



**EAST TENNESSEE  
WORKFORCE BOARD**

# East Tennessee Local Workforce Development Area

*Serving 16 counties:*

*Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen,  
Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and  
Union*

## **REQUEST FOR PROPOSAL FOR WORKFORCE INNOVATION & OPPORTUNITY ACT: American Job Center – One-Stop Operator And/or Title I Service Provider**

Release Date: 24 August 2018  
Proposals Due: 4:00 P.M. EDT 12 September 2018  
Contract Period: 17 September 2018-30 June 2019<sup>1</sup>

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

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<sup>1</sup> With one-year extensions available based on performance and budget

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## Section I: Program Description & Background

### 1.1. The Workforce Innovation and Opportunity Act

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

WIOA funds are awarded to the Chief Elected Officials (CEOs) of a Local Workforce Development Area (LWDA) to serve two primary customers—job seekers and businesses through a One-Stop system branded as the American Job Center (AJC) system. The intent of WIOA is to strengthen the workforce system through innovation and alignment of services to promote individual and economic growth, meeting the business and industry needs in the area. One of the main purposes is to assist individuals with barriers to employment in increasing their access to employment, education, training and support so they may succeed in the labor market.

More information about the following can be located on their respective websites:

- TN Department of Labor & Workforce Development: <https://www.tn.gov/workforce.html>
- U.S. Department of Labor (WIOA): <https://www.doleta.gov/wioa/>

### 1.2. East Tennessee Local Workforce Development Board

The Chief Elected Officials (CEOs) of East Tennessee Local Workforce Development Area (ETLWDA) have appointed the East Tennessee Local Workforce Board (ETLWB) to oversee workforce services in Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and Union counties. The ETLWB is comprised of volunteer members representing private employers, higher education, organized labor, non-profit and government organizations and public entities. The ETLWB, in consultation with the CEOs, is responsible for the selection and oversight of the One-Stop Operator (OSO), and Service Provider(s) of Career and Training Services for adults, dislocated workers and youth. The administrative staff of the ETLWDB assists the ETLWDB in carrying out the functions of the Board as prescribed by WIOA, including Business Services. The East Tennessee Human Resource Agency (ETHRA) serves, as agreed by the CEOs, as the ETLWDA Fiscal Agent and in that capacity coordinates the receipt and disbursement of WIOA funds. The State has certified four (4) comprehensive and nine (9) affiliate American Job Centers in ETLWDA. The ETLWB is responsible for meeting performance goals negotiated with the Tennessee Department of Labor and Workforce Development. The Board, with assistance from its staff to the Board, will monitor and hold responsible any and all entities awarded contracts under this Request for Proposal for, at minimum achieving applicable goals.

### 1.3. Anderson County Purchasing

Anderson County (TN) government has been contracted by the East Tennessee Local Workforce Development Board to lead the procurement process for selecting a One-Stop Operator and Service Provider(s) of Career and Training Services for adults, dislocated workers and youth.

As the contracted entity to lead this procurement process, Anderson County Purchasing Office serves as a separate and independent outside entity to conduct the competition for the One-Stop Operator and Career Service Provider(s). Anderson County Purchasing will review all submitted proposals for completeness, convene a panel of subject matter experts and ETLWDB members to serve as reviewers, develop a scoring system on a scale coordinated and agreed upon by the ETLWDB, manage the scoring process, and tabulate and report bidders' scores. Based on this evaluation protocol, Anderson County Purchasing will submit its selection, along with a description of the selection process and scoring justification, to the East TN LWDB for approval.

### 1.4. RFP Components

The purpose of this Request for Proposal is to secure bids to operate two critical components in the local workforce development service delivery network.

#### **Component #1: One-Stop Operator**

The One-Stop Operator will hire and supervise staff to:

1. Coordinate multiple American Job Center (AJC) partners and service providers throughout East Tennessee LWDA to assure functional alignment of services and management of operational resources;
2. Conduct quality reviews of partner and service provider activities and institute corrective action(s) When appropriate;
3. Facilitate the Welcome Function at the AJC, including hiring shared Welcome Function staff at larger AJCs; and
4. Develop and execute a plan for payment of training and support services via a budget provided by the ETLWDB
5. Coordinate with the WIOA Title I Career Services Provider(s) to assure integrity in the invoicing of goods and services.

**NOTE:** US Department of Labor, Employment and Training Administration, Training Employment and Guidance Letter (TEGL) WIOA No. 15-16, *Competitive Selection of One-Stop Operators*, released January 17, 2017, provides significant background information on the selection process and roles and responsibilities of the One-Stop Operator within the WIOA system. Applicants are strongly encouraged to become familiar with the content of this document. A list of One Stop Operator roles, responsibilities, and duties is found in Attachment D of this RFP.

#### **Component #2: WIOA Title I Career Services Provider(s)**

Title I Service Provider(s) will hire and supervise staff to:

1. Provide career services to AJC customers and arrange for the provision of training and necessary supportive services for eligible WIOA Adults, Dislocated Workers, and Youth (including providing and/or arranging for the 14 youth elements) and other partner programs identified by the ETLWB, to include but perhaps not be limited to the Supplemental Nutrition Assistant Program Education and Training Program (SNAP), the Re-Employment Services and Eligibility Assessments (RESEA) program, and the Senior Community Service Employment Program (SCSEP);
2. Coordinate with the One-Stop Operator to facilitate payment of training/support services payments

directly and/or on behalf of participants, including, but not limited to, Youth Work Experience, Transitional Work Experience, Individual Training Accounts (ITAs) Supportive Services, transportation assistance and other direct participant costs identified by the ETLWB;

3. Determine all eligibility and service need determinations in accordance with input from the ETLWDB, its Fiscal Agent, and the Administrative Entity.

