

## Request for Proposals

Workforce Innovation and Opportunity Act (WIOA)  
Adult, Dislocated Worker and Youth Programs

Release Date: January 30, 2017

Due Date: March 10, 2017

Contract Period: July 1, 2017 through June 30, 2019

Funded by:  
The Workforce Innovation and Opportunity Act (WIOA)  
Through the State of Indiana

Issued by:  
Grow Southwest Indiana Workforce Board Inc. for Region 11

Serving Dubois, Gibson, Knox, Perry, Pike, Posey, Spencer, Vanderburgh and Warrick Counties

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Memorandum

TO: Prospective Bidder

FROM: Grow Southwest Indiana  
Workforce Board for Region 11

SUBJECT: Request for Proposal (RFP) for Program Years 2017 and 2018  
Workforce Innovation and Opportunity Act (WIOA),  
Adult, Dislocated Worker and Youth Programs

DATE: January 30, 2017

**Request for Proposal**

Grow Southwest Indiana Workforce Board, Inc. (BOARD) for Region 11 is requesting proposals to provide employment and training services for Adults, Dislocated Workers and Youth activities under the Workforce Innovation and Opportunity Act (WIOA) of 2014. The award will be made for a two-year contract beginning July 1, 2017 and ending June 30, 2019 with an option at the Board’s discretion to extend an additional year to end June 30, 2020.

The Board strongly encourages bidders to create innovative programs specifically designed to meet the current and emerging workforce demands of the region’s businesses.

**Due Date**

Proposals are due no later than 4:00PM Central Time on March 10, 2017. Bidders should submit one (1) original and (3) three copies and one (1) electronic copy of the proposal to the address below:

Angie Sheppard  
Grow Southwest Indiana Workforce Board, Inc.  
318 Main Street, Suite 504  
Evansville, IN 47708

Proposals received after the specified due date and time will not be accepted.

The following chart is presented to advise all prospective WIOA (Adult, Dislocated Worker and Youth Program) bidders of the timelines for the bid, review and selection processes.

Timeline for Request for Proposals (RFP)

Bidders Conference*	February 6, 2017	10:00am Central Time
Proposal Due Date	March 10, 2017	4:00pm Central Time
Proposals Opened	March 13, 2017	8:00am Central Time
Planned Decision Date of Contract Award	April 28, 2017	8:30am Central Time
Planned Contract Start Date	July 1, 2017	8:00am Central Time

\*Attendance is recommended, but a telephone conference service will be available if needed. Please call 888-909-7654, passcode 833928 to connect to the conference.

Lobbying is strictly prohibited. No bidder (including Board Members, employees, or other agents) shall contact the Board members or staff after the release of the RFP to secure favorable treatment with regard to the awarding of a contract. Should such contact occur, the Board reserves the right to reject the offending bidder.

The Board reserves the right to reject any and all bids. Receipt of a bid does not constitute a binding contract.

## Section I

### **Background**

Grow Southwest Indiana Workforce Board, Inc. hereinafter “the Board”, is a volunteer body certified by the Governor of Indiana in accordance with WIOA. The Staff to the WDB serves as the Administrative Entity and staff for the funds received by the Board under WIOA from the Governor of the State of Indiana and the U.S. Department of Labor for the Board. The functional responsibility of the Board is to provide policy guidance and exercise oversight with respect to Workforce Development activities. Grant funds for this RFP are allocated under WIOA and distributed to the Board from the State of Indiana (Department of Workforce Development) by formula allocation. Contractor responsibilities are subject to change pursuant to direction from the Governor, the State Workforce Investment Council and Indiana Department of Workforce Development (DWD) or other oversight agencies.

The Board is composed of representatives of business and industry, organized labor, community-based organizations, economic development agencies, and educational agencies. Representatives of the private sector constitute a majority of the Board membership. Board meetings are open to the public and all are welcome to attend.

On behalf of the Board, issuance of the Request for Proposal is coordinated by, Jim Heck, Executive Director.

### **A. Purpose of Request for Proposal**

The purpose of this Request for Proposal (RFP) is to solicit competitive proposals for the delivery of services under WIOA for Adult, Dislocated Worker and Youth Activity programs, in the nine county Region 11 service area. Bidders may propose to deliver Adult and Dislocated Worker Services only, Youth services only or Adult, Dislocated Worker and Youth services jointly.

The Board anticipates awarding one or more WIOA Adult and Dislocated Worker, One-Stop Operator, and/or Youth contract/s.

