

Thomas P. Miller and Associates

Serving as Independent Procurement Entity For:



*Serving the counties of:*

*Cheatham, Davidson, Dickson, Houston, Humphreys, Montgomery,  
Robertson, Rutherford, Stewart, Sumner, Trousdale, Wilson, and  
Williamson*

**REQUEST FOR PROPOSAL FOR  
WORKFORCE INNOVATION & OPPORTUNITY ACT:  
American Job Center – One-Stop Operator  
Adult & Dislocated Worker Career Service Provider**

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Release Date: September 15, 2020

Proposals Due: October 16, 2020

Contract Period: January 1, 2021 – June 30, 2022\*

*\*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*



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## Section I: Program Description & Background

### 1.1 The Workforce Innovation and Opportunity Act

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

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

### 1.2 Northern Middle Tennessee Local Workforce Development Board

The Northern Middle Tennessee Local Workforce Development Board is comprised of members from across the 13 county area aligned with the TN Northern Middle Economic Jobs Based Camp. Its members are appointed by the local county mayors and confirmed by the Governor to serve two-year staggered terms. The local Board, in partnership with local elected officials, plan and oversee the local workforce system. Local plans are created and updated annually to be submitted for the Governor’s approval. The local Board designates a “One-Stop” operator and identifies providers of training services, monitors system performance against established performance measures, negotiates local performance measures with the state board and the Governor, and helps develop the labor market information system. The Board also leverages the public and private resources to meet business needs and promote economic growth.

**Mission:** To help job seekers access employment, education, training, and resources to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

**Vision:** To provide customers with innovative workforce solutions which promote economic growth and increases the competitive position of the region.

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

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



### 1.3 Thomas P. Miller & Associates, LLC

Thomas P. Miller & Associates, LLC (TPMA) has been contracted by the NMTWB to lead the procurement process for selecting a One-Stop Operator, Career Service Provider for Adult & Dislocated Workers, and Career Service Provider(s) for Youth. TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 30 years of experience in workforce development activities, including providing assistance to 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 to every project assigned. For more information of TPMA's experience and expertise, please visit us at <http://www.tpma-inc.com>.

As the contracted entity to lead this procurement process, TPMA serves as a “separate and independent outside entity to conduct the competition” for the One-Stop Operator and Career Service Provider.<sup>1</sup> TPMA will review all submitted proposals and evaluate them on a scale coordinated and agreed upon by the NMTWB, with guidance from the TN Department of Labor and Workforce Development. Based on its evaluation, TPMA will submit its selection, along with a description of the selection process and scoring justification, to the Board for approval. Note: The NMTWB does not intend to bid on either component.

### 1.4 RFP Components<sup>2</sup>

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

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

1. Coordinate multiple American Job Center (AJC) partners and service providers throughout Northern Middle TN LWDA to assure functional alignment of services and management of operational resources
2. Conduct quality reviews of partner and service provider activities
3. Facilitate the Welcome Function at the AJC, including hiring shared Welcome Function staff at larger AJCs. The four (4) comprehensive centers are Clarksville (Montgomery County), Gallatin (Sumner County), Murfreesboro (Rutherford County), and Nashville (Davidson County)

#### Component #2: Adult & Dislocated Worker Career Service Provider

The Adult & Dislocated Worker Career Service Provider will hire and supervise staff to:

1. Provide career services to AJC customers and arrange for the provision of training and necessary supportive services for eligible WIOA Adults and Dislocated Workers and other partner programs identified by the NMTWB, such as Re-Employment Services and Eligibility Assessments (RESEA) program
2. Provide training/support services payment directly and/or on behalf of participants, including, but not limited to, Work Experience, Individual Training Accounts, Supportive Services, transportation assistance and other direct participant costs identified by the NMTWB

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<sup>1</sup> Cited in US Department of Labor, Employment and Training Administration, Training Employment and Guidance Letter (TEGL) WIOA No. 15-16, Competitive Selection of One-Stop Operators, released January 17, 2017. This TEGL provides significant background information on the selection process and roles and responsibilities of the One-Stop Operator within the WIOA system. Applicants are strongly encouraged to become familiar with the content of this document.

<sup>2</sup> Please refer to Addendums on the procurement portal website that detail the role of the One-Stop Operator and Adult & Dislocated Worker Service Provider.



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An entity may bid on Component #1 and/or #2 (One-Stop Operator and/or Adult & Dislocated Worker Service Provider); however, contracts will be awarded to different entities per the State’s requirements. The Board may negotiate with providers to determine which role the provider will excel in the most. Per TN Department of Labor June 2020 Workforce Services Policy – One-Stop Operator & Service Provider Procurement:

***“...the State strengthens federal guidance 20 CFR 678.625 —which states that OSOs can be CSPs—to require that the OSO and CSP be different entities. This requirement creates a natural firewall between the OSO and CSP to ensure compliance with roles and duties. In addition, the LWDB is expected to procure multiple service providers to ensure proper coverage of effective youth, adult, and dislocated worker services.”***

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## 1.5 Eligible Applicants

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

- An institution of higher education
- An Employment Service State Agency established under Wagner-Peyser
- A community-based, non-profit organization or workforce intermediary
- A private-for-profit entity
- A government agency (i.e., municipality)
- Other interested organizations or entities capable of carrying out the duties of the One-Stop Operator, including local Chambers of Commerce, business organizations, or labor organizations

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

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

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

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

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



- C. Comply with Federal regulation, and procurement policies, relating to the calculation and use of profits.