**NOTE:** The ETLWB, through its staff, retains sole responsibility and oversight of the Business Services Function, including engaging employers to provide training and employment opportunities for AJC job seeker customers. Title I Career Service Provider(s) and other partners will be responsible for eligibility and case management of the participants referred to employers for training and/or employment. The ETLWB will retain direct participant funds to be paid to employers for on-the-job training, incumbent worker training, apprenticeships, customized training, etc. as part of its Business Service function. Additionally, the ETLWB will retain set-aside funds for special projects/initiatives.

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*An entity may bid on one or both components (OSO and/or Title I Service Provider); however, contracts will be awarded based on the individual components, and may be awarded to different entities. Respondents bidding on both components must include detailed information on the firewall between the two components to assure there is no apparent or real conflict of interest between the One-Stop Operator and Title I Service Provider to assure fairness to other partners and an independent quality review.*

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### 1.5. Eligible Applicants

Per WIOA sec.121(d)(2), the types of entities that are eligible to become a One-Stop Operator include, but are not limited to:

- An institution of higher education
- Non-traditional public secondary schools, night schools, adult education schools, career and technical education schools
- An Employment Service State Agency established under Wagner-Peyser
- A community-based, non-profit organization or workforce intermediary
- A government agency (i.e., municipality)
- Other interested organizations or entities capable of carrying out the duties of the One-Stop Operator, including local Chambers of Commerce, business organizations, or labor organizations
- A private for-profit entity. **NOTE:** Should a for-profit entity ( or a consortium that includes a for-profit entity) be selected as a One-Stop Operator, it must be realized that
  - Except for WIOA Title I funds, no profit may be paid with USDOL awards, and
  - 2CFR 200.323(b) requires profit to be negotiated as a separate element for price for each contract in which there exists no price competition or in which a cost analysis is performed.

**Exception:** Elementary schools and secondary schools are not eligible to be selected as the One- Stop Operator.

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

- The One-Stop Operator
- An institution of higher education
- A community-based, non-profit organization or workforce intermediary
- A private-for-profit entity

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

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

Further, the LWDB will declare entities **ineligible** if they are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers or principals. Respondents must comply with Section 504 of the Rehabilitation Act of 1973, the Federal Drug-Free Workplace Act of 1988, and the Americans with Disabilities Act to be eligible.

### 1.6. Project Timeline & Funding

The table below provides a timeline of activities for this procurement. In the event dates are changed, TPMA will provide notice through the procurement portal:

Activity	Date
RFP Release	Friday 24 August 2018
Deadline for Bidder Questions	Tuesday 4 September 2018 1:00PM EDT
Response to Bidder Questions Posted	Wednesday 5 September 2018
Proposal Deadline	Wednesday 12 September 2018
ETLWDB Approval	Tuesday 18 September 2018
Notification of Award	At vendorregistry.com
Contract Begin Date	Monday 1 October 2018

No Bidders’ Conference will be held in conjunction with this Request for Proposal.

The ETLWB will award funds on behalf of the ETLWDA One-Stop Partners to an entity to promote continuity and coordination of Component #1, One-Stop Operator services, identified in this RFP. Further, the ETLWDB will award WIOA Title I Adult, Dislocated, Youth funding—as well as other targeted funding—to an entity or entities in order to provide for the delivery of WIOA Title I Career Services to populations experiencing barriers to self-sufficient employment. Further, the ETLWDB will arrange for and provide payment for Training and Support Services directly to and/or on behalf of participants.

- The ETLWB will award contracts to successful respondent(s) effective no later than 1 October 2018 through June 30, 2019. The award is contingent on the ETLWB receiving funds from the Tennessee Department of Labor and Workforce Development.
- Subject to performance and fund availability, the selected contractor may be eligible for 1-year extensions with budget subject to ETLWB approval.
- A separate budget is required for each component. Specific line items require a detailed explanation.
- All funding of this RFP is contingent upon the ETLWB and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the ETLWB.

- For the awarded contract(s), the submitted proposal(s), with any recorded negotiations, will become part of the official contract file. Any commitments made in proposal(s) will be part of the contract and will be binding on the contractor.
- The contract(s) will be awarded as a line item cost reimbursement. No expenses are reimbursable until contract(s) or letter(s) of authorization to incur cost as of a specific date has/have been issued
- No expenses are reimbursable until a full contract has been fully executed with signatures by both parties. Monthly invoices are due by the 10th of the month for the previous month, unless other arrangements are made (weekly or bi-weekly) and must include documentation of expenditures. Invoices will be paid within 30 days of receipt of a properly documented invoice(s).
- The provider may enter into subcontracts only with written approval of the ETLWDB. Competitive procurement is required for all services that benefit the public [OMB Super Circular (2CFR 200.330)]
- The issuance of this solicitation in no way commits the ETLWB to pay any cost for the preparation and submission of a proposal(s). Bidder assumes all costs of preparation of the proposal(s) and any presentation necessary for the proposal process.
- The ETLWB may elect to reject any and/or all proposals if scope of work is not adequately addressed, funding request is not appropriate for scope of services, or for other reasons deemed appropriate by the ETLWB.

