REQUEST FOR PROPOSAL FOR WORKFORCE INNOVATION & OPPORTUNITY ACT

American Job Center – One-Stop Operator
and/or
Title I Career Service Providers
For
Adult, Dislocated Worker, And Youth Programs
In
The counties of Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry and Wayne

ISSUE DATE: August 15, 2018
PROPOSAL RESPONSE DUE DATE: September 14, 2018 – 4:00 p.m.
AVERAGE ANNUAL BUDGET RANGE: TOTAL $1,740,000
TARGET ONE STOP OPERATOR – $120,000
TARGET CAREER SERVICES – $820,000
TARGET PASS-THRU PARTICIPANTS FUNDS – $800,000
FUNDING PERIOD: October 1, 2018– June 30, 2019
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 931-490-3800
Background:

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

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). 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 by increasing their access to employment, education, training and support so they may succeed in the labor market.

The Chief Elected Officials of the Southern Middle Tennessee Workforce Development Area have appointed the Southern Middle Tennessee Local Workforce Development Board (LWSMB) to oversee workforce services in Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry, and Wayne Counties. The Board is comprised of representatives of private sector employers, higher education, organized labor, non-profit organizations, and public entities and is entirely voluntary. The Board, in consultation with the Chief Elected Officials, is responsible for the oversight and selection of providers to form partnerships with the Administrative Entity/Fiscal Agent, the South Central Tennessee Development District (SCTDD), in the delivery of One Stop system and Career Service elements for Adults, Dislocated Workers, and Youth Programs as specified in WIOA. All communication regarding contract deliverables will be made through the Administrative Entity/Fiscal Agent (SCTDD) designee and Workforce Director at info@sctdd.org. To fully understand the work contained herein, a review of the WIOA final regulations is advised. Hyperlinks to all reference materials are included in Attachment E. The State has certified three (3) comprehensive and five (5) affiliate centers in LWSM area. 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.

**RFP COMPONENTS include:** American Job Center – One-Stop Operator and/or Title I Career Service Provider as outlined below:

**One-Stop Operator Component #1:** The role of the One-Stop Operator is to provide staff to coordinate multiple American Job Center partners and service providers throughout LWSM region to ensure functional alignment of services and to serve as the Welcome Function Service Provider, including hiring and directly supervising staff.

**Career Services and Youth Component #2:** The role of the Title I Career 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 refer and assist employers to available Business Services 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 75% or In-School 25% Youth to 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 with a goal of 20% for Out-of-School Youth. However, the TDLWD has applied for waivers with the USDOL that may allow the LWSMB to increase the split focus to 50% Out-of-School Youth and 50% In-School Youth, if approved. The contractor will be notified and provided guidance to implement an increase in In-school youth programming, if applicable. Outreach will be...
a critical factor to reach our goals for Youth.

The State has certified three (3) comprehensive and five (5) affiliate centers in LWSM. 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:

NOTE: South Central Tennessee Development District (SCTDD) will provide the Business Service Function, including engaging employers to provide training and employment opportunities for AJC job seeker customers. The Title I Service Provider and other partners will be responsible for eligibility and case management of the participants referred to employers for training and/or employment. LWSM will retain direct participant funds to be paid to employers for on-the-job training, incumbent worker training, Rapid Response, apprenticeships, customized training, etc. as part of its Business Service function. Additionally, the LWSM will retain funds set-a-side for special projects/initiatives, such as start-up funds for equipment for re-entry programs.

The entity/entities will be selected to perform responsibilities of this contract for the entire Southern Middle TN region. The contract for this Request for Proposal (RFP) will be between Southern Middle TN Local Workforce Development Board and the selected entity with all communications occurring with the Executive Director of the LWSM.

MISSION: The Mission of the Southern Middle TN Local Workforce Development Board is to develop a quality workforce system to meet the needs of area employers and job seekers.

The South Central Tennessee Development District (SCTDD) is an association of 35 municipal and 13 county governments in southern middle Tennessee organized to advocate and promote economic and community development within the region.

SCTDD was founded in 1972 to assist its member local governments by providing technical assistance, planning, and general staff support and to help local governments and other groups develop projects and activities to benefit the communities and citizens of the region. The professional staff employed by SCTDD provide planning, coordination, and technical services for economic and community development, human resources, research and information.
Organization Structure – One-Stop Management:

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

**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)*

**Integrated Team**
- Recruitment Services
- Applicant prescreening
- Workforce assessments
- Labor market information
- On the job training and Incumbent worker grants
- Job Fairs
- Seminars and networking events
- Work opportunity tax credit
**Minimum Participant Cost Rate:**

**PURPOSE:** To establish a policy to ensure a minimum of 50% of WIOA Title I formula allocations are expended on allowable participant costs by the end of the Base Program year.

**POLICY:** In accordance with Workforce Services Policy – Minimum Participant Cost Rate (MPCR) TN-WIOA (17-11). LWSM adopts this State Policy as its local performance accountability measure (WIOA, Section 116(b)(2)(B).

The Respondent to this RFP will be responsible to meet the PY 17-18 Performance as part of their contract goals.

