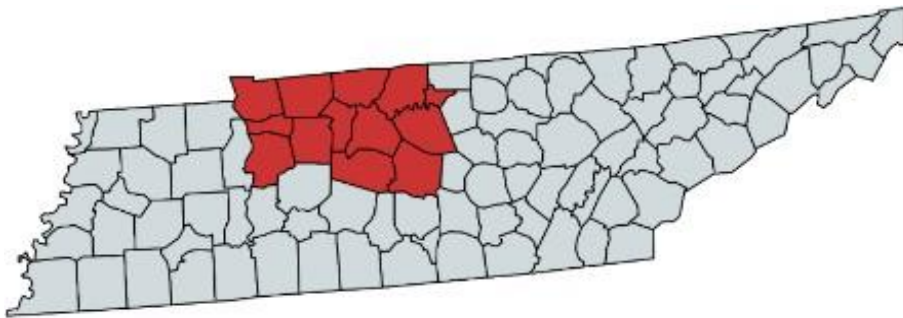


Request for Proposals

2024

REQUEST FOR PROPOSAL FOR
WORKFORCE INNOVATION & OPPORTUNITY ACT: AMERICAN JOB CENTER
TITLE I SERVICE PROVIDER

NORTHERN MIDDLE TENNESSEE LOCAL WORKFORCE DEVELOPMENT BOARD SERVING THE COUNTIES OF:
CHEATHAM, DAVIDSON, DICKSON, HOUSTON, HUMPHREYS, MONTGOMERY, ROBERTSON, RUTHERFORD,
STEWART, SUMNER, TROUSDALE, WILLIAMSON, AND WILSON



RELEASE DATE: APRIL 1, 2024

PROPOSALS DUE: 5:00 PM CST, MAY 3, 2024

CONTRACT PERIOD: JULY 1, 2024 – JUNE 30, 2025*

*With 3 one-year extensions based on performance This project is funded under an agreement with the State of Tennessee – TN Department of Labor and Workforce Development. EOE. Auxiliary aids & services are available upon request to individuals with disabilities. TDD# 731-286-8383

Managed by:



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Section I: Program Description & Background

The Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is a federally funded program through the U.S. Department of Labor and the Tennessee Department of Labor and Workforce Development (TDLWD). WIOA is a primary source of federal funds for workforce development activities nationwide; however, the legislation requires multiple partners to contribute to infrastructure operations and services through an Infrastructure Funding Agreement (IFA). 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 when 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; Job Corps, and Migrant & Seasonal Farmworker Program.

WIOA funds are awarded to the Chief Elected Officials (CEOs) of a Local Workforce Development Area (LWDA) to serve two primary customers—job seekers and businesses through a One-Stop system branded as the American Job Center (AJC) system. The intent of WIOA is to strengthen the workforce system through innovation and alignment of services to promote individual and economic growth, meeting the business and industry needs in the area. One of the primary 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.

Local Workforce Development Board

The Local Workforce Development Board (LWDB) comprises board members appointed by local county mayors and confirmed by the Governor. The local board plans and oversees the local workforce system in partnership with elected officials. Local plans are updated periodically and submitted for the Governor’s approval.

The LWDB is responsible for oversight, which is essential to be effective stewards of the system and the tax dollars it manages. Additionally, the LWDB:

- Regularly evaluates internal budgets, contractors’ expenditures, and progress toward meeting performance goals.
- Designates a “Title I Service Provider” who manages and coordinates service delivery at the

American Job Centers.

- Directs the One-Stop Operator via contract to develop procedures to meet performance goals
- Evaluates contractor performance.
- Identifies providers of training services.
- Monitors system performance against established performance measures.
- Negotiates local performance measures with the state board and the Governor.
- Helps develop the labor market information system.
- Leverages public and private resources to meet business needs and promote economic growth.

TPMA, LLC

TPMA has been contracted by Northern Middle Tennessee Workforce Board Inc. to lead the procurement process for selecting a Title I Service Provider. TPMA is a full-service consulting firm based in Indianapolis, Indiana, with over 30 years of experience in workforce development activities, including helping workforce boards in strategic planning exercises. 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 in every project assigned. For more information on 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 Title I Service Provider. TPMA will review and evaluate all submitted proposals on a scale coordinated and agreed upon by the Northern Middle Workforce Board with guidance from the Tennessee Department of Labor and Workforce Development. Based on its evaluation, TPMA will submit its selection, a description of the selection process, and scoring justification to the Boards for approval.

Section II: RFP Process

RFP Components

Title I Service Provider

The Title I Service Provider will hire and supervise staff to:

- Provide career services to AJC customers and arrange for the provision of training and necessary supportive services for eligible WIOA Adults, Dislocated Workers, and Youth (including providing and/or arranging for the 14 youth elements) and other programs identified by the NMTLWDB, such as Re-Employment Services and Eligibility Assessments (RESEA) and the State's Youth Employment program; and
- Deliver business services through a proven, demand-driven, and highly collaborative WIOA model to facilitate better connections between job seekers and sustainable career opportunities. This will be achieved through close collaboration with the Northern Middle TN Workforce Board Inc. and other workforce system partners.
- Provide training/support services payment directly and/or on behalf of participants, including, but not limited to, Youth Work Experience, Transitional Work Experience, Individual Training Accounts, Supportive Services, transportation assistance, and other direct participant costs identified by the NMTLWDB.

Eligible Applicants

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

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

Additional Requirements: The State and local boards shall ensure that in carrying out activities under this title, Career Service Providers:

- Disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers;
- 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
- Comply with Federal regulation and procurement policies relating to the calculation and use of profits.