### **1.7. Facilities & Equipment**

The current twelve (12) American Job Centers in East Tennessee Local Workforce Development Area include four (4) comprehensive (Blount, Hamblen, Knox, and Sevier) and eight (8) affiliate (Anderson, Campbell, Claiborne, Loudon, Monroe, Morgan, Roane, Scott) offices. They average over 80,000 visits annually by job seekers.

The ETLWB, or its fiscal agent, and/or the State of TN will hold the lease on all AJCs and will provide office space for appropriate contractor staff. Front-line, client-facing staff will be assigned based on customer needs. Other staff may be provided space but are not guaranteed location. Additionally, the following space will be dedicated:

- Component #1 – One-Stop Operator - Dedicated office space will be available at all current and/or future comprehensive centers.
- Component #2 – Title I Service Provider - Dedicated office space will be made available if deemed necessary by the ETLWDB at comprehensive centers for Supervisor/Team Lead, in addition to front-line staff.
- Comprehensive Centers are required to be open for business Monday-Friday, 8:00 to 4:30. Additional hours outside of the normal work day may be required for special needs of customers.
- It is the preference of the ETLWB that all Affiliate Centers maintain Monday-Friday, 8:00-4:30, business hours; however, a part-time schedule, as may be outlined by the TDLWD, will be considered for select affiliate centers as long as the plan assures that customer needs will be met. An American Job Center operating on a part time basis will be required to apply for “specialized” AJC status. Identification of any affiliate centers qualifying for a part-time schedule will be made by the ETLWB in consultation with successful bidder(s).
- All AJCs, both Comprehensive and Affiliate, must follow State of TN holiday schedule.
- All signage utilized in/on an AJC must be approved in advance by the ETLWB and meet the TDLWD branding requirements.
- The ETLWB will provide telephone (desktop), internet and appropriate computer hardware for contractor staff, resource centers/computer labs.
- Contractors will be responsible for the IT needs including but not limited to 1) provision of computer operating system software licenses, 2) troubleshooting and repairing reported IT

problems, 3) regular and ad hoc maintenance of WIOA-tagged computer hardware and 4) necessary equipment for backup and recovery of clients' data.. ETLWDA IT staff will maintain the network feeds into and the internal wiring into and within all AJC facilities.

- The ETLWB will provide basic furniture needs for staff and customers at each of the AJCs.
- 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 ETLWB and TDLWD procurement policies, including the stipulation that all equipment purchased with ETLWD-provided funds is tagged and included on the ETLWB inventory. ETLWB retains ownership of all equipment purchased through this contract. The bidder is encouraged in its response to this RFP to list any and all equipment that it intends to provide as in-kind to its bid.
- Component #1, One-Stop Operator, will be responsible for purchasing all “shared” office and operational supplies (paper, pens, restroom supplies, etc.) for the AJCs. The Budget may include up to \$15,000 for “shared” supplies. Each partner is responsible for its desktop supplies specific to their program. An additional amount for supplies for the OSO staff may be included in the budget.
- Component #2, Title I Provider(s), will be responsible for purchasing all supplies related to its program and may include an appropriate amount in the budget request.

The data below reveal average monthly traffic during PY 2017-2018 at the twelve ETLWDA AJCs.

**American Job Center –Affiliate Office**  
**Oak Ridge (Anderson County)**  
**Address: 136 S. Illinois Avenue, Oak Ridge 37830**  
**Average Monthly Traffic: 200**

Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor

**American Job Center –Comprehensive Office**  
**Alcoa (Blount County)**  
**Address: 366 Glasscock St., Alcoa 37701**  
**Average Monthly Traffic: 670**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Title II Adult Education	TDLWD
Title III Wagner Peyser	TDLWD
Title IV Vocational Rehabilitation	TDHS—Vocational Rehabilitation
RESEA	TDLWD
SNAP	TDLWD
Veterans Services	TDLWD
Shared Welcome Function	One-Stop Operator
SCSEP	Contractor—TN College Applied Technology Jacksboro
Families First	Contractor—East Tennessee State University
TRIO	Contractor—University of Tennessee

**American Job Center –Affiliate Office**

**Jacksboro (Campbell County)****Address: 1016 Main Street, Jacksboro 37757****Average Monthly Traffic: 1,035**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Contractor (component #2)
Title II	TDLWD
Title III	TDLWD
Title IV	TDHS—Vocational Rehabilitation
RESEA	Title I Contractor (component #2)
TANF	Contractor--ETSU
Veterans Services	TDLWD
Shared Welcome Function	One-Stop Operator
Families First	Contractor—East Tennessee State University
Chamber of Commerce	Campbell County Chamber of Commerce

**American Job Center –Affiliate Office****Tazewell (Claiborne County)****Address: 1016 Main Street, New Tazewell 37757****Average Monthly Traffic: 60**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
RESEA	TDLWD
Functional Alignment Shared Welcome	OSO contractor and partners
DCEA Career First	Douglas Cherokee

**American Job Center – Comprehensive Office****Morristown (Hamblen County)****Address: 215 S. Liberty Hill, Morristown 37813****Average Monthly Traffic: 1,100**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Title II Adult Education	TDLWD
Title III Wagner-Peyser	TDLWD
Title IV Vocational Rehabilitation	TDHS-VR
RESEA	TDLWD
SNAP	TDLWD
Veterans	TDLWD
Functional Alignment Shared Welcome	OSO contractor and partners
DCEA Career First	Douglas Cherokee
Other: Elevator Inspection	TDLWD
Other: Labor Standards staff	TDLWD

