



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

Request for Proposals (RFP)

for

Provider of One-Stop Operator

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

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Project Timeframe

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 (OSO). Interested bidders may bid on one or all the contracts, however the service provider and OSO 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: Background and Program

The Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is a federally funded program through the U.S. Department of Labor and the 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 an Infrastructure Funding Agreement (IFA). The core programs in Tennessee are Title I - Adult, Dislocated Worker and Youth; Title II - Adult Education and Literacy Activities; Title III Wagner Peyser Act; Title IV of the Rehabilitation Act of 1973; and Temporary Assistance for Needy Families (TANF). In addition to core programs, the following are required programs when available in the local area: Title V- Older Americans Act/Senior Community Service Employment; Career & Technical Education Programs (Carl D. Perkins Act); Adult Education, Trade Adjustment Assistance; Veterans Employment Services – Jobs for Veterans State Grant; Community Services Block Grant; Unemployment Insurance; Job Corps, and Migrant & Seasonal Farmworker Program.

The Local Workforce Development Area (LWDA) serves 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 a One- Stop Operator (OSO) by competitive process.

The Northeast Tennessee Local Workforce Development Board and the First Tennessee 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 LWDB is responsible for oversight, which is essential to be effective stewards of the system and the tax dollars it manages. Additionally, the LWDB:

- Regularly evaluates internal budgets and contractors' expenditures and progress toward meeting performance goals

- Designates a “One-Stop Operator” who manages and coordinates service delivery at the American Job Centers
- Directs the One-Stop Operator via contract to develop procedures to meet performance goals
- Evaluates contractor performance
- Identifies providers of training services
- Monitors system performance against established performance measures
- Negotiates local performance measures with the state board and the Governor
- Helps develop the labor market information system
- Leverages public and private resources to meet business needs and promote economic growth

The NETLWDB, in consultation with the Chief Local Elected Officials, is responsible for the oversight and selection of the One-Stop Operator for Northeast Tennessee. The Consortium of Local Elected Officials for Northeast Tennessee have selected the First Tennessee Development District (FTDD) to serve as Fiscal Agent, Administrative Entity and staff to the NETLWDB. In its role as Fiscal Agent, FTDD will receive and disburse all WIOA and non-WIOA grant funds for the NETLWDB. FTDD will assist the NETLWDB in carrying out the functions of the Board as prescribed by WIOA. The contract for the One-Stop Operator will be with the First Tennessee Development District, as designated and serving as fiscal agent and staff to the NETLWDB.

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.

Vision: Northeast TN is a globally competitive region where business and industry continue to have a qualified, diverse workforce, and individuals have career opportunities in a prosperous and sustainable regional economy.

RFP Components for One-Stop Operator

- A. Manage Daily AJC Operations:** Oversee the one-stop property (buildings and equipment), promptly reporting any necessary maintenance or other issues to NETLWDB staff, to assure the property presents a professional atmosphere for job seekers and employer customers. The OSO must develop a plan for AJC hours/closure to meet customer needs, including accommodating individuals who are unable to access facilities during regular business hours. Comprehensive centers must be open during statewide core hours (8:00 a.m. to 4:30 p.m. during weekdays) and additional certified AJCs hours agreed upon in the MOU with all applicable partners. The OSO will also be responsible for posting hours at each facility and reporting hours and any subsequent changes to FTDD and partner leadership to be posted on LWDB website. The OSO will develop fair and equitable staffing plans for shared responsibilities throughout the AJC system to ensure coverage of customer needs and report plans to FTDD and partner leadership. The OSO should consider not only the number of staff per partner, but also the type of service provided, caseloads, intensity of case management, etc. The OSO is responsible for reviewing and reporting staffing/space usage changes to FTDD on

a quarterly basis to facilitate cost sharing and allocation development and/or implementation of the Memorandum of Understanding (MOU) between partners and ensuring all AJC facilities, programs and services, technology and materials are accessible to those with disabilities in accordance with the American Disabilities Act and compliant with all policies governing the operations (safety, poster, etc.) for all customers. In addition, the OSO must provide staff training and support in areas of ADA and safety.

