

Thomas P. Miller and Associates

Serving as Independent Procurement Entity For:

EAST TENNESSEE LOCAL WORKFORCE DEVELOPMENT BOARD

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 Youth Career Services Provider**

Release Date: January 4, 2022

Proposals Due: February 14, 2022

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

*With three (3), 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 programs 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 JobCorps.

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 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.

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 the local 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 annually to be submitted for the Governor’s approval. The ETLWDB 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 ETHRA, acting as administrative entity for the ETLWDB, to lead the procurement process for selecting a Youth Career 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 our 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 <http://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 Youth Career Services Provider. 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 RFP Component¹

Youth Career Services Provider

The Youth Services Provider will:

1. Assist eligible out-of-school youth (OSY) and eligible in-school youth (ISY), who are seeking assistance in achieving academic and employment success, with effective and comprehensive services and activities that include a variety of options for improving educational and skill competencies and provide an effective connection to educational institutions and employers, including small employers in in-demand industry sectors and occupations in the local and regional markets.
2. Implement integrated strategies for career pathway approaches that support post-secondary education, training, and employment.
3. Implement work-based training strategies and employment approaches to help participants develop essential skills that are best learned on the job.
4. Implement progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials.
5. Provide continued support services to individuals who need them to participate and succeed in work investment and training activities.

¹ Please refer to Addendums on the procurement portal website that detail the role of the Youth Career Service Provider.

1.5 Eligible Applicants

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. The ETLWDB is seeking multiple youth providers to offer a robust comprehensive youth program. Proposers may seek to provide one or more elements in one or multiple counties. If a provider proposes to offer less than the 14 required elements, the provider must detail plans to refer youth to other community partners.

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: <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

The ETLWDB will award WIOA Title I Youth funding to multiple entities to provide Youth Services and arrange for and provide payment for Training and Support Services directly to and/or on behalf of participants, to a Title I Service Provider.

The anticipated funding amount for the twelve-month budget for each component is:

Component	Funding
Out-of-School Youth	\$1,202,500.00
Direct Participant Expenses for Out-of-School Youth*	\$601,250,000
In-School Youth	\$647,500.00
Direct Participant Expenses for In-School Youth*	\$323,750.00
Total Youth Funding	\$1,850,000.00
Total Direct Participant Expenses for Youth	\$925,000.00
<i>Of the Title I Youth funding, \$925,000.00 will be a pass-through line item awarded for Direct Participant Costs</i>	
<i>*Minimum of 25% for Work Experience or On-the-job Training</i>	

The Board will require some Youth enrollments to be made at no expense to heighten the return on investment, lower cost per participant, and increase the Minimum Participant Cost Rate (MPCR). The

ETLWDB will set a goal of a 50% MPCR to be achieved by career services providers across a combination of all three WIOA funding streams. The Board highly encourages referral and co-enrollment to other programs to leverage funding.

- The ETLWDB will negotiate with the successful respondent(s) regarding the effective date for onboarding and transition.
- Subject to performance and fund availability, the selected contractor(s) may be eligible for up to three 1-year extensions with budget subject to ETLWDB approval.
- A separate budget is required for each career services component (adult, dislocated worker, youth). Specific line items in each separate budget require detailed explanation.
- 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.
- For the awarded contract(s), the submitted proposal, with any negotiations, will become part of the official contract file. Any commitments made in the proposal will be part of the contract(s) and will be binding on the contractor(s).
- The contract will be awarded as a line item cost reimbursement. No expenses are reimbursable until a contract or letter of authorization has been issued to incur cost as of a specific date.
- Monthly invoices are due as soon as possible after month-end, but no later than the last business day before the 10th of the month, unless an earlier due date is needed to meet compressed state reporting deadlines such as the fiscal year end.
- Each invoice shall clearly and accurately detail all of the following required information (calculations must be extended and totaled correctly):
 - Invoice/Reference Number (unique for each invoice assigned by the Grantee)
 - Invoice Date
 - Invoice Period (to which the reimbursement request is applicable)
 - Grant Contract Number (assigned by ETLWDB)
 - Grantor: ETLWDB
 - Grantor Number (assigned by the Grantee to the above-referenced Grantor)
 - Grantee Name
 - Grantee Remittance Address
 - Itemization of Reimbursement Requested for the Invoice Period. It must detail, at minimum, all of the following:
 - The amount requested by the Grant Budget with accompanying line-item detail for each grant/fund stream and AJC location, as required for state grant reporting. For detail related to direct participant payments, documented reconciliations must be submitted with the invoice which aligns line items (participant expenses) invoice by AJC location to participants, AJC location and cost activities entered by program personnel in the state's participant tracking system.
 - The amount reimbursed by Grant Budget line-item to date
 - The total amount request (all line-items) for the Invoice Period. Grantee single Point of Contact for both Invoice and Fiscal/Program System Reconciliation Questions to facilitate timely invoice processing and to maintain alignment between invoice coding and direct participant file data (name, phone, or fax).