**American Job Center –Comprehensive Office**

**Knoxville (Knox County)**

**Address: 2700 Middlebrook Pike, Knoxville 37921**

**Average Monthly Traffic: 2,085**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Title II Adult Education	TDLWD
Title III Wagner Peyser	TDLWD
Title IV Vocational Rehabilitation	TDHS-VR
RESEA	TDLWD
SNAP	TDLWD
Veterans	TDLWD
Functional Alignment Shared Welcome	OSO contractor and partners
Job Corps	Alutiq
Educational Opportunity Center	University of Tennessee
Ticket to Work	Knoxville-Knox County Community Action Committee
TN Child Support Enforcement Program	University of Tennessee
KAUL Computer Training	Knoxville Area Urban League

**American Job Center – Affiliate Office**

**Lenoir City (Loudon County)**

**Address: 100 W. Broadway, Lenoir City 377771**

**Average Monthly Traffic: 365**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Title II	TDLWD
Title IV	TDHS—Vocational Rehabilitation
Veterans Services	Local organization

**American Job Center –Affiliate Office**

**Wartburg (Monroe County)**

**Address: 155 Grand Vista, #4, Vonore 37885**

**Average Monthly Traffic: 135**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services Provider
Title II	TDLWD
SNAP	Title I Career Services Provider

**American Job Center – Affiliate Office**

**Wartburg (Morgan County)**

**Address: 1111 Knoxville Hwy, Wartburg 37887**

**Average Monthly Traffic: 100**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services Provider
Title II	TDLWD
Veterans Services	TDLWD
SCSEP	Title I Career Services Provider

**American Job Center – Affiliate Office**  
**Rockwood (Roane County)**  
**Address: 1082 North Gateway, Rockwood 37854**  
**Average Monthly Traffic: 415**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services Provider
Title II	TDLWD
RESEA	Title I Career Services Provider
SNAP	Title I Career Services Provider
Veterans	TDLWD
SCSEP	Title I Career Services Provider
Regional Transportation	East Tennessee Human Resource Agency

**American Job Center – Affiliate Office**  
**Oneida (Scott County)**  
**Address: 180 Eli Lane, Oneida 37841**  
**Average Monthly Traffic: 275**

Function/Partner	Service Provider
Title I	Title I Contractor (component #2)
Title II	TDLWD
Title IV	TDHS—Vocational Rehabilitation
Families First	Contractor—East Tennessee State University

**American Job Center –Comprehensive Office**  
**Sevierville (Sevier County)**  
**Address: 1216 Graduate Drive, Sevierville 37862**  
**Average Monthly Traffic: 507**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Title II Adult Education	TDLWD
Title III Wagner Peyser	TDLWD
RESEA	TDLWD
SNAP	TDLWD
Functional Alignment Shared Welcome	OSO contractor and partners
DCEA Career First	Douglas Cherokee

Staff hired to work for the provider in the above centers and in conjunction with the partners will deliver services that include, but are not limited to, oversight and functional management of the American Job Center system in the local area; recruitment and eligibility of customers; development of a service plan; referring clients to appropriate core, required, and other partners; arrangement for payment of direct training and/or support services; and maintenance of follow-up with clients to track and assure performance.

## 1.8 Participant Data & Performance Outcomes

The data below reveal WIOA Title I enrollment for PY 2017-2018 and current case status for current PY 2018-2019. Data are for illustration purposes only. Respondents should propose service levels in conjunction with staffing level requests. All staffing levels are open to negotiation.

**TABLE 1:  
TOTAL TITLE I CLIENTS SERVED PY 2017-2018**

GROUP	# of Clients PY 2017-2018
AJC adults	1,398
AJC dislocated workers	577
AJC in-school youth	53
AJC out-of-school youth	933
<b>TOTAL</b>	<b>2,961</b>

**TABLE 2:  
NUMBER OF TITLE I CLIENTS CLOSED AND EXITED PY 2017-2018**

GROUP	NUMBER OF CLIENTS		
	EXITS (E)	CLOSURES (C)	TOTALS (E + C)
AJC adults	386	373	759
AJC dislocated workers	220	141	361
AJC in-school youth	23	11	34
AJC out-of-school youth	299	292	591
<b>TOTALS</b>	<b>928</b>	<b>817</b>	<b>1,745</b>

**TABLE 3:  
NUMBER OF TITLE I CLIENTS IN FOLLOW-UP AS OF 4<sup>TH</sup> QUARTER 2018 (OCTOBER-DECEMBER)**

GROUP	NUMBER OF CLIENTS
AJC adults	285
AJC dislocated workers	177
AJC in-school youth	12
AJC out-of-school youth	281
<b>TOTAL</b>	<b>755</b>

**TABLE 4:  
NUMBER OF TITLE I ACTIVE CLIENTS CARRIED INTO PY 2018-2019**

GROUP	NUMBER OF CLIENTS
AJC adults	992
AJC dislocated workers	346
AJC in-school youth	27
AJC out-of-school youth	552
<b>TOTAL</b>	<b>1,917</b>

## 1.9 Federal and State Performance Measures

The successful bidder(s) to this RFP will be responsible to meet performance as part of their contract goals based on negotiated rates with the State. Approximate regional Program Year 2017-2018 performance measures are included for your information. The ETLWDB reserves the right to add additional performance metrics as necessary, or required, as necessary to meet the needs of the emerging workforce.

