

Thomas P. Miller and Associates

Serving as Independent Procurement Entity For:

EAST TENNESSEE LOCAL WORKFORCE DEVELOPMENT AREA

Serving the counties of:

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

DISTRESSED COUNTIES	AT-RISK COUNTIES
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**REQUEST FOR PROPOSAL FOR
Design, Delivery, and Management of
Workforce Development Services and Activities
Including but not Limited to the
WORKFORCE INNOVATION & OPPORTUNITY ACT:
American Job Center – Title I Adult and Dislocated
Worker Career Services Provider**

Release Date: January 4, 2022

Proposals Due: February 14, 2022

Funding Period: June 1, 2022 – June 30, 2023*

*With three, one-year extensions based on performance

This project is funded under an agreement with the State of Tennessee—Tennessee 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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Section I: Program Description & Background

1.1 The Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is a federal program funded through the U.S. Department of Labor and the State of Tennessee Department of Labor and Workforce Development (TDLWD). WIOA is a primary source of federal funds for workforce development activities throughout the nation; however, the legislation requires multiple partners to contribute to infrastructure operations and services through an Infrastructure Sharing Agreement. The core and required programs in the American Job Center (AJC) workforce services delivery system in Tennessee are Title I - Adult, Dislocated Worker and Youth; Title II - Adult Education and Literacy Activities; Title III Wagner-Peyser Act; Title IV 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; Migrant & Seasonal Farmworker Program; and Job Corps.

WIOA funds are awarded to the Chief Local Elected Official (CLEO) of a Local Workforce Development Area (LWDA) to serve two primary customers—job seekers and employers through a One-Stop AJC system. The intent of WIOA is to strengthen the workforce system through innovation and alignment of services to promote individual and economic growth, thereby 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.

In general, the key principles of WIOA Title I are:

- Universal access through the One-Stop system;
- Alignment of services through partnerships;
- Integrated service delivery;
- Continuous process improvements;
- Oversight by the local board

1.2 The East Tennessee Local Workforce Development Board

The East Tennessee Local Workforce Development Board (ETLWDB) is comprised of members from across the sixteen-county area. Its members are appointed by county mayors and confirmed by the Governor to serve staggered terms. The local Board, in partnership with local elected officials, plan and oversee the local workforce system. Local plans are created and updated bi-annually to be submitted for the Governor’s approval. The local Board designates a One-Stop operator and identifies providers of training services, monitors system performance against established performance measures, negotiates local performance measures with the state board and the Governor, and helps develop the labor market information system. The Board also leverages the public and private resources to meet business needs and promote economic growth.

More information can be located on these respective websites:

- ETLWDB: <https://ethra.org>
- TN Department of Labor & Workforce Development: <https://www.tn.gov/workforce.html>

- U.S. Department of Labor (WIOA): <https://www.doleta.gov/wioa/>

1.3 Thomas P. Miller & Associates, LLC

Thomas P. Miller & Associates, LLC (TPMA) has been contracted by the East Tennessee Human Resource Agency (ETHRA), acting as administrative entity for the ETLWDB, to lead the procurement process for selecting WIOA Title I Adult and Dislocated Worker services provider(s). TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 30 years of experience in workforce development activities. Through analysis, alignment, and action, TPMA applies its mission statement of empowering organizations and communities through strategic partnerships and informed solutions that create positive, sustainable change to every project assigned. For more information of TPMA's experience and expertise, please visit us at www.tpma-inc.com.

As the contracted entity to lead this procurement process, TPMA serves as a "separate and independent outside entity to conduct the competition" for the Adult and Dislocated Worker services provider(s). TPMA will review all submitted proposals and evaluate them on a scale coordinated and agreed upon by the ETLWDB, with guidance from the Tennessee Department of Labor and Workforce Development. Based on its evaluation, TPMA will submit its selections, along with a description of the selection process and scoring justification, to the ETLWDB for approval. ETLWDB will convene a sub-committee of the full board to review finalist bids, conduct interviews of finalist(s), approve final service provider(s), and begin contract negotiations.

1.4 Purpose and Components of RFP for Title I Adult and Dislocated Worker Services

ETLWDB is issuing this Request for Proposal (RFP) for selecting a qualified contractor to provide WIOA Title I Adult and Dislocated Worker services in the East Tennessee Local Workforce Development Area (ETLWDA). A copy of the Act and regulations may be accessed via the U.S. Department of Labor website (<https://www.doleta.gov/WIOA/>).

ETLWDB in coordination with the Local Elected Officials (LEO), is seeking to establish and to build a partnership with an organization or organizations that can demonstrate that it can provide a positive and measurable impact on individuals while building a network of employment and training service providers in the ETLWDA that will assist job seekers in securing high-demand occupations and employers in securing well qualified employees. Bidders are encouraged to propose appropriate and justifiable workforce development activities that will increase jobseeker placement in self-sustaining employment, tenured employee retention in employment, self-sustaining wages for individuals, and occupational skill level attainment by customers. As a result, successful application of these activities will improve the quality of the Tennessee workforce, reduce welfare dependency, and enhance the productivity and competitiveness of Tennessee and the United States.

Successful bidder(s) will:

- Provide basic, individualized and follow-up career services to AJC customers, place job seekers into work, and arrange for the provision of training and necessary supportive services for eligible WIOA Adults and Dislocated Workers and other partner programs identified by the ETLWDB, including but not limited to eligible customers served under Re-Employment Services and Eligibility Assessment (RESEA) program, Senior Community Services Employment Program (SCSEP) Statewide Activity Grants, and Pre- and Registered Apprenticeships.
- Provide Business Services to assist the employer community with its workforce needs; and

- Provide payment for training/support services directly to and/or on behalf of participants and employers including, but not limited to, Transitional Work Experience, On-the-Job Training, Individual Training Accounts, supportive services including transportation assistance, childcare, and specialized training grants for target populations identified by the ETLWDB.

The proposal(s) that, in the opinion of the awarding body, best provides for establishing and maintaining a workforce system of services for eligible customers in the ETLWDA will be invited to enter contract negotiations. Resulting contracts will be negotiated with respect to cost, scope, and content in a manner that achieves the establishment of this system in the best interest of the ETLWDA.

The expected contract term under this solicitation will be from June 1, 2022 to June 30, 2023, provided measurable outcomes are successfully achieved and that sufficient funds for the contract term remain available. ETLWDB reserves the option to renew the contract for up to three additional one-year periods contingent upon successful performance.

Note: The option to renew is not guaranteed and the initial award of the contract does not imply an exercise of the option to renew.

1.5 Eligible Respondents

The ETLWDB will declare entities **ineligible** if they are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by a State or Federal department or agency. Respondents must disclose any formal sanctions, 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 for a contract.

