

# **SOUTHERN MIDDLE TENNESSEE LOCAL WORKFORCE DEVELOPMENT BOARD**

## **REQUEST FOR PROPOSAL FOR WORKFORCE INNOVATION & OPPORTUNITY ACT**

### **WIOA – One-Stop Operator In**

**The counties of Bedford, Coffee, Franklin, Giles, Hickman, Lawrence,  
Lewis, Lincoln, Marshall, Maury, Moore, Perry and Wayne**

**ISSUE DATE: March 23, 2022  
PROPOSAL RESPONSE DUE DATE: April 22, 2022– 4:00 p.m.  
FUNDING PERIOD: July 1, 2022– June 30, 2023  
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 800-848-0298

## **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.

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, 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 Career Service elements for WIOA Title I Programs as specified in policy. All communication regarding contract deliverables will be made through the Administrative Entity/Fiscal Agent (SCTDD) designee and Workforce Director at [info@sctdd.org](mailto: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**.

**RFP COMPONENTS** include: American Job Center – One-Stop Operator as outlined below:

**The One-Stop Operator:** At a minimum, the one-stop operator must coordinate the service delivery of required one-stop partners and service providers. Local WDBs may establish additional roles of one-stop operator, including, but not limited to: coordinating service providers across the one-stop delivery system, being the primary provider of services within the center, providing some of the services within the center, or coordinating service delivery in a multi-center area, which may include specialized sites. The competition for a one-stop operator must clearly articulate the role of the one-stop operator.

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:

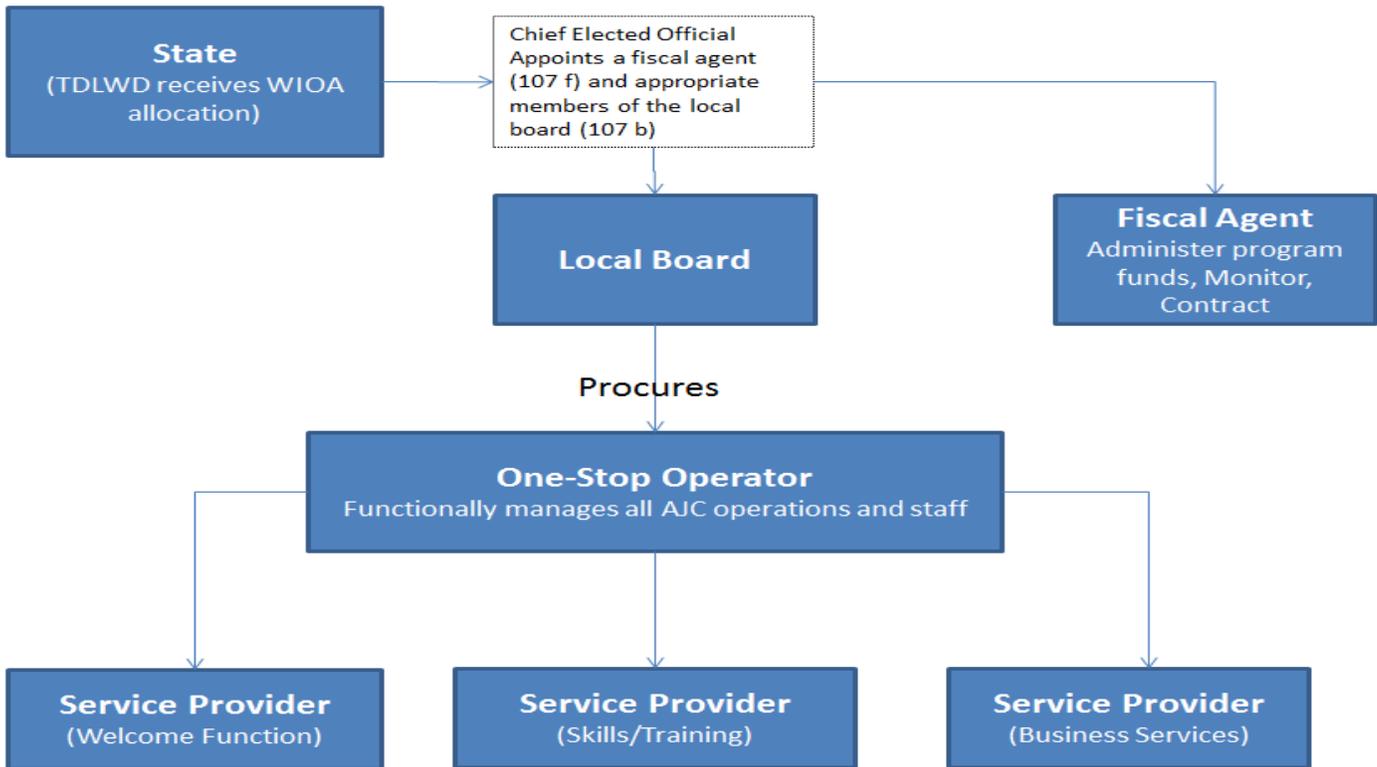
The entity will be selected to perform responsibilities of this contract for the entire Southern Middle TN area. The contract for this RFP will be between Southern Middle TN Local Workforce Development Board and the selected entity with all communications occurring with the WIOA Program Director of the 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:** The OSO must include an explanation of measures and goals related to performance for each program. The OSO must collect performance information from providers of on-the-job training, customized training, incumbent worker training, internships, paid or unpaid work experience opportunities, and transitional employment as the Governor may require. This performance information should quantify post-secondary credential attainment achieved by participants, rate of employment after a participant exits from a training program, and earnings after a participant exits from a training program. This information will be used to determine whether the providers meet such performance criteria as the Governor may require (*WIOA Section 122[h][2]*). Performance 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 for the collection and tabulation of all metrics designated by the State of Tennessee Department of Labor. Respondents should meet the PY 22-23 and future Key Performance Indicators (KPIs) and federal performance targets as part of contract goals.