- Monthly and Grant Contract to-date totals for key state performance measures such as MPCR (by fund stream and in total), Work Experience, Out-of-School Youth, In-School Youth and other breakouts, as necessary. A self-analysis by the Grantee of grant performance will be due to ETLWDB staff by the 15th of the month with documented continuous improvement plans.
 - The Grantee understands and agrees to all of the following:
 - An invoice under this Grant Contract shall include only reimbursement requests for actual, reasonable, and necessary expenditures required in the delivery of service described by this Grant Contract and shall be subject to the Grant Budget and any other provision of this Grant Contract relating to allowable reimbursements.
 - An invoice under this Grant Contract shall not include any reimbursement request for future expenditures.
 - An invoice under this Grant Contract shall initiate the timeframe for reimbursement only when the ETLWDB is in receipt of the invoice, and the invoice meets the minimum requirements of this section.
- The issuance of this solicitation in no way commits the ETLWDB to pay any cost for the preparation and submission of a proposal. The Bidder assumes all costs of preparation of the proposal and any presentation necessary for the proposal process.
- The ETLWDB may elect to reject all proposals if scope of work is not adequately addressed, fund request is not appropriate for scope of services, or for other reasons deemed appropriate by the ETLWDB.
- Throughout the period of the contract, technical assistance with the actual program and financial staff of the providers and Board staff will be required beginning monthly upon the beginning few months and after start-up as determined by the Board, followed with quarterly technical assistance as deemed necessary by Board staff.

1.7 Facilities & Equipment

The eleven (11) American Job Centers in the ETLWDB include four (4) Comprehensive American Job Centers and seven (7) Affiliate American Job Centers.

There will be allocated space in the AJCs for contractor staff. Front-line staff will be assigned based on customer needs. Other staff will be provided space but are not guaranteed location. Additionally, the following space will be dedicated:

- Dedicated workspace is available at all centers for Service Provider staff.
- Business hours for all AJCs are Monday-Friday, 8:00 to 4:30. Additional hours outside of the normal workday may be required for special needs of customers.
- All AJCs, both Comprehensive and Affiliate, must follow State of TN holiday schedule.
- 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 ETLWDB and TDLWD procurement policies, including that all equipment is tagged and included on the ETLWDB inventory. The respondent of this RFP will not retain ownership of any equipment purchased through this contract.

- The Youth Service Provider will be responsible for purchasing all supplies related to their program and may include an appropriate amount in the budget request.

American Job Center Locations for the ETLWDA:

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 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
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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

The ETLWDB will monitor and review enrollment to exit ratios of which no Adult, Dislocated Worker, or Youth should be enrolled in WIOA exceeding three years. The chart below includes service levels from July 1, 2019 – June 30, 2020. Respondents should propose staffing levels based on historical service levels.

1.8 Historical Service Levels

TABLE 1:

TOTAL TITLE I CUSTOMERS SERVED BY PROGRAM YEAR

GROUP	PY 2018-2019	PY 2019-2020	PY 2020-2021	AVERAGE
YOUTH	887	863	747	832

TABLE 2:

NUMBER OF TITLE I CUSTOMERS EXITED BY PROGRAM YEAR

GROUP	PY 2018-2019	PY 2019-2020	PY 2020-2021	AVERAGE
YOUTH	496	471	270	412

TABLE 3:

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
YOUTH	566	700	451	572
TOTAL	1,999	2588	1719	2101

1.9 Federal and State Performance Measures

The Respondent to this RFP will be responsible to meet Performance as part of their contract goals based on negotiated rates with the State. PY 2021-2022 Q1 data are included below for your information. The Board 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 Board reserves the right to negotiate future performance levels, performance outcomes, as well as cost per participant based upon state guidance direction and availability of funding.

