REQUEST FOR PROPOSAL FOR WORKFORCE INNOVATION & OPPORTUNITY ACT

WIOA – Title I Career Service Providers For Adult & Dislocated Worker In The counties of Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry and Wayne

ISSUE DATE: January 27, 2022 
PROPOSAL RESPONSE DUE DATE: March 10, 2022– 4:00 p.m. 
FUNDING PERIOD: June 1, 2022– June 30, 2023 with 3 one-year extensions based on performance
**Background:**

The purpose of this Request for Proposal (RFP) is to identify and fund an organization in the Southern Middle Tennessee Local Workforce Development region that will provide oversight and functional alignment of the American Job Center system for the local area. Although, procured separately the same organization can 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 Local Workforce Development Board (SMLWDB) 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, nonprofit 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 Career Service elements for Adult & Dislocated Worker 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 D.** The State has certified three (3) comprehensive and ten (10) specialized centers in LWDB 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 –Title I Adult & Dislocated Worker Career Service Provider as outlined below:

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. RESEA, as per scheduled by the state, shall continue to be fulfilled by the career service provider assigned to the specialized AJC in Marshall County.

The State has certified three (3) comprehensive and ten (10) specialized centers in LWDB. 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.

The entity/entities will be selected to perform responsibilities of this contract for the entire Southern Middle TN area. 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 WIOA Program Director of the LWDB.

**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 area.

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.

Federal and State Performance Measures

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). LWDB 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 22-23 Performance as part of their contract goals.

**Project Timeframe:**

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<tr>
<th>Event</th>
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<tr>
<td>RFP Release</td>
<td>January 27, 2022</td>
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<tr>
<td>Bidders Questions submitted via email</td>
<td>From: January 27, 2022</td>
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<tr>
<td></td>
<td>To: February 10, 2022</td>
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<tr>
<td>(questions sent no later than February 10, 2022) <a href="mailto:info@sctdd.org">info@sctdd.org</a></td>
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<tr>
<td>Proposal Deadline (Proposal should be emailed to <a href="mailto:info@sctdd.org">info@sctdd.org</a> with Subject: ADULT &amp; DISLOCATED WORKER CAREER SERVICE PROVIDER RFP. It is the responsibility of the proposing agency to ensure that the proposal is received prior to the deadline of March 10, 2022 4:00 p.m. Central Standard Time. Late submissions will NOT be accepted.)</td>
<td>March 10, 2022 – 4:00 p.m.</td>
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<tr>
<td>Selection Committee Recommendation</td>
<td>March 22, 2022</td>
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<tr>
<td>Notification to All Bidders</td>
<td>March 23-25, 2022</td>
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<tr>
<td>Contract Start Date</td>
<td>June 1, 2022</td>
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Eligible Applicants:

WIOA sec.121(d)(2) Eligibility – To be eligible to receive funds made available under this subtitle to operate an American Job Center (AJC) referred to in subsection (c), an entity (which may be a consortium of entities) shall be designated or certified 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 three (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 WIOA Title I, 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 WIOA Title I-

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:

Funds will be awarded to an entity/entities for Adult & Dislocated Worker Career Service Provider, identified in the RFP. Award will include WIOA Title I Adult & Dislocated Worker funding to an entity to provide Career 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 this RFP. The LWDB will award an initial contract to the successful respondent effective no later than June 1, 2022 through June 30, 2023. 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 LWDB 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 2022-2023. Funding is expected to be announced soon and can be subject to change per US DOL.

Funding amount for Adult & Dislocated Worker Career Service Provider is $642,000 which includes facility cost. Additional $630,000 Pass-Through will be awarded for Direct Participant Cost.

Expenses in a proposed June 1, 2022 to June 30, 2022 startup transition period will be determined during negotiations with the new provider.

Note: The current 13 County Career Service’s IFA (Facility) allocation is $240,000. Respondents are encouraged to have a presence in all 13 counties within the Southern Middle Local Workforce Development Area. Respondents will be required to have an office and participate in the Infrastructure Funding Agreement (IFA) in each of the three (3) comprehensive centers and are encouraged continuation of the current ten (10) specialized centers. Career Service provider will manage supply orders, utility services, and facility leases within the IFA. Shared facility cost will be reimbursed by shared partners invoicing.

