REQUEST FOR PROPOSAL FOR WORKFORCE INNOVATION & OPPORTUNITY ACT: American Job Center – One-Stop Operator

Release Date: March 16, 2020

Proposals Due: April 16, 2020

Contract Period: July 1, 2020 to June 30, 2021
With extension possible for two additional years

All proposals must be submitted electronically to ksubler@tpma-inc.com

Proposals must be received no later than April 16, 2020 – 4:00 pm CST
# Table of Contents

Introduction .................................................................................................................................... 3  
  Thomas P. Miller & Associates ............................................................................................... 3  
  Local Workforce Area 20 ....................................................................................................... 3  
RFP Background ......................................................................................................................... 5  
  Eligible Entities to Serve as the One-Stop Operator ............................................................ 5  
  Applicant Qualification ........................................................................................................... 5  
Scope of Work ............................................................................................................................. 6  
Proposal Requirements ............................................................................................................. 7  
  Questions & Answers ............................................................................................................. 7  
  Proposal Submission Deadline ............................................................................................. 7  
  Timeline .................................................................................................................................. 7  
  Proposal Format ..................................................................................................................... 7  
  Proposal Assembly Checklist ............................................................................................... 7  
  Proposal Narrative ............................................................................................................... 8  
  Budget & Budget Narrative ................................................................................................. 10  
Proposal Evaluation .................................................................................................................. 10  
Award & Contract Provisions & Requirements ....................................................................... 12  
  Provisions ............................................................................................................................ 12  
  Right to Repeal .................................................................................................................... 12  
  Contract Requirements ....................................................................................................... 12  
  Equal Employment Opportunity ......................................................................................... 13  
  Affirmative Action .............................................................................................................. 14  
  Tools & Resources ............................................................................................................... 14
Introduction

Thomas P. Miller & Associates

Thomas P. Miller and Associates (TPMA) has been contracted by the Land of Lincoln Workforce Alliance (LLWA), Local Workforce Development Area 20 (LWA 20) in Illinois, and located in the central portion of the state including the counties of Cass, Christian, Logan, Menard, and Sangamon, to lead the procurement process for selecting a One-Stop Operator in LWA 20.

TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 30 years of experience in workforce development activities including providing assistance to workforce boards in strategic planning exercises. We provide solutions to clients with a range of services to design, develop, and implement programs including but not limited to strategic planning, sector and cluster-based strategy development, labor market and industry analysis, professional development and training services, program design and evaluation, business services capacity building, asset mapping, grant writing and funding research, and third-party procurement.

Through analysis, alignment, and action, TPMA applies our mission statement of empowering organizations and communities through strategic partnerships and informed solutions that create positive, sustainable change to every project assigned. For more information of TPMA’s experience and expertise, please visit us at http://www.tpma-inc.com/.

As the contracted entity to lead this procurement process, TPMA serves as a “separate and independent outside entity to conduct the competition” for the One-Stop Operator.¹ TPMA will review all submitted proposals and evaluate them on a scale coordinated and agreed upon by the Land of Lincoln Workforce Board, with guidance from the State of Illinois Department of Commerce and Economic Opportunity. Based on its evaluation, TPMA will submit its selection, along with description of the selection process and scoring justification, to the Board for approval.

Illinois workNet 20

The Land of Lincoln Workforce Board (“LLWA” or “Board”) oversees and is the policy maker, in partnership the Chief Elected Officials of the five counties that make up Illinois workNet 20, for workforce development programs in the Area. The Board makes decisions regarding the type and mix of workforce development services offered in the five counties and the use of federal and state funds available for workforce activities. More information about the Board can be found at: https://worknet20.org/.