### Table 1. Employment (Second Quarter after Exit)

<table>
<thead>
<tr>
<th>Program</th>
<th>PY 2016 Proposed/Expected Level</th>
<th>PY 2016 Negotiated/Adjusted Level</th>
<th>PY 2017 Proposed/Expected Level</th>
<th>PY 2017 Negotiated/Adjusted Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>74.00</td>
<td>80.00</td>
<td>74.00</td>
<td>83.00</td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>80.00</td>
<td>83.00</td>
<td>81.00</td>
<td>84.00</td>
</tr>
<tr>
<td>Youth</td>
<td>74.00</td>
<td>76.00</td>
<td>75.00</td>
<td>79.00</td>
</tr>
<tr>
<td>Adult Education</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>69.00</td>
<td>65.00</td>
<td>69.00</td>
<td>68.00</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
</tbody>
</table>

### Table 2. Employment (Fourth Quarter after Exit)

<table>
<thead>
<tr>
<th>Program</th>
<th>PY 2016 Proposed/Expected Level</th>
<th>PY 2016 Negotiated/Adjusted Level</th>
<th>PY 2017 Proposed/Expected Level</th>
<th>PY 2017 Negotiated/Adjusted Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>70.00</td>
<td>75.00</td>
<td>74.00</td>
<td>78.00</td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>79.00</td>
<td>79.00</td>
<td>81.00</td>
<td>81.00</td>
</tr>
<tr>
<td>Youth</td>
<td>69.00</td>
<td>78.00</td>
<td>75.00</td>
<td>79.50</td>
</tr>
<tr>
<td>Adult Education</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>69.00</td>
<td>64.00</td>
<td>69.00</td>
<td>67.00</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
</tbody>
</table>
### Table 3. Median Earnings (Second Quarter after Exit)

<table>
<thead>
<tr>
<th>Program</th>
<th>PY 2016 Proposed/Expected Level</th>
<th>PY 2016 Negotiated/Adjusted Level</th>
<th>PY 2017 Proposed/Expected Level</th>
<th>PY 2017 Negotiated/Adjusted Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>4,250.00</td>
<td>6,500.00</td>
<td>4,300.00</td>
<td>7,000.00</td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>7,250.00</td>
<td>7,100.00</td>
<td>7,300.00</td>
<td>7,400.00</td>
</tr>
<tr>
<td>Youth</td>
<td>2,650.00</td>
<td>Baseline</td>
<td>2,700.00</td>
<td>Baseline</td>
</tr>
<tr>
<td>Adult Education</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>4,613.00</td>
<td>4,613.00</td>
<td>4,713.00</td>
<td>4,913.00</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
</tbody>
</table>

### Table 4. Credential Attainment Rate

<table>
<thead>
<tr>
<th>Program</th>
<th>PY 2016 Proposed/Expected Level</th>
<th>PY 2016 Negotiated/Adjusted Level</th>
<th>PY 2017 Proposed/Expected Level</th>
<th>PY 2017 Negotiated/Adjusted Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>72.00</td>
<td>72.50</td>
<td>73.00</td>
<td>75.50</td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>76.00</td>
<td>76.50</td>
<td>77.00</td>
<td>79.00</td>
</tr>
<tr>
<td>Youth</td>
<td>64.00</td>
<td>78.50</td>
<td>65.00</td>
<td>81.50</td>
</tr>
<tr>
<td>Adult Education</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
</tbody>
</table>

### Table 5. Measureable Skill Gains

<table>
<thead>
<tr>
<th>Program</th>
<th>PY 2016 Proposed/Expected Level</th>
<th>PY 2016 Negotiated/Adjusted Level</th>
<th>PY 2017 Proposed/Expected Level</th>
<th>PY 2017 Negotiated/Adjusted Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Youth</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Adult Education</td>
<td>36.00</td>
<td>36.00</td>
<td>37.00</td>
<td>37.00</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
</tbody>
</table>
Table 6. Effectiveness in Serving Employers

<table>
<thead>
<tr>
<th>Program</th>
<th>PY 2016 Proposed/Expected Level</th>
<th>PY 2016 Negotiated/Adjusted Level</th>
<th>PY 2017 Proposed/Expected Level</th>
<th>PY 2017 Negotiated/Adjusted Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Dislocated Workers</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Youth</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Adult Education</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
<td>Baseline</td>
</tr>
</tbody>
</table>

**Project Timeframe:**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release</td>
<td>August 15, 2018</td>
</tr>
<tr>
<td>Bidders Questions submitted via email (response to questions sent no later than September 7, 2018)</td>
<td>From: August 16, 2018 To: August 31, 2018</td>
</tr>
<tr>
<td>Proposal Deadline (Proposal should be emailed to <a href="mailto:info@sctdd.org">info@sctdd.org</a> with Subject: ONE STOP OPERATOR &amp; CAREER SERVICES RFP. It is the responsibility of the proposing agency to ensure that the proposal is received prior to the deadline of September 14, 2018 4:00 p.m. Central Standard Time. Late submissions will NOT be accepted.)</td>
<td>September 14, 2018 – 4:00 p.m.</td>
</tr>
<tr>
<td>Review Committee Recommendation</td>
<td>No later than September 17, 2018</td>
</tr>
<tr>
<td>Local Workforce Development Board Approval Directors and Executive Committee</td>
<td>No later than September 19, 2018</td>
</tr>
<tr>
<td>Notification to All Bidders</td>
<td>No later than September 19, 2018</td>
</tr>
<tr>
<td>Contract Start Date</td>
<td>No later than October 1, 2018</td>
</tr>
</tbody>
</table>
**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) Shall be designated or certified as a one-stop operator through a competitive process; and

A. 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 area which may include –

1. An institution of higher education;
2. 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;
3. A community-based organization, nonprofit organization, or intermediary;
4. A private for-profit entity;
5. A government agency or;
6. 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.