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

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

RFP Timeline

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

Activity	Date
RFP Release	April 1, 2024
Deadline for Bidder Questions	April 10, 2024
Response to Bidder Questions Posted	April 17, 2024
Intent to Apply	April 22, 2024
Proposal Deadline (email only)	May 3, 2024
Interviews (if necessary)	May 20-24, 2024
Selection of Winning Bids	May 31, 2024
Negotiations with Winning Bids	Beginning June 3, 2024
Acceptance of Contract Terms	June 30, 2024
Contract Transition Period	July 1- September 30, 2024
Northern Middle TN LWDB Approval	TBD
Notification to All Bidders	July 1, 2024
Full Implementation Date	October 1, 2024

Section III: Scope of Work

Role of Adult & Dislocated Worker Service Provider

Provide Services for eligible WIOA Adults and Dislocated Workers, and others identified by the NMTWB

–The Title I Service Provider component is to hire and supervise staff to provide or arrange for the provision of various career, training and necessary supportive services as outlined below for eligible WIOA Adults and Dislocated Workers and other partner programs identified by the NMTLWDB, such as Re-Employment Services and Eligibility Assessments (RESEA) program and the Tennessee Youth Employment Program. This component includes, but is not limited to, recruitment and eligibility determination of customers, developing a service plan, enrollment, referral to appropriate services, authorizing and/or arranging for funding of direct training and/or support services and maintaining follow-up with the customer to track and assure performance.

Career Services – Basic career services must be made available and, at a minimum, must include the following services, as consistent with allowable program activities and Federal cost principles (as cited in TEGL 16-16):

- Determinations of whether the individual is eligible to receive assistance from the adult or dislocated worker programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs;
- Labor exchange services, including— (i) Job search and placement assistance, and, when needed by an individual, career counseling, including— (A) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and (B) Provision of information on nontraditional employment; and (ii) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including— (i) Job vacancy listings in labor market areas; (ii) Information on job skills necessary to obtain the vacant jobs listed; and (iii) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- Provision of performance information and program cost information on approved eligible training providers list of services by program and type of providers;

- Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s one stop delivery system;
- Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State’s Medicaid program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. (i) “Meaningful assistance” means: (A) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or (B) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time. (ii) The costs associated in providing this assistance may be paid for by the State’s unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include— (i) Diagnostic testing and use of other assessment tools; and (ii) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter);
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities (see 34 CFR 463.34);
- Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and 20 CFR part 681;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

- a. Follow-up services must be provided, as appropriate, including: counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.
- b. Training Services – in compliance with WIOA, training services may include:
 - occupational skills training, including training for nontraditional employment;
 - on-the-job training;
 - incumbent worker training;
 - programs that combine workplace training with related instruction, which may include cooperative education programs;
 - training programs operated by the private sector;
 - skill upgrading and retraining
 - entrepreneurial training
 - transitional jobs
 - job readiness training provided in combination with other services;
 - adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services; and
 - customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Payment of Training and Support Services

In addition to arranging for training and support services, the Service Provider will be responsible for payments made directly to the participant or on behalf of the participant to vendors and training providers for the provision of training and support services. Examples include, but are not limited to:

- Transitional Work Experience wages and applicable taxes/workman’s compensation;
- Individual Training Accounts to Eligible Training Providers;
- Supportive Services such as uniforms, tools, etc.;
- Transportation assistance; and
- Other payments on behalf of participants as deemed appropriate and funded by the NMTLWDB.

The NMTLWDB will award direct participant funds to the successful bidder for payment to vendors, training providers and participants as provided in this RFP. The Direct Participant line item will be increased/decreased via contract modification based on available funds and training needs as determined by the NMTLWDB. As pass-through funds, Direct Participant funds are not a required bid item.

NOTE: The NMTLWDB will pass-through direct participant funds to be paid to employers for on-the-job training, incumbent worker training, apprenticeships, customized training, etc. as part of its Business Service function.

- a. The Provider must utilize the Virtual One-Stop (VOS) State participant management system to record participant eligibility, enrollment, service strategy and related case management services prior to authorizing funding in VOS. State and NMTLWDB deadlines for data entry must be met. Additional

systems may be utilized in addition to VOS; however, VOS is the official record of activity and direct participant payment.

- b. The Provider must pay all vendors, training providers and participants in a timely manner. Timing of payments to and on behalf of participants should take into consideration they are generally low income and need funds to participate in the program.

Title I Business Services

Services to businesses are a critical component of the solicited integrated delivery system, providing direct value to businesses and enhancing the ability of the workforce system to achieve optimal levels of job placement. Exceptional business services are key to economic prosperity and growth and a vibrant community. Selected respondents shall perform the following services to business at a minimum but are not limited to:

- a) Specialized Recruitment and Screening Services
 - i. Advertise Job Openings
 - ii. Conduct Specialized Company Information Fairs
 - iii. Customize Screening of Applicants
 - iv. Conduct customized recruitment and job fairs
 - v. Conduct online and targeted campus recruitment
 - vi. Maintain pre-screened applicant pool
 - vii. Provide customized orientation to targeted employers
- b) Information and Technical Assistance
 - i. Advise on workforce related tax incentives for special populations and wage and data statistics for employers and demographics on the workforce
 - ii. Downsizing Services and Outplacement for businesses that are conducting major layoffs or closures by employing rapid response activities
 - iii. Work closely with economic and community development to maintain competitiveness of existing business in the global marketplace
 - iv. Coordinate activities with Economic and Community Development when recruiting new business and industry
 - v. Provide labor market information relating to local, regional and statewide trends
- c) Employment Development Services
 - i. Assist businesses with on-the-job training contracts and incumbent worker training grants and consolidated business grants
 - ii. Broker work-based learning and work experience projects with business and industry
 - iii. Conduct follow-up services with placements from the JAC along with retention services
 - iv. Deliver customized assessments for job applicants for specific employers
 - v. Develop industry strategies for targeted industry sectors locally and regionally
 - vi. Coordinate and leverage educational institution capacity to meet industry skillset demands and changes
 - vii. coordinate educational career pathways with stackable industry recognized credentials