An eligible bidder under this RFP may be any public or private entity, including but not limited to a post-secondary educational institution, a community based organization, a non-profit agency, unit of government, faith-based organization, or a private for-profit business. Local education agencies are not eligible to receive funding under this RFP.

Successful bidders must demonstrate current or future service delivery capabilities to provide effective services to eligible customers that reside within the sixteen-county ETLWDA. In addition, the successful bidder will deliver WIOA Adult and Dislocated Worker and other workforce development services through a certified American Job Center.

Any proposer with whom the ETLWB executes a contract for the provision of the services described in this RFP shall be a sub-recipient pursuant to applicable federal laws and regulations and shall be required to comply with 2 CFR Part 200, as well as the Workforce Innovation and Opportunity Act and all other applicable federal and state laws and regulations.

Additional Requirements: The State and local boards shall ensure that in carrying out activities under this title, Adult and Dislocated Worker Service providers:

1. Disclose any potential conflicts of interest arising from the relationships of the operators with training service providers or other service providers.

- a. Pursuant to 20 CFR 679.430, any entity selected or otherwise designated to perform more than one of the functions within the local One-Stop system must develop a written agreement with the local workforce development board and the CLEO to clarify how the entity will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, relevant Office of Management and Budget circulars, the State's conflict of interest policy, and the ETLWDB conflict of interest policy.
2. 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
3. Comply with Federal regulation and procurement policies relating to the calculation and use of profits.
4. 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.

ETLWDB will afford full opportunity for minority and women-owned business enterprises to submit a show of interest in response to the invitation and will not discriminate against any firm or individual on the grounds of race, color, religion, sex, sexual orientation, national origin, age, handicap, political affiliation, belief, or marital status in the contract award.

1.6 Contract Type

ETLWDB will structure its contract with successful bidder(s) under a cost-reimbursement basis, including performance-based provisions that will be considered based upon actual costs and performance delivery outcomes. A Cost Reimbursement Contract is one that establishes an estimate total of costs for the purpose of obligating funds and a ceiling that the contractor may not exceed (except at a contractor's risk) unless the awarding party agrees to amend the contract and provide additional funds.

ETLWDB is responsible for ensuring that contracted costs are both necessary and reasonable. Provisions are made for limited movement of funding among budget line items. The contractor is required to maintain records sufficient to account for all expenditures. Costs and performance will be reported monthly. No part of the work covered by this request is to be subcontracted without prior ETLWDB approval. The expected performance delivery outcomes will be linked to activities detailed in the Scope of Work, and as determined and negotiated between the ETLWDB and the contractor. According to the Tennessee Department of Labor and Workforce Development, local boards may reserve and use not more than 10 percent of the total program funds allocated to the local area for pay-for-performance contract strategies.

A line-item budget shall be based on all legitimate costs to be incurred by the selected WIOA Adult and Dislocated Worker service provider(s) in carrying out the services detailed within this RFP and other appropriate workforce development programs. The provider will be reimbursed for allowable actual service delivery costs on a monthly basis after submittal and approval of payment vouchers to the Fiscal Agent as instructed in the contract. The sub-recipient will work closely with the Fiscal Agent and the ETLWDB on the payment process and schedule. Because of the nature of the ETLWDB's funding sources, potential changes in legislation and policies, and performance achieved, respondents are advised that any contract awarded under this RFP may be modified to incorporate such changes, adjustments in the delivery system, continuation of funding from the Tennessee Department of Labor and Workforce Development, or any activities proposed.

1.7 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: <https://www.tpma-inc.com/procurement-east-tennessee-human-resources-agency/>

Activity	Date
RFP Release	January 4, 2022
Deadline for Bidder Questions	January 18, 2022
Response to Bidder Questions Posted	January 31, 2022
Proposal Deadline (email only)	February 14, 2022
TPMA Recommendation to ETLWDB team	March 7, 2022
ETLWDB interviews of finalists	March 14-15, 2022
Notice of Intent to Award to Proposers	April 4, 2022
Contractual Start Date	June 1, 2022

Bidder shall submit a budget for Adult and Dislocated Services reflecting annual expenditures between July 1, 2022 and June 30, 2023 of \$2,850,000.00, **fifty percent of which shall be spent on direct participant expenses.** Expenses in a proposed June 1, 2022 to June 30, 2022 startup period are determined during negotiations with new vendor(s)—if applicable—and shall be dedicated not to provision of participant services but rather to the establishment of human resource operations that serves to on-board potential staff. Following Year 1, vendors may be eligible for annual contracting for a maximum of three one-year extensions based upon satisfactory performance.

American Job Center Locations for the ETLWDA:

Eleven American Job Centers in the East Tennessee Local Workforce Development serve area job seekers and business customers: four Comprehensive American Job Centers and seven Affiliate American Job Centers. Location, approximate monthly traffic count, and co-located partner information is displayed below:

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

Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Veterans Services	TDLWD
Title IV Vocational Rehabilitation	TDHS-VR

American Job Center – Comprehensive
 Blount County
 Address: 366 Glasscock St.
 Alcoa, TN
 Average Monthly Traffic: 814

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

American Job Center – Affiliate
 Campbell County
 Address: 1016 Main Street,
 Jacksboro, TN 37757
 Average Monthly Traffic: 1,011

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Contractor (component #2)
Title II Adult Education	Contractor—TN College Applied Technology - Knoxville
Title III Wagner Peyser	TDLWD
Title IV Vocational Rehabilitation	TDHS—VR
RESEA	Title I Contractor (component #2)
TANF	Contractor--ETSU
Veterans Services	TDLWD
SCSEP	Title I Career Services Provider
Chamber of Commerce	Campbell County Chamber of Commerce

American Job Center – Affiliate
 Claiborne County
 Address: 1016 Main Street,
 New Tazewell, TN 37757
 Average Monthly Traffic: 68

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

American Job Center – Comprehensive
 Hamblen County
 1666 East Andrew Johnson Highway
 Morristown, TN
 Average Monthly Traffic: 741

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Title II Adult Education	Contractor—TN College Applied Technology - Knoxville
Title III Wagner-Peyser	TDLWD
Title IV Vocational Rehabilitation	TDHS-VR
RESEA	TDLWD
SNAP E&T	TDLWD
Veterans Services	TDLWD

American Job Center – Comprehensive
 Knox County
 Address: 2700 Middlebrook Pike,
 Knoxville, TN 37921
 Average Monthly Traffic: 2,125

