

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:  
Youth Career Service Provider(s)**

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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*



# Contents

<b>Section I: Program Description &amp; Background</b> .....	3
1.1 The Workforce Innovation and Opportunity Act .....	3
1.2 Northern Middle Tennessee Local Workforce Development Board .....	3
1.3 Thomas P. Miller & Associates, LLC .....	4
1.4 RFP Component .....	4
1.5 Eligible Applicants .....	4
1.6 Project Timeline & Funding.....	5
1.7 Facilities & Equipment .....	7
1.8 Participant Data & Performance Outcomes .....	9
AJC Traffic Count: FY 2019-2020 .....	9
Career Service Provider Enrollment Goals.....	10
1.9 Federal and State Performance Measures .....	11
<b>Section 2: Scope of Work</b> .....	12
2.1 Youth Career Service Provider .....	12
<b>Section 3: Submission &amp; Evaluation</b> .....	16
Bidders Questions .....	16
Proposal Instructions .....	16
Evaluation and Award .....	17
Notice of Award .....	17
Appeals Process .....	17
Fiscal Review .....	17
Past Program Performance.....	17
Accessibility and Equal Opportunity .....	18
Contract Award .....	18
Attachment A: Cover Sheet .....	19
Attachment B: Conflict of Interest Form.....	20
Attachment C: Budget.....	21
Attachment D: References.....	23



## 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 Youth 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 Component<sup>2</sup>

#### Youth Career Services Provider

The Youth Services Provider will:

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

### 1.5 Eligible Applicants

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 a State or

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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 Youth Career Service Provider.



Federal department or agency. Respondents must disclose any formal sanctions, legal judgments, claims, arbitration, proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers or principals. Respondents must comply with Section 504 of the Rehabilitation Act of 1973, the Federal Drug-Free Workplace Act of 1988, and the Americans with Disabilities Act to be eligible for a contract. As a 501(c)3 corporation, the NMWTBs unable to engage in lobbying activities and will declare any entities who engage in lobbying ineligible. The NMTWB is seeking multiple youth providers to offer a robust comprehensive youth program. Proposers may seek to provide one or more elements in one or multiple counties. If a provider proposes to offer less than the 14 required elements, the provider must detail plans to refer youth to other community partners.

### 1.6 Project Timeline & Funding

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

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

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

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

Component	Funding
Out-of-School Youth	\$1,500,000
Direct Participant Expenses for Out-of-School Youth*	\$750,000
In-School Youth	\$1,000,000
Direct Participant Expenses for In-School Youth*	\$500,000
<b>Total Youth Funding</b>	<b>\$2,500,000</b>
<b>Total Direct Participant Expenses for Youth</b>	<b>\$1,250,000</b>
<i>Of the Title I Youth funding, \$1,250,000 will be a pass-through line item awarded for Direct Participant Costs</i>	
<i>*Minimum of 25% for Work Experience of On-the-job Training</i>	

The Board will require some 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 to 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 request (all line-items) for the Invoice Period. Grantee single Point of Contact for both Invoice and Fiscal/Program System Reconciliation Questions to facilitate timely invoice processing and to maintain alignment between invoice coding and direct participant file data (name, phone, or fax).



- Monthly and Grant Contract to-date totals for key state performance measures such as MPCR (by fund stream and in total), Work Experience, Out-of-school Youth, In-School Youth and other breakouts, as necessary. A self-analysis by the Grantee of grant performance will be due to 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:

- Dedicated workspace is available at all centers for Service Provider staff.
- Business hours for all AJCs are Monday-Friday, 8:00 to 4:30. Additional hours outside of the normal workday may be required for special needs of customers.
- All AJCs, both Comprehensive and Affiliate, must follow State of TN holiday schedule.
- This RFP does not include the provision for the purchase of equipment, but equipment may be added at a later time, if appropriate. If funds are awarded for equipment, the contractor must follow 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.



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

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

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

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

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

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

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

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

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

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





### Average Service 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>

## 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>

<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.



### 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 1	Strategic Priority 2	Strategic Priority 3	Strategic Priority 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

The proposers should focus work-based learning and work experience for Youth to align with the NMTWB’s Local and Middle Tennessee Regional Plans. The Boards objective in these plans is to create a talent pipeline in the industry sectors of **Advanced Manufacturing, Information Technology, Healthcare, Construction, Transportation and Logistics, and K-12 Education**. These are the growing in-demand industry sectors in the 13 counties in Northern Middle and across all of Middle Tennessee.

### 2.1 Youth Career Service Provider<sup>4</sup>

The Board envisions Youth Career Service Provider(s) to focus youth recruitment and enrollment efforts in Title I Schools, the Economic Opportunity Zones located in Stewart, Montgomery, Houston, Dickson, Cheatham, Davidson, Rutherford, and Sumner Counties, as well as the at-risk county of Houston. However, the Board reserves the right to negotiate with bidders to ensure that all 13 counties are covered equitably in the delivery of Youth WIOA Services.

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

#### 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

<sup>4</sup> Please refer to the Addendums in the procurement portal for the role of the Youth Career Service Provider.



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).
- 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:**

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

Describe your ability to make all 14 program elements available to each eligible youth participant while offering a wide range of activities and services to assist youth, especially at-risk youth, in making successful transition to employment or further education. The 14 Program Elements are as follows:

- 1) Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential.
- 2) Alternative secondary school services, or dropout recovery services, as appropriate.
- 3) Paid and unpaid work experience (WEX) that have an academic and occupational education component. The NMTWB will ensure that the academic and occupational components are being met with each work experience. WEX can include summer employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.