- viii. Deliver fee-for-service activities that are authorized under Section 134 of WIOA and approved by NMTLWDB. Successful respondent will coordinate staff training and delivery with NMTLWDB
- ix. Assist in employer and rapid response activities

Performance Requirements

A. Performance Measures:

In accordance with State Workforce Development Board (SWDB) guidance, and the Workforce Innovation and Opportunity Act (WIOA), Title I local area formula funds of the Northern Middle Tennessee Local Workforce Development Board (NMTLWDB) must meet a minimum participant cost rate for allowable WIOA funded services. The minimum participant cost rate (MPCR) is a State identified performance accountability measure pursuant to WIOA, Section 116(b)(2)(B). The MPCR serves as a benchmark for participant expenditures to focus Federal resources more effectively on serving individuals, ultimately impacting performance and outcomes while emphasizing financial integrity of taxpayer dollars in partnership with our workforce system stakeholders. The NMTLWDB shall ensure that the state minimum of their WIOA Title I formula allocations are allowable participant costs under WIOA funded services per WIOA Section 129(c)(2), WIOA Sec3on 134, TEGL 19-16 and TEGL 21-16, and may set their local MPCR requirement above the state minimum. NMTLWDB is responsible for meeting State negotiated MPCR and performance goals and will hold the entity awarded the contract for this RFP responsible as well.

B. Primary Indicators of Performance:

Section 116(b)(2)(A) of the Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by each of the six core WIOA programs as follows:

- Employment Rate – Second Quarter After Exit
- Employment Rate – Fourth Quarter After Exit
- Median Earnings – Second Quarter After Exit
- Credential Attainment
- Measurable Skills Gains
- Effectiveness in Serving Employers

The local board, the chief elected official, and the Governor shall negotiate and reach agreement on local levels of performance based on the State adjusted levels of performance established under WIOA subsection (b)(3)(A). The contract that results from this RFP will require the contractor to follow and remain in good standing with the NMTLWDB and Tennessee Department of Labor and Workforce Development's Remedies and Sanctions policies. Failure to remain in good standing may result in termination of the contract. All renewal(s) or extension(s) of the resulting contract will be subject to this standing as well as overall performance measures.

C. Key Indicators of Performance:

Key Performance Indicators (KPIs) provide a way of measuring the effectiveness of an organization in achieving its goals. KPIs are set by the State and may address, Federal, State or Local priorities. KPIs were developed in order to increase the impact of the public workforce system, primarily through increased enrollment. In pursuit of continuous improvement, the Tennessee Department of Labor and Workforce Development has developed annualized regional and state KPIs. From the guidelines, each Local Workforce Development Board (LWDB) will be tasked with collaborating within their grand planning region in order to develop quarterly targets specific to the goals and need of the local area. The evaluation of locally developed KPIs will reveal strengths and areas of improvement. The NMTLWDB's most recent KPIs are listed in Section 1.9 Federal and State Performance Measures, in the RFP.

The NMTLWDB reserves the right to negotiate 2024 and beyond performance levels, performance outcomes, as well as cost per participant based upon State guidance and direction and availability of funding.

Role of Youth Service Provider

The Youth Program and service provision under Title I of the Workforce Innovation and Opportunity Act (WIOA) is designed to:

- 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.
- Implement integrated strategies for career pathway approaches that support post-secondary education, training, and employment.
- Implement work-based training strategies and employment approaches to help participants develop essential skills that are best learned on the job.
- Implement progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials.
- Provide continued support services to individuals who need them to participate and succeed in work investment and training activities.
 - Youth Services - The NMTLWDB has determined at the issuance of this RFP that all current youth funds will be utilized for WIOA eligible Out-of-School Youth (age 16-24). The contractor will be notified and provided guidance to implement in-school youth programming, if applicable. The percentage of in-school and out-of-school youth will be determined based upon approval of state youth waiver. At this time, In-school Youth will be limited to 25% unless a waiver is approved.

Youth Service Elements:

A. Local programs must make each of the following 14 services available to youth participants (WIOA sec. 129(c)(2)):

1. 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;
2. Alternative secondary school services, or dropout recovery services, as appropriate;
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - Summer employment opportunities and other employment opportunities available throughout the school year;
 - Pre-apprenticeship programs;
 - Internships and job shadowing; and
 - On-the-job training opportunities;
4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local Board determines that the programs meet the quality criteria described in WIOA sec. 123;
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
6. Leadership development opportunities, including community service and peer centered activities encouraging responsibility and other positive social and civic behaviors;
7. Supportive services, including the services listed in § 681.570;
8. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation;
9. Follow-up services for not less than 12 months after the completion of participation, as provided in § 681.580;
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;
11. Financial literacy education;
12. Entrepreneurial skills training;
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
14. Activities that help youth prepare for and transition to post-secondary education and training.

In addition to the 14 Program Elements, the successful contractor's role will be to provide the following youth program framework.

- A. Intake:** An Orientation process must be provided to each potential eligible youth participant. Orientation must include information on the services that are available within the WIOA Title I youth program and the One-Stop Service Delivery system within Northern Middle Tennessee. These services may include, but are not limited to:

- a. Orientation/Introduction of the program purpose
- b. All program services and resources available
- c. Responsibilities of other service providers
- d. Program participant's responsibility
- e. Information on follow-up services
- f. Information on support services
- g. Referral to other appropriate services

The Intake involves registration, eligibility determination, and collection of documentation to support verification of eligibility for services. Other services also include referral for basic skills development and referral to other services as appropriate.