B. Functional Leader: The OSO will coordinate the following three functional teams, including assigning leaders to ensure regular meetings of each, monthly at minimum. The OSO will create and implement a training plan for partner staff to ensure consistent outreach and priority service to target populations, co-enrollment of participants, and other areas where customers can benefit from comprehensive service. With respect to funds allocated for adult employment and training activities, priority to receive career and training services shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Goals will be established to track progress in serving these populations.

a. Welcome Team - a shared function amongst all core partners facilitating the customer's entry point into the AJC system. The OSO will schedule current partner staff to cover various times/activities of the welcome function. The OSO will provide on-board training to all Welcome Team staff. The Welcome Team focuses on:

- Providing basic career services
- Monitoring AJC traffic
- Collecting and reviewing VOS Greeter data
- Administering initial assessment of customer needs
- Referring to WIOA partner programs for eligibility determination
- Providing orientation of AJC services and labor market data
- Assisting in the Resource Room

b. Skill Development Team - consists of staff from all core and required partners that are present under the LWDB's MOU, primarily individuals with case management responsibility that focus on:

- Conducting comprehensive and specialized assessments of skill levels and service needs
- Determining eligibility for respective program(s)
- Providing basic and individualized career services
- Making referrals to partner programs and services provided within the AJC system and co-enrolling the participant when appropriate

c. Business Services Team - consists of staff that have a primary focus on serving the employers by:

- Acting as a resource for business customers by answering questions,
- addressing concerns, and providing resources
- Working with Tennessee Economic and Community Development (TNECD) to promote job expansion and attract new businesses
- Establishing a process to deliver employer services through a functionally aligned, seamless delivery system

- Using the AJC brand to market a consistent message and image to employers.

The role of the One-Stop Operator (OSO) is to facilitate an objective and team-based approach within each AJC and across the local workforce system that leads to seamless services for customers. This includes but is not limited to: coordination of local leadership teams for each AJC; coordination and development of business processes for service delivery through the AJCs to ensure a consistent customer experience across centers; provision of operational and process support for implementation of all NETLWDB/FTDD policies and facilitation of continuous improvement efforts through data collection, analysis and process improvements. The OSO must ensure that all services being provided are consistent with local LWDB, regional and state plans and improve/maintain excellent customer service and efficiency while reducing duplication. Additionally, the OSO ensures that one entity is not both providing service and overseeing compliance of that service in compliance with the AJC system firewall.

- C. Evaluate Customer Experience:** The OSO will develop and/or maintain the current evaluation process to determine customer (job seeker, employer, and partner staff) experiences throughout the AJC system. Evaluation methods may be on-site and/or online, must maintain confidentiality, be timely to the customer experience and must address both customer service and customer need areas. (e.g. staff assistance helpful, workshop content beneficial, referrals to employer sufficient, complaints, etc.). The OSO will share results of the customer evaluations with LWDB, FTDD, and partner agencies in a timely manner to celebrate successes and address opportunities for improvement. The OSO will monitor and evaluate referrals for co-enrollments to ensure customer needs are being met by the AJC system and report any necessary improvements to FTDD and partner leadership. The OSO will act as liaison between the FTDD and AJC system partners to resolve customer service complaints or partner issues, propose promising practices and disseminate general communication of State and LWDB policies/procedures.
- D. Coordinating Services:** In coordinating services as that OSO, the entity must refrain from establishing practices that create disincentives to provide services to individuals with barriers to employment; these participants may require long-term service such as intensive employment, training, and education services. Practices will not be developed that fail to provide access and opportunity for eligible participants to receive (and gain the benefit of) WIOA services. For example, the OSO must ensure that training is not a requirement for the WIOA enrollment; the OSO and LWDB must avoid policies that require participants to carry the burden of tuition expenses through a reimbursement process.
- E. Evaluate Negotiated Performance Measures:** The OSO will monitor the performance of the AJC system by ensuring all partners have systems in place to enter and monitor performance and validation data both accurately and timely, and report any issues to FTDD and partner leadership. Utilize the state performance management systems to develop and measure goals of the AJC system (e.g. traffic counts, job seeker registrations, job orders, case notes, etc.), analyze data, and report results (Dashboard or other as specified by FTDD) to LWDB staff and partner leadership, along with recommendations for improvement, if needed. The OSO agrees to collect performance information, as may be required by FTDD, to monitor

progress toward attainment of Key Performance Indicators and State/Federal Performance Measures of the AJC system and recommend changes for implementation to the FTDD and partner leadership to ensure the LWDB meets negotiated targets established by TDLWD. Data to be collected will include performance information from providers of on-the-job training, customized training, incumbent worker training, internships, paid or unpaid work experience opportunities, and transitional employment as the Governor may require. This performance information should quantify post-secondary credential attainment achieved by participants, rate of employment after a participant exits from a training program, and earnings as a participant exits from a training program. This information will be used to determine whether the providers meet such performance criteria.