The Board reserves the right to award contracts that best serve the needs of the customers in our workforce area and that achieve other strategic objectives for economic and workforce development in the region. The Board reserves the right to award either performance based contracts or cost reimbursement contracts to any or all of the winning bidders.

Contracts resulting from this RFP are anticipated to commence on July 1, 2017 and end June 30, 2019. The Board reserves the right to re-negotiate the terms and conditions of a contract for bona fide reasons including, but not limited to, changes in funding levels, economic conditions or workforce characteristics and adjustment in program designs dictated by program evaluations and state and/or federal regulatory requirements. The Board at its discretion may extend the contract for an additional year.

The Request for Proposal (RFP) is to ensure the following:

The needs of businesses and its employees in the Region 11 Area are met by the workforce system; and

WIOA Adults and Dislocated Workers are provided the appropriate employment and training activities and services as described in the WIOA Law and the WIOA Regulations to assist in meeting their employment goals and attaining self-sufficiency through the One-Stop delivery system; and

A consortium of organizations responsible for implementing and maintaining a comprehensive and integrated workforce development system within a workforce area through collaborative activities and community partners; providing support to the Board; and

Coordination of the needs of both customer groups (jobseeker and business) to ensure the economic wellbeing of the Region 11 Area; and

Assistance for economically disadvantaged youth, aged 14 – 24, with education, training, and work experience, to create life-long learners who can obtain successful and satisfying careers. Create partnerships that demonstrate measurable, positive impacts on youth.

Successful contractors must be willing to enter into contracts with the understanding that funding for contracts may be adjusted up or down based upon the final allocation and the Board's discretion. It is planned that approximately \$2,000,000.00 of WIOA funds will be available for July 1, 2017 – June 30, 2018.

**NOTE:** The Staff to the WDB is responsible for planning and providing programmatic oversight for all Board acquired grants. The Board appointed Fiscal Agent will maintain and manage these funds and make these payments.

## **B. Workforce System**

The cornerstone of WIOA is one-stop service delivery that unifies numerous training, education, and employment programs into a single, customer-friendly system in each community. In the State of Indiana, this one-stop initiative is called WorkOne. WorkOne exists to serve two customers: job seekers/workers and the business community. WIOA was enacted to deliver services to adults, youth and dislocated workers.

The Board designates and sets the performance standards for implementing and administering the WorkOne system.

The Board ensures compliance with federal, state, and local regulations and policies. Per WIOA requirements, a ONE STOP OPERATOR is responsible for implementing and managing the workforce system under guidelines and rules established by the Board. Duties include, but are not limited to:

- Ensuring the WorkOne facility is open during normal business hours
- Managing daily operations in coordination with the Local Workforce Development Board
- Managing partner responsibilities defined in the Memorandum of Understanding (MOU) among partners
- Managing services for individuals and business within the WorkOne office
- Ensure that basic services such as orientations, labor market information and resource room are available
- Implementation of Local Workforce Development Board Policies
- Adhering to all federal and state regulations and policies

- Reporting to Local Workforce Development Board on operations, performance and continuous improvement recommendations
- Serve as a functional leader and may have the authority to organize and supervise staff, without regard to the program that funds an individual staff member and will focus on day-to-day supervision of service delivery efforts (the formal leader has responsibilities as the employer of record):
  1. Creating daily work schedules, assignments and work flow based upon operational needs.
  2. Coordinating staff vacations/unscheduled absences with the formal leader to ensure service coverage by WorkOne staff.
  3. Ensuring staff are properly trained and provided technical assistance as needed.
  4. Providing constructive feedback to staff regarding their duties.
  5. Facilitating communication among the other functional leaders and staff in the WorkOne.
  6. Providing input to the formal leader on the work performance of staff under their purview.
  7. Notifying the formal leader immediately of any staff leave requests or unexcused absences, disciplinary needs, or changes in employee status.
  8. Identifying and facilitating the timely resolution of problems and other issues.
  9. Providing and/or contributing to reports of WorkOne activities as requested by the WDB.
  10. Willingness to ensure open communication with the formal leaders in order to facilitate efficient and effective WorkOne operations.

The responsibilities of the One Stop Operators must be flexible to meet updated WIOA requirements.

Who can be the One-Stop Operator?