- B. Assessments:** Assessment is a process that identifies service needs. An objective assessment must be administered to all eligible youth. The WIOA youth program design requires an objective assessment of academic levels, goals, interests, skills levels, abilities, aptitudes, and supportive service needs; it also measures barriers and strengths. Assessment results are used to develop the Individual Service Strategy (ISS). The results from the objective assessment must be entered into Jobs4TN.C.
- C. Individual Service Strategy (ISS):** The Individual Service Strategy is the plan that identifies the employment goals, educational objectives, and appropriate services for the participants. Development and update as necessary of an ISS is required for each participant. An ISS must be directly linked to one or more of the indicators of performance and identifies a career pathway that includes education and employment goals. Goals and objectives must be specific, measurable, achievable, relevant, and timely and align to the interest and career pathway identified in the objective assessment.
- D. Career Coaching:** Case management should be a process that typically includes non-instructional activities such as navigation to and arrangements for academic, career or personal counseling, financial aid, childcare, housing, and other financial assistance that can be critical to the success and continued engagement of the individual in pursuing their career pathway component. Youth programs must provide case management services to assist a youth participant in making informed choices and completing the program. Support may be provided on an individual or group basis. Career Coaching principles and methods must be incorporated throughout the program design. A case manager must be assigned to follow the process of each youth participant from enrollment to program exit, including follow-up services.
- E. Supportive Services:** Youth programs must provide supportive services to eligible youth participants that are necessary to enable an individual to participate in youth activities authorized under Title I of WIOA.
- F. Follow-Up Services:** Follow-up services are critical services provided, for no less than 12 months, following a youth participant's exit from the program. Those services help ensure the youth is successful in employment and/or post-secondary education and training beyond their program

completion. The youth service provider must establish and implement procedures to ensure that follow-up services are conducted and documented in Jobs4TN. Follow-up services include regular meaningful contact and may include allowable follow-up activities:

- a. Supportive Services
- b. Adult Mentoring
- c. Financial Literacy Education
- d. Services that provide Labor Market Information
- e. Activities that help youth prepare for and transition to postsecondary education and training.

Performance Requirements

A. Performance Measures:

In accordance with State Workforce Development Board (SWDB) guidance, and the Workforce Innovation and Opportunity Act (WIOA), Title I local area formula funds of the Northern Middle Tennessee Local Workforce Development Board (NMTLWDB) must meet a minimum participant cost rate for allowable WIOA funded services. The minimum participant cost rate (MPCR) is a State identified performance accountability measure pursuant to WIOA, Section 116(b)(2)(B). The MPCR serves as a benchmark for participant expenditures to focus Federal resources more effectively on serving individuals, ultimately impacting performance and outcomes while emphasizing financial integrity of taxpayer dollars in partnership with our workforce system stakeholders. The NMTLWDB shall ensure that the state minimum of their WIOA Title I formula allocations are allowable participant costs under WIOA funded services per WIOA Section 129(c)(2), WIOA Section 134, TEGL 19-16 and TEGL 21-16, and may set their local MPCR requirement above the state minimum. NMTLWDB is responsible for meeting State negotiated MPCR and performance goals and will hold the entity awarded the contract for this RFP responsible as well. A negotiated percent of the youth funding will be determined to spend on In-School Youth. Work Experience must account for at least 25% of the total youth funding, including in-school and out-of-school.

B. Primary Indicators of Performance:

Section 116(b)(2)(A) of the Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by each of the six core WIOA programs as follows:

- Employment Rate – Second Quarter After Exit
- Employment Rate – Fourth Quarter After Exit
- Median Earnings – Second Quarter After Exit
- Credential Attainment
- Measurable Skills Gains
- Effectiveness in Serving Employers

The local board, the chief elected official, and the Governor shall negotiate and reach agreement on local levels of performance based on the State adjusted levels of performance established under WIOA

subsection (b)(3)(A). The contract that results from this RFP will require the contractor to follow and remain in good standing with the NMTLWDB and Tennessee Department of Labor and Workforce Development’s Remedies and Sanctions policies. Failure to remain in good standing may result in termination of the contract. All renewal(s) or extension(s) of the resulting contract will be subject to this standing as well as overall performance measures.

C. Key Indicators of Performance:

Key Performance Indicators (KPIs) provide a way of measuring the effectiveness of an organization in achieving its goals. KPIs are set by the State and may address, Federal, State or Local priorities. KPIs were developed in order to increase the impact of the public workforce system, primarily through increased enrollment. In pursuit of continuous improvement, the Tennessee Department of Labor and Workforce Development has developed annualized regional and state KPIs. From the guidelines, each Local Workforce Development Board (LWDB) will be tasked with collaborating within their grand planning region in order to develop quarterly targets specific to the goals and need of the local area. The evaluation of locally developed KPIs will reveal strengths and areas of improvement. The NMTLWDB’s most recent KPIs are listed in Section 1.9 Federal and State Performance Measures, in the RFP.

The NMTLWDB reserves the right to negotiate 2024 and beyond performance levels, performance outcomes, as well as cost per participant based upon State guidance and direction and availability of funding.

Section IV: Funding, Equipment, & Performance Measures

Funding

The LWDB will award WIOA Title I Adult, Dislocated, and Youth funding to selected entity(ies) to provide Career Services, Youth Services, Business Services, and other identified workforce opportunities, and arrange for and provide payment for Training and Support Services directly to and/or on behalf of participants, to a Title I Service Provider as identified in this RFP. This funding will be in two parts: Adult and Dislocated Workers Services; and Youth Services.

The anticipated funding amount for the twelve (12)-month period budget for each component is:

Title I Service Provider:

Title I Adult/Dislocated Workers Service Provider: \$4,000,000 total

Of the Title I Adult/DW funding, \$2,000,000 will be a pass-through line item awarded for Adult/Dislocated Direct Participant Costs.

Title I Youth Service Provider: \$2,000,000 total

Of the Title I Youth funding, \$1,000,000 will be a pass through line item awarded for Youth Direct Participant Costs.

