



**NORTHEAST TENNESSEE**  
**LOCAL WORKFORCE DEVELOPMENT BOARD**

Serving Carter, Greene, Hancock, Hawkins, Johnson,  
Sullivan, Washington, and Unicoi Counties

## **Request for Proposals (RFP)**

**for**

### **Provider of Career Services WIOA Title I Adult & Dislocated Worker Programs**

**Program Years: July 1, 2023 through June 30, 2024  
With the possibility of 3 one-year extensions  
based on funding and performance**

**Fiscal Agent:  
First TN Development District  
Attn: Lisa Evans  
3211 N. Roan Street  
Johnson City, TN 37601  
(423) 928-0224**

**Deadline for proposal submission is April 7, 2023**  
(See proposal submission instructions within RFP)

**Absolutely no exceptions!**

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 423-610-0134.

## Table of Contents

<b>Section 1: Background and Program</b> .....	2
NETLWDB/FTDD .....	3
RFP Components .....	4
Eligible Applicants .....	5
Project Timeframe .....	5
Funding .....	6
Facilities & Equipment .....	7
Participant Data & Performance Measures .....	9
Federal & State Performance Measures .....	10
<b>Section 2: Scope of Work</b> .....	12
Title I Career Service Provider .....	12
<b>Section 3: Submission &amp; Evaluation</b> .....	17
<b>Section 4: Evaluation &amp; Award</b> .....	18
<b>Section 5: Notice of Award</b> .....	18
Attachments .....	21

The table below provides a timeline of the RFP activities.

RFP Schedule	Date
RFP Release	03/03/2023
Deadline for Bidder Questions	03/10/2023
Response to Bidder Questions Posted on FTDD Website	03/17/2023
Proposal Deadline	04/07/2023
NETLWDB Approval	04/28/2023
Notification to All Bidders	05/12/2023
Contract Begin Date	07/01/2023

**Note:** The NETLWDB is seeking entities to become the Title I Service Provider (Adult, Dislocated Worker, Youth) and One-Stop Operator. Interested bidders may bid on one or all the contracts, however contracts will be awarded to different entities per the State's requirements. Per the Workforce Services Policy – One-Stop Operator and Service Provider Procurement dated June 2020, the State strengthens federal guidance—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 adult and dislocated worker services. The Board may negotiate with providers to determine which role would be best for the provider. The option to renew is not guaranteed and the initial award of the contract does not imply an exercise of the option to renew.

## **Section 1: Program Description & Background Information**

### **Purpose**

The purpose of this request for proposal is to procure an organization to serve as the Adult and Dislocated Worker Provider of Career Services. Selection will be based on cost of service, ability to meet the needs of the area, demonstrated knowledge and expertise, and track record of results.

### **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. The legislation requires multiple partners to contribute to infrastructure operations and services. WIOA funds are awarded to the Chief Local Elected Officials (CLEOs) 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. The AJC network in an LWDA must include at least one comprehensive center with services offered by all required partners and may include additional comprehensive and affiliate centers and/or access sites. A Local Workforce Development Board (LWDB), appointed by the CLEOs and approved by the Governor, oversees the workforce system and activities in a LWDA. WIOA requires the LWDB to select an Adult and Dislocated Worker Title I Career Service Provider by competitive process.

### **The Northeast Tennessee Local Workforce Development Board and the First TN Development District**

The Chief Local Elected Officials of the Northeast Tennessee Local Workforce Development Area have appointed the Northeast Tennessee Local Workforce Development Board (NETLWDB) to oversee workforce services in eight (8) counties: Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Washington, and Unicoi. The NETLWDB is a volunteer Board consisting of representatives of private employers, higher education, organized labor, non-profit organizations, and public entities. The NETLWDB, in consultation with the Chief Local Elected Officials, is responsible for the oversight and selection of the and Title I Adult and Dislocated Worker Career Service Provider for Northeast Tennessee. The Consortium of Local Elected Officials for Northeast Tennessee have selected the First TN Development District (FTDD) to serve as Fiscal Agent, Administrative Entity, and staff to the NETLWDB. In its role as Fiscal Agent, FTDD receives and disburses all WIOA and non-WIOA grant funds for the NETLWDA. FTDD will assist the NETLWDB in carrying out the functions of the Board as prescribed by WIOA. The contract(s) for the Title I Career Service Provider will be with the First TN Development District, as designated and serving as fiscal agent and staff to the NETLWDB. The local Board coordinates comprehensive programs through private and public partner organizations to assist job seekers and employers in achieving their goals. These programs and initiatives are critical in developing a skilled, educated, and vital workforce in the region.

**Mission:** The Northeast TN Local Workforce Development Board promotes the economic vitality of the region by providing a collaborative system that meets the talent needs of business, industry, and the workforce.

The State has certified two (2) comprehensive and six (6) affiliate centers in the LWDB. The LWDB is responsible for meeting performance goals negotiated with the TDLWD and will hold the entity awarded the contract for this RFP responsible for applicable goals.

The entity/entities will be selected to perform responsibilities of this contract for the entire Northeast TN area. Responses that are for less than the entire eight county region of Northeast Tennessee Local Development Area will not be considered. The contract for this Request for Proposal (RFP) will be between the Northeast TN Local Workforce Development Board and the selected entity with all communications occurring with the WIOA Program Director of the LWDB.

## **RFP Components**

### **Title I Adult & Dislocated Worker Career Service Provider**

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

1. Provide basic career services including but not limited to participant intake, orientations, initial assessments, employment services, and referrals to other partners and services.
2. Provide individualized career services including but not limited to comprehensive and specialized assessments, assessment of numeracy and literacy skills, quality case management, individual employment plans, career planning, and vocational counseling.
3. Serve individuals with barriers to employment giving priority to receive career and training services to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.
4. Provide skills and career development, career and training services, and necessary supportive services for eligible WIOA Adults and Dislocated Workers, and other programs such as SNAP E&T, Re-Employment Services and Eligibility Assessments (RESEA) and Senior Community Service Employment Program (SCSEP)
5. Provide payments for training/support services directly to and/or on behalf of participants including, but not limited to, Work Experience, Individual Training Accounts, Supportive Services, and specialized training grants for targeted populations identified by the NETLWDB.
6. Implement all policies established by the NETLWDB.
7. Report to NETLWDB on staffing, operations, enrollments, performance.