ETLWDA Federal Negotiated Performance Metrics for Youth PY 2022-2022 Quarter 1

Metric	Percentage Attainment	% to Goal
Employment Rate 2 nd Quarter After Exit	79.8%	104%
Employment Rate 4 th Quarter After Exit	81.8%	108%
Median Earnings 2 nd Quarter After Exit	\$4,812.00	142%
Credential Attainment Within 4 Quarters After Exit	71.3%	102%
Measurable Skills Gains	66%	140%

East TN LWDA Key Performance Indicators (KPIs) 2021

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> for an unabridged copy of Tennessee’s *Workforce Services Policy—Key Performance Indicators*.

Most Recent Quarterly Data for ETLWDA KPI Attainment

January 1, 2021-March 30, 2021				April 1, 2021-June 30, 2021			
Group	Goal	Attained	%	Group	Goal	Attained	%
Youth	75 enrollees	57 enrollees	76%	Youth	77 enrollees	117 enrollees	152%

Approaching Target	Best Practice—Significantly Above Target
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While KPIs 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 above. ETLWDA is typically among the top LWDA’s in the state in KPI target attainment.

Section 2: Scope of Work

Proposers should focus work-based learning and work experience for Youth to align with the ETLWDB's Local and East Tennessee Regional Plans. The Board's objective in these plans is to create a talent pipeline in the sector occupations of Hospitality, Office and Administrative Support, Transportation and Materials Handling, Business and Financial Operations, Production, Healthcare, Management and Sales. These are the growing in-demand industry sectors in the thirty-four county-East Grand Division.

2.1 Youth Career Service Provider²

The Board envisions Youth Career Service Provider(s) to focus youth recruitment and enrollment efforts in Title I Schools, the Economic Opportunity Zone located in Knox County; the distressed counties of Cocke and Scott; and the at-risk counties of Campbell, Claiborne, Grainger, Monroe, Morgan, and Union. However, the Board reserves the right to negotiate with bidders to ensure that all sixteen counties are covered equitably in the delivery of Youth WIOA Services.

The proposal for Youth Career Service Provider should provide a detailed explanation for how they will provide high-quality services for in-school and out-of-school youth, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, and concluding with employment along a career pathway or enrollment in postsecondary education.

Organizational Experience & Capacity (15 points)

1. Provide a brief description and history of your organization. Attach an organizational chart of your current structure.
2. Include an overview of your mission/vision and how it relates to this component/RFP.
3. 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.
4. Include a detailed staffing plan (number, qualifications, job descriptions, etc.) to provide services described in this component/RFP. Bidders must describe whether current or newly-hired staff will provide services. This must be accompanied with resumes of current staff or title and job descriptions of any new positions. Include an organizational chart, including the relationship to your current organizational structure.
5. ETLWDB is seeking providers with highly professional staff. Explain how staff will be trained and receive instruction on how to handle customers with mental health issues, as well as staff qualifications to include professional certifications such as providing Certified Workforce Development Professionals staff.

Performance & Accountability (15 points)

1. 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.

² Please refer to the Addendums in the procurement portal for the role of the Youth Career Service Provider.

Partnership & Community Engagement (15 points)

1. 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.
2. Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop estimates of the number of youth to be served in a fiscal year. Include new enrollment targets for each.
3. Describe how you will work with community organizations to provide wraparound services for youth in need.
4. Describe how you will build relationships with employers and employer organizations for job placement of youth, including referrals of candidates and appropriate post-placement follow-up.

Program Service Delivery Model (20 points)

WIOA requires that 14 program elements be made available to all youth who are served by the WIOA youth system. These program elements are designed to fill the gaps in the lives of youth who lack the family, educational, and social frameworks to meet their essential needs. In order to support the attainment of a secondary school diploma or its recognized equivalent, or entry into post-secondary education and career readiness for participants, all youth programs shall provide services consisting of the 14 Program Elements.