- All of this funding of this RFP is contingent upon the NMTLWDB and the Tennessee Department of Labor and Workforce Development having fund availability and may change based on increase/decrease allocations, de-obligation of funds, new initiatives, and decisions of the NMTLWDB and State.
- Ratio of ISY/OSY will be negotiated based upon State guidelines and waiver authority.
- Funding for other workforce initiatives such as RESEA and the Tennessee Youth Employment Program will be negotiated and awarded to the selected provider. These funds will be in addition to the Title I funding.
- The NMTLWDB 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 (3) 1-year extensions with budget subject to NMTLWDB approval.
- A separate budget is required for each component. Specific line items require a detailed explanation.
- All funding of this RFP is contingent upon the NMTLWDB 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 NMTLWDB.
- 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 costs as of a specific date.

- Monthly invoices are due by the 8th of the month for the previous month, unless the 8th falls on a weekend or holiday, at which times the invoice is due the Friday before. Invoices must include accompanying support schedules of expenditures by grant, AJC Location, cost classification, and line item to facilitate NMTLWDB reporting and reconciliation requirements by the State of Tennessee. Invoices will be paid within 45 days of receipt of a properly documented invoice.
- The issuance of this solicitation in no way commits the NMTLWDB 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 NMTLWDB 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 NMTLWDB.

Facilities & Equipment

The thirteen (13) American Job Centers in Northern Middle TN, include four (4) comprehensive (Davidson, Montgomery, Rutherford, & Sumner, Counties) and nine (9) affiliate offices.

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 Contractors, AJCs, both Comprehensive and Affiliate, must follow State of TN holiday schedule. Centers will be closed on all state holidays.
- All signage utilized in/on the AJC must be approved in advance by the NMTLWDB and meet the TDLWD branding requirements.

This RFP does not include the provision for the purchase of equipment, but equipment may be added later if appropriate. If funds are awarded for equipment, the contractor must follow NMTLWDB and TDLWD procurement policies, including that all equipment is tagged and included on the NMTLWDB inventory. The respondent of this RFP will not retain ownership of any equipment purchased through this contract.

AMERICAN JOB CENTER LOCATIONS FOR NORTHERN MIDDLE TN LOCAL WORKFORCE DEVELOPMENT AREA

	Ashland City (Cheatham County)	Clarksville (Montgomery County)
Address	384 S. Main St. Ashland City, TN 37015	523 Madison St., Ste. B Clarksville, TN 37040
Center Type	Affiliate	Comprehensive

	Dickson (Dickson County)	Dover (Stewart County)
Address	250 Beasley Dr. Dickson, TN 37055	1356 Donelson Pkwy. Dover, TN 37058
Center Type	Affiliate	Affiliate

	Erin (Houston County)	Franklin (Williamson County)
Address	155 Front St. Erin, TN 37061	118 Seaboard Ln. Franklin, TN 37067
Center Type	Affiliate	Affiliate

	Gallatin (Sumner County)	Lebanon (Wilson County)
Address	1598 Greenlea Blvd. Gallatin, TN 37066	415 Tennessee Blvd. Lebanon, TN 37087
Center Type	Comprehensive	Affiliate

	Murfreesboro (Rutherford County)	Nashville (Davidson County)
Address	1313 Old Fort Pkwy. Murfreesboro, TN 37129	665 Mainstream Dr. Nashville, TN 37243
Center Type	Comprehensive	Comprehensive

	Springfield (Robertson County)	Waverly (Humphreys County)
Address	299 10 th Ave. East Springfield, TN 37172	711 Holly Ln. Waverly, TN 37185
Center Type	Affiliate	Affiliate

	Hartsville (Trousdale County)	Fort Campbell
Address	204 McMurry Blvd Hartsville, TN 37074	5663 Screaming Eagle Blvd. Fort Campbell, KY 42223
Center Type	Affiliate	Affiliate

Average Service Levels:

PY 22-23	Adult		DW		Youth		Total PY 23
	PY 22	PY 23	PY 22	PY 23	PY 22	PY 23	
Ashland City	15	21	5	6	15	14	41
Nashville	597	556	142	110	385	358	1024
Erin	17	17	8	9	49	42	68
Dover	16	12	8	3	30	29	44
Clarksville	335	337	103	100	229	201	638
Waverly	20	15	6	4	47	57	76
Dickson	118	77	22	12	87	79	168
Springfield	51	46	23	19	27	24	89
Gallatin	104	94	45	37	58	56	187
Lebanon	105	78	40	28	73	53	159
Franklin	84	66	35	37	37	24	127
Murfreesboro	341	333	113	111	111	105	549
Hartsville	41	39	8	8	12	12	59
Total	1844	1691	558	484	1160	1054	3229

Participant Data & Performance

AJC Traffic Count: 2022-2023

The charts below include Traffic Counts for the past **eighteen (18) months**. Data is for illustration purposes only.

Affiliate Centers

2022-2023	Ashland City	Dickson	Houston	Humphreys	Robertson	Stewart	Trousdale	Williamson	Wilson	Affiliate Subtotal
Jul-22	172	583	134	179	659	113	107	297	169	2413
Aug-22	223	743	180	245	682	158	95	634	194	3154
Sep-2022	220	738	108	145	351	92	77	643	277	2651
Oct-2022	141	575	111	161	396	133	68	691	136	2412
Nov-2022	161	481	153	111	299	147	83	560	185	2180
Dec-2022	145	438	143	157	267	92	67	546	154	2009
Jan-2023	158	740	145	198	426	143	106	629	245	2790
Feb-2023	146	743	124	181	292	128	56	547	217	2434
Mar-2023	241	741	124	201	330	201	45	687	157	2727
Apr-2023	131	731	142	171	293	111	63	647	206	2495
May-2023	112	777	191	160	294	161	92	427	28	2242
Jun-2023	57	530	233	136	225	205	119	531	104	2140
Jul-2023	255	538	205	228	341	124	105	113	205	2114
Aug-2023	176	729	263	173	313	143	119	238	264	2418
Sep-2023	170	583	195	142	228	203	94	244	165	2024
Oct-2023	159	526	220	160	237	128	92	273	186	1981
Nov-2023	53	628	200	152	269	127	153	338	135	2055
Dec-2023	30	479	162	118	156	188	64	218	125	1540
18 Month Total	2750	11303	3033	3018	6058	2597	1605	8263	3152	41779
Mo. Avg	153	628	169	168	337	144	89	459	175	
% Avg										