**Project Timeframe:**

RFP Release	March 23, 2022
Bidders Questions submitted via email (questions sent no later than April 1, 2022) <a href="mailto:info@sctdd.org">info@sctdd.org</a>	From: March 23, 2022 To: April 1, 2022
Proposal Deadline (Proposal should be emailed to <a href="mailto:info@sctdd.org">info@sctdd.org</a> with Subject: ONE-STOP OPERATOR RFP. It is the responsibility of the proposing agency to ensure that the proposal is received prior to the deadline of <b>April 22, 2022 4:00 p.m. Central Standard Time</b> . Late submissions will <b>NOT</b> be accepted.	April 22, 2022 – 4:00 p.m.
Selection Committee Recommendation	April 28, 2022
Notification to All Bidders of the Intent to Award	April 29 – May 3, 2022
Contract Start Date	July 1, 2022

## **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 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 title, 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 for One-Stop Operator services, identified in the RFP. Funding sources of the award will include WIOA Title I / Infrastructure Funding Agreement (IFA). An initial contract to the successful respondent will be effective no later than July 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 One-Stop Operator \$120,000. (OSO Funding Sources: IFA \$70,000 & WIOA \$50,000)

Respondents should include in the proposal a plan that encompasses one-stop operators services in all 13 counties within the Southern Middle Local Workforce Development Area.

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 10<sup>th</sup> 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 **ONE-STOP OPERATOR SERVICES** for the American Job Centers.

**The One-Stop Operator** At a minimum, the one-stop operator must coordinate the service delivery of required one-stop partners and service providers. Local WDBs may establish additional roles of one-stop operator, including, but not limited to: coordinating service providers across the one-stop delivery system, being the primary provider of services within the center, providing some of the services within the center, or coordinating service delivery in a multi-center area, which may include specialized sites. The competition for a one-stop operator must clearly articulate the role of the one-stop operator.

**NOTE:** One-Stop Operator respondents are encouraged to rotate time in all 13 counties within the Southern Middle Local Workforce Development Area and present a plan describing those activities.

## LWDA- SM Locations

AJC	Address	City	State	Zip	
Bedford/Shelbyville	301 Colloredo Blvd.	Shelbyville	TN	37160	Specialized
Coffee/Tullahoma	315 NW Atlantic St. 100	Tullahoma	TN	37388	Comprehensive
Franklin/Winchester	825 Dinah Shore Blvd	Winchester	TN	37398	Specialized
Giles/Pulaski	125 South Cedar Ln	Pulaski	TN	38478	Specialized
Lawrence/Lawrenceburg	702 Mahr Ave	Lawrenceburg	TN	38464	Comprehensive
Lewis/Hohenwald	25 Smith Ave	Hohenwald	TN	38462	Specialized
Lincoln/Fayetteville	1437 Winchester Hwy	Fayetteville	TN	37334	Specialized
Marshall/Lewisburg	1794 Mooresville Hwy	Lewisburg	TN	37091	Specialized
Mauzy/Columbia	119 Nashville Hwy St. 106	Columbia	TN	38401	Comprehensive
Moore/Lynchburg	241 Main St	Lynchburg	TN	37352	Specialized
Hickman/Centerville	101 College Street	Centerville	TN	37033	Specialized
Perry/Linden	100 Poplar Street	Linden	TN	37096	Specialized
Wayne/Waynesboro	525 B Hwy 64 East	Waynesboro	TN	38485	Specialized

### **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 Southern Middle 13 county area.

### **Responsibilities include:**

- a) Assist in 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 seekers, 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.
  - (4) Addressing deviation from functional supervision with AJC partner staff to resolve with their respective supervisor / Team Lead (if needed).
  - (5) 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 specialized 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 and lead Southern Middle in the annual statewide data validation:

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, Jobs4TN / 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. Mandatory participation in the annual state wide data validation. Coordinate with selected career service providers to conduct annual statewide 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 and IFA meetings with off-site partners. In addition, One-Stop operator will coordinate and facilitate state or federal meetings as required.
4. Assist and review WIOA websites to ensure 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 and WIOA Program Director, including but not limited to, performance data for all on-site partners, pace of spending reports, cost per outcome, etc. Additionally, bi-weekly updates and progress reports shall be submitted to the WIOA Program Director.

