REQUEST FOR PROPOSAL (RFP)
FOR
ONE-STOP OPERATOR
(PY 2020 - PY 2023)
Funds Available Under Workforce Innovation and Opportunity Act of 2014

Submit Proposals under this Request to:

Workforce Midsouth, Inc.
Attn: Julienne Watkins
80 Monroe Avenue, Suite 300
Memphis, Tennessee 38103

For clarification of this solicitation, contact:
Julienne Watkins, Contracts and Compliance Manager
jwatkins@workforcemidsouth.com

The American Job Center is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: (800) 848-0299.
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GENERAL INFORMATION
SECTION I: GENERAL INFORMATION

A. Announcement
Workforce Midsouth Inc., ("WMS"), is soliciting proposals for the One-Stop Operator (hereafter “OSO”) from interested and qualified Vendors to coordinate the partners and services of the six (6) American Job Center and the Network of Access Points within the Greater Memphis Local Workforce Development Area (GMLWDA).

- Angelus American Job Center, Shelby County
- Hickory Hill American Job Center, Shelby County
- Walnut Grove American Job Center, Shelby County
- American Job Center, Tipton County
- American Job Center, Lauderdale County
- American Job Center, Fayette County
- AJC community access point locations

The OSO will be the pivotal leader for coordinating and managing customer flow within the Greater Memphis region. The primary goal of the Operator is to create a seamless system of partners among workforce development, economic development, business, and community agencies in order to meet the needs of employers and job seekers in the GMLWDA. The Operator will oversee the development of a workforce that meets the employers’ needs within the local area.

The OSO and staff will collaborate with the Workforce Midsouth, Greater Memphis Workforce Development Board (GMLWDB) to effectively integrate the American Job Center System for employers and job seekers. In addition, work closely with other partnering staff to ensure that services are coordinated, facilitated, promoted, designed, and expedited in a highest quality customer-friendly manner while providing non-duplicative, uniform services across locations, fully accessible and successfully equipping as many customers as possible with the skills and tools to be “Career Ready” and secure gainful employment.

Entities selected to serve as one-stop operators are subrecipients of a Federal award and thus are required to follow the Uniform Guidance, 2 CFR 200, and the WIOA.

For background and laws that govern Title I programs under the Workforce Innovation and Opportunity Act of 2014 (WIOA), visit www.doleta.gov for details.

The provision of these services is to be funded by the Workforce Innovation and Opportunity Act (WIOA), Title I, Public Law 113-128, which began July 1, 2015, and is authorized as workforce law at the federal level. The successful Bidder will be selected based upon its demonstrated ability to serve customers within Shelby, Fayette, Tipton, and Lauderdale Counties in Western Tennessee.

The goal for the use of these funds under this Request for Proposals (RFP)

B. Funding Authority
Funding is available under the Workforce Innovation and Opportunity Act of 2014 (WIOA), which provides the framework and the funding for a national workforce preparation and employment system.

The estimated allocation available for GMLWDA’s “One-Stop Operator (OSO)” RFP is $250,000.00 for PY 2021 – PY 2023.
C. Pre-proposal Conference and Questions

A Pre-proposal Conference, which all potential Respondents are strongly encouraged to attend, will offer all Respondents the opportunity to ask and submit questions. At the Pre-proposal Conference, the WMS staff will discuss the content of the RFP.

For Respondent’s convenience, one (1) Pre-proposal Conference will be held on September 14, 2020, at 11 am CST by Tele-Conference:

   Teleconference #: 866.528.2256
   Access Code: 9068750
   Host Password: 2420

All answers to questions from the Conference will be shared via email. Respondents shall submit all written questions or concerns related to this RFP by email, identified in the subject line as “One-Stop Operator RFP” to jwatkins@workforcemidsouth.com no later than 5 pm (CST) on September 21, 2020. The individual identified above is the sole contact person for any inquiries or information relating to this RFP. Respondents shall not, under any circumstances, contact any other WMS employee or agent (including management or employees with whom Respondent has an existing business or personal relationship) to discuss this RFP. Utmost discretion is expected from Respondents and all RFP recipients. Violation of this procedure may be grounds for disqualification of the Contractor from further participation in the proposal process.

To ensure the fair and consistent distribution of information, all questions will be answered by a Question-and-Answer (Q&A) document that will be shared via email by 5 pm (CST) on September 28, 2020. The only official answer or position will be sent via email.