Comprehensive Centers

2022-2023	Nashville	Clarksville	Murfreesboro	Gallatin	Comp. Subtotal
Jul-22	1458	1642	902	429	4431
Aug-22	1631	1703	919	512	4765
Sep-2022	1192	1655	793	470	4110
Oct-2022	1255	843	766	392	3256
Nov-2022	1077	1042	688	388	3195
Dec-2022	864	689	808	468	2829
Jan-2023	1201	1160	1137	696	4194
Feb-2023	1226	984	990	698	3898
Mar-2023	1307	1222	1529	570	4628
Apr-2023	1290	1289	1348	668	4595
May-2023	1369	961	1788	555	4673
Jun-2023	1361	1579	1771	515	5226
Jul-2023	1252	1488	1887	706	5333
Aug-2023	1653	1727	1984	532	5896
Sep-2023	1195	1320	1629	454	4598
Oct-2023	1358	1382	1766	519	5025
Nov-2023	1051	1062	1416	377	3906
Dec-2023	838	812	1349	358	3357
18 Month Total	22578	22560	23470	9307	77915
Mo. Avg	1254	1253	1304	517	
% Avg					

Key Performance Indicators for PY23-24

Northern Middle's Key Performance Indicator Targets: July, 2023 through June, 2024		
Program	Performance Measure	PY23
Justice-Involved Individuals	New Enrollment	1,069
Wagner-Peyser	New Enrollment	5,702
Reemployment Services	Co-enrollment	49
Senior Employment	New Enrollment	56
Jobs for Veterans	New Enrollment	147
Youth	New Enrollment	460
Youth- In-School Youth	New Enrollment	138
Trade Adjustment Assistance	Co-enrollment with Dislocated Worker	90%
Apprenticeship	Peak Enrollment (Tennessee)	6,774
Adult and Dislocated Worker	New Enrollment	1,000
SNAP Employment & Training	New Enrollment	1,178
Youth- Work Experience	New Enrollment	500
Apprenticeship	State certified Pre-Apprenticeship Programs	55
Program	Performance Measure	
Living Wages (Pilot)	WIOA participants that earn a MIT living wage w/in 12	190
Program	Performance Measure	Target
Incumbent Worker and On-the-Job Training	New Enrollment	150
National Dislocated Worker	New Enrollment	Conditional

Federal & 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. The numbers in the chart are for PY 22 and PY 23. PY 24 has not been negotiated yet.

Adult Measures:

Federal Performance Indicator	Agreed Upon Outcome PY 22	Agreed Upon Outcome PY23
Employment Rate 2 nd Quarter after exit	81.5%	81.5%
Employment Rate 4th Quarter after exit	80.2%	81.0%
Median Earnings 2 nd Quarter after exit	\$ 6,900.00	\$ 7,025.00
Credential Attainment within 4 Quarters after exit	69.0%	69.5%
MSG	62.0%	63.5%

Dislocated Worker Measures:

Federal Performance Indicator	Agreed Upon Outcome PY 22	Agreed Upon Outcome PY23
Employment Rate 2 nd Quarter after exit	83.0%	83.5%
Employment Rate 4th Quarter after exit	81.0%	81.0%
Median Earnings 2 nd Quarter after exit	\$ 7,900.00	\$ 7,944.00
Credential Attainment within 4 Quarters after exit	65.0%	65.5%
MSG	61.2%	61.2%

Federal & State Performance Measures

Youth Measures:

Federal Performance Indicator	Agreed Upon Outcome PY 22	Agreed Upon Outcome PY23
Employment Rate 2 nd Quarter after exit	77.5%	78.0%
Employment Rate 4th Quarter after exit	76.5%	77.0%
Median Earnings 2 nd Quarter after exit	\$ 3,720.00	\$ 3,800.00
Credential Attainment within 4 Quarters after exit	65.0%	65.5%
MSG	54.2%	55.0%

Section V: Proposal Submission & Evaluation

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

1. General:

- a. Provide a brief description and history of your organization. Attach an organizational chart of your current structure.
- b. Include an overview of your mission/vision and how it relates to this component/RFP.
- c. Provide a summary of your past experience, or similar services, related to this component of the RFP, including any unique expertise that distinguishes your organization to provide this service.
- d. Include a detailed staffing plan (number, qualifications, job descriptions, etc.) to provide services described in this component/RFP. Include an organizational chart, including the relationship to your current organizational structure. Note: All staff will transition with the current provider until October 1, 2024, giving proposer time to make hiring decisions.
- e. 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 NMTLWDB (administrative entity and fiscal agent).
- f. Include an explanation of how the management structure will work, how you plan to provide oversight of and management of staff, and your plan for training.
- g. 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.
- h. Describe your organizations process for tracking, invoicing and reporting expenditures by grant, AJC location, cost classification and line item to facilitate required reporting.
- i. 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.
- j. Describe how your organization will manage cash flow with a reimbursement contract.