- F. Targeted Populations:** The OSO establishes practices that create a positive environment to provide services to individuals with barriers to employment, including those who may require long-term services such as intensive employment, training, and education services, by providing access and opportunities for eligible participants to receive and gain the benefit of WIOA services. The OSO must collect information specific to serving individuals with barriers to employment. With respect to funds allocated to NETLWDB/FTDD for adult employment and training activities, priority to receive career and training services shall be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient. Information collected should include, but is not limited to, description of soft targets and goals to track the progress in serving the targeted populations.
- G. Delivery of Services:** The OSO agrees to carry out all assigned duties as related to the delivery of services within the One-Stop system. If the NETLWDB/FTDD receives specialized funding opportunities the OSO agrees to work with NETLWDB/FTDD to execute these services as the direction of NETLWDB/FTDD. If United State Department of Labor (USDOL) or TDLWD allocate additional or specialized funds to the LWDA's, the NETLWDB/FTDD must direct the OSO on how to leverage the additional funds to maximize service delivery within the LWDA.
- H. Contracts:** Contracts between the OSO and NETLWDB/FTDD must include, but are not limited to, the following criteria:
- Address the schedule and on-site presence of the OSO staff withing the AJC, including the number of staff
 - Address how staff will be present in each AJC, including supervision
 - Address hours of operation, including alternative hours to accommodate individuals who are unable to access facilities during regular business hours
 - Address management of the memorandum of understanding (MOU) and coordination to aid the LWDB/FTDD
 - Address the process to on-board staff with a description of the provision of training (including on-going training)
 - Address frequency of meetings between the OSO and the LWDB
 - Address OSO monitoring requirements to include monitoring guide
 - Address soft targets and service goals
 - Address the OSO's strategy for community outreach
 - Address WIOA partner strategies and activities

- I. **Reporting:** The OSO will be required to provide monthly reports to NETLWDB and staff to inform them of trends concerning the operation of the One-Stop System. These reports will inform NETLWDB/FTDD and staff of strengths and weaknesses of service delivery within local area, specifically as they pertain to the primary indicators of performance issues by the USDOL.
- J. **Americans with Disabilities:** The OSO must include a statement indicating compliance with WIOS Section 188, if applicable, and applicable provisions to the Americans with Disabilities Act of 1990 (42 U.S.C 12101 et seq.) regarding the physical and programmatic accessibility of facilities, program and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.

See Roles and Responsibilities of the One-Stop Operator, Attachment H.

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.

Eligible Applicants

According to WIOA sec.121(d)(2), eligible applicants include:

- An entity (public, private, or nonprofit) organization
- A consortium of entities (including a consortium of entities that, at a minimum which must include three (3) or more of the one-stop required WIOA partners), of a demonstrated effectiveness located in the local area.
- An institution of higher education
- An employment service State agency established under the Wagner-Peyser Act
- A community-based organization, nonprofit organization, or intermediary
- A private for-profit entity
- A government agency
- Other interested organizations or entities, which may include a local chamber of commerce or other business organization, or a labor organization.

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,

- a) disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers
- b) do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and
- c) comply with Federal 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.

Funding

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 One-Stop Operator may be eligible for up to three (3) 1-year extensions.

Budget Range and Budget Proposal(s): Maximum budget is \$250,000 for the contract period. This is for the One-Stop Operator and is an estimate only. Actual award amount may differ depending upon final funding allocations. The proposed budget must be adequate for the scope of work presented in the RFP. Specific line items require a detailed explanation.

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.