1. Describe your ability to make all 14 program elements available to each eligible youth participant while offering a wide range of activities and services to assist youth, especially at-risk youth, in making successful transition to employment or further education. The 14 Program Elements are as follows:
 - a. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential.
 - b. Alternative secondary school services, or dropout recovery services, as appropriate.
 - c. Paid and unpaid work experience (WEX) that have an academic and occupational education component. The ETLWDB will ensure that the academic and occupational components are being met with each work experience. WEX can include summer employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.
 - d. Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area.
 - e. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral as appropriate.
 - f. Leadership development opportunities which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
 - g. Supportive services

- h. Adult mentoring for the period of participation and subsequent period, for a minimum total of 12 months.
 - i. Follow-up services, for a minimum of 12 months, after the completion of participation
 - j. Financial Literacy Education
 - k. Entrepreneurial Skills Training
 - l. Services that provide labor market and employment information about in-demand industry sectors or occupations available, such as career awareness, career counseling, and career exploration services.
 - m. Activities that help youth prepare for and transition to postsecondary education and training.
 - n. Education offered concurrently with, and in the same context of, workforce preparation activities and training for a specific occupation or occupational cluster.
2. Describe how you will interact with youth with regard to the 14 required youth elements. Provide a description of elements your organization will provide and those that will be subcontracted out. Provide a description of elements that will be accessed via referral.
3. **Note:** Work experience activities are a priority for the ETLWDB for both in-school and Out-of-School Youth. 35% of funding must be spent on In-School Youth with an additional requirement that 25% be expended on work-based learning or OJTS for both In-School and Out-of-School Youth.
- i. Out-of-School Youth:
 - 1. Proposals must include planned services and activities designed to meet the needs of youth ages 16-24.
 - 2. Proposals should detail how all Out-of-School Youth who are basic skills deficient in reading and math must have a literacy/numeracy goal set and tutoring or other remedial services provided to achieve these goals in one year or less.
 - ii. In-School Youth:
 - 1. Proposals should demonstrate an ability to maximize linkages with regional secondary schools and business community partners to extend and enhance learning opportunities to improve academic achievement and build connections between work and learning.
 - 2. Proposals should detail how in-school youth who are basic skills deficient must have a WIOA service strategy plan that includes achievement of measurable basic-skills improvement.
 - 3. Proposals should outline how the successful contractor will help youth acquire critical workplace and educational competencies.

Explain how you will incorporate paid and/or unpaid 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. Plan must address components outlined in TEG 21-15.

- 4. Describe your organization's experience with case management and development of intensive service plans for targeted populations.
- 5. Describe how you will provide orientation to WIOA services, including any planned adaptations for targeted populations.
- 6. Describe how WIOA services will assist customers in locating and retaining employment.

Transition, Funding, and Eligibility (10 points)

1. Provide a plan of implementation, including potential subcontracting of services, onboarding of staff, coordination with current provider, adaption of local policies and relationship with the ETLWDB (administrative entity and fiscal agent).
2. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for youth utilizing the Eligible Training Providers List (ETPL).
3. Describe your experience and explain how you will train staff to determine WIOA eligibility and enter eligibility and other customer information into VOS/Jobs4TN. The ETLWDB will provide initial training.

Financial & Fiscal Capabilities & Budget (20 points)

1. Describe your fiscal/accounting systems and your experience with managing federal/state grant funds. Include an explanation of any audit findings in the past two years.
2. Describe your organization's process for tracking, invoicing and reporting expenditures by grant, AJC location, cost classification and line item to facilitate required reporting.
3. Describe any specific experience regarding systems reconciliation requirements for direct participant cost data. Describe how your organization can contribute to the LWDA's success in meeting these requirements.
4. Describe how your organization will manage cash flow with a reimbursement contract.

Note: See Attachment C. Total budget for all youth providers shall not exceed \$1,850,000.00 for the contract period July 1, 2022 through June 30, 2023

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 Youth Service Provide 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/> along with other relevant information, including the RFP, attachments, procurement timeline, contact information, etc.