2. Accessibility:

- a. Describe how you will ensure that services are accessible to all job seekers and employers, including areas with high poverty, transportation barriers, individuals with disabilities, justice-involved, and homeless.
- b. Include location and scope of any proposed affiliates, access locations and/or other venues to provide services, other than those provided by the NMTLWDB.
- c. Describe your organization's outreach and service methodology to meet customers where they are at to promote AJC Services. Be specific as to the actual outcomes.
- d. Explain and justify the service models that will be used to serve traditionally underserved participants and employers to assure access to the AJC.
- e. Include a description for meaningful access and adaptation for customers with disabilities.
- f. What are your planned hours of operation for each AJC? If less than full-time, explain how customers and stakeholders will be made aware of the schedule and how services will continue at the current or higher level with reduced hours. Note: Fulltime Title I presence is required in Comprehensive and Affiliate AJC. If Title I will be less than full-time, provide justification for a Specialized AJC. Confirm that your agency will comply with the State of TN holiday schedule.
- g. What is your agency's approach to managing information systems, connectivity, and confidentiality? Attach or include a privacy policy. If you are subcontracting with agencies to deliver services, who are they? What does each agency propose to do? How will you ensure they comply with these?
 - i. **Note: The State of Tennessee and its LWDAs all use the Virtual One-Stop (VOS) system.**
- h. Describe how your agency will work with the NMTLWDB to identify technology and occupancy needs to assure customers have a professional, efficient and effective environment.

3. Services for Job Seekers:

- a. Describe your organization's experience in outreach methods to reach target populations. Be specific as to the actual outcomes. Include any specialized marketing to utilize in rural areas.
- b. Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop estimates of the number of adults, dislocated workers and youth to be served in a fiscal year. Include new enrollment targets for each.
- c. Describe your experience and explain how you will train staff to determine WIOA eligibility and enter eligibility and other customer information into VOS/Jobs4TN.
- d. Describe how you will provide orientation to WIOA services, including any planned adaptations for targeted populations.
- e. Describe your organization's experience in providing WIOA and the menu of job seeker services including, but not limited to assessment, training, determination of supportive service needs, assistance with employment, and follow-up. Include detail of customer flow.
- f. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for adults, dislocated workers, and youth utilizing the Eligible Training Providers List (ETPL).
- g. Describe how you will work with required partners, and others co-located at the American Job Center, including leveraging funds for the system by co-enrolling appropriate customers.
- h. Describe how WIOA services will assist customers in locating and retaining employment.
- i. Describe how you will interact with youth with regard to the 14 required youth elements. Provide a description of elements your organization will provide and those that will be subcontracted out. Provide a description of elements that will be accessed via referral.
- j. Explain how you will incorporate paid and/or unpaid work-based learning for youth. Include the target number and estimated duration for those participating in work experience. Plan must address components outlined in TEG 21-15.
- k. Describe your strategy to meet or exceed the LWDA's performance goals for this RFP. How will your organization manage measurement, achievement, and documentation of performance standards? Include specific performance targets related to State and Federal Performance Measures.

4. Delivery of Business Services:

The sub-recipient is committed to delivering business services through a proven, demand-driven, and highly collaborative WIOA model to facilitate better connections between job seekers and sustainable career opportunities. This will be achieved through close collaboration with the Northern Middle TN Workforce Board Inc. and other workforce system partners.

Key components of the approach include:

- a. **Collaborative Partnership:** The sub-recipient will collaborate closely with the Northern Middle TN Workforce Board Inc. and other stakeholders to develop, deliver, and coordinate high-quality business services that address the challenges of recruiting, retaining, and developing talent within the regional economy.
- b. **Alignment with Employer Engagement:** The sub-recipient will actively inform, participate in, and align all business service activities with the Northern Middle TN Workforce Board Inc.'s employer engagement and industry partnership efforts. This will ensure that business services are responsive to employers' and industry sectors' evolving needs.
- c. **Sector-Based Service Delivery:** In addition to general business services, the sub-recipient will focus on sector-based service delivery. This entails tailoring services to specific industry sectors based on their unique needs, challenges, and opportunities. By understanding industry skill needs and identifying appropriate approaches for assisting employers, the sub-recipient will enhance its ability to connect job seekers with employment opportunities in high-demand sectors.
- d. **Data-Driven Approach:** Utilizing labor market data and industry intelligence, the sub-recipient will continuously monitor workforce trends and sector-specific demands. This data-driven approach will enable the sub-recipient to adapt and refine business services to better meet the evolving needs of each industry sector.

TN Department of Labor and Workforce Development developed [a business engagement plan](#) that outlines the key components above. To further understand the strategies and goals of the business service model across the state and local area, please reference the plan when responding to the RFP.

Employer Engagement

Describe your organization's experience with operating a programmatically integrated services delivery model that has the needs of business and industry at the core of your operations.

Please outline your organization's approach to the following business standards and detail the strategies you will employ to achieve and uphold each:

a. Please outline your proposed strategy for efficiently delivering business services, as outlined in the Statement of Work for this RFP. The objective is to aid employers and industry sectors in addressing the challenges related to recruiting, retaining, and developing talent for the regional economy. Effective responses will demonstrate how your approach aligns with the broader services and activities specified in this RFP and your proposal, ensuring value for businesses engaged with or seeking to engage with Northern Middle TN Workforce Board Inc.

b. Please address how you intend to coordinate your efforts with the business engagement activities of Northern Middle TN Workforce Board Inc. partners and other stakeholders within the workforce development system. Be sure to incorporate how you would:

i. Act as intermediaries connecting businesses with local educational institutions, training providers, and other stakeholders.

ii. Organize events like job fairs, industry-specific workshops, and networking sessions.

iii. Facilitate communication between industry representatives and training providers through discussions, forums, and collaborative events.