D. Submission of Proposals

1. General

   • To be considered for funding, Respondent must submit one (1) bound original, one (1) USB drive, and three (3) copies of the proposal no later than 5 pm CST on October 7, 2020, to:

       Workforce Midsouth, Inc.
       Attn: Julienne Watkins
       Compliance Unit
       80 Monroe Avenue, Suite 300
       Memphis, Tennessee 38103

   • Each proposal must identify which services it is being submitted for. See Section IV, Attachment A-1.

   • The package containing the original, USB drive, and copies must be sealed and marked with the Respondent’s name and One-Stop Operator (OSO) PY 20-23.

   • All proposals must be signed by an authorized representative of your organization and be submitted in the manner set forth in this RFP. Timely submission of proposals is the sole responsibility of the Respondent. Proposals will be accepted via U.S. mail, overnight delivery, or in person. Postmarks will not be accepted in lieu of the receipt date. Facsimile or electronically transmitted proposals will not be accepted. Late, incomplete or nonconforming proposals will not be considered.
2. Proposal Presentation

All proposals must follow and comply with the presentation requirements specified in this solicitation. Proposals that do not conform to these requirements will be declared non-responsive and will not be considered for an award from WMS.

- Number all pages, i.e. # of ##, of the proposal, except for the Application for Funding Form cover page (see Attachment A-1). Include the name of the submitting organization at the top right corner of each page.
- Comply with the page limits stated in the RFP. Please note that required attachments, graphics, forms, or extra materials that are not included in the page count are limited to the page numbers provided in Section II [Proposal Package]. **A proposal will be considered non-responsive if it exceeds the page limit requirements indicated in the RFP.**
- Follow the general numbering and headings suggested herein.
- Prepare the proposal on 8.5” x 11” plain white paper, typed, 12 pt. font, and double-spaced, with 1” top, bottom, and side margins.
- The proposal must include all sections and instructions as specified in Section II, Proposal Package.

3. Proposal Format

Proposals must be in the form of a proposal package in which the content must be submitted in the following sequence and format specified in Section II, Proposal Package.

**E. Contract Award**

One or more contracts may be awarded under this RFP, in accordance with Section II, Proposal Package. Actual awards and amounts are subject to the availability and appropriation of WIOA Title I funds. Unless otherwise changed by WMS, services under the anticipated contract will commence on December 1, 2020, and end on June 30, 2023, subject to the availability and appropriation of funds.

Based upon funding availability and contractor performance under the first contract period and, where applicable, any similar contract with WMS within the past two (2) years, WMS reserves the option, at its sole discretion, to extend or renew the contract for an additional year, with re-negotiation to be initiated by WMS before the expiration of the first contract period.

Award of contract(s) will be made on the basis of Section I (G) – Evaluation of Proposals and any other criteria deemed necessary, such as performance history, recommendations, etc., as determined by WMS, which meet the requirements and criteria set forth in this solicitation. WMS may fund all or part of a proposal, and will only accept proposals for the services requested herein.

The proposal submitted in response to this solicitation is not a legally binding document; however, the contents of the proposal(s) of the successful Respondent(s) will become contractual obligations and failure to accept these obligations in a contractual agreement may result in cancellation of the award. WMS staff will negotiate and execute contracts with the Respondent(s) approved for funding. These discussions will take place after final funding approval and may include such items as budget, cost, program design, service levels, location, target populations, projections, and clarifications. The successful Contractor(s) shall execute the contract originated by WMS and satisfy all contract requirements, including the insurance requirements.
Actual funding available under this RFP is determined by WMS’s allocation of WIOA Title I funds from the State of Tennessee Department of Labor and Workforce Development. Interested parties may submit responses for all or a portion of the funds identified. The available funds will be apportioned among WMS’s service areas, which include Shelby, Tipton, Fayette, and Lauderdale Counties. In addition, the following strictures apply to WMS for the aggregate of all applications:

**Contractor’s Administration costs allocated to this funding source shall not exceed 10% of the amount funded.**

### F. Procurement Timeline

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Release RFP</td>
<td>September 1, 2020</td>
</tr>
<tr>
<td>B. Pre-Proposal Tele-Conference</td>
<td>September 14, 2020</td>
</tr>
<tr>
<td>C. Questions Due</td>
<td>September 21, 2020</td>
</tr>
<tr>
<td>D. Q&amp;A sent via Email</td>
<td>September 28, 2020</td>
</tr>
<tr>
<td>E. Proposals Due</td>
<td>October 7, 2020</td>
</tr>
<tr>
<td>F. Tentative Date for Notification of Award</td>
<td>November 1, 2020</td>
</tr>
<tr>
<td>G. Tentative Start Date for Contract</td>
<td>December 1, 2020</td>
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### G. Evaluation of Proposals

All proposals will be subject to a standard review process developed by WMS. The primary consideration shall be the effectiveness of the agency or organization in the delivery of comparable or related services based on demonstrated performance. While cost may not be the primary factor in the evaluation process, it is an important factor. The selection of a proposal for a contract award will be made through a three-phase process, in which proposals will be reviewed, scored, and ranked.