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Title II Adult Education	Contractor—TN College Applied Technology - Knoxville
Title III Wagner Peyser	TDLWD
Title IV Vocational Rehabilitation	TDHS-VR
RESEA	TDLWD
SNAP E&T	TDLWD
Veterans Services	TDLWD
Functional Alignment Shared Welcome	OSO contractor and partners
Job Corps	Muhlenberg Job Corps
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
 Loudon County
 Address: 100 W. Broadway
 Lenoir City, TN 37771
 Average Monthly Traffic: 223

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Title II Adult Education	Contractor—TN College Applied Technology - Knoxville
Veterans Administration	Local organization

American Job Center – Affiliate
Morgan County
Address: 1111 Knoxville Hwy,
Wartburg, TN 37887
Average Monthly Traffic: 77

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services Provider
Title II	Contractor—TN College Applied Technology - Knoxville
Veterans Services	TDLWD

American Job Center – Affiliate
Roane County
Address: 2319 S Roane Street,
Harriman, TN 37854
Average Monthly Traffic: 380

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services Provider
Title II Adult Education	Contractor—TN College Applied Technology - Knoxville
RESEA	Title I Career Services Provider
SNAP E&T	Title I Career Services Provider
Veterans Services	TDLWD
Regional Transportation	East Tennessee Human Resource Agency

American Job Center – Affiliate
Scott County
Address: 180 Eli Lane,
Oneida, TN 37841
Average Monthly Traffic: 259

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Contractor (component #2)
Title II Adult Education	Contractor—TN College Applied Technology - Knoxville

American Job Center –Comprehensive
Sevier County
Address: 1216 Graduate Drive,
Sevierville, TN 37862
Average Monthly Traffic: 905

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Title I Career Services contractor
Title II Adult Education	Contractor—TN College Applied Technology - Knoxville
Title III Wagner Peyser	TDLWD
RESEA	TDLWD
SNAP E&T	TDLWD

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, recruitment and eligibility determination of customers; development of a service plan; referral and/or co-enrollment of customers to appropriate core, required, and other partners; appropriate customer counseling, provision of labor market information, placement of customers in employment and/or training; arrangement for payment of direct training and/or support services; maintenance of follow-up with customers to track and assure performance, and reporting outcomes through appropriate and approved platforms.

1.8 Participant Data & Performance Outcomes

Tables below show historical enrollments in ETLWDA Adult and Dislocated Worker Programs. Respondents should factor these enrollments in projecting staffing levels.

TABLE 1
TOTAL TITLE I CUSTOMERS SERVED BY PROGRAM YEAR

GROUP	PY 2018-2019	PY 2019-2020	PY 2020-2021	AVERAGE
ADULT	1,697	1450	1370	1505
DISLOCATED WORKER	530	381	372	427
TOTAL	2,227	1831	1742	1932

TABLE 2
NUMBER OF TITLE I CUSTOMERS EXITED BY PROGRAM YEAR

GROUP	PY 2018-2019	PY 2019-2020	PY 2020-2021	AVERAGE
ADULT	663	717	659	679
DISLOCATED WORKER	553	136	252	313
TOTAL	1216	853	911	992

TABLE 3
NUMBER OF TITLE I CUSTOMERS IN FOLLOW UP AS OF Q4 EACH YEAR

GROUP	PY 2018-2019	PY 2019-2020	PY 2020-2021	AVERAGE
ADULT	621	823	710	718
DISLOCATED WORKER	220	144	274	213
TOTAL	841	967	984	931

TABLE 4
NUMBER OF TITLE I ACTIVE CLIENTS CARRIED INTO NEXT YEAR (JULY 1 OF EACH PROGRAM YEAR)

GROUP	PY 2018-2019	PY 2019-2020	PY 2020-2021	AVERAGE
ADULT	1123	1406	883	1137
DISLOCATED WORKER	310	482	385	392
TOTAL	1433	1888	1268	1529

Federal Negotiated Performance Metrics

ETLWDB is required to establish local performance measures to evaluate program effectiveness and to achieve continuous improvement in the delivery of Workforce Innovation and Opportunity Act programs. ETLWDB has established certain goals for the workforce programs in its service area. The Title I Adult and Dislocated Worker Services Provider is a major contributor in the achievement of long-term goals for the

system. Below is a chart showing PY 2021-2022 Performance Goals for Title I Adult, Dislocated Worker, and Youth services negotiated with the Tennessee Department of Labor and Workforce Development.

The successful bidder(s) to this RFP will be responsible for meeting performance as defined by negotiated rates with the State. The ETLWDB has not, as of this writing, entered into negotiations with the Tennessee Department of Labor and Workforce Development to negotiate PY 2022-2023 targets. The ETLWDB reserves the right to add additional performance metrics as necessary or required, in consultation with the successful bidder, in order to meet the needs of the emerging workforce.

FEDERAL NEGOTIATED PERFORMANCE MEASURES: ADULT

MEASURE	ATTAINED	% to GOAL
Employment Rate 2 nd Quarter After Exit	82.5%	104%
Employment Rate 4 th Quarter After Exit	83.5%	103%
Median Earnings 2 nd Quarter After Exit	\$6,650.00	110%
Credential Attainment Within 4 Quarters After Exit	59%	128%
Measurable Skills Gain	69.4%	131%

FEDERAL NEGOTIATED PERFORMANCE MEASURES: DISLOCATED WORKER

MEASURE	ATTAINED	% to GOAL
Employment Rate 2 nd Quarter After Exit	81.8%	99%
Employment Rate 4 th Quarter After Exit	81.9%	100%
Median Earnings 2 nd Quarter After Exit	\$7,484.00	97%
Credential Attainment Within 4 Quarters After Exit	77%	114%
Measurable Skills Gain	68.4%	133%

Key Performance Indicators

Enacted as hard targets by the Tennessee State Workforce Board (SWB) June 18, 2021, Tennessee’s Key Performance Indicators demand streamlined service delivery and quality collaboration among all workforce partners. Each year, the SWB approves the latest set of KPI metrics, and each quarter, it reviews KPI metrics in order to foster sustained excellence, improved outcomes, and the promotion of workforce services to the greatest number of individuals with significant barriers to employment. Bidders should visit <https://www.tn.gov/workforce/search-results.html?q=key+performance+indicators> to review Tennessee’s *Workforce Services Policy—Key Performance Indicators*.

KPIs for adults and dislocated workers for Program Year 2022-2023 will not be determined until after this RFP is announced. Bidders may gain insight into future KPI thresholds by reviewing PY 2021-2022 KPI metrics seen in the table below.

