

Northwest TN Workforce Board

Tennessee Local Workforce Development Area 12

**Serving the counties of Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake,
Lauderdale, Obion, Tipton and Weakley**

REQUEST FOR PROPOSAL FOR WORKFORCE INNOVATION & OPPORTUNITY ACT

**MULTIPLE COMPONENTS FOR STAFFING:
ONE-STOP OPERATOR
TITLE I CAREER & BUSINESS SERVICES
(ADULTS/DISLOCATED WORKERS)
TITLE I YOUTH SERVICES**

ISSUE DATE: May 15, 2017

PROPOSAL RESPONSE DUE DATE: June 14, 2017 – 4:00 p.m.

FUNDING AVAILABLE: \$1,400,000

**FUNDING PERIOD: July 1, 2017 – June 30, 2018,
with 3 one-year extensions based on performance**

Background:

The Workforce Innovation and Opportunity Act (WIOA) is a federally program funded 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 a Resource Sharing Agreement (RSA) / Infrastructure Agreement. 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 I 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.

The Chief Elected Officials (CEOs) of Tennessee LWDA 12 have appointed the Northwest Tennessee Workforce Board (NWTNWB) to oversee workforce services in Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton and Weakley counties. The NWTNWB is an incorporated non-profit with volunteer membership consisting of representatives of private employers, higher education, organized labor, non-profit organizations and public entities. The NWTNWB, in consultation with the CEOs, is responsible for the selection and oversight of the One-Stop Operator, Provider of Career and Business Services, and Provider of Youth Services. The staff of the NWTNWB, reporting to the Board of Directors, assist the NWTNWB in carrying out the functions of the board as prescribed by WIOA and serving as Fiscal Agent for receipt and disbursement of funds as agreed to by the CEOs. The State has certified two (2) comprehensive and nine (9) affiliate centers in LWDA 12. The LWDB is responsible for meeting performance goals negotiated with the TDLWD and will hold the entity awarded the contract for this RFP responsible for applicable goals.

This RFP includes multiple components for STAFFING as outlined below:

The role of the One-Stop Operator is to provide STAFF to coordinate multiple American Job Center partners and service providers throughout LWDA 12 to assure functional alignment of services and to serve as the Welcome Function Service Provider, including hiring and directly supervising STAFF.

The role of the Title I Career and Business Services Provider is to hire and supervise STAFF to provide Career Services and refer WIOA eligible Adults and Dislocated Workers, including those eligible for Supplemental Nutrition Assistance Program (SNAP) and Re-Employment Services and Eligibility Assessments (RESEA) program to Skills/Training; and to hire and supervise STAFF to provide Business Services for to assist the Employer Community with its workforce needs.

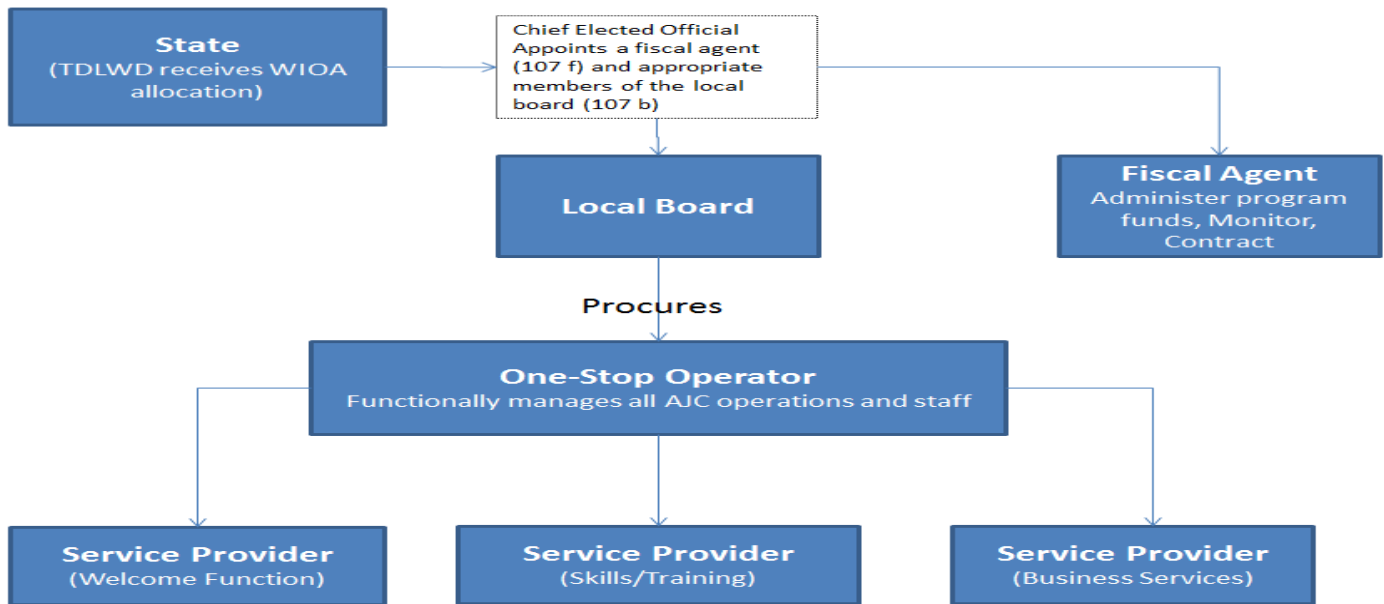
The role of the Title I Youth Service Provider is to hire and supervise STAFF to recruit and provide or refer WIOA eligible Out-of-School Youth to the one or more of the appropriate 14 WIOA Youth elements. A primary emphasis of the program is work based learning opportunities, including paid work experience.