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

Office Space: Office space will be available at the AJC Comprehensive locations in Johnson City and Kingsport to accommodate coordination responsibilities required of the OSO. Both locations will serve as "official stations". No travel expenses may be claimed for commute to/from "official stations." Staff will be provided with office space appropriate to conduct services as outlined in the MOU/IFA.

Required Hours of Operation: 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. Part-time schedules will be considered as long as the plan assures that customer needs will be met. Less than full-time center(s) will be required to apply for Specialized status as defined by TDLWD. The NETLWDB/FTDD reserves the right to establish service hours at other times to accommodate schedules of individuals who cannot access the centers during the core hours. All AJCs must follow State of TN holiday schedule.

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 will provide office telephones, internet, and computers for subrecipient staff, and resource centers/computer labs. 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 subrecipient must follow NETLWDB/FTDD and TDLWD procurement policies, including that all equipment is tagged and included on the inventory maintained by the service provider. 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. An additional amount for supplies for the OSO staff may be included in the budget, not to exceed the maximum budget allowed. Each partner is responsible for their own basic office supplies specific to their program.

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

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

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.

Participant Data & Performance Outcomes

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 will conduct a capacity analysis. The result of that review may change the location and designation 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	1238
Greene	1203
Hancock	83

Hawkins	251
Johnson	49
Sullivan	2160
Unicoi	5
Washington	2081

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. Proposed PY23 (the most recent negotiated with the State/Federal) are included for your information. 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
Adult Measures	
<i>Employment Rate 2nd Quarter after exit</i>	83.5%
<i>Employment Rate 4th Quarter after exit</i>	83.5%
<i>Median Earnings 2nd Quarter after exit</i>	\$7,025.00
<i>Credential Attainment within 4 Quarters after exit</i>	69.5%
<i>MSG</i>	63.5%
Dislocated Worker	
<i>Employment Rate 2nd Quarter after exit</i>	83.5%
<i>Employment Rate 4th Quarter after exit</i>	83.5%
<i>Median Earnings 2nd Quarter after exit</i>	\$7,690.00
<i>Credential Attainment within 4 Quarters after exit</i>	70.6%
<i>MSG</i>	61.2%
Youth	
<i>Employment or Placement Rate 2nd 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:

Key Performance Indicators - July 1, 2022, through June 30, 2023		
Adult, Dislocated Worker and Incumbent Worker-New Enrollment		
	Northeast	Grand East Region
Adult & Dislocated Worker	236	1,516
SNAP Employment and Training-Co-enrollments with Adult Education		
Target	6	19
SNAP Employment and Training-Participants Receiving Job Retention Services		
Target	5	18
SNAP Employment and Training-Participants Receiving Job Training Services		
Target	6	21
Jobs for Veterans-New Enrollment		
Target	35	171
Justice-Involved Individuals-New Enrollment		
Target	166	792
Reemployment Services-Co-enrollment		
Referred to Title I & Co-enrolled	15	64
Trade Adjustment Assistance-Co-enrollment with Title I Dislocated Worker		
Co-enrolled with Dislocated Worker	90%	90%
Wagner-Peyser-New Enrollment		
Target	1,260	6,654
Youth-New Enrollment		
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

One-Stop Operator

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

Organization Experience, Qualifications and Capacity (10 points)

- Provide a brief description and history of your organization.
- Include an overview of your mission/vision and how it relates to this RFP.
- Provide a summary of past experience or similar services for this RFP, including any expertise that distinguishes your agency to provide this service.
- Include a detailed “shared” staffing plan, including number, qualifications, job descriptions, etc. to provide services described herein. Include an organizational chart and the relationship to your current organizational structure. In order to be considered responsive, a bidder must provide an organizational chart.
- Describe your experience in oversight of staff teams, multi-organizational staff and experience in developing and delivering technical assistance.
- Describe any resources your agency brings to the workforce system.
- Provide a plan of transition and implementation, including coordination with current provider, adoption of local policies and relationship with the NETLWDB/FTDD.