Further, the NMTWB 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. As a 501(c)3 corporation, the NMWTB is unable to engage in lobbying activities and will declare any entities who engage in lobbying ineligible.

### 1.6 Project Timeline & Funding

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

<https://www.tpma-inc.com/procurement/>

| Activity                               | Date               |
|--|--------------------|
| RFP Release                            | 09/15/2020         |
| Deadline for Bidder Questions          | 09/22/2020         |
| Response to Bidder Questions Posted    | 09/25/2020         |
| Proposal Deadline (email only)         | 10/16/2020         |
| Interviews (if necessary)              | Week of 10/19/2020 |
| TPMA Recommendation to NMTWB           | 10/23/2020         |
| Notice of Intent to Award to Proposers | 11/01/2020         |
| Contractual Start Date                 | 01/01/2021         |

The NMTWB will award funds to one entity to promote continuity and coordination of Component #1, One-Stop Operator services. Further, the NMTWB will award WIOA Title I Adult and Dislocated Worker funding to one entity to provide Career Services and Business Services and arrange for and provide payment for Training and Support Services directly to and/or on behalf of participants, to a Title I Service Provider as identified in Component #2 of this RFP.

The Business Service Teams, comprised of AJC partner staff, must work in conjunction and partnership with the One-Stop Operator with guidance from the NMWTB. The Business Service Team will assist the Board with delivery of rapid response activities, incumbent worker training grants, on-the-job training activities, and in some cases, assist with the delivery of national emergency grants, if they occur. The Adult & Dislocated Worker Career Service Provider will identify the point of contact to the One-Stop Operator and Board for each of these activities. The Business Service Teams will also accomplish normal AJC Business Service Functions via the comprehensive, affiliate and specialized centers. Business Service teams will be required to cover all counties within the Northern Middle Region as described in state policy and Section 2.2.4 Role of One-Stop Operator.



The anticipated funding amount for the eighteen (18)-month budget for each component is:

| Component  | Funding     |
|--|-------------|
| Component #1: One-Stop Operator  | \$450,000   |
| Component #2: Career Services Provider for Adult & Dislocated Worker   | \$6,600,000 |
| <i>Of the Title I Adult &amp; Dislocated Worker funding, \$3,300,000 will be a pass-through line item awarded for Direct Participant Costs</i> |             |

The Board encourages Adult, Dislocated Worker and Youth enrollments to be made at no expense to heighten the return on investment, lower cost per participant, and increase the Minimum Participant Cost Rate (MPCR). The NMTWB will set a goal of a 50% MPCR be achieved by the CSP across a combination of all three WIOA funding streams. The Board highly encourages referral and co-enrollment to other programs to leverage funding.

- The NMTWB 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 NMTWB 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 NMTWB 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 NMTWB.
- For the awarded contract(s), the submitted proposal, with any negotiations, will become part of the official contract file. Any commitments made in the proposal will be part of the contract(s) and will be binding on the contractor(s).
- The contract will be awarded as a line item cost reimbursement. No expenses are reimbursable until a contract or letter of authorization has been issued to incur cost as of a specific date.
- Monthly invoices are due as soon as possible after month-end, but no later than the last business day before the 10<sup>th</sup> of the month, unless an earlier due date is needed to meet compressed state reporting deadlines such as the fiscal year end.
- Each invoice shall clearly and accurately detail all of the following required information (calculations must be extended and totaled correctly):
  - Invoice/Reference Number (unique for each invoice assigned by the Grantee)
  - Invoice Date
  - Invoice Period (to which the reimbursement request is applicable)
  - Grant Contract Number (assigned by NMTWB)
  - Grantor: NMTWB
  - Grantor Number (assigned by the Grantee to the above-referenced Grantor)
  - Grantee Name
  - Grantee Remittance Address
  - Itemization of Reimbursement Requested for the Invoice Period. It must detail, at minimum, all of the following:
    - The amount requested by the Grant Budget with accompanying line-item detail for each grant/fund stream and AJC location, as required for state grant reporting.



For detail related to direct participant payments, documented reconciliations must be submitted with the invoice which aligns line items (participant expenses) invoice by AJC location to participants, AJC location and cost activities entered by program personnel in the state's participant tracking system.