Only one (1) entity will be selected to perform responsibilities of this contract for the entire northwest TN region. The contract for this Request for Proposal (RFP) will be between Northwest TN Workforce Board, Inc. and the selected entity with all communication with the Executive Director of the NWTNWB.

Our Mission: The Mission of the Northwest TN Workforce Board is to develop a quality workforce system to meet the needs of area employers and job seekers.

Our Vision: “Northwest TN is an area where business and industry thrive based on the availability of a skilled workforce and a robust talent pipeline, and where increasing wealth fuels prosperous communities and a high quality of life.

Organizational Structure – One-Stop Management



Service Provider
(Welcome Function)

Integrated team

- Greets customers
- Conducts initial assessment
- Oversees resource rooms
- Ensures applicants are registered in job4tn.gov
- Offers basic career services

Service Provider
(Skills/Training)

Integrated Team

- Conducts detailed assessments
- Facilitates workshops
- Provides case management services
- Develops individual employment plan
- Evaluates job seeker "suitability" for training scholarships
(Title I staff only)

Service Provider
(Business Services)

Integrated Team

- Recruitment Services
- Applicant pre-screening
- Workforce assessments
- Labor market information
- On the job training and Incumbent worker grants
- Job Fairs
- Seminars and networking events
- Work opportunity tax credit

Federal and State Performance Measures

WIA Performance Metrics	LWIA 12 Negotiated Target PY 2012	LWIA 12 Negotiated Target PY 2013	LWIA 12 Negotiated Target PY 2014	LWIA 12 Negotiated Target PY 2015	WIOA Performance Metrics			LWDA 12 Agreed Target PY 2016	LWDA 12 Agreed Target PY 2017
Adult Measures					Adult Measures				
<i>Entered Employment</i>	83%	83%	85%	85%	<i>Employment Rate 2nd Quarter after exit</i>			80%	80.5%
<i>Employment Retention</i>	82%	82%	86%	86%	<i>Employment Rate 4th Quarter after exit</i>			75%	75.5%
<i>Average Earnings (6 Month Earnings)</i>	\$13,000 \$6,500	\$13,000 \$6,500	\$13,500 \$6,750	\$13,500 \$6,750	<i>Median Earnings 2nd Quarter after exit</i>			\$6,500	\$6,600
					<i>Credential Attainment within 4 Quarters after exit</i>			72.5%	73%
Dislocated Worker					Dislocated Worker				
<i>Entered Employment</i>	90%	90%	91%	91%	<i>Employment Rate 2nd Quarter after exit</i>			83%	83.5%
<i>Employment Retention</i>	88%	88%	90%	90%	<i>Employment Rate 4th Quarter after exit</i>			79%	79.5%
<i>Average Earnings (6 Month Earnings)</i>	\$13,200 \$6,600	\$13,200 \$6,600	\$13,200 \$6,600	\$13,200 \$6,600	<i>Median Earnings 2nd Quarter after exit</i>			\$7,100	\$7,200
					<i>Credential Attainment within 4 Quarters after exit</i>			76.5%	77%
Youth Common Measure					Youth Common Measure				
<i>Placement</i>	76.7%	76.7%	86%	86%	<i>Employment Rate 2nd Quarter after exit</i>			76%	76.5%
<i>Attainment</i>	70%	70%	85%	85%	<i>Employment Rate 4th Quarter after exit</i>			78%	78.5%

The Respondent to this RFP will be responsible to meet the PY 17 Performance as part of their contract goals.