Outreach, Physical and Programmatic Accessibility and Confidentiality (15 points)

- Describe how you will assure that services are accessible to all jobseekers and employers, including areas with high poverty and transportation barriers in rural communities.
- Include location and scope of any proposed affiliates or specialized sites, access locations and/or other venues to provide services, other than those provided by the NETLWDB/FTDD.
- Describe your organization's outreach and enrollment methods to reach target populations to promote AJC Services. Be specific as to the actual outcomes. Discuss how you will bring together partner programs to ensure adequate outreach of the AJC to target populations and define those populations.
- Explain and justify the service models that will be used to serve traditionally underserved participants and employers to assure access to the AJC.
- Include a description for meaningful access and adaptation for customers with disabilities.
- What are your planned hours of operation for each AJC? If less than full-time, explain how customers and stakeholders will be made aware of the schedule and how services will continue at current or higher level with

reduced hours. Confirm that your agency will comply with State of TN holiday schedule.

- What is your agency's approach to management of information systems, connectivity, and confidentiality? Attach, or include a privacy policy. **Note:** The State of Tennessee and its LWDAs all use the Virtual One-Stop (VOS) system. Include any specific experience with VOS/Jobs4TN or similar systems.
- Describe how your agency will work with the NETLWDB/FTDD to identify technology and occupancy needs to assure customers have a professional, efficient, and effective environment.
- Describe your plan for supervision, including local/on-site, functional, and direct.

Partnerships & Community Engagement (15 points)

- Discuss how you will work to incorporate all partner into the Comprehensive AJC system. This discussion must include partners who are electronically present in the Comprehensive AJC.
- How will you take ownership/leadership to ensure all partners are contributing to the center, both financially as well as through resources and staff time?
- Coordinating Services: Describe how you will coordinate services to assure that all partner staff are knowledgeable, trained and motivated to dress and act professionally with the confidence to address both employers and job seeking customers.
- Describe your plan/method for community and business outreach.
- Potential One-Stop Operator needs to be aware of any implications or special arrangements. Describe how they will organize to meet the requirement of 20 CFR 678.630, which states: *"Continued use of State merit staff for the provision of Wagner-Peyser Act services or services from other programs with merit staffing requirements must be included in the competition for and final contract with the One-Stop operator when Wagner-Peyser Act services or services from other programs with merit staffing requirements are being provided."*
- Describe the full menu of services envisioned for job seekers. Provide how the organization will carry out the vision of the NETLWDB and work in collaboration with board staff for provision of employer services in regard to how the AJC will be structured and staffed to respond efficiently and effectively to job seekers. Include a description of the proposed job seeker customer flow. Describe the full menu of services for area employers. Provide how the organization will carry out the vision of the NETLWDB in regard to how the Center will be structured and staffed to respond efficiently and effectively to area employers. Include a description of the proposed employer customer flow in coordination with NETLWDB/FTDD business

services.

- **Coordinate Services:** Describe how your organization will coordinate One-Stop partners with:
 - Integrating a menu of services for job-seeking customers and employers,
 - implementing agreements among the partners such as Memorandum of Understanding and resource sharing, and
 - Maintaining communications with all One-Stop Partners and co-located staff;
 - Compliance with all federal/state/local regulations.
- **Service Delivery and Performance:** Describe the service delivery methods to be implemented in the AJC(s) to ensure that the planning region's goals, regarding performance, placement, and credentials, are met or exceeded.
- Describe workshops you plan to offer and the best practices, or other information, utilized in their design. Include how you recruit and use volunteers to expand workshop offerings beyond what staff can provide.
- What is your organization's experience working with LWDBs, partners, and/or service providers to develop strategic approaches to support regional economic development and employers with high staffing needs in high-demand occupations?
- Describe how you will promote and sustain business engagement. Address the methods used to explain, track and communicate these successes with the LWDB and LWDB staff, as well as to the general public.
- Describe how you will assure services offered by the resource room are customer focused.
- The One-Stop Operator will be responsible for assuming a leadership role in the development of one stop certification applications which will be submitted to the NETLWDB/FTDD. Describe how your agency will work with the NETLWDB/FTDD, other subrecipients and partners to obtain and maintain One-Stop Certification.

Program Service Delivery Model (15 points)

- Describe how you will work with LWDBs, administrative entity, fiscal agent, monitors, auditors relative to the many policy and market intersections.
- Describe how your agency will approach each aspect of the OSO role as being the primary Functional Leader for the AJC system, including:
 - a. plans your agency has for outreach and best practices with jobseekers, including target populations.
 - b. plans your agency has for case management strategy, providing for consistent support, follow-through for service plans and referrals, and tracking for individual clients.
 - c. plans your agency has for outreach and best practices with employers in a one-stop setting.
- Describe the customer flow process (include a chart) to meet the needs of

both the jobseeker and employer.