- A public, private, or non-profit organization
- A consortium, which must include at least three required WIOA partners
- An institution of high education
- A State Wagner-Peyser Employment Agency
- A community based, non-profit organization
- Interested Organizations such as local Chamber of Commerce, business or labor organization

Note:

The One-Stop Operator cannot assist in the development, preparation and submission of local plans. They cannot manage or assist in the competitive process for selecting operators or select or terminate One-Stop Operator, Service Providers and Youth Providers. Local Workforce Development Boards are responsible for the negotiated performance measures and budgets.

The Board is committed to ensuring that the one-stop system operates at a high level of quality and meets the expectations of our customers. Both federal and state performance measures include customer satisfaction standards that are collected through independent surveys of job seekers, workers, and employers.

### **C. WIOA Services**

WIOA is the nation's principle workforce development legislation. Key components include: streamlining services through a WorkOne service delivery system; empowering individuals through information and access to training resources; providing universal access to Career Services; increasing accountability results; ensuring a strong role for local Workforce Board and the private sector in the workforce investment system; and facilitating state and local flexibility.

WIOA formula funds allocated to local Workforce Boards for Adult, Dislocated Worker and Youth programs must be used to provide services through the Workforce delivery system. Local agencies may use grant funds to provide services to individuals who are 14 years of age or older and meet the local, state, and federal WIOA eligibility definitions. The goal is to provide WIOA activities that increase the employment, retention, earning, and occupational skill attainment of job seeking customers and also provide business services as defined by the Board. The needs of the current and future workforce have created challenges for the education, training and employment community.

### **Adult**

To prepare adults for the transition to successful participation in the workforce, policy and guidelines are described in DWD policies at [www.dwd.in.gov](http://www.dwd.in.gov) and WDB policies are provided on the [www.workonesouthwest.com](http://www.workonesouthwest.com) website.

WIOA Adult Priorities of Service:

The successful contractor of Adult Services will be required to demonstrate an understanding and implementation of WIOA Adult Priorities of Service in the proposal.

### **Dislocated Worker (DW)**

Dislocated workers must compete in an already challenged labor market. Any service that provides these workers with job seeking skills, placement assistance or occupation skills will be of clear benefit to the worker as well as the community workforce. The Rapid Response service to community businesses and workers affected by business closures, downsizing or other forms of displacement that lead to permanent job loss, will emphasize early intervention to accelerate the employment of all those affected. The provider of DW services is required to itemize strategies for Dislocated Worker services.

#### **Rapid Response Services (DW ONLY)**

Rapid Response activities are provided to enable DW to transition to new employment as quickly as possible, following either a permanent closure or mass layoff. These services are coordinated and led by the Staff to the WDB and are provided by the WorkOne staff representing the center partners. The successful contractors of Adult and Dislocated Worker Services will be required to have staff on the local rapid response team.

### **Business Services**

It is essential that a delivery system be established that facilitates the connection between local businesses and their prospective employees. Non-Duplication of the Workforce System Partners current services is critical to the success of Business Services. To maintain seamless delivery of services to businesses, WDB Business Services staff serve as the lead on outreach to businesses in the Region for all WorkOne Southwest programs. Appropriate Service Provider staff will be a key part of the Business Services team and coordinate all outreach to businesses with team members before scheduling visits.

Business visit outcomes must be recorded in the appropriate contact management system; staff must also be prepared to share visit outcomes with team to ensure business needs are met in a seamless and complete manner.

## Youth

A cornerstone of the Board's mission includes a strong focus on youth. The priorities of the mission serve as important guidance to help youth succeed in school, at work, and as members and leaders of their communities.

The Board's mission is to:

1. Build strong partnerships with education (K-12, post-secondary, technical colleges) and with other workforce organizations;
2. Continue and strengthen local connections with agencies such as YouthBuild and Junior Achievement;
3. Strengthen worker readiness through education and attainment of work maturity and job skills .

Twenty percent of the WIOA youth funds must be expended on work based learning activities. The Youth Services provider is required to plan for and demonstrate the ability to meet this level of expenditure in the proposal.

Not less than 95% of all enrollees must be economically disadvantaged. For those non-economically disadvantaged enrollees, the successful contractor will be required to explain the plan to provide priority to the following:

- Dropouts
- Those who are basic skills deficient
- Those who are below grade level
- Pregnant or parenting youth
- Individuals with disabilities
- Homeless or runaway youth
- Offenders
- Those with other barriers defined by the Board.

According to WIOA, there are fourteen (14) Elements of Service for youth. The successful Youth Services provider is expected to describe the proposed delivery of the 14 elements.