- The amount reimbursed by Grant Budget line-item to date
- The total amount requested (all line-items) for the Invoice Period. Grantee single Point of Contact for both Invoice and Fiscal/Program System Reconciliation Questions to facilitate timely invoice processing and to maintain alignment between invoice coding and direct participant file data (name, phone, or fax).
- Monthly and Grant Contract to-date totals for key state performance measures such as MPCR (by fund stream and in total), Work Experience, and other breakouts, as necessary. A self-analysis by the Grantee of grant performance will be due to NMTWB staff by the 15th of the month with documented continuous improvement plans.
- The Grantee understands and agrees to all of the following:
  - An invoice under this Grant Contract shall include only reimbursement requests for actual, reasonable, and necessary expenditures required in the delivery of service described by this Grant Contract and shall be subject to the Grant Budget and any other provision of this Grant Contract relating to allowable reimbursements.
  - An invoice under this Grant Contract shall not include any reimbursement request for future expenditures.
  - An invoice under this Grant Contract shall initiate the timeframe for reimbursement only when the NMTWB is in receipt of the invoice, and the invoice meets the minimum requirements of this section.
- The issuance of this solicitation in no way commits the NMTWB 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 NMTWB 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 NMTWB.
- Throughout the period of the contract, technical assistance with the actual program and financial staff of the providers and Board staff will be required beginning monthly upon the beginning few months and after start-up as determined by the Board, followed with quarterly technical assistance as deemed necessary by Board staff.

## **1.7 Facilities & Equipment**

The fourteen (14) American Job Centers in Northern Middle TN, include four (4) comprehensive (Montgomery, Sumner, Rutherford, & Davidson Counties), eight (8) affiliate offices, and two (2) specialized 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:





- Component #1 – One-Stop Operator - Dedicated workspace is available at two of the comprehensive centers. Additional space can be negotiated as needed.
- Component #2 & #3 – Title I Service Provider – 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 are encouraged for special needs of customers.
- All AJCs, both Comprehensive and Affiliate, must follow State of TN holiday schedule.
- All signage utilized in/on the AJC must be approved in advance by the NMTWB and meet the TDLWD branding requirements.
- This RFP does not include the provision for the purchase of equipment, but equipment may be added at a later time, if appropriate. If funds are awarded for equipment, the contractor must follow NMTWB and TDLWD procurement policies, including that all equipment is tagged and included on the NMTWB inventory. The respondent of this RFP will not retain ownership of any equipment purchased through this contract.
- Component #1, One-Stop Operator, will be responsible for purchasing all “shared” office and operational supplies (paper, pens, restroom supplies, etc.) for the AJCs.
- Component #2 & #3, Title I Career Services Provider, will be responsible for purchasing all supplies related to their program and may include an appropriate amount in the budget request.

**American Job Center Locations for Northern Middle TN Local Workforce Development Area**

|             | <b>Ashland City (Cheatham County)</b>     | <b>Clarksville (Montgomery County)</b>   |
|-------------|---|--|
| Address     | 384 S. Main St.<br>Ashland City, TN 37015 | 523 Madison St.<br>Clarksville, TN 37040 |
| Center Type | Affiliate                                 | Comprehensive                            |

|             | <b>Dickson (Dickson County)</b>            | <b>Dover (Stewart County)</b>          |
|-------------|--|--|
| Address     | 250 Beasley Dr. #2812<br>Dickson, TN 37055 | 1356 Donelson Pkwy.<br>Dover, TN 37058 |
| Center Type | Affiliate                                  | Affiliate                              |

|             | <b>Erin (Houston County)</b>    | <b>Franklin (Williamson County)</b>    |
|-------------|---------------------------------|--|
| Address     | 155 Front St.<br>Erin, TN 37061 | 118 Seaboard Ln.<br>Franklin, TN 37067 |
| Center Type | Affiliate                       | Affiliate                              |

|             | <b>Gallatin (Sumner County)</b>           | <b>Lebanon (Wilson County)</b>           |
|-------------|---|--|
| Address     | 1598 Greenlea Blvd.<br>Gallatin, TN 37066 | 415 Tennessee Blvd.<br>Lebanon, TN 37087 |
| Center Type | Comprehensive                             | Affiliate                                |

|             | <b>Murfreesboro (Rutherford County)</b>       | <b>Nashville (Davidson County)</b>        |
|-------------|---|---|
| Address     | 1313 Old Fort Pkwy.<br>Murfreesboro, TN 37129 | 665 Mainstream Dr.<br>Nashville, TN 37243 |
| Center Type | Comprehensive                                 | Comprehensive                             |



|             | Springfield (Robertson County)                          | Waverly (Humphreys County)         |
|-------------|---|------------------------------------|
| Address     | 299 10 <sup>th</sup> Ave. East<br>Springfield, TN 37172 | 711 Holly Ln.<br>Waverly, TN 37185 |
| Center Type | Affiliate   | Affiliate                          |

|             | Hartsville (Trousdale County)                  | Fort Campbell                               |
|-------------|--|---|
| Address     | 204 East McMurry Blvd.<br>Hartsville, TN 37074 | 101 Ringgold Blvd.<br>Clarksville, TN 37042 |
| Center Type | Specialized                                    | Specialized                                 |

The NMTWB will review exits to ratio in order to monitor and review enrollment to assist in the management of program performance. No WIOA customers should be enrolled in the Northern Middle Workforce area over three years without NMTWB’s approval. Short-term training and support services are encouraged to promote entry into the workforce. The chart below includes service levels from July 1, 2019 – June 30, 2020. Respondents should propose staffing levels based on historical service levels.