**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 LWSM One-Stop Partners to an entity/entities for Component #1, One-Stop Operator services, identified in the RFP. Further the LWDB will award Component #2, Career Services. Award will include WIOA Title I Adult, Dislocated Worker, Youth, RESEA and SNAP E&T funding to an entity to provide Career Services and Youth Services and arrange for and provide payment for training and Support Services directly to and/or on behalf of participants, to a Title I Service Provider as identified in
Component #2 of this RFP. The LWDB will award an initial contract to the successful respondent effective no later than October 1, 2018 through June 30, 2019. Subject to performance and fund availability, the selected contractor/contractors may be eligible for up to three (3) 1-year extensions with budget subject to LWSM approval.

The funding to oversee and deliver services of Southern Middle Tennessee Local Workforce Development Area will originate from federal funding of Title I which at this time, has not been announced for program year 2018-2019. Funding is expected to be announced soon and can be subject to change per US DOL. 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 Southern Middle Tennessee Local Workforce Development 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 Services and Youth Services.

Estimated Target Budget Component #1 One-Stop Operator $120,000
Estimated Target Budget Component #2 Title I Career Service, Youth Provider and facility cost. $820,000
Includes estimated facility cost of $240,000. Shared facility cost will be reimbursed by shared partners invoicing. An additional $800,000 pass through line item will be awarded to direct participant cost.

All funding of this RFP is contingent upon the funding from TDLWD and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, and decisions of the LWSM. A separate budget is required for each component. Specific line items require a detailed explanation.

This RFP does not include the provision for the purchase of equipment, but equipment may be added at a later time if appropriate. If funds are awarded for equipment the contractor must follow SCTDD and LWSM procurement and inventory guidelines. SCTDD retains ownership of all equipment purchased through this contract.

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, program operating or indirect and direct participants cost. 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 10th of the month for the previous month, unless other arrangements are made with the LWDB, and must include documentation of expenditures. Invoices 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 LWSM.

Delivery of Services:

This Request for Proposal is to provide STAFFING, FACILITY and DIRECT PARTICIPANT COSTS 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 ensure performance.

A. The One-Stop Operator is to hire and supervise staff to coordinate multiple American Job Center partners and service providers throughout LWSM to a functional alignment of services and to serve as...
the Welcome Function Service Provider, including hiring and directly supervising staff.

**B. The Title I Career Provider** is to hire and supervise staff to provide Career Services, including referral to skills/ training for WIOA eligible Adult and Dislocated Workers, referral to those eligible for Supplemental Nutrition Assistance Program (SNAP) and Re-Employment Services and Eligibility Assessments (RESEA) program; to assist employers with workforce needs.

**C. 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 Southern Middle TN Local Workforce Development Board in conjunction with the selected entity will negotiate lease agreements on all AJCs and will make available dedicated office space for contractor staff. Dedicated office space will be available at the three comprehensive center locations for Component #1 - One-Stop Operator, although full-time staffing is not required for all locations (25% OSO time spent at each comprehensive center 75% total and 25% across remaining AJC’s grand total 100%). These percentages will apply for One Stop Operator (OSO) and OSO Assistant. 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 ensure coordination. Comprehensive and Affiliate centers must be staffed Monday through Friday from 8:00 AM – 4:30 PM with Title I staff (cannot close centers for lunch).

**LWDA- SM Locations**

<table>
<thead>
<tr>
<th>AJC</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedford/Shelbyville</td>
<td>301 Collordeo Blvd.</td>
<td>Shelbyville</td>
<td>TN</td>
<td>37160</td>
</tr>
<tr>
<td>Coffee/Tullahoma</td>
<td>111 East Lincoln St</td>
<td>Tullahoma</td>
<td>TN</td>
<td>37388</td>
</tr>
<tr>
<td>Franklin/Decherd</td>
<td>29 Chattin Blvd</td>
<td>Decherd</td>
<td>TN</td>
<td>37324</td>
</tr>
<tr>
<td>Giles/Pulaski</td>
<td>125 North Cedar LN</td>
<td>Pulaski</td>
<td>TN</td>
<td>38478</td>
</tr>
<tr>
<td>Lawrence/Lawrenceburg</td>
<td>702 Mahr AVE</td>
<td>Lawrenceburg</td>
<td>TN</td>
<td>38464</td>
</tr>
<tr>
<td>Lewis/Hohenwald</td>
<td>25 Smith AVE</td>
<td>Hohenwald</td>
<td>TN</td>
<td>38462</td>
</tr>
<tr>
<td>Marshall/Lewisburg</td>
<td>980 South Ellington Parkway</td>
<td>Lewisburg</td>
<td>TN</td>
<td>37091</td>
</tr>
<tr>
<td>Maury/Columbia</td>
<td>119 Nashville HWY</td>
<td>Columbia</td>
<td>TN</td>
<td>38401</td>
</tr>
</tbody>
</table>

**Scope of Work:**

The One-Stop Operator, under contract with the LWDB, will oversee the day-to-day management of the centers and delivery of service within the LWSM area.