*See Roles and Responsibilities of the Title I Career Service Provider, Attachment H.*

**Specialized Funding Case Management:** In addition, Title I Career Service Providers may be required to case manage eligible participants for specialized funding received by the local area.

**Acceptance of Participants:** The proposing entity must agree to accept all currently enrolled program participants and exited program participants still in follow-up at the onset of the contract.

**Bid for Components and Firewall:** An entity may bid on one or more components, OSO and/or Title I Youth Services and/or Title I Adult & DW Career Service Provider. Contracts will be awarded based on the individual components and may be awarded to different entities. Respondents may not bid on the One-Stop Operator and Title I Career Service Provider. Per the Workforce Services Policy – One-Stop Operator and Service Provider Procurement dated June 2020, the State strengthens federal guidance—to require that the OSO and CSP be different entities.

**Bid for Area:** Bidders must submit proposals for all eight counties. Responses that are for less than the entire eight county region of Northeast Tennessee Local Development Area will not be

considered.

**Business Service Functions:** The NETLWDB/FTDD will provide the Business Service Function, including engaging employers to provide training and employment opportunities for AJC job seeker customers. The NETLWDB/FTDD will retain direct participant funds to be paid to employers for on-the-job training, incumbent worker training, apprenticeships, customized training, etc. as part of its Business Service Function and will retain funds set-a-side for special projects/initiatives. The Board may sub-contract some business services funding as deemed necessary.

### **Eligible Applicants**

The entities that may be a Career 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

**Exception** – Elementary schools and secondary schools shall not be eligible for designation or certification as one-stop operators, except that nontraditional public secondary schools and area career and technical education schools may be eligible for such designation or certification.

### **Additional Requirements**

The State and local boards shall ensure that in carrying out activities under this title, providers:

- a. Disclose any potential conflicts of interest arising from the relationships of the operators with 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 more intensive employment, training, and education services; and,
- c. comply with Federal regulations and procurement policies relating to the calculation and use of profits.

Further, the NETLWDB/FTDD 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 for a contract.

All organizations that are private, for-profit, or not-for-profit must be able to provide documentation of their registration under either Tennessee or their respective state's Secretary of State's office.

## Project Timeframe and Funding

The following table provides a schedule of activities for this procurement. In the event that dates are changed, NETLWDB/FTDD will provide notice through the NETLWDB and FTDD websites: [www.netlwdb.org](http://www.netlwdb.org) and [www.ftdd.org](http://www.ftdd.org). All questions that interested parties may have can be directed to Lisa Evans at [levans@ftdd.org](mailto:levans@ftdd.org). Responses to questions will be posted on both websites, along with other relevant information, including the RFP, attachments, procurement timeline, contact information, etc.

RFP Schedule	Date
RFP Release	03/03/2023
Deadline for Bidder Questions	03/10/2023
Response to Bidder Questions Posted on FTDD Website	03/17/2023
Proposal Deadline	04/07/2023
NETLWDB Approval	04/28/2023
Notification to All Bidders	05/12/2023
Contract Begin Date	07/01/2023

**Bidder Assumes Cost of Proposal Preparation:** The issuance of this solicitation in no way commits the NETLWDB/FTDD 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.

**Contract Period:** The initial contract will be awarded to the successful respondent effective July 1, 2023, through June 30, 2024. Subject to performance of deliverables and available funds, the selected subrecipient for Title I Career Service Provider may be eligible for up to three (3) 1-year extensions.

**Funding – Budget Range and Budget Proposal(s):** Budget range is estimated at \$450,000 for participant direct services and \$486,000 for staffing for the contract period. In addition, the bidder will be budgeted an additional \$25,000 for maintenance of CSP staff and public computers and equipment. *(See section below - Office Equipment, Furnishings and Office Supplies).*

These are only estimates and subject to change based on availability of funding from the State of Tennessee. Actual award amounts may differ depending upon final funding allocations. Direct participant costs and staffing should be included in the total; however, separate budgets should be submitted for each. The \$25,000 for computer and equipment maintenance should be included in the staffing budget. Base your budget requests upon your plan of service delivery. The proposed budget must be adequate for the scope of work presented in the RFP.

**Funding Availability and Scope of Work Contingencies:** All funding of this RFP is contingent upon the NETLWDB/FTDD fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the NETLWDB/FTDD. Funding changes may also impact the scope of work, program goals and service target levels, which will be determined and reflected during contract negotiations and/or modifications.

**Cost Reimbursement Basis:** The contract will be awarded on a cost reimbursement basis. No expenses are reimbursable until on or after the effective date of the contract. No payments shall be made until a contract has been fully executed (signed by all parties). Monthly invoices are due by the 10th of the month for the previous month and must include all required documentation of expenditures.

**Proposal to be Part of the Contract File:** The submitted proposal will become part of the official

contract file. Any commitments made in the proposal will be part of the contract and will be binding on the subrecipient. The awarded contract, 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 and will be binding upon full execution of the contract.

**Confidentiality and Ownership of Proposals:** All proposals and associated materials become the property of the NETLWDB or the property of the local administrative entity under WIOA. The content of all proposals and associated materials will be held confidential to the full extent permitted to public agencies under Tennessee law until an award of contract is made. Upon notification of an award of a contract, all proposals are considered public records and, as such, are subject to public records laws.

**Potential Rejection of Proposal(s):** The NETLWDB/FTDD 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 NETLWDB/FTDD.

**Communication Limitations:** From the date of advertisement/distribution of this RFP through subrecipient selection, respondents are not allowed to communicate concerning this solicitation with any FTDD staff or NETLWDB members, except for submission of questions as instructed herein.

**Facilities & Equipment:** The American Job Centers are “one-stop” sites designed to provide a full range of assistance to job seekers in one location. The AJCs offer training referrals and assistance with funding, career counseling, job search assistance, job listings, and similar employment-related services. Customers can access resource rooms with computers, copiers, fax machines, telephones, and job search materials.