**Average WIOA Enrollment Levels<sup>3</sup>:**

| 07/01/19 – 06/30/20   | Adult      | Dislocated Worker | Youth      | Total By AJC |
|-----------------------|------------|-------------------|------------|--------------|
| AJC Ashland City      | 14         | 5                 | 16         | 35           |
| AJC Clarksville       | 189        | 29                | 48         | 266          |
| AJC Dickson           | 41         | 13                | 20         | 74           |
| AJC Dover             | 24         | 9                 | 4          | 37           |
| AJC Erin              | 22         | 14                | 4          | 40           |
| AJC Fort Campbell     | N/A        | N/A               | N/A        | N/A          |
| AJC Franklin          | 26         | 31                | 10         | 67           |
| AJC Gallatin          | 52         | 35                | 52         | 139          |
| AJC Hartsville        | 2          | 4                 | 1          | 7            |
| AJC Lebanon           | 33         | 12                | 36         | 81           |
| AJC Murfreesboro      | 60         | 55                | 62         | 177          |
| AJC Nashville         | 177        | 85                | 73         | 335          |
| AJC Springfield       | 25         | 29                | 7          | 61           |
| AJC Waverly           | 24         | 8                 | 7          | 39           |
| <b>Total by Grant</b> | <b>689</b> | <b>329</b>        | <b>340</b> | <b>1,358</b> |

<sup>3</sup> Enrollment levels for this time period were significantly lower due to COVID-19. Prior years WIOA enrollment levels can be made available upon request.



## 1.8 Participant Data & Performance Outcomes

AJC Traffic Count: FY 2019-2020

### Affiliate Centers

| '19 – '20    | Ashland      | Dickson      | Dover        | Erin         | Franklin      | Lebanon      | Springfield  | Waverly      | Affiliate Subtotal |
|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|--------------|--------------------|
| Jul-19       | 346          | 827          | 133          | 222          | 1,018         | 325          | 695          | 333          | <b>3,899</b>       |
| Aug-19       | 371          | 898          | 264          | 274          | 1,112         | 464          | 769          | 306          | <b>4,458</b>       |
| Sep-19       | 445          | 682          | 240          | 270          | 687           | 437          | 554          | 380          | <b>3,695</b>       |
| Oct-19       | 514          | 735          | 280          | 305          | 1,278         | 510          | 600          | 364          | <b>4,586</b>       |
| Nov-19       | 383          | 566          | 237          | 205          | 817           | 438          | 454          | 261          | <b>3,361</b>       |
| Dec-19       | 206          | 684          | 199          | 237          | 802           | 399          | 450          | 324          | <b>3,301</b>       |
| Jan-20       | 433          | 901          | 256          | 283          | 882           | 554          | 534          | 400          | <b>4,243</b>       |
| Feb-20       | 410          | 757          | 234          | 299          | 1,073         | 372          | 562          | 313          | <b>4,020</b>       |
| Mar-20       | 282          | 783          | 183          | 235          | 780           | 227          | 632          | 368          | <b>3,490</b>       |
| Apr-20       | 0            | 324          | 129          | 125          | 330           | 53           | 109          | 59           | <b>1,129</b>       |
| May-20       | 343          | 398          | 140          | 207          | 626           | 177          | 352          | 101          | <b>2,344</b>       |
| Jun-20       | 243          | 424          | 157          | 302          | 737           | 318          | 557          | 256          | <b>2,994</b>       |
| <b>Total</b> | <b>3,976</b> | <b>7,979</b> | <b>2,452</b> | <b>2,964</b> | <b>10,142</b> | <b>4,274</b> | <b>6,268</b> | <b>3,465</b> | <b>3,899</b>       |
| '19-'20 Avg. | 331          | 665          | 204          | 247          | 845           | 356          | 522          | 289          | <b>433</b>         |
| '18-'19 Avg. | 420          | 780          | 169          | 228          | 1,035         | 310          | 610          | 373          | <b>491</b>         |

