made with the SWLWDB for additional submission (weekly or bi-weekly) reimbursements, if necessary. The invoice must include supporting documentation of expenditures.
- d. The SWLWDB will reimburse the Provider within 30 days of receipt of a properly documented invoice.