**Required Hours of Operation:** Comprehensive centers are required to be open for business Monday-Friday, 8:00 to 4:30. Additional hours outside of the normal workday may be required for special needs of customers. It is the preference of the NETLWDB/FTDD that all Affiliate Centers maintain Monday-Friday, 8:00-4:30, business hours. However, due to decreased traffic counts, part-time schedules have been implemented in three (3) affiliate AJCs as noted in the chart below. The NETLWDB/FTDD reserves the right to change other center’s status to part-time as warranted and establish service hours at other times to accommodate schedules of individuals who cannot access the centers during the core hours. All AJCs must follow the State of Tennessee holiday schedule.

The eight (8) American Job Centers in Northeast TN includes two (2) comprehensives and six (6) affiliate offices.



<b>Carter County/Elizabethton – Affiliate</b> 1500 Arney Street Elizabethton, TN 37643 Previous Year Traffic Count: 1,238	<b>Johnson County/Mountain City – Affiliate</b> 222 W. Main Street Mountain City, TN 37683 Previous Year Traffic Count: 49
<b>Greene County/Greeneville – Affiliate</b> 128 Serral Drive Greeneville, TN 37745 Previous Year Traffic Count: 1,203	<b>Sullivan County/Kingsport – Comprehensive</b> 1140 E. Center Street Kingsport, TN 37660 Previous Year Traffic Count: 2,160
<b>Hancock County/Sneedville – Affiliate (PT)</b> 1861 Main Street Sneedville, TN 37689 Previous Year Traffic Count: 83	<b>Unicoi County/Erwin – Affiliate (PT)</b> 631 Sinasta Drive, Suite 6 Erwin, TN 37650 Previous Year Traffic Count: 5
<b>Hawkins County/Rogersville – Affiliate (PT)</b> 107 E. Main Street, Suite 100 Rogersville, TN 37857 Previous Year Traffic Count: 251	<b>Washington County/Johnson City – Comprehensive</b> 2515 Wesley Street Johnson City, TN 37601 Previous Year Traffic Count: 2,081

Staff hired to work for the provider in the above centers and in conjunction with the partners will deliver services that include, but are not limited to, recruitment and eligibility determination of customers; development of a service plan; referral and/or co-enrollment of customers to appropriate core, required, and other partners; appropriate customer counseling, provision of labor market information, placement of customers in employment and/or training; arrangement for payment of direct training and/or support services; maintenance of follow-up with customers to track and assure performance, and reporting outcomes through appropriate and approved platforms.

Access Points can be established by non-traditional partners, such as non-profit agencies, to provide a connection to the workforce system structure. The agencies that are assessed to serve as access points will connect clients to the public workforce system by referring clients and providing access to training and limited support based on the resources that the non-traditional partner can provide.

Access Points must:

- Not be certified by the LWDB
- Not utilize infrastructure funding
- Have a Memorandum of Understanding in place with the LWDB
- Track services

The NETLWDB will be looking at adding Access Points on an as needed basis.

## Supportive Services

Supportive services are services, such as transportation, childcare, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in career and training services. Referral to supportive services is a career service that may be available to adults and dislocated workers through the workforce development system. Supportive services may only be provided to participants who are in career or trainings services, unable to obtain supportive services through other programs providing supportive services, and that they must be provided in a manner necessary to enable individuals to participate in career

and/or training services.

### **Priority for the Adult Program**

Individualized career services provided with adult funds may be a pathway to self-sufficiency for low-income adults, public assistance recipients, and individuals who are basic skills deficient. Therefore, priority for individualized career services funded by and provided through the adult program shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of those career services determined appropriate to obtain or retain employment. Individuals who are underemployed and meet the definition of a low-income individual may receive individualized career services under the Adult program on a priority basis. Nonetheless, individuals who are not members of the priority group may still receive individualized career services as determined appropriate. The emphasis in WIOA is to prioritize services to those individuals who have the most barriers to employment and to provide those individuals with the opportunity to benefit from employment and training services.

### **Priority for Veterans and Eligible Spouses**

Additionally, the Jobs for Veterans Act, Public Law 107-288 establishes priority of service for veterans and eligible spouses. Veterans and eligible spouses must first meet all of the statutory eligibility criteria in order to be considered for: a) enrollment in the program; b) receipt of priority for enrollment in the program; and c) priority of receipt of services. Priority means that veterans and eligible spouses take precedence, with all other qualifying eligibility requirements being equal, over non-veteran and eligible spouses in obtaining services and program enrollment.

Bidders should become knowledgeable of the area and its economic needs and priorities, with this knowledge being clearly and specifically addressed in their response. Preference will be given to bidders that already have a reputation and contacts in the area to open doors to forge alliances or demonstrate the capacity to do so if awarded the contract.

**Signage:** All signage utilized in/on the AJC must be approved in advance by the NETLWDB/FTDD and meet the TDLWD branding requirements.

**Office Equipment, Furnishings and Office Supplies:** The NETLWDB/FTDD provides office telephones, internet, and computers for subrecipient staff, and for public uses such as in resource centers/computer labs. Twenty-five thousand dollars (\$25,000) should be included in the staffing budget for maintenance of CSP and public computers and equipment. This RFP does not include the provision for the purchase of equipment, but equipment may be added later, if appropriate. If funds are awarded for equipment, the subrecipient must follow NETLWDB/FTDD and TDLWD procurement policies, including that all equipment is tagged and included on the NETLWDB/FTDD inventory. NETLWDB/FTDD retains ownership of all equipment purchased through this contract; however, the CSP will maintain the equipment and inventory. The NETLWDB/FTDD will provide basic furniture needs for staff and customers at each of the AJCs. The One-Stop Operator will be responsible for purchasing all shared office and operational supplies (paper, pens, restroom supplies, etc.) for the AJCs. Each partner is responsible for their own basic office supplies specific to their program. An additional amount for supplies for the OSO staff may be included in the budget. The Title I Provider will be responsible for purchasing all supplies related to their program and may include an appropriate amount in the budget request.

### **Participant Data**

The charts below include Traffic Counts for the past twelve (12) months. Data is for illustration purposes only. Respondents should propose service levels in conjunction with staffing level

requests. All enrollment levels are subject to negotiation.