### Adult Measures:

Employment Rate 2 <sup>nd</sup> Quarter After Exit	80.5%
Employment Rate 4 <sup>th</sup> Quarter After Exit	75.5%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$6,600
Credential Attainment Within 4 Quarters After Exit	73%

### Dislocated Worker Measures:

Employment Rate 2 <sup>nd</sup> Quarter After Exit	83.5%
Employment Rate 4 <sup>th</sup> Quarter After Exit	79.5%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$7,200
Credential Attainment Within 4 Quarters After Exit	77%

### Youth Measures:

Employment Rate 2 <sup>nd</sup> Quarter After Exit	76.5%
Employment Rate 4 <sup>th</sup> Quarter After Exit	78.5%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	TBD (waived first 2 years)
Credential Attainment Within 4 Quarters After Exit	79%

### Employer Measures

Employer Penetration Rate (percentage of employers using services in the State): TBD

Repeat Business Customer Rate (percentage of employers who receive core services more than once in the last three recording periods): TBD

## Section 2: Scope of Work

### 2.1 Component #1: One-Stop Operator

The proposal for One-Stop Operator should provide a detailed explanation for each of the following questions:

#### 1. General:

- a. Provide a brief description and history of your organization. Attach an organizational chart of your current structure.
- b. Include an overview of your mission/vision and how it relates to this component/RFP.
- c. Provide a summary of past experience, or similar services, for this component of the RFP, including any unique expertise that distinguishes your organization to provide this service.
- d. Include a detailed staffing plan (number, qualifications, job descriptions, etc.) to provide services described in this component/RFP. Include an organizational chart, including the relationship to your current organizational structure.
- e. Provide a plan of implementation, including onboarding of staff, coordination with WIOA Title I provider(s) and core and required AJC partners, adoption/adaption of local workforce policies, and relationship with the ETLWB and its administrative entity and fiscal agent.
- f. If your organization is bidding on both One Stop Operator and Career Services Provider, include a detailed narrative with graphic depiction of your proposed firewall to avoid conflicts of interest.
- g. Describe your fiscal/accounting, monitoring, payroll, information gathering, and reporting systems and your experience with managing federal/state grant funds. Include an explanation of any audit findings in the past two years.
- h. Describe your organization's back office capabilities that you will leverage to reduce administrative costs to the WIOA budget.
- i. List your approved indirect cost rate.
- j. Identify proposed summary and detail support documentation to be used to support monthly expenditures.
- k. Describe how your organization will manage cash flow with a reimbursement contract. Verify that your organization can absorb and cover, if necessary, the costs incurred not only during the initial start-up period (October-November 2018) but also during other periods, as they may occur, of this service delivery component. **The ability of a bidder to provide uninterrupted services between invoicing and payment is essential.**
- l. Service providers shall accept liability for all aspects of any WIOA program conducted under contract with ETLWDB. Service providers will be liable for any disallowed costs or illegal expenditures of WIOA funds or program operations. Verify that your organization will reimburse fully the fiscal agent and/or the State of Tennessee for any and all costs reimbursed to the bidder for invoiced expenses incurred and paid that are determined to be disallowed costs.
- m. Service providers shall identify appropriate insurance coverages and verify that such coverages will remain in place for the duration of the contract period.

## 2. Accessibility:

- a. Describe how you will assure that services are accessible to all jobseekers and employers, including areas with high poverty and transportation barriers in rural communities.
- b. Include location and scope of any proposed affiliates, access locations and/or other venues to provide services, other than those provided by the ETLWB.
- c. Describe your organization's understanding of WIOA target populations. Discuss outreach methods to 1) reach and enroll target populations and 2) promote AJC Services. Be specific as to the actual outcomes.
- d. Explain and justify the service models that will be used to serve traditionally underserved participants and employers to assure access to the AJC.
- e. Include a description for meaningful access and adaptation for customers with disabilities.
- f. What are your planned hours of operation for each AJC? If less than full-time, explain how customers and stakeholders will be made aware of the schedule and how services will continue at current or higher level with reduced hours. Confirm that your agency will comply with State of TN holiday schedule.
- g. What is your agency's approach to management of information systems, connectivity, and confidentiality? Attach, or include, a privacy policy. **Note:** The State of Tennessee and its LWDAs all use the Virtual One-Stop (VOS) system. Discuss in depth any specific experience with VOS/Jobs4TN. List the job titles and job descriptions of positions you plan to fill with employees dedicated to management of information systems.
- h. Describe how your agency will work with the ETLWB to identify technology and occupancy needs to assure customers have a professional, efficient and effective environment.