Bidders will provide strategies for delivery of in-school and out-of-school youth services including:

- Orientation
- Eligibility
- Assessment
- Individual Service Strategy
- Case Management
- Referral Services
- Supportive Services
- Retention Services

For in-school youth, the WDB maintains Memoranda of Understandings with six school corporations covering eight schools to provide the Jobs for America's Graduates (JAG) dropout prevention program in each of the eight schools. These programs will be maintained and increased as funds are available. Bidders are expected to demonstrate a plan to provide and maintain the JAG program.

For out-of-school youth, the JAG curriculum model may be used, where appropriate, to meet the criteria for out-of-school youth services. Bidders are expected to demonstrate a plan to appropriately utilize the JAG model for out-of-school youth.

## **D. Scope of Services**

**A. Career Services** are available to eligible Adults and Dislocated Workers who are:

- (1) Unemployed and are unable to obtain employment have been determined to be in need of career services in order to obtain employment; or
- (2) Employed but who are determined to be in need of such career services in order to obtain or retain employment that allows for self-sufficiency.

### **Initial Intake**

DWD anticipates that the customer and/or WorkOne staff will perform the initial intake and verification of demographic information as well as provide other Career Services. Staffing requirement may necessitate adjustments, including members of other Work One teams providing Career Services, particularly workshops. Consequently, Workforce Development Boards have the discretion to make adjustments to their staffing levels and teams as they deem necessary and appropriate.

Successful bidders should describe strategies to:

- Encourage customers to enter their own information into the case management system.
- Verify customer information in the case management database.
- Upsell Work One services as appropriate to customer educational and employment needs as indicated by demographic information.
- To determine what level of services a customer might need.
- Offer an orientation workshop that includes information on all services available to customers. This should occur a minimum of once a week in full service offices.
- To provide an informational packet about Work One services that includes information on workshops, services, and other programs at Work One offices.
- To offer workshops on a number of topics that include resume writing, interview skills, discovering career interests, job search, unemployment insurance, digital literacy, healthy lifestyles, financial literacy, and work readiness.
- Encourage customers who indicate that they would like to explore their career interests to utilize Indiana Career Explorer (ICE).
- Engage customers who are applying to a Work Keys employer and need to take an assessment for job matching purposes. Work Keys can be considered a basic career service.

### **Assessments**

TABE -The Department of Workforce Development has procured the Tests of Adult Basic Education as the assessment for education attainment. In most cases, a customer's score should be 11-2.9 before such a referral. Customers who do not score high enough to enter credit bearing courses should be referred to an Adult Education provider for remediation. Proposals are required to provide strategies for:

- Referrals to Adult Education
- Referrals from Adult Education
- Ability to benefit documentation
- Administration of TABE testing
- Services for customers who score at a level less than 8.0

ICE - Indiana Career Explorer provides three assessments on career interests, skills, and values. The successful bidder will define the appropriate utilization of ICE for occupational skills training and job placement purposes in addition to the appropriate documentation of ICE results.

WorkKeys - WorkKeys assessments requiring interpretation should only be administered at the Career level for the purpose of identifying current foundational workplace skills. Bidders should communicate how staff will be trained on the administration, interpretation, and utilization of WorkKeys to benefit the customer.

**B. Training services** for eligible individuals are provided through Individual Training Accounts (ITA) that can be used at any eligible INTraining provider. The successful service contractor will illustrate a high level of knowledge of the region’s training policies and provide a plan for Training services.

*While the above defines current Career and Training services, the service provider would be required to follow any changes made in the future.*

**E. WIOA Performance Measures and Targeted Outcomes**

WIOA measures the success of services based on a comprehensive performance accountability system in order to optimize the return on investment of federal funds and to assess the effectiveness of local areas in achieving continuous improvement.

The common measures are an integral part of ETA’s performance accountability system. Six common measures apply to programs serving adults and six common measures apply to youth programs. Below are the Program Year 16-17 performance measures. These performance measures fluctuate from program year to year and are negotiated on a yearly basis.

PROGRAM	EMPLOYMENT (2 <sup>nd</sup> Qtr)	EMPLOYMENT (4 <sup>th</sup> Qtr)	MEDIAN EARNINGS	CREDENTIAL ATTAINMENT RATE	MEASURABLE SKILLS GAINS	EFFECTIVENESS SERVING EMPLOYERS
Adult	72%	72%	\$5250.00	48%	Baseline	Baseline
DW	73%	72%	\$5800.00	46%	Baseline	Baseline
Youth	62%	69%	Baseline	48%	Baseline	Baseline

It is expected that, at a minimum, the successful bidder(s) will agree to meet and/or exceed the region’s negotiated performance levels for each of the standards required by the State of Indiana and the US Department of Labor. Bidders should describe strategies to meet and/or exceed the region’s negotiated performance levels.