**Note:** NETLWDB staff regularly conduct capacity analyses. The result of that review may change the location and operational status of the AJCs in the eight-county area.

As of February 2023, there are 320 Active participants, with 64 in Follow-up.

County	Distinct Individuals Served February 2022 – February 2023
Carter	1,238
Greene	1,203
Hancock	83
Hawkins	251
Johnson	49
Sullivan	2,160
Unicoi	5
Washington	2,081

### Federal and State Performance Measures

The NETLWDB is required to achieve local performance measures to evaluate program effectiveness and to achieve continuous improvement in the delivery of Workforce Innovation and Opportunity Act programs. NETLWDB has established certain goals for the workforce programs in its service area. The Title I Adult and Dislocated Worker Service Provider is a major contributor in the achievement of long-term goals for the workforce system. The NETLWDB has the right to add or change performance metrics as necessary or required, to meet TDLWD's requirements.

The Respondent to this RFP will be responsible to meet performance measures as part of awardee's contract goals based on negotiated rates with the State. Subrecipient(s) are responsible for and will be held accountable for meeting performance goals negotiated with TDLWD.

WIOA Performance Measures	Dept. of Labor Proposed LWDA PY23 Goal
<b>Adult Measures</b>	
<i>Employment Rate 2<sup>nd</sup> Quarter after exit</i>	83.5%
<i>Employment Rate 4th Quarter after exit</i>	83.5%
<i>Median Earnings 2<sup>nd</sup> Quarter after exit</i>	\$7,025.00
<i>Credential Attainment within 4 Quarters after exit</i>	69.5%
<i>MSG</i>	63.5%
<b>Dislocated Worker</b>	
<i>Employment Rate 2<sup>nd</sup> Quarter after exit</i>	83.5%
<i>Employment Rate 4th Quarter after exit</i>	83.5%
<i>Median Earnings 2<sup>nd</sup> Quarter after exit</i>	\$7,690.00

<i>Credential Attainment within 4 Quarters after exit</i>	70.6%
<i>MSG</i>	61.2%
<b>Youth</b>	
<i>Employment or Placement Rate 2<sup>nd</sup> Quarter after exit</i>	78.0%
<i>Employment or Placement Rate 4th Quarter after exit</i>	77.0%
<i>Median Earnings 2nd Quarter after exit</i>	\$3,800.00
<i>Credential Attainment within 4 Quarters after exit</i>	71.0%
<i>MSG</i>	55.0%

### Key Performance Indicators (KPIs)

Key performance indicators are quantifiable indicators of progress toward an intended result. Tennessee's Key Performance Indicators were developed to increase the impact of the public workforce system through program enrollments, streamlined service delivery and quality collaboration among all workforce partners. The TDLWD has developed annualized regional and state KPI targets. Each LWDB will be required to collaborate within their region to develop targets specific to the needs of each local area. KPI metrics are reviewed quarterly to foster sustained excellence, improved outcomes, and the promotion of workforce services to the greatest number of individuals with significant barriers to employment.

KPIs for adults and dislocated workers for Program Year 2023-2024 will not be determined until after this RFP is announced. Bidders may gain insight into future KPI thresholds by reviewing PY 2022-2023 KPI metrics seen in the table below:

<b>Key Performance Indicators - July 1, 2022, through June 30, 2023</b>		
<i>Adult, Dislocated Worker and Incumbent Worker-New Enrollment</i>		
	Northeast	Grand East Region
Adult & Dislocated Worker	<u>236</u>	1,516
<i>SNAP Employment and Training-Co-enrollments with Adult Education</i>		
Target	6	19
<i>SNAP Employment and Training-Participants Receiving Job Retention Services</i>		
Target	5	18
<i>SNAP Employment and Training-Participants Receiving Job Training Services</i>		
Target	6	21
<i>Jobs for Veterans-New Enrollment</i>		
Target	35	171
<i>Justice-Involved Individuals-New Enrollment</i>		
Target	166	792

<b>Reemployment Services-Co-enrollment</b>		
Referred to Title I & Co-enrolled	15	64
<b>Trade Adjustment Assistance-Co-enrollment with Title I Dislocated Worker</b>		
Co-enrolled with Dislocated Worker	90%	90%
<b>Wagner-Peyser-New Enrollment</b>		
Target	1,260	6,654
<b>Youth-New Enrollment</b>		
In-School Youth	32	210
Out-of-School Youth	60	467

For additional information, please see the Tennessee Department of Labor and Workforce Development Workforce Services' current Key Performance Indicator Policy at <https://bit.ly/3KVu0ch>.

## Section 2: Scope of Work

Proposals for Title I Adult and Dislocated Worker Service Provider should be developed and organized as outlined below, utilizing Attachment H: Role of the Title I Career Service Provider. Interested bidders should respond to each section's requirement in its entirety.

### Title I Adult & Dislocated Worker Career Service Provider

#### Experience, Qualifications, & Capacity (10 points)

1. Describe your organization's mission, goals, activities, accomplishments, and expertise. Identify the number of years that your organization has been in business under the present name, as well as related prior business names.
2. Explain how your organization's vision, mission, and objectives align with this funding opportunity.
3. How does the proposed scope of work align with the economic and workforce needs of the Northeast Tennessee Local Workforce Development Area?
4. The successful Contractor may not subcontract with other entities without prior approval of the Northeast Tennessee Local Workforce Development Board. A proposal that includes subcontracting all or any activities and services in this RFP to another organization or other organizations shall be considered non-responsive. Please acknowledge in your response your acceptance of this directive.
5. Describe the organization's experience and success in delivering services in similar programs and/or to similar populations, including previous experience with WIOA Title I services or similar workforce development programs.

- a. Explain your understanding of the social and economic challenges facing the Northeast Tennessee Local Workforce Development Area and describe how your organization will provide tailored services to address these specific challenges.
  - b. Provide detailed information regarding your organization's experience contracting with federally, state, or locally funded agencies for the same or similar services.
  - c. Include a listing of current and past workforce development contracts that have been in effect within the last five years. (Specify whether such contracts are currently in effect, were successfully completed, or were terminated prior to completion.)
6. Explain your organization's experience in providing culturally competent programming that is grounded and responsive in the communities you serve.
7. Describe your organization's experience within the past three years for the following:
  - a. Project management
  - b. Relationship management
  - c. Continuous quality improvement
8. Attach three letters of reference that attest to your organization's experience.