**East Tennessee LWDA Key Performance Indicators
Enrollment in Adult and Dislocated Worker Programs**

January 1, 2021-March 30, 2021			April 1, 2021-June 30, 2021		
GOAL	ACTUAL ENROLLEES	% TO GOAL Achievement Level	GOAL	ACTUAL ENROLLEES	% TO GOAL Achievement Level
168	191	113.69%	134	216	161.19%
Achievement Level: Best Practice—Significantly Above Target					

Section 2: Scope of Work

Proposals should be developed and organized as outlined below. Interested bidders should respond to each section’s requirement in its entirety. For example:

Experience, Qualifications, & Capacity

- 1) *Describe your organization’s mission, goals, activities, accomplishments, and expertise. Identify the number of years that your organization has been in business under the present name, as well as related prior business names.*
 - a. *[Insert organization’s response]*
- 2) *Explain how your organization’s vision, mission, and objectives align with this funding opportunity.*
 - a. *[Insert organization’s response]*

Experience, Qualifications, & Capacity (10 points)

1. Describe your organization’s mission, goals, activities, accomplishments, and expertise. Identify the number of years that your organization has been in business under the present name, as well as related prior business names.
2. Explain how your organization’s vision, mission, and objectives align with this funding opportunity.
3. How does the proposed scope of work align with the economic and workforce needs of the East Tennessee Local Workforce Development Area?
4. The successful Contractor may not subcontract with other entities without prior approval of the East Tennessee Local Workforce Development Board. A proposal that includes subcontracting all or any activities and services in this RFP to another organization or other organizations shall be considered non-responsive. Please acknowledge in your response your acceptance of this directive.
5. Describe the organization’s experience and success in delivering services in similar programs and/or to similar populations, including previous experience with WIOA Title I services or similar workforce development programs.
 - a. Explain your understanding of the social and economic challenges facing the East Tennessee Local Workforce Development Area and describe how your organization will provide tailored services to address these specific challenges.
 - b. Provide detailed information regarding your organization’s experience contracting with federally, state, or locally funded agencies for the same or similar services.
 - c. Include a listing of current and past workforce development contracts that have been in effect within the last five years. (Specify whether such contracts are currently in effect, were successfully completed, or were terminated prior to completion.)

6. Explain your organization's experience in providing culturally competent programming that is grounded and responsive in the communities you serve.
7. Describe your organization's experience within the past three years for the following:
 - a. Project management
 - b. Relationship management
 - c. Continuous quality improvement
8. Attach three letters of reference that attest to your organization's experience.

Staffing Plan (20 points)

1. Describe the organization's central office staffing plan and include an organizational chart.
 - a. If currently providing similar workforce services, describe your current ratio of caseloads per career specialist in each of rural, suburban, and urban AJCs.
 - b. For currently filled central office positions associated with delivery of services under this RFP, attach a current resume and job description of all employees. Attach a job description for each proposed central office staff position you intend to fill to serve under this RFP.
 - c. Specify the annual percent FTE budgeted for each central office staff (specify title). Proposed salaries for central office and customer-facing staff should be competitive to ensure quality hires and retention.
 - d. Provide a detailed explanation of the role each central office staff member will play in executing the proposed program design.
2. Provide a detailed description of the management and reporting structure that will oversee the work of customer-facing career specialists in the comprehensive and affiliate American Job Centers.
3. Describe how WIOA services will be staffed and how Adult & Dislocated Worker customers will flow through various services, assistance with placement in employment, placement in training opportunities, and follow-up. Please provide a graphic detailing customer flow through the AJC service delivery system.
4. Provide an overview of how you will recruit qualified staff to perform the duties necessary to program success. Proposed salaries of customer-facing staff should be competitive to ensure quality hires and retention.

Note: If applicable, successful bidder(s) for WIOA Adult and Dislocated service provision shall agree to interview all incumbent program operations staff (currently MidCumberland Human Resource Agency employees) who apply for employment with new provider(s). Provider shall discuss in detail (human resource activities and duration in number of days) its intent to retain current career specialist staff, a period in which the contractor will not only determine appropriate staffing levels at each AJC in coordination with the Board but also evaluate the current customer-facing staff and other staff for continued employment, promotion, or termination. In the event of a transition of service provider(s) and a proposed reduction or increase of staff, the Board shall carefully oversee the process to ensure that there is no loss of service or reduction of quality.

5. Provide a plan of implementation--including onboarding of staff, coordinating with current provider (if applicable), adopting local policies, and building relationships--involving the East Tennessee Local Workforce Development Board; its administrative entity; the Fiscal Agent; the

Chief Local Elected Official; Local Elected Officials; the Tennessee Department of Labor and Workforce Development; and any other federal, state, and local agencies engaged in the supervision and delivery of workforce development services and activities.

6. The ETLWDB seeks to implement best practice staffing models. Please discuss any/all effective and efficient staffing models you have employed—and may replicate in ETLWDA—in the delivery of workforce development services and activities.
7. What are specific strategies you have used in the past to increase staff retention? Describe how you will address and take steps to lower staff turnover, if selected.
8. Describe how your organization will evaluate individual staff performance in the execution of the proposed program design.
 - a. Describe your practices for staff performance review and improvement, including any specific evaluation criteria or tools that may be used.
9. The East Tennessee Local Workforce Development Board is seeking providers with high-quality professional staff. Describe your organization’s professional development policies and practices and your plan for ensuring managers and supervisors stay committed to staff development.
 - a. How will your organization develop proposed staff to ensure that it maintains current knowledge and skills required for the scope of work, including policy or process changes at the federal, state, and local level?
 - b. What professional development activities and resources does your organization provide internally to staff, including training and support for pursuit of relevant professional certifications?
 - c. What external development activities and resources do you make available to staff?
10. Provide assurances that provider shall institute 1) a wage structure for career specialists that features self-sustaining wages; 2) comprehensive benefits including but not limited to options for health, dental, vision insurance; 3) retirement plan option(s); and 4) annual cost of living increases.

Partnerships and Community Engagement (15 points)

1. Describe existing relationships that the organization may have with area employers, community-based organizations, and agencies. Describe how those relationships will benefit individuals in the program.
 - a. Describe how you will collaborate with the One-Stop Operator to implement community outreach and marketing campaigns that ensure businesses, job seekers, and the public are aware of workforce services available.
2. Describe how you will build relationships with employers and employer organizations for job placement of customers, including referrals of candidates and post-placement follow-up.
3. Describe how you will work with community organizations—especially existing social services agencies and AJC partners that are not co-located within an AJC—to provide wraparound services for customers with barriers to employment.
4. Discuss your methods of providing and expanding access to services throughout the region through partnerships with libraries, schools, et al.
5. Describe how you will work with core and required AJC partners and the One-Stop Administrator to support effective and efficient communication among all AJC staff, the administrative entity, the ETLWDB, local elected officials, the business community, and the public.