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 LWDB.

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 LWDB procurement and inventory guidelines. SCTDD retains ownership of all equipment purchased through this contract. Respondent will be required to maintain an inventory schedule and submit quarterly to LWDB.

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. 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 LWDB.

**Delivery of Services:**

This Request for Proposal is to provide **STAFFING, FACILITY and DIRECT PARTICIPANT COSTS** for the Title I Adult & Dislocated Worker Career Service Provider.
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 or dislocated worker 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 service’s 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;

Scope of Work:

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 Workers.

Career Services:

LWDA- SM Locations

<table>
<thead>
<tr>
<th>AJC</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Type</th>
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</thead>
<tbody>
<tr>
<td>Bedford/Shelbyville</td>
<td>301 Colloredo Blvd.</td>
<td>Shelbyville</td>
<td>TN</td>
<td>37160</td>
<td>Specialized</td>
</tr>
<tr>
<td>Coffee/Tullahoma</td>
<td>315 NW Atlantic St. 100</td>
<td>Tullahoma</td>
<td>TN</td>
<td>37388</td>
<td>Comprehensive</td>
</tr>
<tr>
<td>Franklin/Winchester</td>
<td>825 Dinah Shore Blvd</td>
<td>Winchester</td>
<td>TN</td>
<td>37398</td>
<td>Specialized</td>
</tr>
<tr>
<td>Giles/Pulaski</td>
<td>125 South Cedar Ln</td>
<td>Pulaski</td>
<td>TN</td>
<td>38478</td>
<td>Specialized</td>
</tr>
<tr>
<td>Lawrence/Lawrenceburg</td>
<td>702 Mahr Ave</td>
<td>Lawrenceburg</td>
<td>TN</td>
<td>38464</td>
<td>Comprehensive</td>
</tr>
<tr>
<td>Lewis/Hohenwald</td>
<td>25 Smith Ave</td>
<td>Hohenwald</td>
<td>TN</td>
<td>38462</td>
<td>Specialized</td>
</tr>
<tr>
<td>Lincoln/Fayetteville</td>
<td>1437 Winchester Hwy</td>
<td>Fayetteville</td>
<td>TN</td>
<td>37334</td>
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</tr>
<tr>
<td>Marshall/Lewisburg</td>
<td>1794 Mooresville Hwy</td>
<td>Lewisburg</td>
<td>TN</td>
<td>37091</td>
<td>Specialized</td>
</tr>
<tr>
<td>Maury/Columbia</td>
<td>119 Nashville Hwy St. 106</td>
<td>Columbia</td>
<td>TN</td>
<td>38401</td>
<td>Comprehensive</td>
</tr>
<tr>
<td>Moore/Lynchburg</td>
<td>241 Main St</td>
<td>Lynchburg</td>
<td>TN</td>
<td>37352</td>
<td>Specialized</td>
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<tr>
<td>Hickman/Centerville</td>
<td>101 College Street</td>
<td>Centerville</td>
<td>TN</td>
<td>37033</td>
<td>Specialized</td>
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<tr>
<td>Perry/Linden</td>
<td>100 Poplar Street</td>
<td>Linden</td>
<td>TN</td>
<td>37096</td>
<td>Specialized</td>
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<tr>
<td>Wayne/Waynesboro</td>
<td>525 B Hwy 64 East</td>
<td>Waynesboro</td>
<td>TN</td>
<td>38485</td>
<td>Specialized</td>
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</tbody>
</table>
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 Jobs4TN/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 Jobs4TN/VOS to submit funding requests Individual Training Accounts and/or other training for eligible participants to attend approved training programs.
3. Utilize Jobs4TN/VOS to submit funding requests for participant travel reimbursement and other support services to the Local Workforce Development Board (LWDB).