Illinois workNet 20 has five (5) center locations:

¹ Cited in US Department of Labor, Employment and Training Administration, Training Employment and Guidance Letter (TEGL) WIOA No. 15-16, Competitive Selection of One-Stop Operators, released January 17, 2017. This TEGL provides significant background information on the selection process and roles and responsibilities of the One Stop Operator within the WIOA system. Applicants are strongly encouraged to become familiar with the content of this document.
Illinois workNet Center- Sangamon
1300 South 9th Street
Springfield, IL 62703
Monday-Friday 8:30 am – 5:00 pm

IL workNet Center– Cass
Lincoln Land Community College
109 White Pine Lane
Beardstown, IL 62618
Thursday 9:00 am – 4:00 pm

IL workNet Center- Logan
Heartland Community College
2201 Woodlawn Rd #200
Lincoln, IL 62656
Friday 8:30 am – 4:30 pm

IL workNet Center – Christian
Lincoln Land Community College
800 Spresser Street
South Building, Room-1109
Taylorville, IL 62568
Monday & Tuesday 8:30 am – 4:30 pm

IL workNet Center-Menard County
Menard County Housing Authority
117 North 7th Street
Petersburg, IL 62675
Friday 8:00 am – 4:30 pm
RFP Background
Under WIOA, the Board is tasked with soliciting a One-Stop Operator to manage the One-Stop Centers and system within the five county workforce development area. TPMA is conducting that solicitation process, serving as the “separate and independent outside entity” as required by Federal WIOA regulations.

Sangamon County, IL is the grant recipient of WIOA funds. The selected One-Stop Operator will enter into a contract with Sangamon County under guidance from the Board.

Eligible Entities to Serve as the One-Stop Operator
The One-Stop Operator may be a governmental unit, public or private not-for-profit or for-profit entity (including corporations, partnerships, or sole proprietorships), eligible local educational agency, faith-based or community-based agency, and/or a consortium of WIOA partners as described in the law. Consortia must include three or more of the required One-Stop Partners of demonstrated effectiveness located in the Local Area. For more information on eligibility, see US Department of Labor, Employment and Training Administration, Training Employment and Guidance Letter (TEGL) WIOA No. 15-16, Competitive Selection of One-Stop Operators, released January 17, 2017 found at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16_Acc.pdf.

NOTE: Elementary schools and secondary schools shall not be eligible.

All applicants must disclose any potential conflicts of interest arising from their relationships with training or other service providers in the local workforce system. In addition, all applicants must ensure that they do not and will 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.

All applicants must comply with Federal regulations and procurement policies relating to the calculation and use of profits.

The applicant must be able to demonstrate previous experience, the capacity and the commitment to develop and implement the One-Stop Operator role for LWA 20. All applicant entities must have been a legal organization for a minimum of one year prior to the start of the contract.

Applicant Qualification
In addition to being one of the Eligible entities to serve as the One-Stop Operator, Applicants must meet the following Qualifications:

- Possess an understanding of the Workforce Innovation and Opportunity Act and an understanding of the local workforce system and its stakeholders.
- Strong, demonstrated experience (3-5 years) facilitating large, diverse stakeholder groups to a common goal or outcome. The ability to remain a neutral facilitator among partners will be critical.
• Experience in meeting agenda development, planning, and execution.
• Ability to work closely with the Workforce Development Board to monitor the workforce system’s strategic objectives and make recommendations for system continuous improvements.
• Other roles and responsibilities as defined by the Board.

Scope of Work
The selected Applicant will conduct the following activities in fulfilling their role as the One-Stop Operator:

1. Coordinate service delivery among the partners of the public workforce system in the local workforce area
2. Coordinate service delivery among physical and electronic sites
3. Coordinate services across the local area’s workforce system
4. Provide basic services such as orientations, information on careers and labor markets, and resource rooms
5. Implementation of Board policies
6. Report to Board on operations, performance accountability and continuous improvements
7. Manage hours of operation at all sites
8. Manage technological resources such as websites, case management information, business networking software, on-line testing sites
9. Manage daily operations through coordination with WIOA fiscal agent for lease, utilities, and other invoice remittance
10. Manage partner responsibilities as defined in MOU
11. Manage services for individuals
12. Manage services for business
13. Submit annual staffing and operational budgets
14. Follow federal and state regulations pertaining to handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
15. Fulfill other roles as identified by the Board

Applicants should review the DOLETA TEGL 15-16 referenced above for further information on the role of the One-Stop Operator.
Proposal Requirements

Questions & Answers
All questions regarding this RFP must be submitted in writing via e-mail to Kristopher Subler at ksubler@tpma-inc.com by March 30, 2020. No questions will be accepted after this date. Responses to all questions will be located at: https://www.tpma-inc.com/procurement/ by April 3, 2020.