Data, Performance, & Outcomes (10 points)

1. Describe past success with tracking program performance and/or outcomes. Include a description of previous outcomes from other successful initiatives and describe experience with capturing and reporting performance information.
2. If the organization has previously delivered workforce development services, or has overseen delivery of WIOA service contracts, please provide performance data for the most recent two program years available and most recent program monitoring report in an attachment. This should include, if relevant,
 - a. Federal Negotiated Performance Metrics, and
 - b. Key Performance Indicators
3. The contracted Adult and Dislocated Worker Services Provider(s) are responsible for determining eligibility, tracking services, entering case notes at minimum monthly, and reporting outcomes in the state customer relations management system, currently Virtual One-Stop system. What is your experience with CRM platforms including but not limited to Virtual One-Stop (VOS), Jobs4TN, or similar systems?
 - a. Describe how you will determine WIOA eligibility and enter eligibility and other customer information into the system.
 - b. Do you plan to supplement services with the use of other systems outside of what is available from the State of Tennessee and ETLWDB?
4. Describe your methods for ensuring clients achieve the following positive outcomes:
 - a. Completion of programs/activities, attainment of basic skill competencies
 - b. Credential attainment
 - c. Placement in employment and education
 - d. Retention
5. Describe your strategy to meet or exceed ETLWDA performance goals such as those listed in Section 1.8 of this document.
 - a. How will your organization manage measurement, achievement, and documentation of performance standards?
 - b. Provide a description of how progress toward performance requirements will be measured and reported.
 - c. Indicate your plan for ensuring performance outcomes are attained and for using the data to achieve continuous quality improvement
 - d. **Note:** The contract to be issued for the approved Adult & Dislocated Worker Services provider(s) will be performance-based.
6. Describe your proposed case management strategy for providing consistent support and customer counseling, follow-through for service plans and referrals, and tracking for individual clients.
7. The contracted service provider will be accountable for the integrity of the data presented and responsible for ensuring that staff is appropriately trained in the use of data tracking and reporting systems. Explain how accountability and integrity of data will be assured, and how staff will be appropriately trained in the use of these systems.

Program Service Delivery Model (30 points)

1. Describe the problems faced by your clients and identify your target population, explaining the challenges and barriers they will have to overcome to succeed.
2. Describe how you will collaborate with the One-Stop Administrator and other appropriate agents to market to and recruit adults, dislocated workers, and other eligible individuals—including those from targeted, hard-to-serve populations, or populations identified for services under workforce development initiatives—who may require specialized marketing and outreach efforts.
3. How will you ensure high-quality customer service for all jobseekers interacting with staff?
4. Describe how you will assure that career services are available to all jobseekers and employers, including individuals in distressed and at-risk counties, areas with high poverty, rural populations, and areas with inadequate public transportation options.
5. Describe how you will incorporate technology into the delivery of workforce development services and activities.
6. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services for eligible individuals.
7. Describe how you will provide orientation to WIOA and workforce development services, and how orientation may be adapted to welcome individuals from target demographics.
8. How will you ensure that front-line staff will have sufficient time and support to provide the highest quality programmatic services to eligible customers?
9. Describe your organization's experience in providing WIOA and workforce development services and the menu of jobseeker services including, but not limited to, assessment, placement in self-sustaining employment, training, determination and payment of supportive service needs, retention, and follow-up services.
10. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for eligible customers utilizing the Eligible Training Providers List (ETPL).
11. What is your understanding of high-wage, high-demand industries in the East Tennessee Local Workforce Development Area?
 - a. How will your organization provide career exploration of in-demand fields, including job-shadowing, paid/unpaid work experience, and pre- and Registered Apprenticeships,
 - b. How will you promote opportunities in these industries to eligible and enrolled customers?
12. Because of the COVID-19 pandemic, virtual programming has become more common for individuals seeking basic career services and workforce development services. Describe how you will incorporate access to virtual services as a part of the overall program service delivery model.
 - a. **Note:** This discussion should include how virtual options for orientation, eligibility determination, workshops, case management, and more will be offered.
13. Describe how you will collect and evaluate customer needs and satisfaction for continual service delivery improvement, including exploring the implementation of a real-time customer feedback model.
14. Describe—in a graphic format—the work your organization will undertake during the first 30, 60, and 90 days of the contract period to learn current circumstances and effectively plan work streams and timelines for the remaining contract period.

Fiscal Capabilities & Budget (15 points)

1. The Budget Narrative must be typed and placed in the proposal following the Budget Form (Attachment C).
 - a. The Budget Narrative should detail all costs that are necessary to operate fully the proposed program.
 - b. Describe and list any unusual equipment that is essential to the program and indicate whether it belongs to the organization, the State, or will be purchased if the proposal is funded. If any additional equipment is to be purchased or leased, please indicate this in the proposal. Include a detailed justification of the intended purchase, and why its purchase is essential to the program's operation. The Budget Narrative should fully describe the cost allocation methods used.
 - c. The Budget Narrative must describe how funds are allocated to minimize administrative costs and to support direct services to participants. The narrative should also describe the indirect costs that are proposed, indicate what costs are included, and explain how these indirect program costs were determined. Any indirect costs budgeted must be supported by an indirect cost rate agreement with a Federal or State cognizant agency, a copy of which must be attached to the budget request. Indicate your willingness to negotiate your indirect cost rate.
 - d. Describe past success with leveraging additional resources. Describe both leveraged resources whose purpose has been to ensure and maximize the delivery of services and leveraged resources whose purpose was to maximize the organization's financial resources.
 - e. Provide your most recent two year's annual audit reports.
2. Provider will budget to ensure the ETLWDA achieves a Minimum Participant Cost Rate exceeding the Tennessee Department of Labor and Workforce Development minimum MPCR.
3. The selected service provider is expected to use a percentage of allocated funds towards career training activities. Please estimate what percentage of this total amount budgeted you expect to spend in different employment sectors (i.e. an estimated X percentage of budgeted training dollars will be spent upskilling participants in the healthcare sector, and estimated Y percentage of budgeted training dollars will be spent upskilling participants in the manufacturing sector,).
4. Identify any in-kind resources/support for the service delivery system beyond the amount of WIOA funds that are requested in the budget. Include each committed or proposed source of in-kind funding and the amount of that funding.
5. Describe your organization's financial and administrative experience and capabilities managing and accounting for multiple federal, state, and local funding sources and conducting self-monitoring for performance and compliance. Bidders must be in accordance with Generally Accepted Accounting Principles (GAAP).
6. Describe experiences your organization has in managing Federal funds and the experiences of currently employed central office fiscal staff in administering such programs.
7. Describe any experience your organization has administering cost-reimbursement and/or performance-based contracts.
 - a. Verify that your organization can absorb and cover, if necessary, the costs incurred during the initial program start-up period (July 1, 2022-August 30, 2022). The ability of a bidder