**F. Individual Training Account (ITA) and Supportive Service Expenditures**

The successful bidder will be allocated an amount for ITA and supportive service expenditures. It will be the responsibility of the successful bidder to utilize the State’s Case Management System. Bidders are expected to define the strategies for training staff in the areas of case management and case management documentation.

**G. Integration**

The Board expects a service delivery model that will provide quality services and products to each customer who uses the system. Service Provider staff may be the functional supervisor of other departments’ staff while another department may be the functional supervisor of Service Provider staff. The bidder should explain their

knowledge of this system, their experience in operating in this environment and the strengths they have in this area.

#### **H. Hours of Operation**

Normal office hours for all WorkOne Express offices will be 8 a.m. – 4:30 p.m. Normal office hours for WorkOne full service offices will be 8:00 a.m. – 4:30 p.m. except full service offices will not be open to customers on Wednesdays until 10:00 a.m. to allow time for staff training. Bidders should explain how all staff will receive training information provided in this training time.

State holidays will be observed.

Office locations will be determined in consultation with IDWD, local elected officials (LEOs), and the Board.

## **Section II – Proposal Format**

**A. Instructions:** This section is to be completed by the lead applicant organization.

One original of the proposal in a sealed envelope marked by identifying what program(s) and Labor Market Area(s) this Proposal covers, for example “Proposal – Adult and Dislocated Worker Program” or “Proposal – Youth Services Program”, or “Proposal - Adult, Dislocated Worker and Youth Program” and three (3) single-sided copies of the proposal, marked “COPY” are to be submitted in accordance with the terms, conditions, and procedures stated in this RFP and must be received no later than 4:00PM Central Time on March 10, 2017. All proposals must be submitted to:

Angie Sheppard  
Grow Southwest Indiana Workforce Board, Inc.  
318 Main Street, Suite 504  
Evansville, IN 47708

Any proposal received that is not received by the due date and time, is not clearly marked on the sealed envelope as indicated above, and/or lacks one (1) original, and three (3) copies will be rejected without consideration.

#### **B. Requirements:**

Proposals must be received at the above address by 4:00 PM Central Time on March 10, 2017. **An electronic copy must be included in the mailed proposal.** Proposals not received by this time will be automatically disqualified from competition – no exceptions. Faxed or emailed proposals will not be accepted. A postmark of March 10, 2017 will not be accepted if the proposal does not arrive by 4:00PM Central Time.

Bidders are urged to submit their proposals before the last day. No deviation from announced deadlines, regardless of circumstances, is possible.

All proposals must be submitted as described in Index of Instructions.

The information should be supplied in the order specified. Start a new page for each of the elements listed in the Index of Instructions. Bidders are required to use the attached forms.

All proposals must be complete with page numbers. Narrative sections must be double spaced on 8 ½ x 11 inch paper, using 12 point type or larger.

Bidders must supply all requested information and must not exceed page limitations. Failure to do so may disqualify your proposal from competition.

Do not use hard covers or binders. Removable clips are accepted. Do not include extraneous materials such as agency promotion brochures, slides, film clips, CDs, tapes, etc.

If your proposal has been prepared by a non-permanent employee or outside consultant or firm, indicate this on the cover sheet of the proposal.

### **C. Index of Instructions:**

**Proposal Cover Sheet** – (1 page maximum) Include the name of your agency, contact person, title of project, area served, amount proposed, and author of proposal if other than permanent employee.

**Table of Contents** – Index proposal contents and number all pages consecutively (page 1 of 45, page 2 of 45, etc).

**Purpose** - (1 page maximum) Summarize your proposal. Provide a short overview of your project, and clearly identify the counties you are proposing to serve.

**Business / Organization Description and System Experience**- (3 page maximum) Include the following elements:

- Provide information about your business/organization including vision, mission, current customer base, staffing and service expertise.
- Highlight your organization’s longevity and how this proposal will connect to your mission and organizational goals.
- Explain your organization’s administration and contract management background.
- Detail your organization’s stability for the last two years at a minimum.
- Detail the sources and usage of other funding your agency accesses.
- Include a list of board members, if applicable, and describe their participation and length of service.
- Describe key staff members’ length of service, education and relevant work experience. Describe staff qualifications to deliver your proposed design and your understanding of the State’s staff integration initiative.
- Describe your business/organization’s experience in working as a partner within a system (does not necessarily mean WorkOne, but rather any system).
- Indicate how your prior or current record of performance relates to performance within your current design.