**Responsibilities include:**

a) Overseeing American Job Center property, including building(s) and equipment, and reporting any maintenance or other issues to the owner/lessor, as appropriate.

b) Facilitating appropriate changes and/or maintenance to ensure the American Job Center property presents a professional atmosphere for job seeker, employer and partner customers and is conducive to AJC activities.

c) Observing and addressing any concerns to ensure the staff present is professional, including, but not limited to appearance, conduct and service to customers.

d) Providing “functional” direction/supervision of AJC partner staff located in the center(s), including:

   1) Working with direct supervisors/team leaders to schedule staff to ensure appropriate coverage of customer service needs during regular, holiday and/or extended hours, as needed.

   2) Coordinating work schedules, with partners for “shared” responsibilities (customer flow, general workshops, etc.) that are fair and equitable to all AJC partner staff.

   3) Providing leadership and guidance to encourage AJC partner staff to function as a team.
Addressing deviation from functional supervision with AJC partner staff to resolve with their respective supervisor / Team Lead (if needed).

Evaluate services being provided at the Centers to ensure that all required services as mandated by state and federal laws are being provided at or through the Centers.

e) Coordinating the continuing good standing of AJC Certification status as directed by the LWDB or State.
f) Coordinating services with the LWDB’s affiliate and/or identified access points to ensure that partners are apprised of comprehensive center services for referral of customers.
g) Ensure that all services are being provided in a manner consistent of any local, regional, or state plans created and/or certified by the LWDB.
h) Ensure meaningful access to all customers by incorporating the principles of universal and human-centered design. For example: flexible space usage; the use of pictorial, written, verbal, and tactile modes to present information for customers with disabilities and English language learners; and providing recommendations to the LWDB for necessary accommodations and adequate space for the use of assistive devices and adaptive technologies.

A. Evaluate performance (as indicated in the Incentives and Sanctions Policy) and implement required actions to meet performance standards – This does not include performance negotiations, as this is specifically a local board requirement.

The One-Stop Operator will evaluate performance of American Job Centers by:

1. Developing a working knowledge of WIOA Performance Measures for all AJC partners, including how they correlate for overall performance of local and regional goals.
2. Developing a working knowledge of the State System, Virtual One-Stop (VOS), to record data and extract reports as needed.
3. Prepare and analyze reports related to One-Stop services for the LWDB, including but not limited to
   a) Overall Traffic counts via VOS Greeter
   b) Customer sign-in to specific partners via VOS Greeter
   c) Registrations of Job Seekers via VOS
   d) Case Notes for Employer Customers via VOS
4. Coordinate with LWDB for expected performance standards and compliance with data validation.

B. Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff)

The One-Stop Operator will develop and initiate LWDB approved evaluation processes to determine customer experiences in the comprehensive center(s). Evaluation methods may include on-site, as well as on-line, must maintain confidentiality, and be timely to the customer experience. The LWDB will utilize results of on-going evaluations to assess services of the One-Stop Operator. The One-Stop Operator will share results with the AJC partners to celebrate successes and address opportunities for improvement.

C. Ensure coordination of partner programs

The One-Stop Operator will be responsible for the coordination of core and required partners, both on-site and off-site, for the comprehensive center, including, but not limited to the following activities:

1. Maintaining and updating a digital and hard copy listing of all partner programs, including a brief description of service and contact information to ensure that all staff in the AJC has up-to-date information for referral of customers.
2. Reporting changes in Memorandums of Understanding and Resource Sharing Agreements to the LWDB to ensure agreements remain up-to-date.
3. Scheduling bi-weekly staff meetings with on-site partners and quarterly coordination meetings with off-site partners.
4. Develop and maintain a website to provide policy, procedures, updates, etc. to all partner staff.
D. Act as liaison with the LWDB and One-Stop Center

The One-Stop Operator will serve as liaison between the LWDB and AJC partners of the American Job Centers, including resolving customer service complaints or partner issues, proposing promising practices and disseminating general communication of LWDB policy/procedures. The One-Stop Operator will be required to provide any performance reports as deemed necessary by the LWDB, including but not limited to, performance data for all on-site partners, pace of spending reports, cost per outcome, etc.

E. Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.)

The One-Stop Operator will meet common operational needs of the comprehensive center by:

1. Developing and implementing training manuals and instructional activities to promote excellence in customer service and other AJC related topics.
2. Providing technical assistance to staff and partner agencies to understand the vision, mission, goals and objectives of the LWDB and the AJC.
3. Under the guidance of the Local Workforce Development Area Board, developing partnerships with community organizations, education, industry, etc. to provide access to additional resources such as loan of equipment, speakers for workshops, access to scholarships/services, donations for an “interview” clothes closet.
4. Cross training of AJC staff, as appropriate, to increase staff capacity, expertise, and efficiency.