### **Staffing Plan (20 points)**

1. Describe the organization's administrative office staffing plan and include an organizational chart.
  - a. If currently providing similar workforce services, describe your current ratio of caseloads per career specialist in each AJC.
  - b. For currently filled administrative office positions associated with delivery of services under this RFP, attach a current resume and job description of all employees. Attach a job description for each proposed office staff position you intend to fill that will work under this RFP.
  - c. Specify the annual percent FTE budgeted for each office staff (specify title).
  - d. Provide a detailed explanation of the role each administrative office staff member will play in executing the proposed program design.
2. Provide a detailed description of the management and reporting structure that will oversee the work of career specialists in the comprehensive and affiliate American Job Centers.
3. Describe how WIOA services will be staffed and how Adult & Dislocated Worker customers will flow through various services, assistance with placement in employment, placement in training opportunities, and follow-up. Please provide a graphic detailing customer flow through the AJC service delivery system.
4. Provide an overview of how you will recruit qualified staff to perform the duties necessary to program success. Proposed salaries of front-line staff should be competitive to ensure quality hires and retention.

**Note:** Successful bidder(s) for WIOA Adult and Dislocated services will employ front-line staff and supervisors shall only serve the local area and shall agree to interview all current program operations staff who apply for employment with new provider(s). Provider(s) shall discuss in detail its intent to retain current career services staff, a period in which the contractor will not only determine appropriate staffing levels at each AJC in coordination with the Board but also evaluate the current customer facing staff and other staff for continued employment, promotion, or termination. In the event of a transition of service provider(s) and a proposed reduction or increase of staff, the NETLWDB shall carefully oversee the process to ensure that there is no break in service or reduction of quality.

5. Provide a plan of implementation, including onboarding of staff, coordination with current provider (if applicable), adoption of local policies, and building relationships with NETLWDBs administrative entity and fiscal agent.

6. The NETLWDB seeks to implement best practice staffing models. Please discuss any/all effective and efficient staffing models you have employed in the delivery of workforce development services and activities.
7. What are specific strategies you have used in the past to increase staff retention? Describe how you will address and take steps to lower staff turnover, if selected.
8. Describe how your organization will evaluate individual staff performance in the execution of the proposed program design. Describe your practices for staff performance review and improvement, including any specific evaluation criteria or tools that may be used.
9. The Northeast Tennessee Local Workforce Development Board is seeking providers with high-quality professional staff. Describe your organization's professional development policies and practices and your plan for ensuring managers and supervisors stay committed to staff development.
  - a. How will your organization develop proposed staff to ensure that it maintains current knowledge and skills required for the scope of work, including policy or process changes at the federal, state, and local level?
  - b. What professional development activities and resources does your organization provide internally to staff, including training and support for pursuit of relevant professional certifications?
  - c. What external development activities and resources do you make available to staff?

### **Partnerships & Community Engagement (15 points)**

1. Describe existing relationships that the organization may have with area employers, community-based organizations, and agencies and how those relationships will benefit individuals in the program.
  - a. Describe how you will increase community outreach to ensure that businesses, job seekers, and the public are aware of workforce services.
2. Describe how you recruit and use volunteers to expand workshop offerings beyond what staff can provide.
3. Describe how you will work with required partners, and others co-located at the American Job Center, to include the following:
  - a. Describe how you will handle ongoing communication needs with all AJC staff, as well as with agency leadership and the LWDB.
  - b. Describe how you will approach organizations of shared staff and negotiate cost sharing with the required partners. Include how you will ensure agreements are established with all partners to meet requirements for infrastructure and cost recovery.

### **Program Service Delivery Model (30 points)**

1. Describe the problems faced by your clients and identify your target population, explaining the challenges and barriers they will have to overcome to succeed.
2. Describe how you will collaborate with the One-Stop Operator and other appropriate agents to market to and recruit adults, dislocated workers, and other eligible individuals, including those from targeted, hard-to-serve populations, or populations identified for services under workforce development initiatives, who may require specialized marketing and outreach efforts.
3. Describe how you will incorporate technology into the delivery of workforce services and activities.
4. Describe how you will assure that career services are available to all jobseekers and employers, including individuals in distressed and at-risk counties, rural areas, areas with high poverty and transportation barriers.
5. Describe how you will work with the administrative entity and fiscal agent, as well as all

- monitors and auditors from independent, state, or federal agencies.
6. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for both adults and dislocated workers.
  7. Describe how you will provide orientation to WIOA services, including accommodations for target populations.
  8. Describe workshops you plan to offer, and the best practices utilized in their design.
  9. Describe your organization's experience in providing WIOA and the menu of jobseeker services offered including, but not limited to assessment, training, determination of supportive service needs, assistance with employment, and follow-up. Include detail of customer flow.
  10. How will you ensure that front-line staff will have sufficient time and support to provide the highest quality programmatic services to eligible customers?
  11. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for eligible customers utilizing the Eligible Training Providers List (ETPL).
  12. Describe your organization's experience in implementing programs which address the needs of special populations such as re-entry, distressed rural communities and dislocated workers.
  13. What is your understanding of high-wage, high-demand industries in the East Tennessee Local Workforce Development Area?
    - a. How will your organization provide career exploration of in-demand fields, including job shadowing, paid/unpaid work experience, and pre- and Registered Apprenticeships,
    - b. How will you promote opportunities in these industries to eligible and enrolled customers?
  14. Due to the COVID-19 pandemic, virtual services and programs have become more common for individuals seeking basic career services and workforce development services. Describe how you will incorporate access to virtual services as a part of the overall program service delivery model. Discussion should include how virtual options for orientation, eligibility determination, workshops, case management, job fairs, employer services, etc. will be offered.
  15. Describe how you will collect and evaluate customer needs and satisfaction for continual service delivery improvement, including exploring the implementation of a real-time customer feedback model.
  16. Describe the work your organization will undertake during the first quarter of the contract period to learn current circumstances and effectively plan work flows and timelines for the remaining contract period. (Attach timeline.)