- to provide uninterrupted service delivery between invoicing and payment is essential. How will you provide and fund the start-up costs of the program?
- b. Describe how the Bidder's organization will financially support the costs of doing business until an invoice can be submitted and paid by the Board's designated administrative entity.
 - c. How will you manage the upfront financial costs between invoicing and payment of the work experience activities (i.e., internships, OJT, paid work experience, etc.)?
 - d. Describe the measurable performance outcomes to which the organization will tie payment and the documentation that will be submitted to provide attainment of the outcome.
 - e. Describe any/all savings that the Board will accrue through the provider's leveraging of central office costs that are shared among contracts with other funding sources.
8. How will financial information be made available for monitoring and auditing purposes?
- a. Describe your organization's contingency plans to repay the ETLWDB in the event there are any disallowed costs because of an audit or monitoring review.
 - b. Describe your organization's payment procedures, including frequency and methods, of direct participant costs. Include invoicing procedure and schedule. Include a statement that in all feasible instances, payments for supportive services will be made, on behalf of the customer, directly to providers.

Section 3: Submission & Evaluation

3.1 Bidders Questions

All questions that interested parties may have can be directed to the third-party procurement agent, TPMA, at procurement@tpma-inc.com. Emails should contain the subject line: East Tennessee Title I Service Provider RFP Questions. Questions must be submitted via email between **January 4, 2022 8:00AM CST** and **January 18, 2022 5:00PM CST**. Responses to questions will be posted by **January 31, 2022 5:00PM CST** on the TPMA procurement portal website: <https://www.tpma-inc.com/procurement-east-tennessee-human-resources-agency/>.

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

3.2 Proposal Instructions

The proposal must be signed by an official authorized to represent and bind the bidding organization. The person signing the proposal shall certify that:

- He/she is the person in the bidder's organization legally responsible for the decision as to the costs being offered in the proposal and that he/she has not participated in any illegal, noncompliant, etc. action(s), or

- He/she has been duly authorized to act as an agent for the persons legally responsible for such decision, and certified that such persons have not participated, and will not participate in any illegal, non-compliant action(s), etc.

The Scope of Work should be completed entirely, should not exceed 25 pages, and be typed in 12-point font, single-spaced, 1” margins on all sides, page numbers, and table of contents. Once completed, an interested party must submit its proposal electronically to TPMA at procurement@tpma-inc.com. The email must have the subject line:East Tennessee Title I Service Provider Response. Please have your proposal organized in the following manner for each component:

- Attachment A: Cover Page
- Attachment B: Conflict of Interest Form
- Attachment C: Budget Form & Narrative
- Attachment D: References
- Attachment E: Assurances & Certification
- Attachment F: Certification Regarding Debarment/Suspension
- Attachment G: Certification Regarding Lobbying
- Two (2) Years of Audited Financial History
- Abstract/Executive Summary (1 page maximum)
- Narrative Sections/Scope of Work (20 pages maximum)
- Organizational Chart
- Staff Resumes
- Job Descriptions for Proposed Staff Positions Not Yet Hired (if applicable)
- Additional Attachments as necessary

Bids that fail to follow this order will risk losing points in their overall score.

3.3 Evaluation and Award

Proposals will be evaluated by TPMA, as the third-party procurement agent, to ensure each submission meets all criteria outlined in this RFP. The procurement team will develop and use a scoring matrix that is agreed upon by ETLWDB to evaluate each proposal. Each section of the scoring matrix is worth the following number of points:

Section	Points
Experience, Qualifications, and Capacity	10
Staffing Plan	20
Partnerships and Community Engagement	15
Data, Performance, & Outcomes	10
Program Service Delivery Model	30
Fiscal Capabilities & Budget	15
Oral Interview	25
TOTAL	125

All items that are mandatory (e.g., inclusion of attachments, financials, etc.) are considered pass/fail. If necessary, TPMA will conduct phone interviews to clarify any concerns or questions.

3.4 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 an email request to this effect to Mr. Nick Pappada at npappada@ethra.org. Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

3.5 Appeals Process

Any organization making application under this RFP has the right to file a grievance. A bidder may file a protest in writing, with the ETLWDB Executive Director, who will then have ten working days in which to reach an informal resolution of the protest. Should the protest not be resolved within ten working days, the bidder may submit in writing a protest to the Executive Committee. The Executive Committee will then have thirty days to render a decision. No further appeals will be allowed. This does not prohibit the bidder from seeking resolution through the Tennessee Department of Labor and Workforce Development and/or U.S. Department of Labor (USDOL).

3.6 Fiscal Review

TPMA, in coordination with the ETLWDB will also conduct a fiscal review of all qualified proposals. It will review proposal budgets, agency audits, and responses to questions related to fiscal operations. If not sufficiently outlined in the submitted audit(s), the ETLWDB reserves the right to review and to request additional information regarding the respondent's financial situation. The ETLWDB 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.

3.7 Past Program Performance

TPMA may review a respondent's performance on any previous and/or existing grant agreement(s) as well as check references submitted from other grantors. Achievement of grant agreement outcomes, along with compliance with programmatic and fiscal guidelines and timelines may be evaluated. The review team may perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, the ETLWDB 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; 4) negotiate numbers of adult and dislocated workers to be served.

3.8 Contract Provisions

The following are examples of the contract provisions that will be included in the contract that will be developed because of this RFP. The exact text of the contract provisions may differ slightly from the examples shown.

Contract Costs – All costs that are approved in a contract must be reasonable and necessary to carry out the planned functions. The costs must be allowable and allocable to the proper grants and costs categories. If the contractor is a public entity or non-profit entity, the contract will not include a provision for profit. Profit margins with individuals and for-profit organizations may be negotiated. Profit margins must be reasonable and cannot be based on a percentage of actual costs. The contract awarded under this RFP is subject to available funding. The ETLWDB does not guarantee any minimum or maximum

amount of work and/or dollar value associated with this procurement. The specific method of payment for services to be rendered will be set forth in the negotiated contract and will be contingent upon demonstration that the negotiated performance deliverables have been successfully accomplished.