F. Oversee full implementation and usage of all State systems by all local areas

The One-Stop Operator will provide oversight of full implementation and usage of State systems in the American Job Centers by:

1. Working with all AJC partner staff (new & existing) to determine system access and skill levels.
2. Expediting requests for access and/or training with the State to ensure a seamless system of reporting for the AJC.
3. Coordinating with LWDB to determine performance and data validation concerns for staff using state system.
4. Providing technical assistance to AJC partner staff in usage of State systems.

G. Design the integration of systems and coordination of services for the site and partners

The One-Stop Operator will provide leadership of partners in the American Job Centers to design an integrated system that provides seamless coordination of services by:

1. Reviewing local, regional and State Plan to understand the vision of leadership.
2. Reviewing AJC Certification Application and Memorandum of Understanding to have a general knowledge of partner program services.
3. Meeting with representatives of all partner programs (internal and external) to assess similarities and differences.
4. Establishing a local workgroup to gather front-line experience and partner “buy-in” to develop an integrated customer flow and coordination of services.
5. Develop plan to be submitted to LWDB to ensure all AJC partners are contributing to the center, both financially as well as through resource and staff time.
6. Service integration shall focus on serving all customers seamlessly, including any targeted populations as deemed by the LWDB, by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope and requirements of each partner program.

H. Manage fiscal responsibility for the system or site

The One-Stop Operator will maintain fiscal responsibility and accountability for applicable LWDB approved contract/budget for management of the American Job Centers. The One-Stop Operator may request purchases/services through the LWDB for items outside the contract/budget agreement. Examples of purchases/services outside the One-Stop Operator contract would be purchase of replacement equipment, furniture for additional staff, and shared expenses such as advertising, supplies, etc. included in the IFA.

I. Plan and report responsibilities

The One-Stop Operator will develop adequate staffing plans for the American Job Centers and report responsibilities to LWDB and AJC partner staff leadership for approval. Staffing plans will ensure that customer service needs are met and include the flexibility to shift staff when necessary to meet demand. Staffing plans may include shared responsibilities including workshops, welcome function, assessments, etc. and should be equitable based on program benefit. Staffing plans should include contingency plans for when staff must be out due to sickness, vacation, scheduled training, etc.

J. Write and maintain business plan

The One-Stop Operator will write and maintain a Business Plan for the management of the American Job Centers that support the local LWDB Plan and Regional Plan. The Business Plan will include an Executive Summary, Business Description, Products and Services, Marketing, Operations, Management Team, Development, and Financial, including budget and cash flow.

K. Market One-Stop Career Center services

The One-Stop Operator will market the AJC American Job Centers services by:

1. Coordinating with the LWDB and all partners to ensure appropriate logos and messaging are included on any marketing materials or presentations.
2. Coordinating with LWDB and all partners to promote any special events such as open houses, job fairs, etc.
3. Reaching out to community and business organizations to present services of the AJC for target populations, job seekers and business.
4. Evaluate branding throughout the Centers to ensure consistency and adherence to all federal, state and local mandates.

L. Facilitate the sharing and maintenance of data; primarily the site, with emphasis on the State system

The One-Stop Operator will facilitate the sharing and maintenance of data in the American Job Centers, including but not limited to State systems by:

1. Coordinating with LWDB to determine applicable policies/procedures for data sharing and maintenance of Personally Identifiable Information (PII).
2. Establishing LWDB approved data sharing agreements between AJC internal and external partners to streamline customer service.
3. Training AJC staff on sharing and maintenance of data protocols, including PII and confidentiality.
4. Monitoring compliance with LWDB data sharing policies/procedures and Operator agreements to determine compliance and reporting any discrepancies to the LWDB.
M. Integration of available services and coordination of programs for the site with all partners

The One-Stop Operator will be the lead for integration of available services and coordination of programs for all partners, internal and external, of the American Job Centers including, but not limited to:

1. Designing and implementing a multi-partner orientation for customers.
2. Developing multi-partner materials to provide a comprehensive overview of all available services.
3. Developing workshop and other informational offerings to be delivered by all AJC partner staff or other entities.
4. Providing technical assistance and cross training for all AJC partner staff to ensure customers receive a seamless, positive experience when accessing services.

In addition to the above-mentioned responsibilities, this RFP will require that the One-Stop Operator ensure services are delivered for Adult, Dislocated Worker, and Youth (Title I) services, as well as services for the Supplemental Nutrition and Assistance Program (SNAP), Re-employment Services and Eligibility Assessment Program (RESEA), and Senior Community Service Employment Program (SCSEP) if applicable. These services include, but are not limited to, the following:

1. Occupational Skills Training
2. Customized Training
3. Skills Upgrade and Retraining (Incumbent Worker Training)
4. On-the-Job Training
5. Paid Work Experience
6. Entrepreneurial Training
7. Job Readiness Training
8. Rapid Response and Layoff Aversion
9. Case Management
10. Follow-Up Services
11. Apprenticeship Services

Title I Career Services:

The Provider of Title I Career Services will hire and supervise staff to recruit, determine eligibility and provide Career Services as identified below. Career Services includes: Adult, Dislocated Worker and Youth Services.