### **Data, Performance Outcomes, & Reporting (10 points)**

1. 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.
2. Describe past success with tracking program performance and/or outcomes, including Federal/State negotiated performance measures and Key Performance Indicators. Include a description of previous outcomes from other successful initiatives and describe experience with capturing and reporting performance information.
3. The contracted Adult and Dislocated Worker Services Provider(s) are responsible for determining eligibility, tracking services, entering case notes at minimum monthly, and reporting outcomes in the current Virtual One-Stop system. What is your experience with case management systems including but not limited to Virtual One-Stop (VOS), Jobs4TN, or similar systems?
4. Describe how you will determine WIOA eligibility and enter eligibility and other customer information into VOS/Jobs4TN.
5. Describe your methods for ensuring clients achieve the following positive outcomes:
  - a. Completion of programs/activities, attainment of basic skill competencies



- b. Credential attainment
  - c. Placement in employment and education
  - d. Retention
- 6. Describe your strategy to meet or exceed NETLWDA performance measures.
  - a. How will your organization manage measurement, achievement, and documentation of performance standards?
  - b. Provide a description of how progress toward performance requirements will be measured and reported.
  - c. Indicate your plan for ensuring performance outcomes are attained and for using the data to achieve continuous quality improvement.
- 7. Describe your proposed case management strategy for providing consistent support and case management, follow-through for service plans and referrals, and tracking of clients.
- 8. The contracted service provider will be accountable for the integrity of the data presented and responsible for ensuring that staff is appropriately trained in the use of data tracking and reporting systems. Explain how accountability and integrity of data will be assured, and how staff will be appropriately trained in the use of these systems.

**Note:** The contract to be issued for the approved Adult & Dislocated Worker Services provider(s) will be performance-based, and sanctions will be imposed for poor performance or failure to meet contract requirements.

### **Fiscal Capabilities & Budget (15 points)**

The Budget Narrative should detail all costs that are necessary to operate fully the proposed program. The amount requested through this Request for Proposals must not exceed amounts listed in the ***Budget Range and Budget Proposal(s)*** section for the contract year and be submitted by completing the Budget Form (Attachment C). The amount requested should at no point in time exceed the amount of the contract.

- 1. Describe the experience your organization has in managing Federal funds and experience in managing multiple funding sources. Describe the experience the currently employed fiscal staff have in administering such programs.
- 2. Describe how your organization ensures compliance with Federal financial management standards. Bidders must be in accordance with Generally Accepted Accounting Principles (GAAP).
- 3. Describe any experience your organization has with administering cost-reimbursement contracts. Describe how the Bidder's organization will financially support the costs of doing business until an invoice can be submitted and paid by the Board's designated administrative entity.
- 4. How will financial information be made available for monitoring and auditing purposes?
- 5. Describe your organization's payment procedures, including frequency and methods, of direct participant costs. Include invoicing procedure and schedule.
- 6. Provide a description of how and with what frequency your agency will regularly communicate its financial integrity with the Local Workforce Board.
- 7. The Budget Narrative must be typed and placed in the proposal following the Budget Form (Attachment C).
  - a. The Budget Narrative should detail all costs that are necessary to directly operate the proposed program.
  - b. Describe and list any unusual equipment that is essential to the program and indicate whether it belongs to the organization, the State, or will be purchased if the proposal is funded. If any additional equipment is to be purchased or leased, please indicate this in the proposal. Include a detailed justification of the intended purchase, and why

its purchase is essential to the program's operation. The Budget Narrative should fully describe the cost allocation methods used.

- c. The Narrative must describe how funds are allocated to minimize administrative costs and support direct services to participants. The narrative should also describe the indirect costs that are proposed, indicate what costs are included, and explain how these indirect program costs were determined. At no time can indirect cost exceed 10% of allowable costs.
  - d. Describe past success with leveraging additional resources. Describe both leveraged resources whose purpose has been to ensure and maximize the delivery of services and leveraged resources whose purpose was to maximize the organization's financial resources. Also, specify additional resources to be leveraged and any in-kind contributions the organization will provide to assist in the participant's program's success. Identify any in-kind resources beyond the amount of WIOA funds being requested and include in the budget.
  - e. Describe any/all savings that the Board will accrue through the provider's leveraging of bidder's office costs that are shared among contracts with other funding sources, other than WIOA.
  - f. Provide the last two year's audit report.
8. Provider will budget to ensure the NETLWDA achieves a Minimum Participant Cost Rate exceeding the Tennessee Department of Labor and Workforce Development 40% minimum MPCR.
  9. The selected service provider is expected to use a percentage of allocated funds towards career training activities. Please estimate what percentage of this total amount budgeted you expect to spend in different employment sectors (i.e., an estimated percentage of budgeted training dollars anticipated to be spent upskilling participants in the NETLWDAs top 5 industry sectors.

### **Section 3: Submission & Evaluation**

All questions that interested parties may have can be directed to Lisa Evans at [levans@ftdd.org](mailto:levans@ftdd.org). Questions must be submitted via email between March 3, 2023, and March 10, 2023. Responses to questions will be posted by March 17, 2023 on the website, <https://www.ftdd.org>.

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

### **Proposal Instructions**

The proposal must be signed by an official authorized to represent and bind the bidding organization. The person signing the proposal shall certify that:

- He/she is the person in the bidder's organization legally responsible for the decision as to the costs being offered in the proposal and that he/she has not participated in any illegal, noncompliant, etc. action(s), or
- He/she has been duly authorized to act as an agent for the persons legally responsible for such decision, and certified that such persons have not participated, and will not participate in any illegal, non-compliant action(s), etc.

The Scope of Work should be completed entirely, may not exceed 20 pages, and be typed in 12-point font, single-spaced, 1" margins on all sides, page numbers, and table of contents.

Once completed, the interested party must contact Lisa Evans at [levans@ftdd.org](mailto:levans@ftdd.org) to request a SharePoint folder to securely upload proposal contents by the deadline of April 7, 2023.