Proposal Submission Deadline
Proposals will be due by April 16, 2020 via email to ksubler@tpma-inc.com. A receipt will be emailed when a proposal is received. If proposers do not receive an email receipt, it is their responsibility to contact TPMA to verify receipt of the proposal. Applicants that require assistance with this process may ask for technical support from TPMA. No proposal submitted after the deadline will be accepted for consideration.

Timeline

<table>
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<tr>
<th>Action</th>
<th>Date</th>
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<tbody>
<tr>
<td>RFP Issued</td>
<td>03/16/2020</td>
</tr>
<tr>
<td>Deadline for RFP Inquiries for Clarification</td>
<td>03/30/2020</td>
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<tr>
<td>Posting of Answers to Inquiries</td>
<td>04/03/2020</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>04/16/2020</td>
</tr>
<tr>
<td>One-Stop Operator Selected by TPMA</td>
<td>04/24/2020</td>
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<tr>
<td>Land of Lincoln Workforce Board Approves Selection</td>
<td>05/01/2020</td>
</tr>
<tr>
<td>Selected Contractor Begins to Operate One-Stop Center(s)</td>
<td>07/01/2020</td>
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Proposal Format
All proposals must meet the technical and content requirements outlined in this section. All proposals must be formatted, organized and assembled as follows:

- Proposal Narrative responses are limited to 15 pages
- Single-spaced
- 8 ½ x 11 inch paper
- Minimum 1-inch margins – top, bottom, and sides
- Numbered pages
- File name should reference LLWA OSO Proposal and include name of the submitting entity

Responses that do not adhere to the prescribed format or utilize the forms provided will not be considered for selection.

Proposal Assembly Checklist
All proposals should be assembled in the following order:

- Cover Sheet (Attachment 1)
- Table of Contents
Proposal Narrative (max. 15 pages)
   o Organization Background
   o Staffing Plan & Qualifications
   o Project Plan
   o Outcomes
   o Financial Management Plan

Budget & Budget Narrative (Attachment 2)
Organizational Chart
References (3)

Equal Employment Opportunity Statement (Attachment 3)
Proof of Insurance

Applicant organization’s most recent financial audit. The organization’s financial audit does not need to be submitted electronically with the proposal. It will not be required unless the proposer is selected as a contractor.

Proposal Narrative
Applicants are asked to address the questions and items in the following sections. Responses should be clear and detailed, sufficient to providing a clear and compelling argument for why the organization should be selected as the One-Stop Operator.

1. Applicant Organization Background and Experience
   a. Briefly describe the purpose, activities, and services of your organization.
   b. Describe how this proposal connects to your mission and organizational goals.
   c. Indicate the number of years your organization has been in business.
   d. List the groups/populations you serve. Identify your target audience or customer base.
   e. Describe your organization’s experience or understanding of the Workforce Innovation and Opportunity Act (WIOA) and the publicly funded workforce system.
   f. Describe your organization’s experience and performance in providing the type of coordination, leadership and administrative functions required of the One-Stop Operator and experience providing similar or related services to those being requested. Provide related performance outcome data supporting your experience.
   g. Describe your organization’s work, experience, knowledge, relationships or other background regarding the five-county area that makes up Local Workforce Area 20.
   h. Describe other experience or activities previously conducted that demonstrate the organization’s capability to successfully implement the proposed project.
   i. If a Consortium submission, within each of these sections, provide first a description of the lead applicant and then of the other Consortium member
organizations, and conclude with a clear description of the structure of the Consortium, how it was formed, and how the Consortium members are prepared to work together as a coherent collaboration.

2. **Staffing Plan and Qualifications**
   a. List all proposed positions with brief narrative describing the roles of each. Attach job descriptions for all positions.
   b. If proposed staff are current employees of your organization, include resumes that reference the roles they will play in the One-Stop Operator activities.
   c. Provide an organizational chart (Attachment 3) of the staff to be included in this program (include resumes and job descriptions as part of your proposal in Attachment 4). Job descriptions may be substituted for positions not yet filled.