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 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 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 One-Stop 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. “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. 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— a) Diagnostic testing and use of other assessment tools; and (b) 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 (VOS) State participant management system to record participant eligibility, service strategy and related case management services to document request for funding.
2. Utilize VOS to submit funding requests Individual Training Accounts and/or other training for eligible participants to attend approved training programs.
3. Utilize VOS to submit funding requests for participant travel reimbursement and other support services to the SM TN Local Workforce Development Board.(LWSMB)

E. Duties and Responsibilities of Career Services Staff include but are not limited to:

1. Assist customers in welcome function/computer lab/resource library who are engaged in job search
2. Answer customer questions concerning AJC programs or services and/or refer to appropriate Career Center partner
3. Recruit and refer customers for program participation
4. Interview customers and collect information to determine program eligibility and certification
5. Proficiently navigate VOS for data input, customer tracking and data updates
6. Obtain required customer documentation, signatures and verification of other programs, selective service registration, etc.
7. Engage customer in a career exploration process and guide customer in the decision-making process to identify employment goals and/or career path in order to develop a mutually agreed upon individual employment plan
8. Provide assessments to identify customer needs when appropriate
9. Assist with resume and interview preparation, and provide guidance regarding workplace expectations when appropriate
10. Locate and contact employers to identify current and future job openings as necessary
11. Review customer application/resume to match qualifications with employers’ specifications and refer qualified applicant to interviews with prospective employer
12. Conduct job placement and customer follow-up contact log in VOS
13. Assess customer needs for social and financial supports and services; assist customer in accessing these services and identify other community resources offered by public and private agencies
14. Determine utilization of On-the-Job Training program for customer and maintain talent pool list for appropriate program candidates and employer reverse referrals if participant is eligible.
15. Organize and maintain accurate and up-to-date customer folders to include all relevant information and documentation as well as upload required documents into VOS.
16. Process authorizations and commence activities in a timely manner for the purposes of tracking and invoicing using VOS
17. Demonstrate professionalism in terms of meeting deadlines, follow-through with assignments and customers and completing all work accurately
18. Answer employer questions concerning AJC programs or services available
19. Represent the AJC System at community events such as local chamber of commerce meetings when appropriate
20. Attend training functions and conferences when appropriate
21. Engage in professional communication in all correspondence with supervisors, co-workers and customers
22. All other duties as assigned
NOTE: The selected provider will pay all invoices for Individual Training Account (ITA) and Participant Support Services directly to the training provider or participant.

F. Recommended Requirements and Preferred Qualifications include but are not limited to:

1. Education and Experience

   Bachelor’s Degree (B.A. or B.S.) or Associates Degree with two years of related experience and/or training; or equivalent combination of education and experience. It is requested that strong consideration be given to staff who currently perform these duties in the AJCs who are being displaced due to the transition to WIOA and the requirement for competitive procurement. The Local Area has experienced great success and the talent available would ensure a smooth transition since they are already trained and meeting performance expectations.

2. Language Skills

   Ability to read, analyze and interpret general business information provided by professional journals, general media, and government (i.e. policies and procedures updates, labor trends, etc.). Ability to write reports, business correspondence and effectively present information and respond to questions from groups of managers, customers and the general public. A preference should be given to applicants with bi-lingual skills.

3. Reasoning Ability

   Ability to define and solve problems, collect data, establish factual framework, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagrammatic form and deal with abstract and concrete variable

G. Recommended Benefits

   Health/Medical Insurance, Life Insurance, Retirement/Pension Plan, Paid Holidays, Accrued Annual and Sick Leave, Optional Dental, and Vision Insurance, Short and Long Term Disability Coverage and Deferred Compensation Plans.

Title I Youth Services

The SM TN Local Workforce Development Board (LWSMB) 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 SM Local Workforce Development 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.

A. 14 Youth Service Elements

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

   a) 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;
b) Alternative secondary school services, or dropout recovery services, as appropriate;
c) 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:
   (1) Summer employment opportunities and other employment opportunities available throughout the school year;
   (2) Pre-apprenticeship programs;
   (3) Internships and job shadowing; and
   (4) On-the-job training opportunities;
d) Occupational skills 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;
e) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
f) Leadership development opportunities, including community service and peer centered activities encouraging responsibility and other positive social and civic behaviors;
g) Supportive services, including the services listed in § 681.570;
h) Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation;
i) Follow-up services for not less than 12 months after the completion of participation, as provided in § 681.580;
j) 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;
k) Financial literacy education;
l) Entrepreneurial skills training;
m) 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
m) Activities that help youth prepare for and transition to post-secondary education and training.

2. 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.

3. 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 elements will be offered.

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

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

5. Writing Work Experience contracts/modifications, verifying compliance and submitting to the SM TN Local Workforce Development Board (LWSMB) for approval;

This RFP identifies two (2) separate service providers/components. The One-Stop Operator component and the Career Services component. Bidders can elect to respond on a single component or both components. Preference will be given to bidders that respond to both 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 carry out the responsibilities identified in this RFP. The proposer must agree to work with the Administrative Entity to achieve a presence either through access points, specialized center, or affiliate in all of the thirteen (13) county LWSM area.

Budget requests will be limited to salary, benefits, staff travel-training, operational supplies and program related indirect cost.