Project Timeframe:

RFP Release	May 16, 2017
Bidders Questions submitted via email (response to questions sent by May 26, 2017)	From: May 17, 2017 To: May 25, 2017
Proposal Deadline (email or mail only – hand delivered will not be accepted).	June 15, 2017 – 4:00 p.m.
Review Committee Recommendation	No later than June 22, 2017
Local Workforce Development Board Approval Directors	No later than June 23, 2017
Notification to Bidders and Award Letter Obligating funds	No later than June 26, 2017
Contract Start Date	No later than July 1, 2017

Eligible Applicants:

WIOA sec.121(d)(2) Eligibility – To be eligible to receive funds made available under this subtitle to operate a one-stop center referred to in subsection (c), an entity (which may be a consortium of entities)-

(A) Shall be designated or certified as a one-stop operator through a competitive process; and

(B) Shall be an entity (public, private, or nonprofit), or consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the one-stop partners described in subsection (b)(1), of demonstrated effectiveness, located in the local area¹, which may include –

- (i) An institution of higher education;
- (ii) An employment service State agency established under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) on behalf of the local office of the agency;
- (iii) A community-based organization, nonprofit organization, or intermediary;
- (iv) a private for-profit entity
- (v) a government agency; and
- (vi) another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

Exception – Elementary schools and secondary schools shall not be eligible for designation or certification as one-stop operators, except that nontraditional public secondary schools and area career and technical education schools may be eligible for such designation or certification.

¹ Located in the local area is defined by the State of TN as “entities that have either established operations within the LWDA or the ability to provide and demonstrate effective services in the LWDA, regardless of where the headquarters of the entities are located.”

Additional Requirements – The State and local boards shall ensure that in carrying out activities under this title, one-stop operators-

(A) disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers;

(B) 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; and

(C) 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.

Funding and Contracting:

The LWDB will award funds on behalf of LWDA One-Stop Partners to one entity (or consortium of entities) to promote continuity and coordination of component #1, One-Stop Operator services, identified in the RFP. Further, the LWDB will award WIOA Title I Adult, Dislocated, RESEA and SNAP funding to the same entity to provide Career and Business Services and Title I Youth funding for delivery of WIOA youth elements. The LWDB will award an initial contract to the successful respondent effective no later than July 1, 2017 through June 30, 2018. Subject to performance and fund availability, the selected contractor may be eligible for up to three (3) 1-year extensions with budget subject to NWTNWB approval. **This is a STAFFING contract. All funds for direct services will be retained at the NWTNWB.**

The maximum limit for this RFP is \$1,400,000. The budget will require separate line items for various components of the RFP due to different funding sources. **The budget is limited to Salaries, Benefits, Staff Travel, Supplies and Program Operating or Indirect.** All direct training and support funds will remain with the NW TN Workforce Board. All funding of this RFP is contingent upon the LWDB and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, and decisions of the NWTNWB.

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. Budget requests will be limited to salary, benefits, staff travel, operational supplies and program operating or indirect. Proposals will be subject to approval of the LWDB. No expenses are reimbursable until on or after the date of a letter of authorization identifying the effective date of the contract. Monthly invoices are due by the 15th of the month for the previous month, unless other arrangements are made with the LWDB, and must include documentation of expenditures. Invoice will be paid within 30 days of receipt of approved documentation.

The issuance of this solicitation in no way commits the LWDB 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 LWDB may elect to reject all proposals if scope of work is not adequately addressed, fund request is too high, or for other reasons deemed appropriate by the NWTNWB.

Delivery of Services:

This Request for Proposal is to provide **STAFFING** for the following components. All components include recruitment and eligibility determination 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. No direct training or support funds are included in this RFP. All direct training and support services will be paid by the NW TN Workforce Board to the training provider, employer and/or participant. Contractor staff will be required to use NW TN Workforce Board contracts, agreements, and other forms to arrange for training and support services.

1. **The One-Stop Operator** is to hire and supervise staff to coordinate multiple American Job Center partners and service providers throughout LWDA 12 to assure functional alignment of services and to serve as the Welcome Function Service Provider, including hiring and directly supervising staff.
2. **The Title I Career and Business Services Provider** is to hire and supervise staff to provide Career Services, including referral to skills/training for WIOA eligible Adult and Dislocated Workers, including those eligible for Supplemental Nutrition Assistance Program (SNAP) and Re-Employment Services and Eligibility Assessments (RESEA) program; and Business Services to assist employers with workforce needs.
3. **The Title I Youth Service Provider** is to hire and supervise staff to provide the 14 WIOA youth elements as described in this RFP for WIOA eligible Out-of-School Youth, with emphasis on work based learning opportunities.

NOTE: The Northwest TN Workforce Board and/or the State of TN will hold the lease on all AJCs and will provide dedicated office space for contractor staff. Dedicated office space will be available at both comprehensive center locations (Dyersburg and Huntingdon) for component 1 - One-Stop Operator, although full-time staffing is not required for both locations. A dedicated office will not be available at affiliate locations for component 1; however, respondents are expected to spend sufficient time in affiliate locations to assure coordination.