**Program Information Summary** – (30 pages maximum) Describe the proposed Project, Goals, Service Levels, Target Groups, and Planned Outcomes.

**Budget** – Complete a detailed budget using the forms provided. The budget must include a summary, staffing costs, budget details, and other resources. Prior to any award, the Board may schedule an onsite fiscal review.

**Disclosures and Assurances** - Attach the following disclosures and assurances: Lobbying, Drug Free Workplace, Conflict of Interest, Debarment and Suspension, and Certification of Bidder.

Enclose one (1) copy each of the **current financial statement** and the last two years' fiscal year-end **Audit and Management Letters** received before proposal deadlines.

Enclose one (1) copy of the last two years' **performance reports and monitoring reports** from your primary and most relevant funding sources for work performed in the previous year.

Enclose company's **Accounting Procedures and Cash Management Procedures**.

Enclose company's **Procurement Policy**.

Enclose company's **Cost Allocation Plan**.

Enclose company's **Employee Handbook**.

Enclose company's **Organizational chart and Memorandum of Understandings, as applicable**.

**Optional exhibits**

#### **D. Programmatic Information**

##### ***Adult and/or Dislocated Workers Business Plan (Program Design)***

Please include the following elements using this outline to summarize your program in narrative format:

- Goal(s)
- Program Design
- Creativity and innovation in the delivery of services

##### ***Dislocated Worker Coordination.***

Describe how your program will integrate with Rapid Response services and transition Rapid Response customers to Workforce services.

##### ***Workforce Linkages and Benefits***

Describe your proposed role as a WorkOne partner including the proposed staffing at each WorkOne location your proposal covers:

- Include titles of staff you are proposing;
- Describe how your plan adds value and benefits the WorkOne system and its customers.
- Detail how you will meet the system's expectations of partnership.
- Describe your plan for linking and referring customers, including older youth (18 to 24).
- Describe how your proposed staff will be integrated into the region's Business Services Team.
- Describe how your staff and organization will add value to the region's business community.

## ***Financial***

Describe the source/usage of non-WIOA leveraged funding in your proposal. Should costs be determined not WIOA allowable, explain how those costs will be paid.

Justify your cost per client and explain your methodology.

## ***Youth Activities Services Business Plan (Program Design)***

Using the following outline to summarize your program in narrative format, please incorporate these elements:

- In-School
- Out-of-School
- Younger Youth
- Older Youth
- Goal(s)
- Outcome, including
- WIOA performance measures, including common measures;
- Customer Satisfaction; and
- Follow-Up

Provide a business plan that describes your strategy to provide youth services through case-management, beginning with outreach, assessment and registration:

- Describe specific information regarding outreach and services to the rural areas of Region 11.
- Identify the location of your facilities, the characteristics, the need for service and your experience in working with youth.
- Articulate the methodology in using the Individual Service Strategy or its equivalent and leading to successful education, job placement and retention.
- Include, where appropriate, any services leveraged or provided by partners.
- Describe how you will become part of the WorkOne partnership implementing and maintaining a comprehensive and integrated workforce development system.
- If you are applying as a partnership or subcontracting any part of the proposal, clarify the customer service roles and responsibilities of the partners and/or those roles and responsibilities of the subcontractor.
- Describe your plans to coordinate with other federal, state and local organizations, public and private, to avoid duplication and enhance the delivery of services.

Include a Service Matrix indicating all available services/resources that includes specific information of the agencies (name, address, contact name, etc.)

## ***Planned Youth Service Strategies***

Describe how you plan to:

- Develop and maintain the Objective Assessment and Individual Service Strategy or its equivalent;
- Provide WIOA Youth services, including the basic service requirements, ten elements, supportive service and follow-up;
- Facilitate youth referrals to needed non-WIOA services;
- Assess youth skills and needs throughout the process;
- Facilitate youth transitions between various WIOA services; and
- Collaborate with WIOA Adult service providers to provide transition services to 18 – 24 year olds.