Requested Response / Narrative Requirements:

A. Narrative of 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.

C. **Response Requirements & Format:**

Each proposing entity must submit the following by **4:00 p.m. on September 14, 2018.** Proposal must be emailed to info@sctdd.org with Subject: ONE STOP OPERATOR & CAREER SERVICES RFP by (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 ensure 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 in the order below:

Section 1. Proposing Entity Information Form (Attachment A)
Section 2. Executive Summary (2 page limit) See narrative requirements.
Section 4. Budget & Budget Narrative (Attachment B1 and B2 and additional page(s) if needed)
Section 5. Organizational Chart of Proposing Entity Staffing
Section 6. Three (3) Letters of Reference who can verify experience. References should be for experience in the past 5 years.
Section 7. Approved Cost Allocation Plan
Section 8. Participant File Acceptance Acknowledgement (Attachment F) The signatory authority must have the legal right to enter into contracts for the submitting entity.
Section 9. Copy of most recent financial audit, financial history, and acknowledgement of up-to-date taxes or other relevant evidence of fiscal responsibility
Section 10. Signed Conflict of Interest Form (Attachment C) Each proposal should meet the following format:
Proposal should be single-sided, numbered pages, one inch margins, double-spaced and 12-point font. Proposal should be emailed to info@sctdd.org with Subject: ONE STOP OPERATOR & CAREER SERVICES RFP by (agency name). It is the responsibility of the proposing agency to ensure that the proposal is received prior to the deadline of **September 14, 2018 4:00 p.m. Central Standard Time.** Late submissions will NOT be accepted.

**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 August 16, 2017 to August 31, 2017 to the following email address: info@sctdd.org. Subject: RFP Questions. Only potential bidders who request through info@sctdd.org to receive answers to questions will receive a copy of answers. The answers will be sent to requesting bidders via info@sctdd.org no later than September 7, 2018.

**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.

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.

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 Jerry Mansfield, Executive Director, SCTDD / Southern Middle Tennessee Local Workforce Development Board. 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.

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.”

Appeals process:

In the event of a disagreement resulting from the monitoring process, the contractor and/or sub-recipient may choose to file an appeal. A disagreement is considered to have reached the level of an appeal when an issue arises that is not easily coming to a point of resolution. It is the responsibility of the LWDB Chair (or designee) to coordinate the dispute resolution to ensure that issues are being resolved appropriately through the appeal process:

1. Any disputes shall first be attempted to be resolved informally.
2. Should informal resolution efforts fail, the appeal process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the LWDB Chair (or designee) regarding the conflict within 10 business days.
3. The LWDB Chair (or designee) shall place the dispute on the agenda of a special meeting of the LWDB’s Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a 2/3 majority consent of the Executive Committee members present.
4. The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the contractor and/ or sub-recipient agencies.
5. The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure.
6. The Executive Committee must provide a written response and dated summary of the proposed resolution to all parties.
7. The LWDB Chair (or designee) will contact the petitioner and the appropriate parties to verify that all are in agreement with the proposed resolution.

Reference 2 CFR 200.331
Related TDLWD Policy: Monitoring Guide
## Attachment A

**Proposing Entity Information Form**

<table>
<thead>
<tr>
<th>Legal Name of Agency</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Years in Business</td>
<td></td>
</tr>
<tr>
<td>Identifier</td>
<td>FEIN#</td>
</tr>
<tr>
<td></td>
<td>DUNS#</td>
</tr>
<tr>
<td>Type of Organization</td>
<td></td>
</tr>
<tr>
<td>Address of Administrative Office</td>
<td>Address</td>
</tr>
<tr>
<td></td>
<td>City/State/Zip</td>
</tr>
<tr>
<td></td>
<td>Website URL</td>
</tr>
<tr>
<td>Address Local Office (LWDA) if different from Administrative Office</td>
<td>Address</td>
</tr>
<tr>
<td></td>
<td>City/State/Zip</td>
</tr>
<tr>
<td></td>
<td>Website URL</td>
</tr>
<tr>
<td>Principal of Agency (President/CEO/Executive Director)</td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td>Title</td>
</tr>
<tr>
<td></td>
<td>E-mail Address</td>
</tr>
<tr>
<td></td>
<td>Phone</td>
</tr>
<tr>
<td>Programmatic Contact Person</td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td>Title</td>
</tr>
<tr>
<td></td>
<td>E-mail Address</td>
</tr>
<tr>
<td></td>
<td>Phone</td>
</tr>
<tr>
<td>Funding Amount Requested</td>
<td></td>
</tr>
<tr>
<td>Signatory Authority (may sign electronically if emailed for signatory authority account)</td>
<td></td>
</tr>
</tbody>
</table>
### Attachment B.1. One-Stop Operator Budget

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries (OSO Staff)</td>
<td>$</td>
</tr>
<tr>
<td>Benefits (OSO Staff)</td>
<td>$</td>
</tr>
<tr>
<td>Travel</td>
<td>$</td>
</tr>
<tr>
<td>Supplies (shared all AJCs)</td>
<td>$</td>
</tr>
<tr>
<td>Operational (supplies, communication, etc.)</td>
<td>$</td>
</tr>
<tr>
<td><strong>Subtotal Program</strong></td>
<td>$</td>
</tr>
<tr>
<td>Administrative Indirect</td>
<td>$</td>
</tr>
<tr>
<td>Program Indirect</td>
<td>$</td>
</tr>
<tr>
<td><strong>TOTAL BUDGET REQUEST</strong></td>
<td>$</td>
</tr>
</tbody>
</table>