- 4) Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area.
- 5) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral as appropriate.
- 6) Leadership development opportunities which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- 7) Supportive services
- 8) Adult mentoring for the period of participation and subsequent period, for a minimum total of 12 months.
- 9) Follow-up services, for a minimum of 12 months, after the completion of participation
- 10) Financial Literacy Education
- 11) Entrepreneurial Skills Training
- 12) Services that provide labor market and employment information about in-demand industry sectors or occupations available, such as career awareness, career counseling, and career exploration services.
- 13) Activities that help youth prepare for and transition to postsecondary education and training.
- 14) Education offered concurrently with, and in the same context of, workforce preparation activities and training for a specific occupation or occupational cluster.

### **3. Services for Youth:**

- 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 youth to be served in a fiscal year. Include new enrollment targets for each.
- c. Describe how you will work with community organizations to provide wraparound services for youth in need.
- d. Describe how you will build relationships with employers and employer organizations for job placement of youth, including referrals of candidates and appropriate post-placement follow-up.
- e. Describe your organization's experience with case management and development of intensive service plans for targeted populations.
- f. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for youth utilizing the Eligible Training Providers List (ETPL).
- g. 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.
- h. Describe how you will provide orientation to WIOA services, including any planned adaptations for targeted populations.



- i. Describe how WIOA services will assist customers in locating and retaining employment.
- j. Describe how you will interact with youth with regard to the 14 required youth elements. Provide a description of elements your organization will provide and those that will be subcontracted out. Provide a description of elements that will be accessed via referral.
- k. Note: Work experience activities are a priority for the NMTWB for both in-school and out-of-school youth. 40% of funding must be spent on in-school youth with an additional requirement that 25% be expended on work-based learning or OJTS for both in-school and out-of-school youth.
  - i. Out-of-School Youth:
    1. Proposals must include planned services and activities designed to meet the needs of youth ages 16-24.
    2. Proposals should detail how all out-of-school youth who are basic skills deficient in reading and math must have a literacy/numeracy goal set and tutoring or other remedial services provided to achieve these goals in one year or less.
  - ii. In-School Youth:
    1. Proposals should demonstrate an ability to maximize linkages with regional secondary schools and business community partners to extend and enhance learning opportunities to improve academic achievement and build connections between work and learning.
    2. Proposals should detail how in-school youth who are basic skills deficient must have a WIOA service strategy plan that includes achievement of measurable basic-skills improvement.
    3. Proposals should outline how the successful contractor will help youth acquire critical workplace and educational competencies.
- l. Explain how you will incorporate paid and/or unpaid work-based learning for out-of-school youth as a major focus. Include the target number and estimated duration for those participating in work experience. Plan must address components outlined in TEGL 21-15.
- m. 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. Budget**

- 1) See Attachment C. Total budget for all youth providers should not exceed \$2,500,000 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>5</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 C1: Youth Services Matrix (see Attachment C: Budget page)
- Attachment D: Reference Form and Letters
- Two (2) Years of Audited Financial History
- Organizational Chart
- Documentation of registration for private, for-profit, or non-profit organizations (if applicable)
- Proposal (scope of work)

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

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<sup>5</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).





## Evaluation and Award

Proposals will be evaluated by TPMA, as the third-party procurement agent, to ensure each submission meets all criteria outlined in this RFP. The procurement team will develop and use a scoring matrix that is agreed upon by the 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 youth 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.	<input type="checkbox"/>	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).	<input type="checkbox"/>	YES	NO
Type of Organization (check all that apply)	<input type="checkbox"/>	Higher Education	Private Business Organization Other (explain)
	<input type="checkbox"/>	Community-Based Org.	
	<input type="checkbox"/>	Government Agency	
	<input type="checkbox"/>	Labor Organization	
	<input type="checkbox"/>	Non-Profit	
	<input type="checkbox"/>	Employment Service State Agency (Wagner-Peyser)	
Contact Person			
Contact Person's Email Address			
Signatory Authority Signature			

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

Youth Career Services Provider

\_\_\_\_\_ In-School Youth

\_\_\_\_\_ Out-of-School Youth

\_\_\_\_\_ Both In-School and Out-of-School

**Proposed Budget Amount:**

\$ \_\_\_\_\_ Total Youth Career Services Provider

\$ \_\_\_\_\_ In-School Youth

\$ \_\_\_\_\_ Out-of-School Youth



## Attachment B: Conflict of Interest Form

By submitting a proposal, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if the 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
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*Note: This form is a **mandatory** required document to be considered for either component. Bidders should only complete this form once per entry.*



**Attachment C: Budget** Please complete the **mandatory** budget form and narrative explanation below for **Youth Career Service Provider**.

Salaries	\$
Benefits	\$
Travel	\$
Operational (supplies, communication, etc.)	\$
Program Indirect	\$
<b>Subtotal Budget Request</b>	\$
Direct Participant: (pass-through award for payment to vendors, training providers, and participants) The amount required can be no less than 50% of the total budget request. (\$1,250,00 maximum)	
TOTAL BUDGET REQUEST This total budget must agree to the total in <b>Attachment C.1</b> (Max \$2,500,000 maximum)	\$
*Reminder: Complete the Budget Spreadsheet.	

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

**Attachment C.1: THIS IS A MANDATORY DOCUMENT TO BE COMPLETED**

[https://drive.google.com/file/d/1ax3WwK67fhA\\_ackbhNFa4SMmBT\\_kNeSd/view?usp=sharing](https://drive.google.com/file/d/1ax3WwK67fhA_ackbhNFa4SMmBT_kNeSd/view?usp=sharing)

**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. A minimum of 50% of the total submitted must be budgeted on direct participant costs in order for the NMTWB to meet the State required Minimum Participant Cost Rate (\$1,250,000 maximum). The Direct Participant line item will be increased/decreased via contract modification based on available funds. As pass-through funds, Direct Participant funds are not a required bid item.



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

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.