## 3. One-Stop Operator Coordination:

- a. Describe how you will coordinate services to assure that all partner staff are knowledgeable, trained, and motivated to dress and act professionally with the confidence to address both employers and job seeking customers. **Note:** Potential One- Stop Operator needs to be aware of any implications or special arrangements. Describe how they will organize to meet the requirement of 20 CFR 678.630, which states: *"Continued use of State merit staff for the provision of Wagner-Peyser Act services or services from other programs with merit staffing requirements must be included in the competition for and final contract with the One-Stop operator when Wagner-Peyser Act services or services from other programs with merit staffing requirements are being provided."*
- b. Describe the full menu of services envisioned for job seekers. Provide how the organization will carry out the vision of the ETLWB in regard to how the AJC will be structured and staffed to respond efficiently and effectively to job seekers. Include a description, with graphic depiction(s), of the proposed job seeker customer flow.
- c. Describe the full menu of services for area employers. Provide how the organization will carry out the vision of the ETLWB in regard to how the AJCs will be structured and staffed to respond efficiently and effectively to area

- employers. Include a description of the proposed employer customer flow.
- d. Describe how your organization will lead One-Stop partners with:
    - i. Integrating a menu of services for job-seeking customers and employers,
    - ii. implementing agreements among the partners such as Memoranda of Understanding and resource sharing, and
    - iii. Maintaining communications with all One-Stop Partners and co-located staff.
  - e. Describe the service delivery methods to be implemented in the AJC(s) to ensure that the planning region's goals, regarding placement and credentials, are met or exceeded.
  - f. Describe how your agency plans to integrate/or coordinate various business engagement strategies and programs. How will these be managed so as to avoid duplication and the risk of multiple partners calling on the same employer(s)?
  - g. Describe workshops you plan to offer and the best practices, or other information, utilized in their design. Include how you recruit and use volunteers to expand workshop offerings beyond what staff can provide.
  - h. What is your organization's experience working with LWDBs, partners, and/or service providers to develop strategic approaches to support regional economic development and employers with high staffing needs in high-demand occupations?
    - a. Describe how you will promote and sustain business engagement. Address the methods used to explain and communicate these successes with the LWDB, as well as to the general public.
    - h. Describe how you will assure services offered by the resource room are customer focused.

**4. Quality, Performance and Reporting:**

- a. Describe your organization's experience in tracking and reporting discrete participant activities while at the same time ensuring full compliance with Personal Identifiable Information (PII).
- b. Describe your organization's experience with developing and implementing customer satisfaction instruments, such as web-based services used to track and report actual outcomes.
- c. Describe how you will engage and meet with employers to identify and improve employer resources in the AJC. Include previous experience of continuous improvement of employer services in a One-Stop setting and how your organization will measure.
- d. Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop planning estimates of the number of core program (i.e. WIOA Titles I, II, III, and IV, TANF, SNAP, and RESEA) customers to be served, including their respective employment and earnings rates after exit. Include any performance outcomes you have achieved in these areas.
- e. Describe how you will gather and analyze information on sustainability to support ongoing and emerging needs of regional employers.
- f. Describe your strategy to meet or exceed the LWDA's annual performance goals. How will your organization manage measurement, achievement, and documentation of performance standards? Include specific performance

targets related to State and Federal Performance Measures of partners/providers. Also include performance targets related to increasing AJC traffic.

- g. Describe your experience in reviewing and verifying eligibility determinations made by training and career services providers.
- h. Describe your understanding of co-enrollment of clients among AJC partner programs and how you will assure that individuals enrolled are receiving all available and appropriate services. How would you implement a similar system under this RFP?
- i. Describe your experience monitoring partners/providers to assure compliance with WIOA, regulations, state and local policies. How would you implement a similar monitoring system under this RFP?
- j. The State of TN requires all fiscal data be entered into the Virtual One-Stop System (VOS). The OSO will be responsible for verifying that partner/service provider voucher entries are assigned to the correct grant and approved for payment entry. Describe any experience with the fiscal component of VOS or similar systems and how you will manage this task to assure data is entered and reported accurately and timely.
- k. Describe formats and content of any proposed detail and summary reports that will be submitted to the ETLWB, the Fiscal Agent, and ETLWDA stakeholders.

**5. Welcome Function Facilitation:**

- a. Describe your plan to provide staffing, curricula, and the optimum customer flow process in the AJCs as it relates to the Welcome Function. Provide any differences when using “shared” hired staff versus assigned partner staff.
  - i. Describe how Welcome Function staff will provide registration and orientation to WIOA services, including any planned adaptations for targeted populations.
  - ii. Describe how the Welcome Function staff will provide an initial assessment and referral to appropriate services.
  - iii. Provide an overview of knowledge and abilities Welcome Function staff will possess (or will be trained for) to provide assistance in the AJC Resource Room.

**6. Budget:** See Attachment C.1

**2.2 Component #2: Title I Career and Training Service Provider**

The proposal for Title I Service Provider should provide a detailed explanation for each of the following questions:

**1. General:**

- a. Provide a brief description and history of your organization. Attach an organizational chart of your current structure. If you are proposing to deliver WIOA Title I services in a limited geographical area, please state the limits of your service delivery area.
- b. Include an overview of your mission/vision and how it relates to this component/RFP.