3. **Project Plan**
   a. Include a detailed description of activities related to the requirements outlined in the Scope of Work – One-Stop Operator Requirements section above.
   b. Include a description of both initial implementation activities and on-going operational functions to be delivered.
   c. Describe in particular your vision and plan for coordinating service delivery activities across five One-Stop Centers within the area.
   d. Describe any additional services or activities you would recommend or deliver, beyond those outlined in the Scope of Work, that would benefit the Partners and the One-Stop system in LWA 20.
   e. Identify any new or innovative initiatives or methods you would put in place that are designed to improve the One-Stop system/center outcomes.

4. **Outcomes**
   a. Provide a description of how progress toward operator requirements will be measured and reported.

5. **Financial Management Plan**
   a. Provide a narrative of your financial management plan.
   b. Fund accounting is required for projects funded under this request for proposals. Describe how you will assure that this is done.
   c. Provide a statement of the capability of your organization to assume financial liability for disallowed costs resulting from an audit of this program.
   d. Provide a description of the accounting system and fiscal reports and controls that will be used to safeguard program funds.
   e. Indicate your inventory control process for this project for any equipment that will be purchased with WIOA funds.
   f. Describe previous experience operating federally funded programs
g. If you plan to utilize other funds to supplement this project, indicate the source of the funds, the period funded, the dollar amount, the funding purpose, and any restrictions.

h. If you are requesting funds to cover indirect costs, provide a copy of your approved indirect cost rate document or applicable cost allocation plan.

i. Provide a copy of most recent audit

j. Provide a copy of most recent certificate(s) of insurance. The selected Contractor shall maintain for the duration of the contract and any extensions thereof, insurance issued by a company or companies qualified to do business in the State of Illinois in the following types:
   i. Workers’ Compensation and Comprehensive Professional Liability.
   ii. Workers’ Compensation Insurance covering all liability for the Applicant arising under the Workers’ Compensation Act, and Workers’ Occupational Disease Act.

**Budget & Budget Narrative**

As part of the Proposal submission, include a budget and budget narrative as follows. (These items are not included in the page limit).

- Complete Budget Forms (Attachment 2)
- Provide the name, title, and phone number of the person who will be responsible for your program’s accounting functions.
- Provide budget narrative information that fully describes the information on the budget form including a detailed description of each line item.

All costs reflected in the budget must be necessary and reasonable. Costs may include, but are not limited to, staff salaries and benefits, equipment expenses, travel expenses, supplies, subcontracts, and other costs associated with the provision of required services as the One-Stop Operator, and facilities and supplies.

Please note, the facility costs for the One-Stop Illinois WorkNet Centers are not to be included in the proposal as these costs are already accounted for by the LLWA through WIOA funds and Partner contributions.

**Proposal Evaluation**

All proposals will be evaluated individually and as a group by TPMA’s proposal review committee. The Committee will rate proposals and may require interviews with applicants prior to TPMA presenting its selection to the Land of Lincoln Workforce Board. TPMA’s recommendation for the One-Stop Operator will then be forwarded to the Board for approval.

Submitted proposals will be reviewed to determine whether or not the provider meets the following minimum procurement requirements:
1. The proposal was submitted on or before the closing date and time
2. The proposing organization is not on a federal or state Debarment List.
3. The proposing organization has been a legal business entity for a minimum of one year prior to the start of the contract.
4. The proposing organization is fiscally solvent.
5. The person signing the proposal as the submitting organization has the legal authority to do so.
6. The proposing organization agrees to meet all federal, state, and local compliance requirements.
7. The proposing organization has developed a reporting process for participant and fiscal activity.
8. The proposing organization has a satisfactory performance record for previous WIOA-related contracts, if applicable.
9. The proposing organization has accounting and auditing procedures adequate to control property, funds, and assets.
10. The proposing organization has a satisfactory record of integrity, business ethics, and fiscal accountability.

All proposals received in accordance with the time and content requirements identified in this request for proposals will be evaluated and scored based on the criteria outlined below. The maximum number of points for any proposal can receive is 100.