### Comprehensive & Specialized Centers:

| '19 – '20    | Comprehensive Centers |              |               |               |                | Specialized Centers |                        |                |
|--------------|-----------------------|--------------|---------------|---------------|----------------|---------------------|------------------------|----------------|
|              | Clarksville           | Gallatin     | Murfreesboro  | Nashville     | Comp. Subtotal | Campbell Strong     | Campbell Strong (WIOA) | Spec. Subtotal |
| Jul-19       | 2,572                 | 880          | 2,352         | 2,062         | <b>7,866</b>   | 342                 | 0                      | <b>342</b>     |
| Aug-19       | 2,512                 | 1,086        | 2,241         | 1,974         | <b>7,813</b>   | 328                 | 0                      | <b>328</b>     |
| Sep-19       | 2,382                 | 1,025        | 1,812         | 1,757         | <b>6,976</b>   | 334                 | 0                      | <b>334</b>     |
| Oct-19       | 2,185                 | 958          | 2,069         | 1,903         | <b>7,115</b>   | 326                 | 0                      | <b>326</b>     |
| Nov-19       | 1,595                 | 829          | 1,407         | 1,532         | <b>5,363</b>   | 259                 | 0                      | <b>258</b>     |
| Dec-19       | 1,606                 | 696          | 1,317         | 1,630         | <b>5,249</b>   | 226                 | 0                      | <b>226</b>     |
| Jan-20       | 2,693                 | 889          | 1,971         | 2,348         | <b>7,901</b>   | 487                 | 24                     | <b>511</b>     |
| Feb-20       | 1,968                 | 1,018        | 1,783         | 1,889         | <b>6,658</b>   | 307                 | 16                     | <b>323</b>     |
| Mar-20       | 1,859                 | 588          | 1,495         | 1,673         | <b>5,615</b>   | 337                 | 3                      | <b>340</b>     |
| Apr-20       | 412                   | 1            | 62            | 741           | <b>1,216</b>   | 56                  | 0                      | <b>56</b>      |
| May-20       | 165                   | 118          | 120           | 80            | <b>483</b>     | 2                   | 0                      | <b>2</b>       |
| Jun-20       | 788                   | 704          | 1,032         | 1,050         | <b>3,574</b>   | 339                 | 4                      | <b>343</b>     |
| <b>Total</b> | <b>20,737</b>         | <b>8,792</b> | <b>17,661</b> | <b>18,639</b> | <b>65,829</b>  | <b>3,343</b>        | <b>47</b>              | <b>3,390</b>   |
| '19-'20 Avg. | 1,728                 | 733          | 1,472         | 1,553         | <b>1,371</b>   | 279                 | 4                      | <b>142</b>     |
| '18-'19 Avg. | 2,227                 | 1,007        | 2,202         | 2,046         | <b>1,871</b>   | 302                 | N/A                    | <b>302</b>     |



## Career Service Provider Enrollment Goals

| County       | Adult & DW   | Youth      | Total        |
|--------------|--------------|------------|--------------|
| Cheatham     | 31           | 9          | 40           |
| Davidson     | 818          | 295        | 1,113        |
| Dickson      | 58           | 20         | 78           |
| Houston      | 18           | 7          | 25           |
| Humphreys    | 24           | 8          | 32           |
| Montgomery   | 267          | 116        | 383          |
| Robertson    | 54           | 8          | 62           |
| Rutherford   | 279          | 96         | 375          |
| Stewart      | 23           | 9          | 32           |
| Sumner       | 129          | 26         | 155          |
| Trousdale    | 20           | 5          | 25           |
| Williamson   | 106          | 12         | 118          |
| Wilson       | 165          | 63         | 228          |
| <b>Total</b> | <b>1,992</b> | <b>675</b> | <b>2,667</b> |

### 1.9 Federal and State Performance Measures

The Respondent to this RFP will be responsible to meet Performance as part of their contract goals based on negotiated rates with the State. PY 20 and PY 21 are included for your information. The Board reserves the right to negotiate future performance levels, performance outcomes, as well as cost per participant based upon state guidance direction and availability of funding.

#### Northern Middle Core Performance Measures PY2020

| <i>Federal Performance Indicator</i>               | <i>Adult</i> | <i>Dislocated Worker</i> | <i>Youth</i> |
|--|--------------|--------------------------|--------------|
| Employment Rate 2 <sup>nd</sup> Quarter After Exit | 82.0%        | 82.0%                    | 76.0%        |
| Employment Rate 4 <sup>th</sup> Quarter After Exit | 82.0%        | 82.0%                    | 75.0%        |
| Median Earnings 2 <sup>nd</sup> Quarter After Exit | \$6,650      | \$7,600                  | \$3,300      |
| Credential Attainment Within 4 Quarters After Exit | 63.0%        | 66.0%                    | 69.0%        |
| Measurable Skills Gains                            | 52.0%        | 48.0%                    | 45.0%        |

#### Northern Middle Core Performance Measures PY2021

| <i>Federal Performance Indicator</i>               | <i>Adult</i> | <i>Dislocated Worker</i> | <i>Youth</i> |
|--|--------------|--------------------------|--------------|
| Employment Rate 2 <sup>nd</sup> Quarter After Exit | 82.5%        | 82.5%                    | 77.0%        |
| Employment Rate 4 <sup>th</sup> Quarter After Exit | 82.5%        | 82.5%                    | 76.0%        |
| Median Earnings 2 <sup>nd</sup> Quarter After Exit | \$6,680      | \$7,650                  | \$3,400      |
| Credential Attainment Within 4 Quarters After Exit | 63.5%        | 67.0%                    | 70.0%        |
| Measurable Skills Gains                            | 53.0%        | 49.0%                    | 47.0%        |