### Attachment B.2. Title 1 Career Service Provider Budget

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>$</td>
</tr>
<tr>
<td>Benefits</td>
<td>$</td>
</tr>
<tr>
<td>Travel</td>
<td>$</td>
</tr>
<tr>
<td>Operational (supplies, communication, etc.)</td>
<td>$</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$</td>
</tr>
<tr>
<td>Administrative Indirect</td>
<td>$</td>
</tr>
<tr>
<td>Program Indirect</td>
<td>$</td>
</tr>
<tr>
<td><strong>Subtotal Budget Request</strong></td>
<td>$</td>
</tr>
<tr>
<td>Direct Participant</td>
<td>$</td>
</tr>
<tr>
<td>(pass-through award payment to vendors, training providers, and participants)</td>
<td>$</td>
</tr>
<tr>
<td><strong>TOTAL BUDGET REQUEST</strong></td>
<td>$</td>
</tr>
</tbody>
</table>
Narrative: Please attach a narrative and/or chart in explanation of each line item in detail to justify cost. Examples of explanations include job titles, wage rate, hours worked/charged to grant, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or indirect cost.

The One-Stop Operator will have dedicated office space at comprehensive center locations (Maury, Lawrence and Coffee) but not at Affiliate locations. A base comprehensive center will be selected as “official station” for the purpose of travel. State guidelines will be applicable on all 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. Current estimated WIOA facility cost is $240,000. Future budget savings on facility cost will be advantageous to free up additional funds for the Career Services and Youth Provider. Travel expenses may be claimed from the official station to affiliate and other work-related locations. Tennessee State Mileage Rate is .47.

No line item is needed for participant cost as it is a pass-through cost. Furthermore, no line is needed for the IFA facility cost as they will be reimbursed by shared partner invoicing from the administrative entity.

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
South Central Tennessee Development District RFP Proposal Evaluation Form

**Evaluation Criteria**

Proposals for this project shall be evaluated using the following rank-ordered criteria:

<table>
<thead>
<tr>
<th>Subcategories</th>
<th>Evaluation Comments</th>
<th>Awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>One-Stop Operator (30 points)</strong> - Describe your agency's 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).</td>
<td>1. Relevant Experience 2. Approach To Work 3. Staffing / Program Management</td>
<td>Value Score</td>
</tr>
<tr>
<td><strong>Career &amp; Business Services Provider (30 points)</strong> - Describe your agency's 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 CJJ 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.</td>
<td>1. Relevant Experience 2. Approach To Work 3. Staffing / Program Management</td>
<td></td>
</tr>
<tr>
<td><strong>Youth Services Provider (30 points)</strong> - Describe your agency's 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.</td>
<td>1. Relevant Experience 2. Approach To Work 3. Staffing / Program Management</td>
<td></td>
</tr>
<tr>
<td><strong>Fiscal Accountability &amp; Budget (10 points)</strong> - 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.</td>
<td>1. Agency Fiscal Accountability System 2. Grant and Program Management Experience 3. Agency’s Most Recent Audit 4. Agency Cost Allocation Plan</td>
<td></td>
</tr>
</tbody>
</table>

---

**Signature**

**Date**
Attachment E

Workforce Innovation and Opportunity Act
WIOA Final Regulations
United States Department of Labor Employment and Training Administration
www.doleta.gov

DOL WIOA Overview and other WIOA related information
https://www.doleta.gov/WIOA/Overview.cfm

DOL WIOA Overview and other WIOA related information
https://www.doleta.gov/WIOA/Overview.cfm

One Stop Operator Design and Procurement Guides
Training and Employment Guidance Letter One Stop Operations Guidance for the American Job Center Network

Training and Employment Guidance Letter Competitive Selection of One Stop Operator

Workforce Services One Stop Operator and Career Services Provider Procurement
https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WorkforceServicesGuidance-OSOandCareerServiceProviderProcurement.pdf

Workforce Services One Stop Operator System Design

Workforce Services MOU/IFA and attachments
https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/MOU-One-StopServiceDeliveryandInfrastructureAgreement.pdf

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

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

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

Training and Employment Guidance Letter WIOA 19-16 Operation Guidance for the Workforce Innovation and Opportunity Act (Services for Adults and Dislocated Workers)

Training and Employment Guidance Letter WIOA 21-16 Operation Guidance for the Workforce Innovation and Opportunity Act (Youth Services)


Performance Guidance
Training and Employment Guidance Letter WIOA 10-16, Change 1 Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs

Tennessee Department of Labor and Workforce Development Workforce Services Technical Assistance Webpage – (contains all Workforce Services Guidance)
https://www.tn.gov/workforce/general-resources/program-management/program-management-redirect/workforce-services-redirect/wioa-technical-assistance.html

Southeast Tennessee Workforce Development Board Local Policies (as of release date, subject to amendment and update due to Realignment of Tennessee’s Workforce Development Areas effective May 24, 2018)
http://secareercenter.org/129/
Attachment F

Participant File Acceptance Acknowledgement

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

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

______________________________
Proposing Entity Signatory Authority

______________________________
Printed Name

______________________________
Date