A. How will you establish a feedback loop with partners and customers? How do you intend to regularly gather feedback from partners about the effectiveness of business customers' responses? How will you use this feedback to improve the communication strategy?

c. What approach will you take to create training sessions for partners and provide them with training focused on various aspects of their respective sectors/industries, including pain points and trends? How will this training enable partners to make informed recommendations regarding business needs in the communities they serve?

d. What strategies would you employ to support a business facing high demand for emerging occupations or other quality opportunities, particularly when there's a limited pool of naturally interested candidates? Additionally, how would you identify and attract job seekers who could be suitable candidates for these positions but aren't actively involved in the traditional workforce system?

i. What is your strategy for segmenting business customers based on their specific needs and characteristics? How do you intend to customize the value proposition for each segment, highlighting how your services address the distinct requirements of individual businesses?

5. Pass-through Payment of Direct Costs:

NOTE: The NMTLWDB will pass-through direct participant funds to be paid to

employers for on-the-job training, incumbent worker training, apprenticeships, customized training, etc. as part of its Business Service function.

- a. Describe how your organization will manage pass-through payments to vendors, training providers, and participants to assure that needs are met timely. Payments will include training/support service payments made directly and/or on behalf of participants, including, but not limited to, Youth Work Experience, Transitional Work Experience, Individual Training Accounts, Supportive Services, transportation assistance and other direct participant costs identified by the NMTLWDB.
- b. Include how often payments will be made (weekly, monthly, etc.) and methods of payments (check, direct deposit, gas card, etc.)
- c. Describe how your organization will track Direct Costs.
- d. Describe any experience regarding systems reconciliation for direct participant cost data. Describe how your organization can contribute to the LWDA's success in meeting these requirements.
- e. Provide a suggested implementation plan to transfer all current Direct Cost obligations of the NMTLWDB to the provider.
- f. Please indicate how indirect costs are charged. If for-profit, what is profit percentage? What is the combined percentage for profit and indirect?

Budget

- a. See Attachment C. Budget should not exceed **\$6,000,000** for the contract period (12 months plus three-month transition).

Bidders Questions

All questions that interested parties may have can be directed to the third-party procurement agent, TPMA, at: procurement@tpma-inc.com. Questions must be submitted via email between April 1, 2024 and April 10, 2024. Responses to questions will be posted by April 17, 2024 on the TPMA procurement portal website, www.tpma-inc.com/nwtwnb 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. NMTLWDB reserves the right to cancel this procurement at any time, for any reason.

Proposal Instructions

Intent to Apply

All bidders must submit an Intent to Apply to procurement@tpma-inc.com by April 22, 2024 in order for their proposals to be considered. The Intent to Apply should include:

- The name of your company
- Name of the proposal contact
- A clear statement of your intention to submit a proposal
- What CSP (Youth or Adult/Dislocated Worker or Both) and what counties you plan to serve
- Your signature

Proposal

Scope of Work should be completed entirely, should not exceed **15 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 TPMA at procurement@tpma-inc.com. 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: 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.

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

Section	Points
Organization Background	15
Capacity	15
Partnerships & Community	15
Program/Program Outcome(s)	20
Technology, Data, & Reporting	10
Financial/Fiscal Accountability	20
Attachments & Formatting	5
TOTAL	100

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.

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 Marla Rye, Executive Director at mrve@workforceessentials.com. Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

Appeals Process

Any disagreements resulting from this procurement process must be addressed in the same manner outlined in the appeals policy for monitoring disagreements, located at the following link: www.tpma-inc.com/nwtwdb.

Fiscal Review

TPMA, in coordination with the NMTLWDB, 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 NMTLWDB 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 NMTLWDB reserves the right to assess the risk posed by any recent, current, or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event that might affect an organization's ability to operate the requested program.

Past Program Performance

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 NMTLWDB 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, dislocated worker, and youth to be served.

Accessibility and Equal Opportunity

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

Contract Award

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

Attachment A: Cover Sheet

Organization Name				
Address				
Phone Number				
Number of years in business				
FEIN #				
Unique Entity Identifier (UEI) #				
Acknowledgement that Proposing Entity is up-to-date on taxes and not currently debarred or suspended.	YES	NO		
Acknowledgment that the NMTLWDB 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"/> The One-Stop Operator*	<input type="checkbox"/> Institution of Higher Education	<input type="checkbox"/> Community-based Organization or Non-profit organization	<input type="checkbox"/> Workforce intermediary
	<input type="checkbox"/> Private for profit	<input type="checkbox"/> Other (Explain):		
Contact Person				
Contact Person's Email Address				
Signatory Authority Signature	DATE:			

Proposed Budget Amount: _____

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

Attachment B: Conflict of Interest

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 NMTLWDB 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 NMTLWDB 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 Title I 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)	\$
Profit	\$
TOTAL BUDGET REQUEST (\$6,000,000 MAX)	\$
What counties are you proposing to serve?	

This is a 12-month budget ending June 30, 2025. Subsequent funding, if applicable, will be awarded on an annual basis, July 1 – June 30.

Attachment C: Budget Cont.

Please complete the mandatory budget form and narrative explanation below for Title I Service Provider.

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 commuting to/from “official station.” Travel expenses may be claimed from the official station. Tennessee State Mileage Rate is **\$.67**.

Direct Participant Budget: The NMTLWDB will award all direct participant funds to the successful bidder for payment to vendors, training providers, and participants effective July 1, 2024 through June 30, 2025, as a pass-through budget line item. An estimated **\$3,000,000** must be budgeted on direct participant costs in order to meet the State required Minimum Participant Cost Rate. 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.

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

Indirect Cost: 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 _____

PHONE # OR EMAIL: _____

REFERENCE #2 _____

PHONE # OR EMAIL: _____

REFERENCE #3 _____

PHONE # OR EMAIL: _____

LIST AGENCY CONTACT INFORMATION FOR ALL CURRENT CONTRACTS OR CONTRACTS FOR THE PAST 3 YEARS. DO NOT DUPLICATE THOSE LISTED AS REFERENCES.

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