The eleven (11) American Job Centers in LWDA 12 will average over 60,000 annual visits by job seekers. All AJC Centers have been certified by the TDLWD. In order to maintain certification, all AJCs must have the equivalent of one full-time WIOA staff member on site.

American Job Center – Dyersburg (Dyer County)

Address: 439 McGaughey Street, Dyersburg, TN 38024

Average Monthly Traffic: 872 (Jan 17 – 967)

Onsite partners:

Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
Title II Adult Education	West TN Adult Education – Henderson Co. Schools
Title III Wagner Peyser	TN Department of Labor & Workforce Development
Title IV Vocational Rehabilitation	TN Department of Human Services – Division of Vocational Rehabilitation Services – Dyersburg
TANF	Workforce Essentials
Veteran Services	TN Department of Labor & Workforce Development
Trade Adjustment Assistance (TAA/TRA)	TN Department of Labor & Workforce Development
Re-employment Services Eligibility Assessment (RESEA)	TN Department of Labor & Workforce Development
Supplemental Nutritional Program (SNAP)	Contractor of NWTNWB

Off-site partners: all remaining required partners

American Job Center – Huntingdon (Carroll County)**Address: 470 Mustang Drive, Huntingdon, TN 38344****Average Monthly Traffic: 660 (Jan 17 – 810)**

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
Title II Adult Education	West TN Adult Education – Henderson Co. Schools
Title III Wagner Peyser	TN Department of Labor & Workforce Development
Title IV Vocational Rehabilitation	
TANF	Workforce Essentials
RESEA	TN Department of Labor & Workforce Development
SNAP	Contractor of NWTNWB

Off-site partners: all remaining required partners

American Job Center – Camden (Benton County)**Address: 60 North Church Avenue, Camden, TN 38320****Average Monthly Traffic: 221 (Jan 17 – 310)**

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
TANF	Workforce Essentials
RESEA	Contractor of NWTNWB
SNAP	Contractor of NWTNWB

Off-site partners: all remaining required partners

American Job Center – Alamo (Crockett County)**Address: 331 South Bells Street, Alamo, TN 38001****Average Monthly Traffic: 107 (Jan 17 - 189)**

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
TANF	Workforce Essentials
RESEA	Contractor of NWTNWB
SNAP	Contractor of NWTNWB

Off-site partners: all remaining required partners

American Job Center – Humboldt (Gibson County)**Address: 2500 Central Ave., Humboldt, TN 38343****Average Monthly Traffic: 534 (Jan 17 – 1001)**

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
TANF	Workforce Essentials
RESEA	Contractor of NWTNWB
SNAP	Contractor of NWTNWB

Note: Adult Education conducts night classes in the AJC.

Off-site partners: all remaining required partners

American Job Center – Paris (Henry County)
Address: 55 Jones Bend Road, Ext., Paris, TN 38242
Average Monthly Traffic: 572 (Jan 17 – 671)

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
TANF	Workforce Essentials
RESEA	Contractor of NWTNWB
SNAP	Contractor of NWTNWB

Off-site partners: all remaining required partners

American Job Center – Tiptonville (Lake County)
Address: 217 Church Street, Tiptonville, TN 38079
Average Monthly Traffic: 113 (Jan 17 – 133)

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
TANF	Workforce Essentials
SNAP	Contractor of NWTNWB

Off-site partners: all remaining required partners

American Job Center – Ripley (Lauderdale County)
Address: 301-C Lake Drive, Ripley, TN 38063
Average Monthly Traffic: 521 (Jan 17 – 447)

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
TANF	Workforce Essentials
RESEA	Contractor of NWTNWB
SNAP	Contractor of NWTNWB
Strengthening Working Families	Dyersburg State Community College

Off-site partners: all remaining required partners

American Job Center – Union City (Obion County)
Address: 204 South 2nd Street, Union City, TN 38261
Average Monthly Traffic: 573 (Jan 17 – 558)

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
TANF	Workforce Essentials
RESEA	Contractor of NWTNWB
SNAP	Contractor of NWTNWB

Off-site partners: all remaining required partners

American Job Center – Covington (Tipton County)

Address: 877-B Hwy 51 N., Covington, TN 38019

Average Monthly Traffic: 818 (Jan 17 – 1094)

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
TANF	Workforce Essentials
RESEA	Contractor of NWTNWB
SNAP	Contractor of NWTNWB
Strengthening Working Families	Dyersburg State Community College

Note: Adult Education conducts night classes in the AJC.