Contract Renewal and Extension – The contract that results from this RFP may have a provision for extension. The terms and lengths of any extension will be established by the ETLWDB and will be included in the contract provisions. All extensions must be documented in an Amendment to the contract. Each extension must be for not more than one year and a maximum of three extensions are permitted. The contract will be written initially for a period of 13 months June 1, 2022 through June 30, 2023, prior to the end of that 13-month period, an evaluation will be made of the performance of the Contractor to determine whether a contract extension may be granted. The performance of the initial contract will be measured from July 1, 2022 through March 30, 2023, and then annually according to the Program Year calendar. Based upon that evaluation, an extension may be granted contingent upon established contract performance.

Early Termination – The contract that results from this RFP will have provisions for termination of the contract for failure to perform satisfactorily the tasks that are required. The contract that results from this RFP may also have provisions, which allow the contract parties to cancel the contract at any time by providing advanced notice to other contract parties. The contract will also provide for termination of the contract for lack of funds.

Modifications – The contract will have a provision for modifying the contract. Modifications may be necessary to incorporate changes required by Federal or State laws and policies. Modifications may be necessary to increase funds to the Contractor if funds become available through other sources or additional grants.

Indemnification – The contract will include an indemnification clause which will state the Contractor shall indemnify and hold harmless the State of Tennessee; the East Tennessee Human Resource Agency; Local Elected Officials; the ETLWDB; and its officers, agents and employees from liability of any nature and kind, including costs, expenses, and attorney fees, for or on account of any actions, claims, suits, and damages of any character whatsoever arising out of any negligent act or omission of the Contractor or any of its employees, agents, volunteers, subcontractors, or representatives.

Dispute Resolution – The contract will have a provision for dispute resolution. This provision will require the Contractor to use administrative processes and negotiation in attempting to resolve disputes arising from this contract. The contract will require the contractor to continue to provide services while the dispute process is ongoing.

Audit Rights – The contract will have a provision which will allow the Fiscal Agent; the State of Tennessee; the U.S. Department of Labor; the United States Comptroller General, and any of their duly authorized representatives; or other with statutory audit rights to perform audits after reasonable advanced notice to the Contractor at any time during the contract period or within three (3) years from the date of the final payment of the contract. At any time during normal business hours and as often as the Fiscal Agent or any of the above parties may deem necessary, the Contractor shall make available to their duly authorized representatives for examination, all its records with respect to all matters covered by the contract. The Fiscal Agent; the State of Tennessee; the U.S. Department of Labor; and the United States Comptroller General and any of their duly authorized representatives shall have the authority to audit,

examine, and make excerpts or transcripts from, any books, documents, papers, and records of the Contractor which are directly pertinent to the contract, including all contracts, invoices, materials, payrolls, personnel records, conditions of employment, and other data relating to all matters covered by the contract.

Access to Records and Records Retention – The contract will have a provision relating to Records Retention. That provision will require the Contractor to maintain all records pertinent to the contract, including financial, statistical, property, participant records, and supporting documentation. These records shall be preserved and made available to the Fiscal Agent and its agents for a period of seven years after the date of the final closeout of the contract. However, in the event of an audit, records shall be kept by the Contractor until the audit is completely resolved, even if it requires a retention period longer than seven years. If the Contractor is unable to retain the necessary records for the required period, the Contractor will transfer such records to the Fiscal Agent. Such records shall be transmitted to the Fiscal Agent for acceptance in an orderly fashion with documents properly labeled and filed, and in an acceptable condition for storage.

Performance – The Contractor will be measured for performance of the contract. Regular and ongoing evaluations will be conducted by the ETLWDB to determine whether the contract measures have been met. The contract will be evaluated not less than on a semi-annual basis prior to the end of the contract period. This evaluation will determine whether the contract may be extended. Contract performance will be negotiated prior to the beginning of the contract.

Copyrights and Rights to Data – The contract will have a provision relating to Copyrights and Data. That provision requires Contractor to agree that the Fiscal Agent, State of Tennessee, and the U.S. Department of Labor shall have unlimited rights to any data first produced or delivered under the contract.

De-obligations – The contract that results from this RFP will contain clauses regarding availability of funds. Those clauses will allow the ETLWDB to decrease or eliminate funding to the contractor if funding made available to the ETLWDB is not sufficient to allow for full payment of the contract. At the time the contract is written, the actual funding amounts provided to the workforce area may not be available. The contract may be modified prior to or subsequent to the June 1st start date for delivery of program services of each contracted period to reflect changes that are necessary because of actual funding amounts received.

Insurance – There is not a requirement that proof of insurance be submitted with the proposal, but evidence of insurance must be provided prior to beginning the performance of work under the contract. The Fiscal Agent requirements may include proof of the following as applicable: general liability coverage, insurance for motor vehicles used by employees of the contractor, workers' compensation, and blanket bond coverage. The ETLWDB will not be responsible for providing any type of insurance for the Contractor.

EEO Requirements – The Contractor will be required to comply with certain EEO requirements. No person in the United States shall be, on the grounds of race, color, religion, sex, sexual orientation, national origin, age, handicap, political affiliation, belief, or marital status be excluded from participation in, be denied benefits of, be subject to discrimination under, or be denied employment in the

administration or in the connection with any program or activity funded in whole or part with funds made available under the agreement.

Duplicate Funding – The contract will have a provision requiring the Contractor to agree that any Contractor’s cost, which is already allocated to other sources, may not be included in the cost of the contract. The Contractor must inform the ETLWDB if the Contractor applies for or receives funds, which affect the cost or performance of work under this contract, and how the Contractor plans to allocate duplicated funds. The ETLWDB must have the right to renegotiate the contract relative to the changed costs.

Compliance with Law – In rendering the performance hereunder, the Contractor shall comply with the requirements of the Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, with the regulations promulgated thereunder, and with the following:

- Applicable Federal Laws, TEGLs, TENs, and appropriate OMB Circulars
- Laws of the State of Tennessee
- WIOA policies as adopted by the ETLWDB
- Local Laws
- ETHRA policies and procedures
- U.S. Department of Labor statement 29 CFR 37.20 regarding the non-discrimination and Equal Opportunity provisions of the WIA 1998 as reauthorized in the event of a conflict between such laws and regulations and the terms of this agreement, precedence shall be given to the laws and regulations.

Reporting – A monthly Adult and Dislocated Worker Narrative Report must accompany any requests for funds to demonstrate justification for payment of request. The items to be reported monthly and the format of the report will be determined in negotiations between the ETLWDB and Contractor(s).

The contract that results from this RFP will have additional requirements that the contractor make regular presentations to the ETLWDB, Local Elected Officials, or similar groups. These reports may include information on customers, identified customer needs, services being provided for customers, employer needs, reports on progress that have been made on meeting the real-time performance metrics, and similar types of information.