- c. Provide a summary of your past experience, or similar services, related to this component of the RFP, including any unique expertise that distinguishes your organization to provide this service.  
**NOTE:** If you served as a Title I Career and Training Service Provider, or a Title I Career and Training subcontractor/sub recipient, in Tennessee during Program Year 2017-2018, please identify the LWDA(s) and provide the PY 2017-2018 Q4 Minimum Participant Cost Rate (MPCR) for each region in which you managed a contract.  
**NOTE:** Of particular interest to the ETLWDB is Respondent's experience and success in developing, delivering, maintaining, and partnering with providers of pre-apprenticeship and registered apprenticeship programs for job seekers facing barriers to employment.
- d. Include a detailed staffing plan (number, qualifications, job descriptions, etc.) to provide services described in this component/RFP. Include an organizational chart, including the relationship to your current organizational structure.
- e. Provide a plan of implementation, including onboarding of staff, coordination with current WIOA Title I provider, adoption/adaption of local policies, and relationship with the ETLWB (administrative entity and fiscal agent).
- f. If your organization is bidding on both components, include a narrative, including graphic depiction(s) of your proposed firewall to avoid conflicts of interest.
- g. Describe in detail and clarity your organization's back office capabilities that you will leverage to reduce administrative costs to the WIOA budget.
- h. List your approved indirect cost rate.
- i. Describe in detail your fiscal/accounting, monitoring, payroll, information gathering, and reporting systems and your experience with managing federal/state grant funds. Include an explanation of any audit findings in the past two years.
- j. Identify proposed summary and detail support documentation to be used to support monthly expenditures.
- k. Describe how your organization will manage cash flow with a reimbursement contract. Verify that your organization can absorb and cover, if necessary, the costs incurred not only during the initial start-up period (October-November 2018) but also during other periods, as they may occur, of this service delivery component. **The ability of a bidder to provide uninterrupted services between invoicing and payment is essential.**

**2. Accessibility:**

- a. Describe how you will assure that services are accessible to all jobseekers and employers, including areas with high poverty and transportation barriers in rural communities.
- b. Include location and scope of any proposed affiliates, access locations and/or other venues to provide services, other than those provided by the ETLWB.
- c. Describe your organization's understanding of WIOA target populations. Discuss outreach methods to 1) reach and enroll target populations and 2) promote AJC Services. Be specific as to the actual outcomes.
- d. Explain and justify the service models that will be used to serve traditionally

- underserved participants and employers to assure access to the AJC.
- e. Include a description for meaningful access and adaptation for customers with disabilities.
  - f. What are your planned hours of operation for each AJC? If less than full-time, explain how customers and stakeholders will be made aware of the schedule and how services will continue at current or higher level with reduced hours. Note: Fulltime Title I presence is required in Comprehensive and Affiliate AJC. If Title I will be less than full-time, provide justification for a Specialized AJC. Confirm that your agency will comply with State of TN holiday schedule.
  - g. What is your agency's approach to management of information systems, connectivity and confidentiality? Attach, or include, a privacy policy. **Note:** The State of Tennessee and its LWDA's all use the Virtual One-Stop (VOS) system. Include any specific experience with VOS/Jobs4TN.
  - h. Describe how your agency will work with the ETLWB to identify technology and occupancy needs to assure customers have a professional, efficient and effective environment.

### 3. Services for Job Seekers

- a. Describe your organization's experience in outreach methods to reach target populations. Be specific as to the actual outcomes. Include any specialized marketing to utilize in rural areas.
- b. Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop estimates of the number of adults, dislocated workers and youth to be served in a fiscal year. Include new enrollment targets for each.
- c. Describe your experience and explain how you will train staff to determine WIOA eligibility and enter eligibility and other customer information into VOS/Jobs4TN.
- d. Describe how you will provide orientation to WIOA services, including any planned adaptations for targeted populations.
- e. Describe your organization's experience in providing WIOA and the menu of job seeker services including, but not limited to assessment, training, determination of supportive service needs, assistance with employment, and follow-up. Include detail of customer flow.
- f. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for adults, dislocated workers, and youth.
- g. Describe how you will work with required partners, and others co-located at the American Job Center, including leveraging funds for the system by co-enrolling appropriate customers.
- h. Describe how WIOA services will assist customers in locating and retaining employment.
- i. Describe how you will interact with youth with regard to the 14 required youth elements. Provide a description of elements your organization will provide. Provide a description of elements that will be accessed via client referral.
- j. Explain how you will incorporate work-based learning for out-of-school youth as a major focus. Include the target number and estimated duration for those participating in work experience.
- k. Describe your strategy to meet or exceed the LWDA's performance goals for this RFP. How will your organization manage measurement, achievement, and

documentation of performance standards? Include specific performance targets related to State and Federal Performance Measures.

#### **4. Pass-through Payment of Direct Costs**

**NOTE:** The ETLWB will retain direct participant funds to be paid to employers for Consolidated Business Grants and custom training programs as part of its Business Service function. Additionally, the ETLWB will retain funds set-a-side for special projects/initiatives, such as start-up funds for equipment for re-entry programs.

- a. Describe how your organization will manage pass-through payments to vendors, training providers, and participants to assure that needs are met in a timely and efficient manner. Payments will include training/support service payments made directly and/or on behalf of participants, including, but not limited to, Youth Work Experience, Transitional Work Experience, Individual Training Accounts, Supportive Services, transportation assistance and other direct participant costs identified by the ETLWB.
- b. Include how often payments will be made (weekly, monthly, etc.) and methods of payments (check, direct deposit, gas card, etc.)
- c. Include a proposed schedule to invoice ETLWB for reimbursement to manage cash flow. (no less than monthly)
- d. Describe how your organization will utilize the VOS/Jobs4TN system, (and any other) for tracking Direct Costs.
- e. Provide a suggested implementation plan to transfer all current Direct Cost obligations of the ETLWB to the vendor/provider of services, such as tuition cost for eligible training providers.
- f. Service providers shall accept liability for all aspects of any WIOA program conducted under contract with ETLWDB. Service providers will be liable for any disallowed costs or illegal expenditures of WIOA funds or program operations. Verify that your organization will reimburse fully the fiscal agent and/or the State of Tennessee for any and all costs reimbursed to the bidder for invoiced expenses incurred and paid that are determined to be disallowed costs.
- g. Service providers shall identify appropriate insurance coverages and verify that such coverages will remain in place for the duration of the contract period.
- h. Identify proposed summary and detail support documentation to be used to support monthly expenditures.