**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 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. Work with career service providers and partners to cross train 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 Welcome Function 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 Business Plan/Executive Summary will include a 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 American Job Centers (AJCs) 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. Ensure technical assistance and cross training for all AJC partner staff to provide 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

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, specialized center, or specialized 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 One-Stop Operator and reasons why your agency is most qualified.

##### **Narrative of Proposal-**

- **Relevant Experience (30 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 youth services, adult & dislocated worker services, and managing/meeting performance goals utilizing the State Jobs4TN/VOS or similar system.

- **Approach to Work (30 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 as an attachment. 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.

South Central Tennessee Development District RFP Proposal Evaluation Form						
<u>Evaluation Criteria</u>						
Proposals for this project shall be evaluated using the following rank-ordered criteria:						
Bidders Name:			Bidder Cost:			
Evaluator Name:						
Subcategories			Bidder 1	Bidder 2	Bidder 3	Bidder 4
		Value	Score	Score	Score	Score
Relevant Experience to include: technical/programmatic experience (30 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 youth services, adult & dislocated worker services, and managing/meeting performance goals utilizing the State Jobs4TN/VOS or similar system.		30 Points				
Approach to Work (30 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 as an attachment. 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.		30 Points				
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.		15 Points				
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.		25 Points				
Signature			Date			

## **Response Requirements & Format:**

Each proposing entity must submit the completed proposal by **4:00 p.m. on April 22, 2022**. Proposals can be received by email at [info@sctdd.org](mailto: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 3. Narrative of Proposal - Relevant Experience, Approach to Work, Performance & Accountability, Fiscal Accountability & Budget (12-page limit total).
- 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:

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](mailto:info@sctdd.org) with Subject: ONE-STOP OPERATOR RFP by (agency name). It is the responsibility of the proposing agency to ensure that the proposal is received prior to the deadline of **April 22, 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 March 23, 2022 to April 1, 2022 to the following email address: [info@sctdd.org](mailto:info@sctdd.org), Subject: RFP Questions.** Only potential bidders who request through [info@sctdd.org](mailto: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](mailto:info@sctdd.org) no later than **April 8, 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, 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, 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 ten (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**

<b>Legal Name of Agency</b>	
<b>Number of Years in Business</b>	
<b>Identifier</b>	<b>FEIN#</b>
	<b>DUNS#</b>
<b>Type of Organization</b>	
<b>Address of Administrative Office</b>	<b>Address</b>
	<b>City/State/Zip</b>
	<b>Website URL</b>
<b>Address Local Office (LWDA) if different from Administrative Office</b>	<b>Address</b>
	<b>City/State/Zip</b>
	<b>Website URL</b>
<b>Principal of Agency (President/CEO/Executive Director)</b>	<b>Name</b>
	<b>Title</b>
	<b>E-mail Address</b>
	<b>Phone</b>
<b>Programmatic Contact Person</b>	<b>Name</b>
	<b>Title</b>
	<b>E-mail Address</b>
	<b>Phone</b>
<b>Funding Amount Requested</b>	
<b>Signatory Authority (may sign electronically if emailed for signatory authority account)</b>	

## Attachment B. Title 1 One-Stop Operator Budget

Salaries (OSO Staff)	\$
Benefits (OSO Staff)	\$
Travel	\$
Supplies (shared all AJCs)	\$
Operational (supplies, communication, etc.)	\$
<b>Subtotal Program</b>	\$
Administrative Indirect	\$
Program Indirect	\$
<b>TOTAL BUDGET REQUEST</b>	\$

**Narrative:** Please attach a narrative 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.

A location will be selected as an “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. 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 SMLWDB 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 SMLWDB 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**

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

### **WIOA Final Regulations**

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

**United States Department of Labor Employment and Training Administration**

[www.doleta.gov](http://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**

[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_16-16.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16.pdf)

### **Training and Employment Guidance Letter Competitive Selection of One Stop Operator**

[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_15-16.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16.pdf)

### **Workforce Services One Stop Operator and Career Services Provider Procurement**

<https://www.tn.gov/content/dam/tn/workforce/documents/wfs/WFSPolicyOne-StopOperatorandServiceProviderProcurement.pdf>

### **Workforce Services One Stop Operator System Design**

<https://www.tn.gov/content/dam/tn/workforce/documents/wfs/WFSPolicyOne-StopSystemDesign.pdf>

### **Workforce Services MOU/IFA and attachments**

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

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/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)

[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19-16.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-16.pdf)

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

[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_21-16.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16.pdf)

Training and Employment Guidance Letter WIOA 39-11 Guidance on the Handling and Protection of Personally Identifiable Information

[https://wdr.doleta.gov/directives/corr\\_doc.cfm?docn=7872](https://wdr.doleta.gov/directives/corr_doc.cfm?docn=7872)

**Performance Guidance**

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

[https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=3255](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3255)

**Southern Middle Workforce Development Board Local Policies (As of release date, subject to amendment and updates)**

[WIOA Policies : South Central TN Development District \(sctdd.org\)](http://www.sctdd.org)