Please organize the proposal in the following manner for each component:

- ☐ Attachment A: Cover Page
- ☐ Attachment B: Conflict of Interest Form
- ☐ Attachment C: Budget Form & Narrative
- ☐ Attachment D: References
- ☐ Attachment E: Assurances & Certification
- ☐ Attachment F: Certification Regarding Debarment/Suspension
- ☐ Attachment G: Certification Regarding Lobbying
- ☐ Two (2) Year's Audited Financial History
- ☐ Abstract/Executive Summary (1 page maximum)
- ☐ Narrative Sections/Scope of Work (20 pages maximum)
- ☐ Organizational Chart
- ☐ Staff Resumes
- ☐ Job Descriptions for Proposed Staff Positions Not Yet Hired (if applicable)
- ☐ Additional Attachments as necessary

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

## Section 4: Evaluation and Award

Proposals will be evaluated by an independent committee of reviewers chosen by the NETLWDB 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 NETLWDB to evaluate each proposal. Each section of the scoring matrix is worth the following number of points:

Section	Points
Organizational Experience, Qualifications, & Capacity	10
Staffing Plan	20
Partnerships & Community Engagement	15
Program Service Delivery Model	30
Data, Performance Outcomes, & Reporting	10
Fiscal Capabilities & Budget	15
<b>Total</b>	<b>100</b>

All items that are mandatory (e.g., inclusion of attachments, financials, etc.) are considered pass/fail.

## Section 5: Notice of Award

All applicants will be notified by email as to their award status. Unsuccessful applicants who wish to obtain information on the evaluation of their proposal should submit an email request to this effect to Lisa Evans at [levans@ftdd.org](mailto:levans@ftdd.org). Unsuccessful applicants are encouraged to re-apply in subsequent funding cycles.

## **Appeals Process**

Any disagreements resulting from this procurement process can be addressed to Lisa Evans, WIOA Program Director, Northeast Tennessee Local Workforce Development Board, at [levans@ftdd.org](mailto:levans@ftdd.org). Appeals must be made within 14 calendar days of notification of non-award.

## **Fiscal Review**

The independent review committee, in coordination with the NETLWDB will also conduct a fiscal review of all qualified proposals. It will review proposal budgets, agency audits, and responses to questions related to fiscal operations. If not sufficiently outlined in the submitted audit(s), the NETLWDB reserves the right to review and to request additional information regarding the respondent's financial situation. The NETLWDB 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**

The NETLWDB 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 committee may perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, the NETLWDB 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.

## **Sanctions and/or Early Termination**

The Contractor will be measured for performance of the contract. Regular and ongoing monitoring and evaluations will be conducted by the NETLWDB to determine whether the contract measures have been met. The contract will be evaluated not less than on a quarterly basis prior to the end of the contract period. This evaluation will determine whether the contract may be extended. Contract performance will be negotiated prior to the beginning of the contract. The contract that results from this RFP will have provisions for sanctions and/or termination of the contract for failure to perform satisfactorily the tasks that are required. The contract that results from this RFP may also have provisions, which allow the contract parties to cancel the contract at any time by providing advanced notice to other contract parties. The contract will also provide for termination of the contract for lack of funds.

## **Disallowed Costs**

The contract will have provisions that require the contractor to repay any expenditure that is found to be unallowable. The contract will have provisions requiring the contractor to remedy any deficiencies found in audits or monitoring reports prior to incurring additional expenditures or receiving additional funds.

## **Accessibility and Equal Opportunity**

The NETLWDB and FTDD are committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual in the Northeast Tennessee Local Workforce Development Area shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, sexual orientation, political affiliation, or belief. All

entities are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This includes ensuring contract staff receive accessibility training and may involve developing accessibility plans. All respondents must ensure all written materials and communications include the statement: "Reasonable accommodations and auxiliary equipment and services are available upon request."

**Contract Award**

The contract will be awarded based on the most responsive bidder whose offer is most advantageous to NETLWDB in terms of cost, functionality, past performance, and other factors specified in this RFP. The award may be negotiated at the discretion of the NETLWDB or made based on 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 Number				
DUNS Number				
Acknowledgement that Proposing Entity is up to date on taxes and not currently debarred or suspended.		Yes		No
Acknowledgement that the NETLWDB reserves the right to review and request further information regarding respondent's financial situation, if not sufficiently outlined in the submitted audit(s).		Yes		No
Type of Organization (Check all that apply)	<input type="checkbox"/>	Higher Education		
	<input type="checkbox"/>	Community-Based Organization		
	<input type="checkbox"/>	Government Agency		
	<input type="checkbox"/>	Labor Organization		
	<input type="checkbox"/>	Non-Profit		
	<input type="checkbox"/>	Private		
	<input type="checkbox"/>	Business Organization		
	<input type="checkbox"/>	Employment Service State Agency		
	<input type="checkbox"/>	Other (Explain)		
Contact Person				
Contact Person's Email Address				
Signatory Authority Signature				

Proposed Budget Amount for Title I Adult & Dislocated Worker 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 NETLWDB 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. NETLWDB reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

---

Signatory Authority Name/Title

Signature

Date

**Note:** This form is a mandatory required document to be considered for a contract.

## Attachment C: Budget

Please complete the **mandatory** budget form and narrative explanation below for **Adult and Dislocated Worker Services**.

Line Item	Budget Amount July 1, 2023 – June 30, 2024
Personnel (Wages/Staff)	
Fringe Benefits	
Travel	
Equipment	
Supplies	
Communications (including Copying/Printing)	
Other	
<b>Subtotal Program</b>	
Direct Participant Expenses	
Program Indirect	
<b>TOTAL BUDGET REQUEST</b>	

**Budget Narrative:** Please provide a detailed explanation for each allowable budget line item to justify the cost. Examples of explanations include job titles, wage rate, hours worked/charged, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or program costs. No travel expenses may be claimed for commute



to/from residence and official station. Travel expenses may be claimed from the official station to work-related destinations. Tennessee State Mileage Rate is \$.655. At no time can indirect cost exceed 10% of allowable costs.