- Bidders must detail all implementation plans for training of all partner staff, to include: co-enrollment of participants and outreach to target populations.

Data, Performance Outcomes and Reporting (10 points)

- Describe your organization's experience in tracking and reporting discrete participant activities while at the same time ensuring full compliance with Personal Identifiable Information (PII).
- Describe your organization's experience with developing and implementing customer satisfaction instruments, such as web-based services used to track and report actual outcomes. Describe your plan/method for measuring customer satisfaction for this RFP.
- Describe your customer service experience and discuss any experience with handling complaints and/or concerns for customers.
- Describe how you will engage and meet with employers to identify and improve employer resources in the AJC. Include previous experience of continuous improvement of employer services in a One-Stop setting and how your organization will measure.
- Performance: Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop planning estimates of the number of core program (i.e., WIOA Titles I, II, III, and IV) customers to be served, including their respective employment and earnings rates after exit. Include any performance outcomes you have achieved in these areas.
- Describe how you will gather and analyze information on sustainability to support ongoing and emerging needs of regional employers.
- Performance and Reporting: Describe your strategy to meet or exceed the LWDA's performance goals for this RFP. How will your organization manage measurement, achievement, and documentation of performance standards? Include specific performance targets related to State and Federal Performance Measures of partners/providers. Also include performance targets related to increasing AJC traffic, data collection and validation methodology and reporting method. How will you ensure and maintain data integrity?
- Describe your experience in reviewing WIOA eligibility determinations of program participants, in accordance with data verification and validation, to ensure that individuals are eligible to be enrolled and to receive all available, appropriate, and allowable services under WIOA. How would you implement a similar system under this RFP?
- Describe your experience evaluating partners/providers to assure compliance with WIOA, regulations, state and local policies. How would you implement a similar evaluation system under this RFP?
- Reporting: Describe proposed detail and summary reporting formats and frequency of reports that will be submitted to the NETLWDB/FTDD and its

stakeholders. Provide examples by attachment to component narrative. These do not count into the 15-page limit for the OSO component.

- Provide a chart and description of your plan for information/report flow to ensure that all stakeholders including staff, partners, subrecipients and NETLWDB/FTDD and others will receive timely, accurate and thorough information/reports.
- Describe how outreach activities impact and contribute to WIOA participant enrollment, provide anticipated projections.

Fiscal Capabilities and Budget (15 points)

- 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.
- Describe how your organization will manage cash flow with a reimbursement contract.
- Describe your organization's process for tracking, invoicing, and reporting expenditures by grant, AJC location, cost classification, and line item to facilitate required reporting. Also, describe your process for tracking expenditures to ensure that no over obligation of funds occurs.
- Provide an itemized budget to support the proposal, see Attachment B.1. Include a narrative to explain all budgetary items. Maximum budget is \$250,000 for the contract period. This is for One-Stop Operator and is an estimate only. Actual award amount may differ depending upon final funding allocations. Base your budget request upon your plan of service delivery. The proposed budget must be adequate for the scope of work presented in the RFP. Direct participant costs should be budgeted separately and are in addition to the funds listed above. See budget worksheet(s).
- Federal, State and local policies require certain minimum benchmarks be attained each program year as follows:
 - 80% of all formula funds must be obligated by June 30 of each year. How will your organization assist the local area in meeting this metric?
 - As of the date of the release of this RFP, 40% of all program expenditures must be direct participant costs. How will your organization ensure compliance with this metric?
 - 20% of all youth program expenditures must be for work experience activities. How will your organization help ensure compliance with this metric?
 - Due to State of TN Youth Service Waivers, up to 50% of youth funds may be utilized for in school youth services. How will your organization ensure that youth funds are in compliance with this metric?
- Describe how you will help, in coordination with the Title I Career Services Provider, ensure an efficient use of the WIOA funds while maximizing services provided for Adults, Dislocated Workers, and Youth.