### ***Planned Outcome Strategies***

Describe how you plan to:

- Ensure successful graduation for in-school youth;
- Attain basic, work readiness and occupational skill achievements for younger youth;
- Facilitate younger youth connections with post-secondary or advanced training;
- Support credential achievement through labor market connected training, when applicable;
- Support Youth-focused job search activities;
- Facilitate employer connections – reaching and working with employers to match job openings with job seekers;
- Offer occupational training that moves youth from job seeker to employee;
- Provide follow-up services that ensure longevity on the job;
- Assist employed Youth in achieving wage gain;

### ***WorkOne Linkages and Benefits***

- Describe your proposed role as a WorkOne partner including the location from which you will provide services;
- Describe how your plan adds value and benefits to the WorkOne system and its customers;
- Detail how you will meet the system's expectations of partnership;
- Describe your plan for linking and referring older youth.

### ***Special Components***

- Describe any special component or demonstration project contained in the proposal.
- Examples; Include projects and county or city initiatives.
- Financial; Describe the use and sources of non-WIOA leveraged funding in your proposal; and Justify your cost per youth customer and explain your methodology.

## **E. Contract Award Process**

The Operations and Finance Committees of the Board will review proposals for responsiveness to the RFP and will analyze proposed costs. Proposals that meet the administrative selection criteria will then be evaluated according to the proposal evaluation criteria.

### ***The Workforce Board will have final approval of the management staff.***

Selected Bidders may be required to attend an oral interview, participate in negotiation, and/or to modify their statements of work as agreed upon during the negotiations.

The Committees will recommend contract awards to the Board. The decision of the Board shall be final.

The contract award will not be final until the Board and the bidder have executed a mutually satisfactory contractual agreement.

## **F. Selection and Evaluation Criteria**

### **I. Administrative Selection Criteria**

The Staff to the WDB will pre-review each proposal received within the closing date and time. Proposals that do not meet the closing date and time requirements will be returned unopened to the bidder.

## II. Proposal Evaluation Criteria

Each proposal received will be objectively evaluated and scored by the Operations and Finance Committees based on, but not limited to, the following weighted criteria:

**Format and Completeness:** The bidder must comply completely with proposal instructions, including but not limited to page restrictions, required information, and formatting instructions.

**5 points**

**Quality of approach to providing services and meeting or exceeding the Board's Performance Measures for WIOA:** A bidder must demonstrate an understanding of the kinds of services offered the individuals who will benefit from those services, and eligibility requirements for each level of service. The proposal must demonstrate an understanding of the Board's Performance Measures for WIOA by projecting the number of WIOA customers that will be served along with a projected performance level for each of these measures. This includes showing that the offered project includes sufficient Career Services, career services, and training services, which include both services to unemployed and employed workers and include projected numbers served by Individual Training Contracts; also supportive, follow-up services, and other services including those provided by WorkOne partners; and that the project has sufficient staffing. Proposals should demonstrate the bidder's understanding of the State's staff integration initiative. Proposals must demonstrate that the design of its offered project is complete and adequate to deliver services effectively as planned, and meet the current and emerging workforce needs of the region's businesses. The proposal itself must demonstrate how these services will be delivered and who will receive them taking into account the requirements in this program design.

**30 points**

**Demonstrated experience in providing services:** The bidder must show, in the proposal, that it has prior experience in delivering workforce or related services to the individuals to be served in the region. This includes demonstrating delivery in other projects or contracts. The proposal must demonstrate that the organization has, or can effectively recruit, sufficient staff members with required skills and experience. The bidder should demonstrate an understanding and describe its philosophy regarding the States Customer Flow initiative. The proposal must also show that the organization itself has a satisfactory record of fiscal accountability and management capacity as well as the necessary accounting systems, operational controls and financial resources. The audits and financial statements submitted will be a part of this review.

**25 points**

**Community Presence, Relationships and Collaboration:** The Board recognizes that relationships with others in the community are very important to achieving the collaboration necessary for both delivery high quality WIOA services and achieving the broader strategic objectives of the Board. The bidder must describe its presence in the major communities within the region, including but not limited to:

- Educational, training, or similar facilities that it owns, occupies, or operates in the community or communities;
- Educational, training, or similar programs that it currently provides, or has recently provided in the communities
- The bidder's relationships with providers of services to those individuals or businesses who are the primary customers of the WorkOne system; and

- The bidder's involvement in community and civic affairs.
- The bidder should describe its current or planned involvement in the strategic initiatives of the Board.

**10 points**

**Cost:** The bidder must show that its cost for providing proposed services is necessary, reasonable, and allowable including details of indirect costs. Review of cost items may include comparison of costs among proposers, comparisons of average costs with previous experience, and a comparison of individual cost items with market prices. Proposals that may rank well against program design and effectiveness criteria may not be funded because of unreasonable, excessive unexplained or unallowable costs. In addition to cost bidders must have a proven financial stability and structure to be given consideration.