Off-site partners: all remaining required partners

American Job Center – Dresden (Weakley County)

Address: 135 South Poplar Street, Ste. B, Dresden, TN 38225

Average Monthly Traffic: 357 (Jan 17 – 271)

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Contractor of NWTNWB
TANF	Workforce Essentials
RESEA	Contractor of NWTNWB
SNAP	Contractor of NWTNWB

Off-site partners: all remaining required partners

Below is **WIOA enrollment** data for the past 9 months of the most recent program year. These numbers are for illustration purposes only. Respondents should propose service levels in conjunction with staffing level requests. All enrollment levels are subject to negotiation and subject to available funds for training and support services. **These numbers are included in the 60,000+ annual customer visits.**

WIOA Participants Served by Career Center
July 1, 2016 to March 31, 2017

County	Adults	Dislocated Worker	Youth	TOTAL Served	NCRC Only	OJT Only	IWT Only	Youth WE Only	ATP	All Other Services
Benton	19	5	10	34	1	1	0	0		32
Carroll	24	14	7	45	3	7	0	0		35
Crockett	17	4	1	22	0	0	0	0		22
Dyer	360	38	24	422	16	25	282	10	5	84
Gibson	46	11	15	72	0	5	0	1		66
Henry	106	6	9	121	21	36	29	0		35
Lake	8	3	3	14	3	0	0	1		10
Lauderdale	111	22	30	163	1	32	57	13		60
Obion	105	28	18	151	0	54	11	3		83
Tipton	123	31	28	182	6	67	29	13		67
Weakley	51	7	9	67	0	1	0	2		64
OTHER	9	0	0	9	1	0	0	0		8
TOTALS	979	169	154	1302	52	228	408	43	5	566

Scope of Work:

One Stop Operator

The One-Stop Operator's role is to coordinate multiple American Job Center partners and service providers throughout LWDA 12 to assure functional alignment of services and to serve as the Welcome Function Service Provider, including hiring and directly supervising staff.

1. The role of the One-Stop Operator in the state of Tennessee American Job Centers as further defined through guidance provided in WIOA Workforce Services Regional and Local Planning Policy as follows:
 - a. Oversee management of One-Stop Centers and service delivery
 - b. Evaluate performance of the One-Stop Center Partners/Providers and implement required actions in consultation with the NW TN Workforce Board to meet performance standards
 - c. Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff)
 - d. Ensure coordination of partner programs
 - e. Act as liaison between the LWDB (Executive Director) and One-Stop Center
 - f. Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.)
 - g. Oversee full implementation and usage of all State systems in the AJC
 - h. Design the integration of systems and coordination of services for the site and partners
 - i. Manage fiscal responsibility for contract and report any changes in AJC partner participation to Fiscal Agent that effects partner Infrastructure and/or Additional Costs in the Memorandum of Understanding.
 - j. Plan and report responsibilities for partners and staff
 - k. Write and maintain business plan (RFP Response included in Contract)
 - l. Market One-Stop Career Center services in coordination with NW TN Workforce Board Public Information Office
 - m. Facilitate the sharing and maintenance of data; primarily the site, with emphasis on the state system
 - n. Integration of available services and coordination of programs for the site with all partners
2. An additional role of the One-Stop Operator is to hire and supervise staff in the Welcome Function. The staff responsibilities will include, but not be limited to, greeting customers, conducting initial assessments, overseeing the resource room/computer lab, ensuring applicants register for jobs4TN.gov, and offering basic career services (see below) as appropriate to the service delivery model of the proposing agency. Staff may be full-time, part-time or a partial position (percentage of salary/benefits of other employees, such as career or business services staff, for centers where Title I Career/Business Services will provide the welcome function). The cost of Welcome Function staff will be reimbursed to the contractor by the NW TN Workforce Board; however, costs will ultimately be charged to partners through the Memorandum of Understanding and Infrastructure Funding Agreement.

The One-Stop Operator will need to inspire others and lead change; demonstrate extremely high levels of professionalism, integrity, and collaboration; and enhance and develop partnerships. Further, the One-Stop Operator will be required to coordinate with the leadership of all required partners; however, will be responsible to the Northwest TN Workforce Board, Executive Director, as Contract Officer. The One-Stop Operator must provide a plan for appropriate firewalls/conflict of interest in the role of the One-Stop Operator versus Provider of Career/Business Services and Youth Services.

Title I Career and Business Services

The Provider of Title I Career and Business Services will hire and supervise staff to recruit, determine eligibility and provide Career and Business Services as identified below. All funds for Individual Training Accounts, On-the-Job Training and Support Services will remain with the NW TN Workforce Board and be paid directly to the training provider, employer and/or participant.