Welcome Function Facilitation (20 points)

- Describe your plan to coordinate staffing, curricula, and the optimum customer flow process in the AJCs as it relates to the Welcome Function. Provide any differences when using “shared” staff versus assigned partner staff.
 - Targeted Populations: Describe how Welcome Function staff will provide outreach, intake, registration, and orientation to WIOA services, including any planned adaptations for targeted populations.
 - In coordination with the defined AJC process, describe how the Welcome Function staff will provide an initial assessment and referral to appropriate services.
 - Performance: Provide an overview of knowledge and abilities Welcome Function staff will possess (or will be trained for) to provide assistance in the AJC Resource Room, including but not limited to labor exchange services, provision of labor market information, labor market employment statistics, performance information about eligible providers and performance information.

Section 3: Submission & Evaluation

All questions that interested parties may have can be directed to Lisa Evans at 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, should not exceed 15 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 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
Outreach, Physical and Programmatic Accessibility and Confidentiality	15
Partnerships & Community Engagement	15
Program Service Delivery Model	15
Data, Performance Outcomes, & Reporting	10
Fiscal Capabilities & Budget	15
Welcome Function Facilitation	20
Total	100

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. 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. 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 OSO 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, Proposing Entity Information Form

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 One-Stop Operator: _____

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 **One-Stop Operator**.

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

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 186 Comp., p. 189) and 12689 (3 CFR part 189 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 THE ONE-STOP OPERATOR

Coordinate Functional Alignment & Manage Operational Resources

The One-Stop Operator's primary role is to coordinate multiple American Job Center partners and service providers throughout Northeast TN LWDA to assure functional alignment of services and management of operational resources; conduct quality review of partner and service provider activities; and facilitate the Welcome Function at the AJC, including supervision of shared Welcome Function staff at larger AJCs if needed.

Interested bidders should:

- (a) Oversee management of One-Stop Centers and service delivery;
- (b) Evaluate performance of the One-Stop Center Partners/Providers and implement required actions in consultation with the NETLWDB/FTDD to meet performance standards;
- (c) Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff);
- (d) Ensure coordination of partner programs;
- (e) Act as liaison between the LWDB (Executive Director) and AJC;
- (f) Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.);
- (g) Oversee full implementation and usage of all State systems in the AJC;
- (h) Design the integration of systems and coordination of services for the site and partners;
- (i) Plan and report responsibilities for partners and staff;
- (j) Write and maintain business plan (RFP Response included in Contract will meet this requirement);
- (k) Market AJC services in coordination with NETLWDB/FTDD;
- (l) Facilitate the sharing of data;
- (m) Integration of available services and coordination of programs for the site with all partners.

Conduct Quality Review – Quality control is an on-going activity focused on continuous improvement, efficiency and effectiveness, and adherence to policy and procedures for all partners. Responsibilities of the One-Stop Operator include, are but not limited to:

- (a) Reviewing the Memorandum of Understanding to ensure WIOA compliance;
- (b) Encouraging continuous improvement in the AJCs;
- (c) Completing and submitting One-Stop Certification applications for comprehensive, affiliate, and specialized AJCs to the NETLWDB for certification;
- (d) Reviewing eligibility determinations of program participants to ensure that individuals enrolled are receiving the provided services;
- (e) Ensuring access to services;

- (f) Evaluate partners/providers to assure compliance and submitted reports to NETLWDB/FTDD.

Facilitate Welcome Function – An additional role of the One-Stop Operator is to supervise “shared” staff in the Welcome Function and coordinate other partner staff in the role, when “shared” staff are not available.

- (a) Staff responsibilities will include, but not be limited to, greeting customers, conducting initial assessments, overseeing the resource room/computer lab, ensuring applicants register for jobs4TN.gov, and offering basic career services (see below) as appropriate to the service delivery model of the proposing agency.
- (b) Staff may be full-time or part-time based on need and budget limitations.
- (c) The cost of Welcome Function staff will be reimbursed to the subrecipient by the NETLWDB/FTDD; however, costs will ultimately be charged to partners through the Memorandum of Understanding and Infrastructure Funding Agreement as “shared” staff.
- (d) If “shared” staff are not present in an AJC and/or not available during all business hours, the One-Stop Operator will coordinate appropriate partners to provide the Welcome Function.