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 Jobs4TN/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 Jobs4TN/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 Jobs4TN/VOS.
16. Process authorizations and commence activities in a timely manner for the purposes of tracking and invoicing using Jobs4TN/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. Mandatory participation in the annual statewide data validation.
23. 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.

This RFP identifies Adult & Dislocated Worker Career Service Providers. Youth Career Service Provider is being solicited in a separate RFP consequently, bidders can elect to respond on a single RFP or both.

Budget requests will be limited to salary, benefits, staff travel-training, operational supplies and program related indirect cost. Staff may be full-time or part-time based on the Respondent’s 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 or specialized centers in all of the 13 county LWDB area.

**Requested Response / Narrative Requirements:**

**Executive Summary/ Business Plan**

Summarize your agency’s proposal to provide services for Adult & Dislocated Worker and reasons why your agency is most qualified.

**Narrative of Proposal-**

- **Relevant Experience (25 Points)**
  
  Provide information about your organization, include concise summary of your experience and approach to overall project work. Include experience in day-to-day operations, implementing policies/systems, working with other providers of career services, working with Adult & Dislocated Worker populations in a rural area, and managing/meeting performance goals utilizing the State Jobs4TN/VOS or similar system.

- **Approach to Work (25 Points)**
  
  Describe your agencies approach to work and staffing/program management in accordance with the program guidance. Describe specific approaches to delivering services including a workflow/logistical model for skill training through ITA or On the Job Training (OJT). Describe the transitional plan, 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. Retaining existing or highly qualified staff will be considered in the scoring process.

- **Performance & Accountability Measures (15 Points)**
  
  Provide proposed service level and performance standards. Respondents must demonstrate the ability to successfully meet federal and state performance accountability measures to include performance indicators established by Employment and Training Association (ETA) and Key Performance Indicators (KPIs) set by the LWDB in their delivery of service. Include the method that will be used to communicate service levels and performance measures to the LWDB.

- **Fiscal Accountability & Budget (25 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, years in business, 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. In addition to the detailed narrative explanation Attachment B must be completed.
• **Servicing Local Communities (10 Points)**

Local Officials and Community Leaders that assist in managing the WIOA Program have stated the need for a presence of an American Job Center in each of the 13 counties. Leadership is very involved and active in the WIOA performance and services available in the communities. With that understanding of the atmosphere within Southern Middle provide a plan in your proposal describing how this will be accomplished.

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**South Central Tennessee Development District RFP Proposal Evaluation Form**

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<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Bidder 1</th>
<th>Bidder 2</th>
<th>Bidder 3</th>
<th>Bidder 4</th>
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<tr>
<td><strong>Servicing Local Communities (10 Points)</strong></td>
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**Proposals for this project shall be evaluated using the following rank-ordered criteria:**

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<tr>
<th>Subcategories</th>
<th>Value</th>
<th>Bidder 1</th>
<th>Bidder 2</th>
<th>Bidder 3</th>
<th>Bidder 4</th>
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<tr>
<td>Relevant Experience to include: technical/programmatic experience (25 Points)</td>
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<td>Provide information about your organization, include concise summary of your</td>
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<td>experience and approach to overall project work. Include experience in day-to-day</td>
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<td>operations, implementing policies/systems, working with other providers of career</td>
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<td>services, working with Adult &amp; Dislocated Worker populations in a rural area, and</td>
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<td>managing/meeting performance goals utilizing the State Jobs4TN/VOS or similar</td>
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<td>system.</td>
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<td>Approach to Work (25 Points) - Describe your agencies approach to work and</td>
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<td>staffing/program management in accordance with the program guidance. Describe</td>
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<td>specific approaches to delivering services including a workflow/logistical model for</td>
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<td>skill training through ITA or On the Job Training (OJT). Describe the transitional</td>
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<td>plan, including how long before staff will be hired, trained and operational.</td>
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<td>Include the qualifications for new hires or experience of existing staff who will</td>
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<td>be assigned to the contract. Retaining existing or highly qualified staff will</td>
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<td>be considered in the scoring process.</td>
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<tr>
<td>Performance &amp; Accountability Measures (15 Points) - Provide proposed service</td>
<td>15</td>
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<td>level and performance standards. Respondents must demonstrate the ability to</td>
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<td>successfully meet federal and state performance accountability measures to include performance indicators established by Employment and Training Association (ETA) and Key Performance Indicators (KPIs) set by the LWDB in their delivery of service. Include the method that will be used to communicate service levels and performance measures to the LWDB.</td>
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<tr>
<td>Fiscal Accountability &amp; Budget (25 points) - Describe the agency’s fiscal</td>
<td>25</td>
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<td>accountability system, including experience with managing multiple federal, state</td>
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<td>or private grants. Include a copy of the agency’s most recent audit, financial</td>
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<td>history, years in business, up-to-date taxes (if tax paying agency) and any other</td>
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<tr>
<td>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. In addition to the detailed narrative explanation Attachment B must be completed.</td>
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</table>