1. Career Services

- a. 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:
 - (1) Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
 - (2) Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
 - (3) Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs;
 - (4) 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;
 - (5) 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;
 - (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 vacant jobs listed; and (iii) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
 - (7) Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
 - (8) 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 onestop delivery system;
 - (9) 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;
 - (10) 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.
 - (11) Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

- b. 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:
 - (1) 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;
 - (2) 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);
 - (3) Group counseling;
 - (4) Individual counseling;
 - (5) Career planning;
 - (6) 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;
 - (7) Internships and work experiences that are linked to careers (as described in § 680.170 of 3.
 - (8) Workforce preparation activities;
 - (9) Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter; (10) Out-of-area job search assistance and relocation assistance; and
 - (11) English language acquisition and integrated education and training programs.
- c. 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.
- d. The Provider of Title I Career services will prepare all documents to request funding for participants, including:
 - (1) Utilize Virtual One-Stop State participant management system to record participant eligibility, service strategy and related case management services to document request for funding.
 - (2) Utilize Electronic Authorization System (EAS) to submit funding requests to the NW TN Workforce Board for Individual Training Accounts and/or other training for eligible participants to attend approved training programs.
 - (3) Utilize EAS to submit funding requests for participant gas cards and other support services to the NW TN Workforce Board.

The Northwest TN Workforce Board as Fiscal Agent will pay all invoices for ITA and Participant Support Services directly to the training provider or participant.

- e. Special Career Services
LWDA 12 has participated in the ACT Work Ready Community Project for the past two years. In order to maintain certification the Contractor will:
 - (1) Explain, promote and administer the ACT National Career Readiness Certificate exam to determine job seeker skills.

2. Business Services

The Northwest TN Workforce Board 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 services. Further,

the Northwest TN Workforce Board will be the Lead on all initiatives indicated with an asterisk (*), 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 – (1) 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:
 - (1) Customized screening and referral of qualified participants in training services to employers;
 - (2) Customized services to employers, employer associations, or other such organizations, on employment-related issues;
 - (3) Customized recruitment events and related services for employers including targeted job fairs;
 - (4) 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;
 - (5) Customized labor market information for specific employers, sectors, industries or clusters*;
 - (6) 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:

- (1) Developing and implementing industry sector strategies (including strategies involving industry partnerships, regional skills alliances, industry skill panels, and sectoral skills partnerships);*
- (2) Customized assistance or referral for assistance in the development of a registered apprenticeship program;
- (3) Developing and delivering innovative workforce investment services and strategies for area employers, which may include career pathways, skills upgrading, skill standard development and certification for recognized post-secondary credential or other employer use, and other effective initiatives for meeting the workforce investment needs of area employers and workers;*
- (4) Assistance to area employers in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, which may include strategies such as early identification of firms at risk of layoffs, use of feasibility studies to assess the needs of and options for at-risk firms, and the delivery of employment and training activities to address risk factors;

- (5) The marketing of business services to appropriate area employers, including small and mid-sized employers; and
 - (6) Assisting employers with accessing local, State, and Federal tax credits.
- c. The Provider of Title I Business Services will prepare all documents to request funding for companies and/or participants, including:
- (1) Writing On-the-Job Training and Incumbent Worker Training contracts/modifications, verifying compliance and submitted to the NW TN Workforce Board for approval;
 - (2) Assuring all appropriate eligibility and service strategy data is in VOS for verification by NW TN Workforce Board.
 - (3) Providing technical assistance to OJT and IWT contractors for submission of invoices to NW TN Workforce Board;

The Northwest TN Workforce Board as Fiscal Agent will pay all invoices for OJT and IW directly to the employer.

3. Special Business Services

LWDA 12 has participated in the ACT Work Ready Community Project for the past two years. In order to maintain certification the Contractor will:
Explain, promote and conduct WorkKeys Job Profiling to determine employer skills needed;
Promote the ACT National Career Readiness Certificate and it's benefits to employers to gain support for continued certification; and
Administer the ACT National Career Readiness Certificate exam to determine job seeker skills.

Title I Youth Services

The NW TN Workforce Board has determined that all current youth funds will be utilized for WIOA eligible Out-of-School Youth (age 16-24). Contractor staff will be responsible for recruitment, WIOA eligibility and applicable Out-of-School Youth elements listed below, with emphasis on elements #3-5 to encourage work based learning and post-secondary education leading to credentials. Funding for work experience wages and tuition/fees, books and support for occupational skills training will be retained at the NW TN Workforce Board and paid directly to the participants and/or training providers. This component of the RFP is for staffing to arrange for the applicable youth service elements.

1. 14 Youth Service Elements

(a) Local programs must make each of the following 14 services available to youth participants (WIOA sec. 129(c)(2)):

- (1) Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential;
- (2) Alternative secondary school services, or dropout recovery services, as appropriate;
- (3) Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:**
 - (i) Summer employment opportunities and other employment opportunities available throughout the school year;**
 - (ii) Pre-apprenticeship programs;**
 - (iii) Internships and job shadowing; and**
 - (iv) On-the-job training opportunities;**

- (4) Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local Board determines that the programs meet the quality criteria described in WIOA sec. 123;**
- (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;**
- (6) Leadership development opportunities, including community service and peer centered activities encouraging responsibility and other positive social and civic behaviors;
- (7) Supportive services, including the services listed in § 681.570;
- (8) Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation;
- (9) Follow-up services for not less than 12 months after the completion of participation, as provided in § 681.580;
- (10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;
- (11) Financial literacy education;
- (12) Entrepreneurial skills training;
- (13) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- (14) Activities that help youth prepare for and transition to post-secondary education and training.