### Northern Middle Key Performance Indicators (KPIs) 2020

| <i>Program</i>   | <i>2020 Target</i> | <i>Source</i>      |
|--|--------------------|--------------------|
| Adult & Dislocated Worker  | 1,524              | New Enrollments    |
| Youth  | 519                | New Enrollments    |
| Adult Education  | 3,148              | New Enrollments    |
| Adult Education/NICE (IELCE)   | 211                | New Enrollments    |
| Wagner-Peyser  | 6,327              | New Enrollments    |
| Senior Community Service Employment Program (SCSEP)                        | 19                 | Exits              |
| Re-Employment Services & Eligibility Assessment (RESEA)                    | 182                | Co-Enrollments     |
| Trade Adjustment Assistance (TAA)  | 50%                | Co-Enrollment Rate |
| Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) | 508                | New Enrollments    |
| Jobs for Veterans State Grants (JVSG)                                      | 330                | New Enrollments    |
| Migrant & Seasonal Farm Workers (MSFW)                                     | 43                 | New Enrollments    |
| Reentry  | 219                | New Enrollments    |
| Vocational Rehabilitation  | TBD                | N/A                |
| Temporary Assistance for Needy Families (TANF)                             | TBD                | N/A                |
| Youthbuild   | TBD                | N/A                |
| Distressed Counties  | TBD                | N/A                |



## Section 2: Scope of Work

In addition to the roles and responsibilities outlined in this scope of work for each component, interested bidders should describe in detail how their approach will also serve the strategic priorities outlined by the Board in its Local Workforce Plan 2020-2022:

| Strategic Priority<br>1  | Strategic Priority<br>2                                | Strategic Priority<br>3                       | Strategic Priority<br>4  |
|--|--|---|--|
| Connect people with career opportunities better than they could on their own | Manage board funds to support lifelong career pathways | Train workforce to fill employer requirements | Improve the efficiency and effectiveness of our training processes |

### 2.1 Component #1: One-Stop Operator<sup>4</sup>

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

#### 1. General:

- a. Provide a brief description and history of your organization. Attach an organizational chart of your current structure.
- b. Include an overview of your mission/vision and how it relates to this component/RFP.
- c. Provide a summary of past experience, or similar services, for this component of the RFP, including any unique expertise that distinguishes your organization to provide this service.
- d. Include a detailed staffing plan (number, qualifications, job descriptions, etc.) to provide services described in this component/RFP. Bidders must describe whether current or newly-hired staff will provide services. This must be accompanied with resumes of current staff or title and job descriptions of any new positions. Include an organizational chart, including the relationship to your current organizational structure.
- e. Provide a plan of implementation, including onboarding of staff, coordination with current operator, adaption of local policies and relationship with the NMTWB (administrative entity and fiscal agent).
- f. NMTWB is seeking providers with highly professional staff. Explain how staff will be trained and receive instruction on how to handle customers with mental health issues, as well as staff qualifications to include professional certifications such as providing Certified Workforce Development Professionals staff.
- 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 how your organization will manage cash flow with a reimbursement contract.
- i. Describe your organizations process for tracking, invoicing, and reporting expenditures by grant, AJC Location, cost classification and line item to facilitate required reporting.

<sup>4</sup> Please refer to the Addendums in the procurement portal for the role of the One-Stop Operator.



- j. The NMTWB is a part of the Middle Tennessee Workforce Region. Describe how the OSO will coordinate activities with the Upper Cumberland and Southern Middle's OSO to promote consistency in regional workforce services.

## 2. Accessibility:

- a. Describe how you will assure that services are accessible to all jobseekers and employers, including areas with high poverty and transportation barriers in rural communities.
- b. Include location and scope of any proposed affiliates, access locations and/or other venues to provide services, other than those provided by the NMTWB.
- c. Describe your organization's outreach methods to reach target populations 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 current or higher level with reduced hours. Confirm that your agency will comply with State of TN holiday schedule.
- g. What is your agency's approach to management of information systems, connectivity and confidentiality? Attach, or include, a privacy policy. **Note:** The State of Tennessee and its LWDAs all use the Virtual One-Stop (VOS) system.
- h. Describe how your agency will work with the NMTWB to identify technology and occupancy needs to assure customers have a professional, efficient and effective environment.

## 3. One-Stop Operator Coordination:

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



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

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

- a. Describe your organization's experience in tracking and reporting discrete participant activities while at the same time ensuring full compliance with Personal Identifiable Information (PI I).
- b. Describe your organization's experience with developing and implementing customer satisfaction instruments, such as web-based services used to track and report actual outcomes.
- c. Describe how you will engage and meet with employers to identify and improve employer resources in the AJC. Include previous experience of continuous improvement of employer services in a One-Stop setting and how your organization will measure.
- d. Describe your experience in the development of a Memorandum of Understanding (MOU) utilizing Labor Market Information, fiscal, and other workforce data sources to develop planning estimates of the number of core program (i.e. WIOA Titles I, 11, III, and IV) customers to be served, including their respective employment and earnings rates after exit. Include any performance outcomes you have achieved in these areas.
- e. Describe how you will gather and analyze information on sustainability to support ongoing and emerging needs of regional employers.
- f. Describe your strategy to meet or exceed the LWDA's 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 of partners/providers. Also include performance targets related to increasing AJC traffic.
- g. Describe your experience in reviewing eligibility determinations of program participants to ensure that individuals enrolled are receiving all available and appropriate services. How would you implement a similar system under this RFP?
- h. Describe your experience monitoring partners/providers to assure compliance with WIOA, regulations, state and local policies. How would you implement a similar monitoring system under this RFP?