**30 points**

**III. Notification, presentations, and Protest Process**

All bidders will be notified in writing of (1) the date, place and time of the Board meetings and; (2) the final outcome of the proposal review process.

**G. Appeal Process**

I. Bidders who believe that they have been treated unfairly in the proposal review process or that there is a violation of federal law or regulation may file a protest. The bidders whose proposals are rejected will receive a letter of notification. Letters of inquiry must be submitted and arrive within fifteen (15) calendar days of the date of the notice of rejection. Letters must be specific as to the inquiry. Inquiries not submitted in writing, or not specific in nature, or which arrive late may not be considered. Letters must be addressed as follows:

Angie Sheppard  
 Grow Southwest Indiana Workforce Board, Inc.  
 318 Main Street, Suite 504  
 Evansville, IN 47708

II. Upon receipt of letter, WDB Executive Director will contact the bidder to arrange for an appeals conference. The Executive Committee of the BOARD will form an Appeals Committee and attend the Appeals Conference. At the conclusion of the conference, the Committee will determine if there is sufficient reason to have the Board reconsider the decision in question.

**Regulatory Guidance**

All activity will be in accordance with all applicable current or future federal, state and local laws, rules and regulations and shall be conducted in accordance with the existing WIOA, the U.S. Department of Labor's regulations relating to WIOA, and the State of Indiana WIOA Policies, Grow Southwest Indiana Workforce Development Board Policies and Procedures, Contract Provisions, Americans with Disabilities Act, as well as a Department of Labor Assurance Statement.

As a condition to the award of financial assistance from the Department of Labor, under WIOA the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

WIOA prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship / status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA financially assisted program or activity;





## Assurances and Certifications

**Debarment, Suspension and Other Responsibility Matters:** The undersigned certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department, agency or State of Indiana.

**Conflict of Interest:** The undersigned certifies that:

- (1) No manager, employee or paid consultant of the Proposer is a member of the Board of Directors, or an employee of the Board;
- (2) No manager or paid consultant of the Proposer is married to a member of the Board, or an employee of the Board;
- (3) No member of the Board, or an employee of the Board owns or has control in the Proposer's organization;
- (4) No spouse of a member of the Board, or employee of the Board received compensation from Proposer for lobbying activities;
- (5) Proposer has disclosed within the proposal response any interest, fact or circumstance which does or may present a potential conflict of interest;
- (6) Should Proposer fail to abide by the forgoing affirmations regarding conflict of interest, Proposer shall not be entitled to the recovery of any costs or expenses incurred in relations to any contract with the Board and shall immediately refund the Board any fees or expenses that may have been paid under the contract and shall further be liable for any other costs incurred or damages sustained by the Board relating to that contract.

**Lobbying:** The undersigned certifies that:

- (1) No Federal appropriated funds have been paid or will be paid, by or behalf of the undersigned, to any person influencing or attempting to influence or any officer or employee of Congress, or an employee of a Member of Congress, or locally elected officials.
- (2) If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, any officer or employee of Congress, an employee or a Member of Congress, or locally elected officials in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit "Disclosure Form to Report Lobbying", in accordance with its instruction.
- (3) The undersigned shall require that the language of this certification be included in the award for all sub-awards at all tiers (including subcontracts, sub-grants, and contract under grant, loans, and cooperative agreements) and that all sub-recipients shall certify and provide disclosure accordingly.

**Drug-Free Workplace:** The undersigned applicant certifies that it shall provide a drug-free workplace by:

- (1) Publishing a policy statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;
- (2) Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the Proposer's policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed on employees for drug abuse violations in the workplace;
- (3) Providing each employee with a copy of the Proposer's policy statement;
- (4) Notifying the employees in the Proposer's policy statement that as a condition of employment under this contract, employees shall abide by the terms of the policy statement and notifying the Proposer in writing within five days after any conviction for a violation by the employee of a criminal drug statute in the workplace and;

- (5) Taking appropriate personnel action against an employee of violating a criminal drug statute or require such employee to participate in drug abuse assistance or rehabilitation program.

These certifications are material representations of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction.

The undersigned Authorized Representative of the Proposer herein certifies that the statements above pertaining to Debarment, Suspension, Conflict of Interest, Lobbying and Drug Free Workplace are true and correct as of the date of submission.

Certified by:

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Signature of Authorized Official/Date

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Typed/Printed Name of Signatory

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Signatory's Official Title

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Company Name