(b) Local programs have the discretion to determine what specific program services a youth participant receives, based on each participant's objective assessment and individual service strategy. Local programs are not required to provide every program service to each participant.

(c) The LWDA does not require local programs to use WIOA youth funds for each of the program elements. Local programs may leverage partner resources to provide some of the readily available program elements. However, the local area must ensure that if a program element is not funded with WIOA title I youth funds, the local program has an agreement in place with a partner organization to ensure that the program element will be offered.

2. The Provider of Title I Youth Services will prepare all documents to request funding for participants, including:

Utilize Virtual One-Stop State participant management system to record participant eligibility, service strategy and related case management services to document request for funding.

Utilize Electronic Authorization System (EAS) to submit funding requests to the NW TN Workforce Board for Individual Training Accounts and/or other training for eligible participants to attend approved training programs.

Utilize EAS to submit funding requests for participant gas cards and other support services to the NW TN Workforce Board.

Writing Work Experience contracts/modifications, verifying compliance and submitted to the NW TN Workforce Board for approval;

Although this RFP identifies three (3) separate service providers, we will only award one contract to one entity for all services, so all Respondents must bid on ALL three (3) components. Staff may be full-time, part-time or a partial position (percentage of salary/benefits charged to various components) based on the Respondents delivery model as long as staffing is sufficient to carryout the responsibilities identified in this RFP. Budget requests will be limited to salary, benefits, staff travel, operational supplies and program related indirect cost.

Requested Response:

A. Executive Summary

Provide a two (2) page Executive Summary of your agency's proposal. In addition to your information about your organization, include a concise summary of your experience, approach to the overall project work, staffing and fiscal accountability.

B. Narrative of Proposal

One-Stop Operator (30 points) - Describe your agencies **Relevant Experience, Approach to Work, and Staffing/Program Management** in accordance with the Scope of Work. Include experience in day-to-day operations, implementing policies/systems, working with multiple partners, working with diverse populations/customers in a rural area and managing/meeting performance goals utilizing the State VOS or similar system. Describe specific approaches to delivering services including a workflow/logistical model as an attachment. Describe how this work will be staffed/managed, including how long before staff will be hired, trained and operational. Include qualifications for new hires or experience of existing staff who will be assigned to the contract. Include an organization chart as an attachment (A single chart may be used for all components provided separate components can be identified).

Career & Business Services Provider (30 points) - Describe your agencies **Relevant Experience, Approach to Work, and Staffing/Program Management** in accordance with the Scope of Work. Include experience in day-to-day operations, implementing policies/systems, working with multiple training providers and employers, working with diverse populations/customers in a rural area and managing/meeting performance goals utilizing the State VOS or similar system. Describe specific approaches to delivering services including a workflow/logistical model for skill training through ITA or OJT as an attachment. Describe how this work will be staffed/managed, including how long before staff will be hired, trained and operational. Include qualifications for new hires or experience of existing staff who will be assigned to the contract. Include an organization chart as an attachment (A single chart may be used for all components provided separate components can be identified). Provide proposed service level and performance standards.

Youth Services Provider (30 points) - Describe your agencies **Relevant Experience, Approach to Work, and Staffing/Program Management** in accordance with the Scope of Work. Include experience in day-to-day operations, implementing policies/systems, working with other providers of youth services, working with out of school youth populations in a rural area and managing/meeting performance goals utilizing the State VOS or similar system. Describe specific approaches to delivering services including a workflow/logistical model for the 14 elements, with an emphasis on work experience, as an attachment. Describe how this work will be staffed/managed, including how long before staff will be hired, trained and operational. Include the qualifications for new hires or experience of existing staff who will be assigned to the contract. Include an organization chart as an attachment (A single chart may be used for all components provided separate components can be identified). Provide proposed service level and performance standards.

Fiscal Accountability & Budget (10 points) - Describe the agency's fiscal accountability system, including experience with managing multiple federal, state or private grants. Include a copy of the agency's most recent audit, financial history, up-to-date taxes (if tax paying agency) and any other evidence of fiscal responsibility as an attachment to proposal. Provide an itemized budget to support the proposal including a detailed narrative explanation of each line item. Budget line items are limited to Salary, Benefits, Staff Travel, Supplies and Program Operating or Indirect. The agency should acknowledge the understanding that the contract will be "cost reimbursement" and explain how your entity will handle cash flow until reimbursed by the Fiscal Agent.