- i. Describe proposed detail and summary reporting formats that will be submitted to the NMTWB and its stakeholders.
- 5. Welcome Function Facilitation:**
- a. The One-Stop Operator will be directly responsible for hiring the Welcome Team staff at each of the four comprehensive AJCs. Describe your plan to provide staffing, curricula, and the optimum customer flow process in the AJCs as it relates to the Welcome Function. Provide any differences when using “shared” hired staff versus assigned partner staff. A Welcome Function staff person must be present at all four comprehensive centers.
    - i. Describe how Welcome Function staff will provide registration and orientation to WIOA services, including any planned adaptations for targeted populations.
    - ii. Describe how the Welcome Function staff will provide an initial assessment and referral to appropriate services.
    - iii. Provide an overview of knowledge and abilities Welcome Function staff will possess (or will be trained for) to provide assistance in the AJC Resource Room.
- 6. Budget:**
- a. See Attachment C. Budget should not exceed \$450k for the 18 month contract period.

## **2.2 Component #2: Adult & Dislocated Worker Career Service Provider<sup>5</sup>**

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. Bidders must describe whether current or newly-hired staff will provide services. This must be accompanied with resumes of current staff or title and job descriptions of any new positions. Include an organizational chart, including the relationship to your current organizational structure.
- e. NMTWB is seeking providers with highly professional staff. Explain how staff will be trained and receive instruction on how to handle customers with mental health issues, as well as staff qualifications to include professional certifications such as providing Certified Workforce Development Professionals staff.
- f. 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 NMTWB (administrative entity and fiscal agent).

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<sup>5</sup> Please refer to the Addendums in the procurement portal for the role of the Title I Service Provider.



- 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 assure that services are accessible to all jobseekers and employers, including areas with high poverty and transportation barriers.
- b. Include location and scope of any proposed affiliates, access locations and/or other venues to provide services, other than those provided by the NMTWB.
- c. Describe your organization's outreach methods to reach target populations 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 current or higher level with reduced hours. Note: Fulltime Title I presence is required in Comprehensive and Affiliate AJC. If Title I will be less than full-time, provide justification for a Specialized AJC. Confirm that your agency will comply with State of TN holiday schedule.
- g. What is your agency's approach to management of information systems, connectivity and confidentiality? Attach, or include, a privacy policy. If subcontracting with agencies to deliver services: who are they; what does each agency propose to do; and how will you ensure they comply with these? **Note:** The State of Tennessee and its LWDA's all use the Virtual One-Stop (VOS) system.
- h. Describe how your agency will work with the NMTWB 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 and dislocated workers 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. The Northern Middle Tennessee Local Workforce Development Board will provide initial training.



- 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 and dislocated workers 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 your strategy to meet or exceed the LWDA's performance goals for this RFP. How will your organization manage measurement, achievement, and documentation of performance standards? Include specific performance targets related to State and Federal Performance Measures.

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

**NOTE:** The NMTWB will pass-through direct participant funds to be paid to employers for on-the-job training and maybe 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, Transitional Work Experience, Individual Training Accounts, Supportive Services, transportation assistance and other direct participant costs identified by the NMTWB.
- b. Include how often payments will be made (weekly, monthly, etc.) and methods of payments (check, direct deposit, gas card, etc.)
- c. Include a proposed schedule to invoice NMTWB for reimbursement to manage cash flow. (no less than monthly)
- d. Describe how your organization will track Direct Costs.
- e. 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.
- f. Provide a suggested implementation plan to transfer all current Direct Cost obligations of the NMTWB to the provider.

#### **5. Budget**

- a. See Attachment C. Budget should not exceed \$6.6M for the contract period (18 months).



## Section 3: Submission & Evaluation

### Bidders Questions

All questions that interested parties may have can be directed to the third-party procurement agent, TPMA, Kristopher Subler at: [ksubler@tpma-inc.com](mailto:ksubler@tpma-inc.com). Questions must be submitted via email between September 15, 2020 and September 22, 2020. Responses to questions will be posted by September 25, 2020 on the TPMA procurement portal website, <https://www.tpma-inc.com/procurement/> 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. NMTWB reserves the right to cancel this procurement at any time, for any reason.

### Proposal Instructions

Each component's 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.<sup>6</sup> Once completed, interested parties must submit their proposal electronically to Kristopher Subler at [ksubler@tpma-inc.com](mailto:ksubler@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. Organizations that bid on both components are not required to submit duplicate materials, such as:

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

### 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

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<sup>6</sup> Each bid is allotted 15 pages. If the bidder decides to bid on both contracts, they are allotted 15 pages per proposal (30 pages total).



agreed upon by the NMTWB to evaluate each proposal. Each section of the scoring matrix is worth the following amount of points:

| Section                                  | Points     |
|--|------------|
| Organizational Experience & Capacity     | 15         |
| Performance & Accountability             | 15         |
| Partnerships & Community Engagement      | 15         |
| Program Service Delivery Model           | 20         |
| Technology, Data, & Reporting            | 10         |
| Financial & Fiscal Capabilities & Budget | 20         |
| Attachments & Formatting                 | 5          |
| <b>TOTAL</b>                             | <b>100</b> |

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 at [Mrye@workforceessentials.com](mailto:Mrye@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 Board's Grievance and Complaint Resolution Policy, located at:

<https://nm-wb.com/board/policies-and-agreements>

### Fiscal Review

TPMA, in coordination with the NMTWB 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 NMTWB 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 NMTWB 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 NMTWB may also: 1) meet with representatives of the responding entity to discuss the proposed program and budget; 2) identify and/or negotiate program or budget changes the responding entity must make as a condition of funding; and 3) identify other documentation the entity must provide as a condition of funding; 4) negotiate numbers of adult and dislocated workers to be served.