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**Signature**

**Date**
Response Requirements & Format:

Each proposing entity must submit the completed proposal by 4:00 p.m. on March 10, 2022. Proposals can be received by email at info@sctdd.org, by mail or courier at SCTDD, 101 Sam Watkins Blvd, Mt. Pleasant, TN 38474.

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 sections (1-10) and documentation 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 B and narrative pages).
Section 5. Organizational Chart of Proposing Entity Staffing, to include job descriptions & title.
Section 6. Three (3) Letters of Reference who can verify experience. References should be for experience in the past five (5) years.
Section 7. Approved Cost Allocation Plan if applicable.
Section 8. Copy of most recent audit.
Section 9. Copy of most recent two (2) years of audited financial history and relevant evidence of fiscal Responsibility.
Section 10. Signed Conflict of Interest Form (Attachment C) Each proposal should meet the following format:

In order for a bidder to be considered, an organizational chart must be submitted. Bidders must describe whether current or newly-hired staff will provide services. This must be accompanied with resumes of current staff or title and job description of any new positions.

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: ADULT & DISLOCATED WORKER CAREER SERVICE PROVIDER RFP by (agency name). It is the responsibility of the proposing agency to ensure that the proposal is received prior to the deadline of March 10, 2022 by 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 January 27, 2022 to February 10, 2022 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 February 24, 2022.

Evaluation and Award:

Applications will be evaluated by an Ad Hoc Committee of reviewers appointed by the LWDB Board Chairman
per LWDB By-Laws. 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, debarment, 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 technical, 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. This includes any employee of the LWDB or Fiscal Agent/SCTDD, 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 Barbara Kizer, WIOA Program 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 LWDB 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 Selection Committee. The Selection Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a 2/3 majority consent of the Selection Committee members present.
4. The decision of the Selection 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 Selection 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>
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<tr>
<td>Principal of Agency (President/CEO/Executive Director)</td>
<td>Name</td>
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<td></td>
<td>Title</td>
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<tr>
<td></td>
<td>E-mail Address</td>
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<tr>
<td></td>
<td>Phone</td>
</tr>
<tr>
<td>Programmatic Contact Person</td>
<td>Name</td>
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<td></td>
<td>Title</td>
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<td></td>
<td>E-mail Address</td>
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<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. Title 1 Adult & Dislocated Worker 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 (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 Adult & Dislocated Worker Career Service Provider will have dedicated office space at comprehensive center locations (Maury, Lawrence and Coffee) and if needed at specialized 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 specialized centers. Current estimated WIOA facility cost is $240,000. Travel expenses may be claimed from the official station to specialized and other work-related locations. Tennessee State Mileage Rate is .585

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

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.

_______________________________________  ______________________
Authorized Signature                        Date

________________________________________  ______________________
Name Printed                                 Title

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

Workforce Innovation and Opportunity Act

WIOA Final Regulations

United States Department of Labor Employment and Training Administration
www.doleta.gov

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/wfs/WFSPolicyOne-StopOperatorandServiceProviderProcurement.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/WFS%20Infrastructure%20Fundin g%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

Southern Middle Workforce Development Board Local Policies (As of release date, subject to amendment and updates)
WIOA Policies : South Central TN Development District (sctdd.org)