Response Requirements & Format:

- Each proposing entity must submit the following by **4:00 p.m. on June 15, 2017**. Proposal may be mailed to the:

Margaret Prater
Executive Director Northwest TN Workforce Board
519 E. Mitchell Street
Trimble, TN 38259
Attention: OSO RFP Submission by (agency name)

OR

emailed to OSORFP@nwtworks.org with Subject: OSO RFP Submission from (agency name).
Read receipt or acknowledgement of receipt may be requested.

Proposal may NOT be hand delivered. It is the responsibility of the proposing agency to assure that the proposal is received prior to the deadline. Late submissions will NOT be accepted.

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 be rejected.

The proposal must include the following required documents:

- Proposing Entity Information Form (Attachment A)
- Executive Summary (2 page limit)
- Relevant Experience, Approach to Work & Staffing/Project Management (12 page limit)
- Budget & Budget Narrative (Attachment B and additional page(s) if needed)
- Organizational Chart of Proposing Entity Staffing
- Three (3) Letters of References who can verify experience. References should be for experience in the past 5 years.
- Copy of most recent financial audit, financial history, and acknowledgement of up-to-date taxes or other relevant evidence of fiscal responsibility
- Signed Conflict of Interest Form (Attachment C)

Each proposal should meet the following format:

- The signatory authority must have the legal right to enter into contracts for the submitting entity.
- Proposal should be Single-sided printing, numbered pages, one inch margins, double-spaced and 12-point font
- DO NOT STAPLE, punch holes, use folders, or bind your copies in any way, other than with removable binder clips or paperclips.

Bidders Questions

A bidder's conference is **NOT** planned for this RFP; however, appropriate questions for clarification will be answered to make sure that all requirements of this RFP are understood. **Questions must be submitted via email between May 17 and May 25, 2017 to the following email address:**
OSORFP@nwtworks.org, Subject: RFP Questions. Only potential bidders who request through OSORFP@nwtworks.org to receive answers to questions will receive a copy of answers. The answers will be sent to requesting bidders via OSORFP@nwtworks.org no later than May 26, 2017.

Evaluation and Award

Applications will be evaluated by a team of reviewers which may include Board or Committee Members, partners, and/or other persons knowledgeable of workforce development. 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 LWDB reserves the right to cancel this procurement at any time, for any reason.

Scoring the Proposal

All proposals will be scored according to the evaluation criteria included in the Requested Response section of this RFP. The LWDB is not required to contract with the entity receiving the highest average score or the lowest bid. The contract will be awarded based on the most responsive bidder whose offer is most advantageous to the LWDB with price and other factors considered. The award may be negotiated at the discretion of the LWDB or made on the basis of the initial bid/offer received, without discussions or requests for best and final offers. Proposals with average reviewer scores below 75 of a possible 100 points will not be considered for funding. Proposals with "not addressed" or "poor" ratings on any component will not be considered for funding. Proposals that do not meet minimum standards, for submission and format will not be considered for funding. The LWDB reserves the right to contract with **any** respondent that falls within the acceptable point range of 75 to 100 points.

Fiscal Review

The LWDB may 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 LWDB 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 LWDB 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.

Past Program Performance

The LWDB 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 LWDB 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.

Review Committee/Conflict of Interest

Each member of the Review Committee must complete and sign 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 LWDB, 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 LWDB will reject proposals of those entities who violate this condition.

The review team will recommend the final funding recommendations to the NW TN Workforce Board for final approval. Once approved by the board, the LWDB will initiate a contract agreement to the successful respondent.

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 Margaret Prater, Executive Director, Northwest TN Workforce Board, 519 E Mitchell St., Trimble, TN 38259. Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

Additional Information

Oversight and Evaluation of Contractor

Once an entity is selected and contract negotiated, the LWDB will periodically monitor and evaluate the selected entity to determine compliance and the quality 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 One-Stop Operator contract.

Accessibility and Equal Opportunity

The LWDB is committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual in the LWDA 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.”***

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 _____

BUDGET FORM – Line Item Cost Reimbursement Option

Funds Available	\$700,000		\$700,000	\$1,400,000
Item of Expenditure	One-Stop Operator Request	Career & Business Service Request	Out of School Youth Funds	Total Request
Salaries				
Fringe Benefits				
Travel				
Supplies				
Program Operating or Indirect Cost				
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.

Office space, furniture and equipment will be provided by the NW TN Workforce Board for an acceptable level of staffing. The One-Stop Operator will have dedicated office space at both comprehensive center locations (Dyersburg and Huntingdon); but not at Affiliate locations. Both locations will be considered the “official station” for purpose of travel. No travel expenses may be claimed for commute to/from “official station”. The Respondent should clearly identify how much time will be spent at the comprehensive centers and affiliates. Travel expenses may be claimed from the official station to affiliate and other work related locations. Tennessee State Mileage Rate is .47.

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