<table>
<thead>
<tr>
<th>PROPOSAL COMPONENT</th>
<th>POINTS</th>
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<tbody>
<tr>
<td>Organization Background and Experience: Experience of Organization in providing the same or similar services, or ability to replicate a successful model provided elsewhere.</td>
<td>20</td>
</tr>
<tr>
<td>Staffing Plan and Qualifications: Experience and qualifications of staff identified to provide services and reasonableness of staffing plan.</td>
<td>10</td>
</tr>
<tr>
<td>Project Plan: Completeness of proposal and program activities. System development and implementation strategy design.</td>
<td>30</td>
</tr>
<tr>
<td>Outcomes: Likelihood of obtaining outcomes identified in the proposal. How the proposed activities can positively affect participants and employers.</td>
<td>20</td>
</tr>
<tr>
<td>Financial Management Plan and Budget: Cost of services and fiscal capacity. Overall cost, evidenced fiscal capacity, experience with grants, absence of previous monitoring or audit findings.</td>
<td>20</td>
</tr>
<tr>
<td><strong>TOTAL POINTS</strong></td>
<td><strong>100</strong></td>
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</table>
Award & Contract Provisions & Requirements

Provisions

1. Upon making its recommendation for the One Stop Operator, Thomas P. Miller and Associates (TPMA) will have completed its role in this process and the Land of Lincoln Workforce Alliance Board (LLWA) will engage in contract negotiations with the selected Applicant.

2. All proposals submitted will be subject to competitive review.

3. TPMA has the right to reject any and all proposals that do not follow the format instructions set forth by this Request for Proposals.

4. TPMA retains the right to accept or reject any or all proposals received or to cancel in part, or in entirety, this Request for Proposals if TPMA so determines that it is in the best interest of the LLWA to do so.

5. TPMA may modify any portion or terms of this Request for Proposals and may solicit additional proposals as necessary. TPMA reserves the right to modify or change this RFP based on rules, regulations, requirements put forth by the U.S. Department of Labor, the Illinois Department of Commerce and Economic Opportunity, or other regulatory entities.

6. All proposals will be subject to negotiation of terms, conditions, and amount.

7. The release of this Request for Proposals does not commit the Land of Lincoln Workforce Board to award a contract.

8. Contracts will be awarded to successful applicant(s) for the period from July 1, 2020 to June 30, 2021. Two additional one-year extensions may be awarded based on successful program performance and availability of funds.

Right to Repeal

Any respondent who has submitted a response to this RFP may appeal the decision of the contract award. The process for appealing the decision is as follows:

All protest, appeal or complaints must be submitted in writing via email to LLWA Board Chair, Larry Peterson, at larryp62568@yahoo.com within five (5) working days of the award announcement. The appeal must include justification for the appeal in the request. The appeals process will allow for a hearing, if requested, and a decision will be made within ten (10) working days of the appeal submission. This decision will be final.

Contract Requirements

The applicant’s proposal will become part of the contract/grant award. Portions of the proposal may be revised to reflect agreements reached as part of the negotiation process.

The contract/grant includes reporting requirements, to be determined by the Land of Lincoln Workforce Alliance Board. To some extent, reporting processes and requirements will be dictated by the Illinois Department of Commerce and Economic Opportunity.

Proprietary right to all data, materials, documentation and products originated by and prepared pursuant to the contract shall belong exclusively to the Land of Lincoln Workforce Board. The
contractor(s) will acknowledge and agree that any Product and/or Deliverable created hereunder shall be considered a “work made for hire” and all rights to said Product and/or Deliverable shall belong exclusively to the Land of Lincoln Workforce Board. The contractor(s) further will agree to execute whatever documents are necessary to legally transfer ownership. For any software created under this Agreement as part of the Products and/or Deliverables, the contractor(s) agrees to provide the software source code in both human and machine-readable format upon the request of Administrative Entity. The contractor(s) also agrees to certify in writing that the Products and/or Deliverables have been fully tested in the production environment and verifies that they are fully operational. The contractor(s) will agree to remedy any deficiency found subsequent to delivery that is found to be the responsibility of the contractor(s).