The Contractor will also be required to provide the ETLWDB any narrative, statistical, and financial reports related to the elements of the contract in a format and timeframe determined by ETLWDB

Corrective Action – This provision will describe notices to the Contractor, corrective action steps, corrective action plans, timeframes, and similar provisions.

Patent Rights – This provision will state that if products are produced under this contract to which a patent is granted, the patent rights shall belong to the WIOA Fiscal Agent, the State of Tennessee, and to the U.S. Department of Labor. This provision shall not apply to products produced by the Contractor outside of this contract and which are used in the performance of the work required by this contract.

Disallowed Costs – The contract will have provisions that require the contractor to repay any expenditure that is found to be unallowable. The contract will have provisions requiring the contractor to remedy any deficiencies found in audits or monitoring reports prior to incurring additional expenditures or receiving additional funds.

Other Contract Provisions – The contract may have provisions that are not described in this RFP. Those provisions may be necessary because of applicable laws or regulations, provisions added or changed to reflect negotiations made subsequent to or immediately after the issuance of this RFP, requirements not known at the time of the issuance of this RFP, or for other reasons.

3.9 Accessibility and Equal Opportunity

TPMA and the ETLWDB are committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual in the East Tennessee 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 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.”

3.10 Contract Award

The contract will be awarded based on the most responsive bidder whose offer is most advantageous to ETLWDB in terms of cost, functionality, past performance, and other factors specified in this RFP. The award may be negotiated at the discretion of the ETLWDB or made based on the initial bid/offer received, without discussions or requests for best and final offers.

Attachment A: Cover Sheet

Please complete this **mandatory** cover sheet accordingly.

Organization Name				
Address				
Phone Number				
Number of Years in Business				
FEIN #				
DUNS #				
Acknowledgement that Proposing Entity is up to date on taxes and not currently debarred or suspended.		YES		NO
Acknowledgment that ETLWDB reserves the right to review and request further information regarding the respondent's financial situation, if not sufficiently outlined in the submitted audit(s).		YES		NO
Type of Organization (check all that apply)	<input type="checkbox"/>	Higher Education	<input type="checkbox"/>	Private
	<input type="checkbox"/>	Community-Based Org.	<input type="checkbox"/>	Business Organization
	<input type="checkbox"/>	Government Agency	<input type="checkbox"/>	Other (explain)
	<input type="checkbox"/>	Labor Organization		
	<input type="checkbox"/>	Non-Profit		
	<input type="checkbox"/>	Employment Service State Agency (Wagner-Peyser)		
Contact Person				
Contact Person's Email Address				
Signatory Authority Signature				

Attachment B: 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 ETLWDB 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. ETLWDB reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

Signatory Authority Name

Title Signature

Date

Note: *This form is a **mandatory** required document to be considered for either component. Bidders should only complete this form once per entry.*

Attachment C: Budget

Please complete the **mandatory** budget form and narrative explanation below for **Adult and Dislocated Worker Services**.

Line Item	Budget Amount July 1, 2022-June 30, 2023
Personnel (Wages/Staff)	\$
Fringe Benefits	\$
Travel	\$
Equipment	\$
Supplies	\$
Communications (including Copying/Printing)	\$
Other	\$
Subtotal Program	\$
Administrative Indirect	\$
TOTAL BUDGET REQUEST	\$

Proposed Budget Amount for Adult and Dislocated Worker Services:

\$2,850,000.00 Adult and Dislocated Worker Services Budget for the period July 1, 2022 through June 30, 2023.

Respondents should project costs in the budget form above for adult and dislocated worker career services provision ONLY during the period beginning July 1, 2022 and extending through June 30, 2023.

If applicable, ETLWDB will extend separate one-month contract(s) to new career services providers for work beginning June 1, 2022. Expenditures for the period June 1, 2022 through June 30, 2022 are intended only for costs associated with human resource functions. The ETLWDB will negotiate funding levels for this one-month period with new successful bidders.

Budget Narrative: Please provide a detailed explanation for each allowable budget line item to justify the cost. Examples of explanations include job titles, wage rate, hours worked/charged, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or program costs. No travel expenses may be claimed for commute to/from residence and official station. Travel expenses may be claimed from the official station to work-related destinations. Tennessee State Mileage Rate is \$.47.

Attach the Budget Narrative indicating all operating expenses in the listed categories. Each budget category requires an additional line-item detail that addresses the method of calculation and justification

for the expense. Therefore, the Respondent shall develop and include a line-item budget to meet the intent and requirements of the program, to ensure the successful implementation of the program, and to show that the program is cost-effective. The Respondent should prepare a realistic and prudent budget avoiding unnecessary or unusual expenditures that would detract from the accomplishment of the objectives and activities of the program.

All funding of this RFP is contingent upon the ETLWDB 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 ETLWDB.

Attachment D: References

Bidders are **required** to provide three letters of references who can verify their experience, along with a contact phone number or email. References should be for experience in the past 5 years.

Reference #1 Name _____

Organization and Email: _____

Reference #2 Name _____

Organization and Email: _____

Reference #3 Name _____

Organization and Email: _____

List the agency contact information for all current contracts or contracts for the past 3 years. Do not duplicate those listed as references.

Attachment E: Assurances & Certification

The undersigned party acknowledges and assures that (Provider Name) _____ and all its employees responsible for providing the services for which it has applied will abide and comply fully with all state, federal, and local, laws, ordinances, rules, regulations and/or executive orders, including but not limited to provisions of the laws listed below:

- Section 188 of the WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin in programs or activities that receive federal financial assistance;
- Title VII of the Civil Rights Act of 1964, as amended, which prohibits employment discrimination on the bases of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Americans with Disabilities Act, as amended, which prohibits discrimination on the basis of disability;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
- Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR § 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.52.20
- 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIOA Title I financially assisted program or activity and to all agreements the contractor makes to carry out the WIOA Title I financially assisted program or activity. The undersigned understands that the United States has the right to seek judicial enforcement of this assurance.

Name of Applicant Organization

Signature of Certifying Official

Date

Name and Title of Authorized Representative

Attachment F: Certification Regarding Debarment/Suspension

The undersigned certifies, to the best of his or her knowledge and believe that:

- No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- If any funds other than Federal appropriated funds have been paid or will be paid to any person influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employer of a Member of Congress in connection with this Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loan, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Name of Applicant Organization

Signature of Certifying Official Date

Name and Title of Authorized Representative

Attachment G: Certification Regarding Lobbying

The undersigned certifies, to the best of his or her knowledge and believe that:

- No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- If any funds other than Federal appropriated funds have been paid or will be paid to any person influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employer of a Member of Congress in connection with this Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loan, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Name of Applicant Organization

Signature of Certifying Official

Date

Name and Title of Authorized Representative