Attach the Budget Narrative indicating all operating expenses in the listed categories. Each budget category requires an additional line-item detail that addresses the method of calculation and justification for the expense. Therefore, the Respondent shall develop and include a line-item budget to meet the intent and requirements of the program, to ensure the successful implementation of the program, and to show that the program is cost-effective. The Respondent should prepare a realistic and prudent budget avoiding unnecessary or unusual expenditures that would detract from the accomplishment of the objectives and activities of the program.

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

## **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: \_\_\_\_\_

Organization: \_\_\_\_\_

Phone # and Email: \_\_\_\_\_

Reference 2: \_\_\_\_\_

Organization: \_\_\_\_\_

Phone # and Email: \_\_\_\_\_

Reference 3: \_\_\_\_\_

Organization: \_\_\_\_\_

Phone # and Email: \_\_\_\_\_

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

## Attachment E: Assurances & Certification

The undersigned party acknowledges and assures that (Provider Name) \_\_\_\_\_ and all its employees responsible for providing the services for which it has applied will abide and comply fully with all state, federal, and local, laws, ordinances, rules, regulations and/or executive orders, including but not limited to provisions of the laws listed below:

- Section 188 of the WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin in programs or activities that receive federal financial assistance;
- Title VII of the Civil Rights Act of 1964, as amended, which prohibits employment discrimination on the bases of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Americans with Disabilities Act, as amended, which prohibits discrimination on the basis of disability;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
- Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR §180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p.235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.52.20
- 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIOA Title I financially assisted program or activity and to all agreements the contractor makes to carry out the WIOA Title I financially assisted program or activity. The undersigned understands that the United States has the right to seek judicial enforcement of this assurance.

---

Name of Applicant Organization

---

Signature of Certifying Official

---

Date

---

Name and Title of Authorized Representative

## Attachment F: Certification Regarding Debarment/Suspension

The undersigned certifies, to the best of his or her knowledge and believe that:

No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employer of a Member of Congress in connection with this Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loan, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

---

Name of Applicant Organization

---

Signature of Certifying Official

---

Date

---

Name and Title of Authorized Representative

## Attachment G: Certification Regarding Lobbying

The undersigned certifies, to the best of his or her knowledge and believe that:

- No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- If any funds other than Federal appropriated funds have been paid or will be paid to any person influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employer of a Member of Congress in connection with this Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loan, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

---

Name of Applicant Organization

---

Signature of Certifying Official

---

Date

---

Name and Title of Authorized Representative

## **Attachment H: Role of Title I Career Service Provider**

### **Provide Services for eligible WIOA Adults, Dislocated Workers, and others identified by the NETLWDB:**

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

a. Career Services - Basic career services must be made available and, at a minimum, must include the following services, as consistent with allowable program activities and Federal cost principles:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs
- Outreach, intake, orientation, to information and other services available through the one-stop delivery system
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs
- Labor exchange services, including – (i) Job search and placement assistance, and, when needed by an individual, career counseling, including—(A) Provision of information on in-demand industry sectors and occupations (as defined in sec.3 (23) of WIOA); and (B) Provision of information on nontraditional employment; and 261(ii) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including – (i) Job vacancy listing in labor market areas; (ii) Information on job skills necessary to obtain the vacant jobs listed; and (iii) information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers
- Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system
- Provision of information, in usable and understandable formats and languages,

relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care, child support, medical or child health assistance available through the State's Medicaid program and Children's 262 Health Insurance Program, benefits under SNAP, assistance through the earned income tax credit, and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program

- Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. (i) "Meaningful assistance" means: (A) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and rights and responsibilities of claimants; or (B) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time. (ii) The costs associated with in providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers, which may include – 263 (i) Diagnostic testing and use of other assessment tools; and (ii) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter)
- Group counseling
- Individual counseling
- Career planning
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training
- Internships and work experiences that are linked to careers (as described in § 680.70 of 3
- Workforce preparation activities
- Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter
- Out-of-area job search assistance and relocation assistance; and

- English language acquisition and integrated education and training programs.

b. Follow-up services must be provided, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

c. Training Services – in compliance with WIOA, training services may include:

- Occupational skills training, including training for nontraditional employment
- On-the-job training
- Incumbent worker training
- Programs that combine workplace training with related instruction, which may include cooperative education programs
- Training programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training
- Transitional jobs
- Job readiness training provided in combination with other services (1-8)
- Adult Education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with service described in 1-7
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

**Business Services** – The Title I Service Provider will assist with providing business services to assist the employer community with its workforce needs; however, the NETLWDBs Business Services Coordinator will be the primary contact for business services and economic development agencies as related to new and expanding industry and presentation of workforce services available in the region. The contractor will be included at the appropriate time to coordinate AJC Business services. Further, the NETLWDB will be the lead on all initiatives but may seek assistance or participation as appropriate.

- a. Certain career services must be made available to local businesses, specifically labor exchange activities and labor market information described in § 678.430 (a)(4)(ii): Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system; and 678.430 (a)(6): Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including – (i) Job vacancy listings in labor market areas; (ii) information on job skills necessary to obtain the vacancy jobs listed; and (iii) information related to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs. Local areas must establish and develop relationships and networks with large and small employers and their intermediaries. Local areas must also develop, convene, or implement industry or sector partnerships.



- b. Customized business services may be provided to employers, employer associations, or other such organizations (WIOA sec. 134(d)(1)(a)(ii)). These services are tailored for specific employers and may include:
- Customized screening and referral of qualified participants in training services to employers
  - Customized service to employers, employer associations, or other such organizations, on employment-related issues
  - Customized recruitment events and related services for employers including target job fairs
  - Human resource consultation services, including but not limited to assistance with: (i) Writing/reviewing job descriptions and employee handbooks; (ii) Developing performance evaluations and personnel policies; (iii) Creating orientation sessions for new workers; (iv) Honing job interview techniques for efficiency and compliance; (v) Analyzing wage/hour and safety/health regulations
  - Customized labor market information for specific employers, sectors, industries or clusters
  - Other similar customized services.

Local areas may also provide other business services and strategies that meet the workforce investment needs of local area employers, in accordance with partner programs' statutory requirements and consistent with Federal Cost Principles.