The contractor(s) will be prohibited from disseminating products and information developed under the grant without the prior written consent of the Land of Lincoln Workforce Board.

All applicants must be in compliance, or agree to comply, with all federal and state laws and related regulations in order to be considered for an award. Some particular examples include:

- Workforce Innovation and Opportunity Act and all WIOA Regulations
- Equal Employment Opportunity requirements
- Debarment and Suspension requirements (E.O.s 12549 and 12689)
- LWA 20’s Conflict of Interest policy and standards of conduct requirements
- Illinois Human Rights Act (775 ILCS 5/2-105 et seq., as amended) and any rules and regulations promulgated in accordance therewith.

The procurement of proposals is being undertaken in compliance with the federal guidelines set forth in the “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards Final Rule” (also known as the Super-circular or Omni-circular). All contractor(s) selected under this RFP must follow the guidelines set forth in this circular. This final guidance supersedes requirements from OMB Circulars A-21, A-87, A-110, and A-122; Circulars A-89, A-102, and A-133, and the guidance in Circular 1-50 on Since Audit Act Follow-up. This final guidance is located in Title 2 of the Code of Federal Regulations. This link provides additional information on this guidance: https://www.federalregister.gov/articles/2013/12/26/2013-30465/uniform-administrative-requirements-cost-principles-and-audit-requirements-for-federal-awards#h-33.

Equal Employment Opportunity

As a condition to the award of funding under WIOA from the Department of Labor, the Contractor assures, with respect to operation of the WIOA-funded training or activity, that it will comply fully with the nondiscrimination and equal opportunity provisions in Sec. 188 of the Workforce Investment Act of 1998; USDOL Regulation 29 CFR Part 38, as amended; USDOL Regulations at 29 CFR Parts 31 and 32, including the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973 as

**Affirmative Action**
The LLWA will take all necessary affirmative steps to assure that small and minority firms, women's business enterprises, and labor surplus area firms are used when possible. Affirmative steps will include:

1. Placing qualified small and minority businesses and women's business enterprises on solicitation lists
2. Assuring that small and minority businesses and women's business enterprises are solicited whenever they are potential sources
3. Dividing total requirements, when economically feasible, into small tasks or quantities to permit maximum participation by small and minority business and women's business enterprises
4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority business and women's business enterprises
5. Using the services and assistance of the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

**Tools & Resources**
For information about WIOA employment and training services in Illinois:

https://www2.illinois.gov/dceo/WorkforceDevelopment/Pages/default.aspx

For the purpose of expanding economic opportunity, the Illinois workNet® Portal and Program utilizes partnerships and technology to expand seamless and real-time access to workforce development resources aimed at individuals, businesses, and workforce professionals:

www.illinoisworknet.com
### Land of Lincoln Workforce Board – One Stop Operator RFP

**Cover Sheet – Attachment 1**

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<th>Name of Organization:</th>
<th>Federal Employer ID:</th>
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<tbody>
<tr>
<td>Public Agency   Private   Nonprofit  Corporation  Private for Profit Corporation  Other________</td>
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### Statement of Certification

The applicant certifies that the information provided in this Request for Proposal including all attachments, is true, accurate and current; and the person signing below is authorized to do so on behalf of the above named organization. The applicant further certifies that the organization will comply with Workforce Innovation and Opportunity Act rules and regulations should the Land of Lincoln Workforce Board fund this program.

<table>
<thead>
<tr>
<th>Authorized Signer (Name Typed)</th>
<th>Authorized Signature</th>
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<tr>
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<td>Other</td>
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<td>TOTAL BUDGET</td>
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</table>
EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

____________________ [Company Name] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.

In addition to federal law requirements, ______________ [Company Name] complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

____________________ [Company Name] expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of ______________ [Company Name]’s employees to perform their job duties may result in discipline up to and including discharge.

_______________________________(name) will be the Equal Employment Opportunity representative for ___________________________________ [Company].

Organization

___________________________________________________________________

Printed Name and Title of Certifying Official

___________________________________________________________________

Signature of Certifying Official       Date