**Phase I:** WMS staff will conduct an initial review of proposals to determine their completeness and adherence to the RFP specifications. Proposals not conforming to the specifications or with missing elements will not be submitted to the Proposal Review Committee for evaluation. Respondents must meet the requirements as stated in the Minimum Contractor Requirements as outlined in the RFP, Section III (C).

**Phase II:** A Proposal Review Committee will evaluate all proposals passing the Phase I Review. Individuals selected to evaluate proposals and make funding recommendations will follow federal, state, and local guidelines. As a result of the Phase II evaluation of proposals, finalists will proceed to Phase III.

**Phase III:** The Proposal Review Committee will present recommendations to the WMS Board, who will make all final funding decisions.

WMS staff will execute contract(s) with the contractor(s) approved for funding. Discussions with the contractor(s) can occur after final funding approval and may include such items as budget, cost, program design, service levels, location, target populations, projections, and clarifications.

The success of the proposed program will rest principally on the perceived viability of the program design presented in the proposal. Proposals will be evaluated on the following criteria. The numbers in parenthesis indicate the maximum point value for the category.
- ORGANIZATION AND QUALIFICATIONS 25 POINTS
- PLAN AND IMPLEMENTATION 25 POINTS
- PERFORMANCE MEASURES 25 POINTS
- STATEMENT OF FINANCES 25 POINTS

TOTAL MAXIMUM POINTS: 100

H. Appeals Process
The appeal process consists of two levels: a debriefing and an appeal. The first level, debriefing, must be requested in writing within five (5) business days of notification in writing of a non-award.

Debriefing requests must be sent to:

    Julienne Watkins, Compliance Manager
    Workforce Midsouth, Inc.
    80 Monroe Avenue, Suite 300
    Memphis, Tennessee 38103

In a debriefing, the discussion is limited to a critique of the proposal (i.e., specific information as to the strengths and weaknesses of the submission). A comparison between proposals in the same grouping or evaluations of other proposals will not be considered.

The second level, an appeal, must be sent in writing by first class U.S. Mail, return receipt requested, or a nationally recognized overnight delivery service, within five (5) business days of the debriefing.

Appeals must be sent to:

    Brandee Davis, Director of WIOA Programs
    Workforce Midsouth, Inc.
    80 Monroe Avenue, Suite 300
    Memphis, Tennessee 38103

An appeal must show that a substantial portion of the RFP process has not been followed by WMS. Only appeals that cite the specific sections of the RFP that are being challenged will be considered. Differences of opinion regarding the merits of the proposals recommended for funding are not grounds for submitting an appeal. An appeal must identify an issue of fact concerning a matter of bias, discrimination, conflict of interest; non-compliance with the solicitation; or violation of local, State, or Federal law. Appeals not based on those reasons stated above will be unilaterally rejected.
PROPOSAL PACKAGE

The proposal shall be prepared in compliance with the General RFP Terms and include the components specified below.

The body of the proposal is composed of the Proposal Narrative and Statement of Finances. Together these parts give reviewers a clear, detailed picture of the design and cost of the program, activity or service, the anticipated outcomes, and the provider’s capability of delivering the program being proposed. The proposal must be presented in the following sequence. Respondents should stay within the categories, and use the same headings and order under this outline. Respondents should not exceed the page limit set forth below for each item.

Provide a detailed description of the proposal being made. The proposal must address, but is not limited to, how the Respondent will address all items in the Program Descriptions & Requirements (Attachment A-2).

Provide a written response to each section below. Your responses will be reviewed and scored according to the evaluation criteria. All proposals will be reviewed for demonstrated capacity to provide the services/activities sought through this solicitation. Applicants are advised to present concise and well-articulated responses to all areas of the application. Program designs should include all required program services as outlined in this document and present realistic strategies to ensure the attainment of the WIOA primary indicators of performance. Supporting documents, agreements, forms, or other evidence may be included separately as attachments to the narrative section.

For further information, consult the Checklist at the end of this Section. The number in parenthesis indicates the maximum number of pages for the applicable section. The percentage, i.e., % of points indicates the maximum percentage % of points allowed for the applicable section.