### **Accessibility and Equal Opportunity**

TPMA and the NMTWB is 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 NMTWB in terms of cost, functionality, past performance and other factors specified in this RFP. The award may be negotiated at the discretion of the NMTWB or made on the basis of the initial bid/offer received, without discussions or requests for best and final offers.



## Attachment A: Cover Sheet

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

|  |                          |   |                          |                       |
|--|--------------------------|---|--------------------------|-----------------------|
| Organization Name  |                          |   |                          |                       |
| Address  |                          |   |                          |                       |
| Phone Number   |                          |   |                          |                       |
| Number of Years in Business  |                          |   |                          |                       |
| FEIN #   |                          |   |                          |                       |
| DUNS #   |                          |   |                          |                       |
| Acknowledgement that Proposing Entity is up-to-date on taxes and not currently debarred or suspended.  |                          | YES   | NO                       |                       |
| Acknowledgment that the NMTWB 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<br>(check all that apply)   | <input type="checkbox"/> | Higher Education                                | <input type="checkbox"/> | Private               |
|  | <input type="checkbox"/> | Community-Based Org.                            | <input type="checkbox"/> | Business Organization |
|  | <input type="checkbox"/> | Government Agency                               | <input type="checkbox"/> | Other (explain)       |
|  | <input type="checkbox"/> | Labor Organization                              |                          |                       |
|  | <input type="checkbox"/> | Non-Profit                                      |                          |                       |
|  | <input type="checkbox"/> | Employment Service State Agency (Wagner-Peyser) |                          |                       |
| Contact Person   |                          |   |                          |                       |
| Contact Person's Email Address   |                          |   |                          |                       |
| Signatory Authority Signature  |                          |   |                          |                       |

**Please indicate which contract your organization is pursuing:**

\_\_\_\_\_ Component #1 – One-Stop Operator

\_\_\_\_\_ Component #2 – Adult & Dislocated Worker Service Provider

**Priority Preference\*:**

\_\_\_\_\_

\_\_\_\_\_

\*If applying for both components, please indicate your priority preference.

**Proposed Budget Amount:**

\$ \_\_\_\_\_ Component #1 – One-Stop Operator

\$ \_\_\_\_\_ Component #2 – Adult & Dislocated Worker Service Provider



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

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| 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.1: Budget** Please complete the **mandatory** budget form and narrative explanation below for **Component #1 – One-Stop Operator**.

|   |    |
|---|----|
| Salaries (OSO Staff)                        | \$ |
| Benefits (OSO Staff)                        | \$ |
| Salaries (Welcome Function)                 | \$ |
| Benefits (Welcome Function)                 | \$ |
| Travel                                      | \$ |
| Supplies (shared all AJCs)                  | \$ |
| Operational (supplies, communication, etc.) | \$ |
| <b>Subtotal Program</b>                     | \$ |
| Administrative Indirect                     | \$ |
| <b>TOTAL BUDGET REQUEST (max. \$450K)</b>   | \$ |

*This is an 18 month budget ending June 30, 2022. Subsequent funding, if applicable, will be awarded on an annual basis, July 1 – June 30.*

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

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

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

**All funding of this RFP is contingent upon the NMTWB 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 NMTWB.**

*Note: If an agency is requesting reimbursement for administrative 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 C.2: Budget** Please complete the **mandatory** budget form and narrative explanation below for **Component #2 – Adult & Dislocated Worker Career Service Provider**.

|  |             |
|--|-------------|
| Salaries   | \$          |
| Benefits   | \$          |
| Travel   | \$          |
| Operational (supplies, communication, etc.)  | \$          |
| Program Indirect   | \$          |
| <b>Subtotal Budget Request</b>   | \$          |
| Direct Participant<br>(pass-through award for payment to vendors,<br>training providers, and participants) | \$3,300,000 |
| <b>TOTAL BUDGET REQUEST (\$6.6M MAX)</b>   | \$          |

*This is an 18 month budget ending June 30, 2022. Subsequent funding, if applicable, will be awarded on an annual basis, July 1 – June 30.*

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

**Direct Participant Budget:** The NMTWB will award all direct participant funds to the successful bidder for payment to vendors, training providers and participants effective January 1, 2020 through June 30, 2022 as a pass-through budget line item. An estimated \$3.3M 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.

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

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

**All funding of this RFP is contingent upon the NMTWB 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 NMTWB.**



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



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

**Reference #1** \_\_\_\_\_

Phone # or email: \_\_\_\_\_

**Reference #2** \_\_\_\_\_

Phone # or email: \_\_\_\_\_

**Reference #3** \_\_\_\_\_

Phone # or email: \_\_\_\_\_

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