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

3.2 Proposal Instructions

Each component's Scope of Work should be completed entirely, should not exceed 20 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 electronically to

procurement@tpma-inc.com. The email must have the subject line: *East Tennessee Title I Youth 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 C1: Youth Services Matrix (see Attachment C: Budget page)
- Attachment D: Reference Form and Letters
- Two (2) Years of Audited Financial History
- Organizational Chart
- Documentation of registration for private, for-profit, or non-profit organizations (if applicable)
- Proposal (scope of work)

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 the ETLWDB to evaluate each proposal. Each section of the scoring matrix is worth the following amount of points:

Section	Points
Organizational Experience & Capacity	15
Performance & Accountability	15
Partnerships & Community Engagement	15
Program Service Delivery Model	20
Transition, Funding, & Eligibility	10
Financial & Fiscal Capabilities & Budget	20
Attachments & Formatting	5
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 a written request to this effect to Nick Pappada at nickpappada@ethra.org. Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

3.5 Appeals Process

Any disagreements resulting from this procurement process must be addressed in the same manner outlined in the East Tennessee Human Resource Agency Grievance Policy. Interested parties may request a copy by emailing Nick Pappada, ETHRA Purchasing Director, at npappada@ethra.org.

3.6 Fiscal Review

TPMA, in coordination with the ETLWDB will also conduct a fiscal review of all qualified proposals. We will review proposal budgets, agency audits, and responses to questions related to fiscal operations. The 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). 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; 3) identify other documentation the entity must provide as a condition of funding; and 4) negotiate numbers of youth to be served.

3.8 Accessibility and Equal Opportunity

TPMA and the ETLWDB 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 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."

3.9 Contract Award

The contract will be awarded based on the most responsive bidder whose offer is most advantageous to the 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 on the basis of 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 the 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				

Please indicate which contract your organization is pursuing:

Youth Career Services Provider

_____ In-School Youth

_____ Out-of-School Youth

_____ Both In-School and Out-of-School

Proposed Budget Amount:

\$ _____ Total Youth Career Services Provider

\$ _____ In-School Youth

\$ _____ Out-of-School Youth

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

Signatory Authority Name and 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 **Youth Career Service Provider**.

Salaries	\$
Benefits	\$
Travel	\$
Operational (supplies, communication, etc.)	\$
Program Indirect	\$
Subtotal Budget Request	\$
Direct Participant: (pass-through award for payment to vendors, training providers, and participants) The amount required can be no less than 50% of the total budget request. (\$925,000.00 maximum)	
TOTAL BUDGET REQUEST This total budget must agree to the total in Attachment C.1 (Max \$1,850,000.00 maximum)	\$
*Reminder: Complete the Budget Spreadsheet.	

ETLWDB will extend separate one-month contracts to new Youth 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 in the event of contracting with new career services provider(s). The ETLWDB will negotiate funding levels for this one-month period with successful bidders.

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

Budget Spreadsheet: Please complete the Budget Spreadsheet, detailing your proposed cost per county and cost per participant. If you do not plan to offer Youth Services in a particular county, please leave those cells blank or filled in with "N/A".

Attachment C.1: THIS IS A MANDATORY DOCUMENT TO BE COMPLETED. CLICK ON LINK BELOW FOR SPREADSHEET

<https://jobs4tn.info/YouthMatrix>

Budget Narrative: Please provide a detailed explanation for each 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.

Direct Participant Budget: The ETLWDB will award all direct participant funds to the successful bidder for payment to vendors, training providers and participants effective July 1, 2022 through June 30, 2023 as a pass-through budget line item. A minimum of 50% of the total submitted must be budgeted on direct participant costs in order for the ETLWDB to meet the State required Minimum Participant Cost Rate (\$925,000.00 maximum). The Direct Participant line item will be increased/decreased via contract modification based on available funds. As pass-through funds, Direct Participant funds are not a required bid item.

Financial Reporting: Describe your organization's software applications, capabilities and approach in tracking, invoicing and reporting expenditures by grant, AJC location, cost classification and line item to facilitate required reporting and system reconciliations. Refer to Section 1.6 of this RFP for expectations.

ETLWDB prefers electronic access to fiscal accounting and programmatic data for the purpose of ongoing, efficient and effective sub-recipient monitoring, particularly for direct participant expenditures. Describe your organization's software applications, capabilities and approach in providing ongoing access and/or providing timely responses to requests for underlying source documentation, evidence of workflow and approvals, and other support to determine compliance with terms and conditions of the sub award.

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.

Note: *If an agency is requesting reimbursement for program indirect cost, an approved indirect rate proposal from the cognizant agency must be included with the proposal. Indirect cost will be a part of the competitive bid and subject to negotiation.*

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 Phone # or email: _____

Reference #2 Name: _____

Organization and Phone # or email: _____

Reference #3 Name: _____

Organization and Phone # or email: _____

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