A. Proposal Narrative. The proposal narrative is not to exceed 25 total pages, excluding graphics and specialized attachments. Please note that required attachments, graphics, forms, or extra materials that are not included in the page count are limited to the page numbers provided in Section II [Proposal Package]. A proposal will be considered non-responsive if it exceeds the page limit requirements indicated in the RFP.

Each section of the proposal below notes how many pages in parenthesis the Respondent is not to exceed for that section. Also, the maximum evaluation points for each section are given.

1. Proposal Summary (1)
Address the following areas: (use the headings in bold)
   a. Your Organization and its mission; your program and how it fits within your organization’s mission
   b. Statement of the Work
   c. Goals of the program
   d. The total amount of Funds Requested

2. Organization and Qualifications (3); 25% of points
Describe your organization: its mission, goals, activities, accomplishments, and expertise. Identify the number of years that your organization has been in business under the present name, as well as related prior business names.
Describe the organization’s experience and success in delivering services in similar programs and/or to similar populations. Provide detailed information regarding your organization’s experience contracting with federally funded agencies for the same or similar services. Include current and past contracts that were in effect within the last five (5) years. Specify whether such contracts are currently in effect, were successfully completed, or were terminated prior to completion. Include the following information for each contract: contract type (description of services/training provided); contract period; contract amount and the amount received; name and address of agency with which contracted; agency contact person and phone number; and reason for termination. If none, state such.

Describe partnerships or programs in the community (e.g., education, training, etc.) that will assist with the successful delivery of the services.

Describe the organization’s staffing plan and include an organizational chart. The organizational chart should provide a clear and detailed depiction of the structure of the organization, denote the specific department within the organization that will be responsible for the implementation of the program, and depict lines of authority within the organization. The chart should also depict supporting departments within the organization (e.g., Accounting Department). Job titles on the organizational chart should match those in the Budget and Budget Narrative. Attach a job description (in your Checklist) for each position to be funded, in whole or in part, by this program. Explain the duties and time commitments of all project-funded staff to support the proposed program. Explain the staff’s commitment/percentage of time to other efforts.

For those positions already filled, attach a current resume of the staff person serving in such capacity (in your Checklist). Indicate the percentage amount of the position’s total work time to be devoted to this program. For supervision, attach an organizational chart with supporting narrative, showing the lines of authority and responsibility related to the program. Include direct program staff, supervisor(s), manager(s), and administrative support staff, and percent of time charged by each.

Describe the facility or facilities where the program is to be principally operated (central office); include size (in square feet), geographic location, accessibility, and any special features relevant to the program.

3. Plan and Implementation (6); 25% of points
Present a flowchart or other structural graphic of the proposed services and activities. Indicate the work of your organization, any partners, and WMS. Further, explain how your organization will assist in providing each component of the Program Descriptions & Requirements (Attachment A-2).

4. Performance Measures (1); 25% of points
Address the following performance requirements and methods.

   a. Specify quarterly and annual goals for each state-mandated performance measure, and list objectives under these areas with specific measurable and deliverables.
b. Indicate the organization’s plan for managing to ensure the required performance levels are attained, including self-evaluation, and that the data are used to achieve continuous quality improvement. Describe the method(s) the organization will use to ensure that clients achieve the following positive outcomes: 1. completion of programs/activities, attainment of basic skills competencies, 2. credential attainment, 3. placement in employment and education, and 4. retention.

c. Demonstrate past success with tracking program performance and/or outcomes. Include a description of previous outcomes from other successful initiatives and describe an experience with capturing and reporting performance information. Describe any file management systems and/or databases for internal tracking the organization has used in the past. Explain how the chosen case management system contributed to the program integrity and the achievement of stated results.

d. Describe the project’s case management strategy for providing consistent support, follow-through for service plans and referrals, and tracking for individual clients. Indicate the Respondent’s plan for managing to ensure the performance outcomes are attained and the data are used to achieve continuous quality improvement.

4. Statement of Finances (3); 25% of points

A. Finances
Describe how the organization is funded. Include funding sources and the percent of the total budget from each funding source. Indicate what percent of the organization’s current budget is derived from WIOA funds or what percent of the total budget would be WIOA-funded if this proposal is funded. Indicate the total amount of funds requested (This represents the total funds requested for contractor expenses.) If the organization is a for-profit agency, specify the proposed amount and percentage of profit to be derived if WMS funds the program.

Provide a narrative that addresses the major line items in the budget and provide justification for any equipment purchases being planned.