**5. Budget:** See Attachment C.2

### **Section 3: Submission & Evaluation**

#### **Bidders Questions:**

All questions that interested parties may have can be directed to the third-party procurement agent, Anderson County Purchasing Office, via email at [purchasing@andersontn.org](mailto:purchasing@andersontn.org). To be considered, questions must be submitted via email between 24 August 2018 and 1:00 P.M. EDT 4 September 2018. Responses to questions, along with other relevant information, will be

posted by 5 September on the procurement portal website, <https://vendorregistry.com> .

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

### **Proposal Instructions**

As mentioned in this RFP, bidders have the option of bidding on Component #1 or Component #2, or both. Each component's Scope of Work should be completed entirely, should not exceed 25 pages, and be typed in 12-point font, Times New Roman, single-spaced, 1" margins on all sides, page numbers, and table of contents. Once completed, interested parties must submit their proposal in both print- and digitally-enabled formats.

Please provide eight (8) copies of the response in print format bound in a 1½ to 3 inch 3-ring binder (smallest possible, please).

**THE PRINT VERSION SHALL BE SCRUBBED AND/OR SANS OF ALL MARKINGS AND LANGUAGE INDICATING THE IDENTITY OF THE BIDDER, I.E., THE NAME OF THE BIDDER'S ORGANIZATION, BRANDING, LOGO, ETC. IN PLACE OF THE BIDDER'S ORGANIZATION NAME, PLEASE USE A 7-DIGIT NUMBER, E.G., *BIDDER 4230121*. ANY BIDDER THAT SUBMITS A PRINT-ENABLED RESPONSE THAT IS IDENTIFIABLE IN ANY MANNER WILL BE DISQUALIFIED.**

Send eight (8) copies of the print-enabled version in a one (1) container to arrive by no later than 12 September 2018 to:

Anderson County Purchasing Office  
c/o Katherine Ajmeri  
101 S. Main Street, Ste. 214  
Clinton, Tennessee 37716

One digitally-enabled version that includes language that identifies the bidder throughout the narrative by use of the organization's name, branding, logo, etc. shall be sent as an attachment via email to [purchasing@andersontn.org](mailto:purchasing@andersontn.org). The Subject Line in the email must read as follows: "*ETLWDA RFP 2018 (insert bidder's organization name here)*."

Please assemble your response in the following manner for each component:

- 1) Attachment A: Cover Page
- 2) Attachment B: Conflict of Interest Form
- 3) Attachment C.1: Budget Form & Narrative
- 4) Attachment C.2: Budget Form & Narrative
- 5) Attachment D: Reference Form and Letters
- 6) Two (2) Years of Audited Financial History

- 7) Organizational Chart
- 8) Documentation of registration for private, for-profit, or non-profit organizations (if applicable)
- 9) Proposal (scope of work)

Organizations that bid on both components are not required to submit duplicate materials listed below:

- Attachment B: Conflict of Interest Form
- Two (2) Years of Audited Financial History

### Evaluation and Award

Proposals will be evaluated by a team of technical and financial professionals and ETLWDB members convened by the third-party procurement agent. The procurement team will develop and use a scoring matrix that is agreed upon by the ETLWB to evaluate each proposal. Each section of the scoring matrix is worth the following amount of points:

Section	Points
Organization Background & Historical Successes with Similar Clients	10
Capacity	10
Partnerships & Community	10
Program/Program Outcomes	30
Technology, Data, & Reporting	10
Financial/Fiscal Accountability	30
<b>TOTAL</b>	<b>100</b>

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

### Notice of Award

The award(s) will be posted to <https://vendorregistry.com>.

### Appeals Process

Any bidder wishing to protest the bid award shall notify in writing the Anderson County Purchasing Agent and the County Law Director, 101 S. Main Street, Suite 310, Clinton, Tennessee 37716. No protest will be accepted, except those protests made in writing and received within ten (10) calendar days of the bid award. Protests must be in writing and envelopes/packages containing protest must be clearly marked with bid number and words "BID PROTEST." The Purchasing Agent, in conjunction with the Purchasing Committee, and the advice and counsel of the County Law Director, shall review and make a final decision as to any bid protest. Appeals shall be filed in the Circuit or Chancery Courts of Anderson County with sixty (60) days of the final decision.

### Fiscal Review

The ETLWB reserves the right to review and request further information regarding respondent's financial situation, if not sufficiently outlined in the submitted audit(s). The ETLWB reserves the right to assess the risk posed by any recent, current, or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event that might affect an organization's ability to operate the requested program.

### **Past Program Performance**

Reviewers may inspect a respondent's performance on any previous and/or existing grant agreement(s) as well as check references submitted from other grantors. Achievement of grant agreement outcomes, along with compliance with programmatic and fiscal guidelines and timelines may be evaluated. The review team may perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, the ETLWB 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.

### **Accessibility and Equal Opportunity**

The ETLWB is committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual in the East TN Local Workforce Development Area shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, sexual orientation, political affiliation or belief. All entities are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This includes ensuring contract staff receive accessibility and equal opportunity 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."

### **Attachments**

Attachments A-F follow in a separate document.