B. Financial Management
Describe the financial management system to ensure that the program operates within an expenditure level that is consistent with the approved budget for maximum service delivery. Describe the accounting system that will be used to administer this program. Attach a copy of the organizations most recent and complete audit or audited financial statement available, dated no more than two (2) years prior to the date the proposal is submitted. An independent, certified public accountant shall prepare the financial statements.

Note: WMS uses cost-reimbursement contracts. That is, only costs that can be documented as expended will be reimbursed to the organization. The only allowable costs are those necessary for the implementation of the proposed program, and no other organizational activities.

Contractors shall invoice WMS on a monthly basis for all operational costs. Contractors shall invoice WMS on a quarterly basis for all earned participant costs.
Forms for all fiscal management will be supplied to the successful Contractor(s). WMS will provide both fiscal and program technical assistance to the successful Contractor.

C. Budget Narrative
The Budget Narrative must be typed and placed in the proposal in front of the budget pages. The Budget Narrative should fully cover all costs that are necessary to directly operate the proposed program. The Budget Narrative must describe how the program’s budget supports the stated objectives and activities in the program.

Describe and list any unusual equipment that is essential to the program; indicate whether it belongs to the organization, the State (previously purchased with JTPA, WIA, or WIOA funds), or will be purchased if the proposal is funded. If any additional equipment is to be purchased or leased, please indicate this in the proposal. Include a detailed justification of the intended purchase, and why its purchase is essential to the program’s operation.

The Budget Narrative should fully describe the cost allocation methods used. The Narrative must describe how funds are allocated to minimize administrative costs and support direct services to participants. The narrative should also describe the indirect costs that are proposed, indicate what costs are included, and explain how these indirect program costs were determined. Any indirect costs budgeted must be supported by an indirect cost rate agreement with a Federal or State cognizant agency, a copy of which must be attached to the budget request. Describe past success with leveraging additional resources. Describe both leveraged resources whose purpose has been to ensure and maximize the delivery of services and leveraged resources whose purpose was to maximize the organization’s financial resources. In addition, specify additional resources to be leveraged and any in-kind contributions the organization will provide to assist in the program’s success.

D. Budget
Attach the Budget Summary indicating all operating expenses in the listed categories. Each budget category requires 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. Approved budget items can be found in the Office of Management and Budget’s Uniform Guidance Part 200—UNIFORM ADMINISTRATIVE REQUIREMENTS, COST PRINCIPLES, AND AUDIT REQUIREMENTS FOR FEDERAL AWARDS.

Where the Respondent does not budget for an item, the Respondent assumes responsibility for the cost of that item. The budget must include any program costs, administrative costs, and participant costs.

Program costs are defined as necessary expenditures exclusive of personnel salaries, benefits, and participant costs. Such expenses may include specific items
directly charged to the program. The expenses must be program-related (e.g., to further the program objectives as defined in the contract award) and be encumbered during the contract period. Some examples of program costs are travel, office supplies, training materials, facility rental, printing, postage, and other consumable items.

Administrative costs are defined as costs of operations related, required, and incurred for official business in the coordination of those functions under WIOA. Some examples include accounting, financial, and payroll.

Participant costs are defined as costs of items that are spent directly on individual participants and are tracked by individual enrollment. Possible costs include participant supportive services (e.g., transportation), participant wages, participant supplies, and fees incurred to achieve participant goals, objectives, and activities.

Twenty-six percent (26%) of the proposed budget should be allocated to work-based learning or work experience (WEX) to align with WIOA requirements. The budget must be a detailed allocation plan for staffing costs associated with work experience.

Of total submitted expenses, no less than forty percent (40%) must be directly utilized for direct participant line items. Per the State of TN, IWT expenditures cannot be counted toward this MPCR. MPCR is generally recognized as ITA, OJT, PWE, Supportive Services, or Incentives/Stipends directly paid to a participant. The 40% MPCR should be accounted for in the proposed budget.

Answer the following questions and review the budget prior to completing:
- Are all costs allowable in accordance with the standards outlined in federal circulars and regulations and are expenses budgeted under the correct line item.
- Are all costs related to the WIOA activity described in the proposal narrative?
- Are all costs reasonable expenditures necessary to operate the WIOA activity described in the proposal narrative? Unreasonable budget requests or line items will reduce the overall budget score.
- Check mathematical calculations for all parts of the Budget Summary. Round each item total on each breakout sheet up to the next highest dollar, not the nearest dollar (e.g., $237.22 should be rounded to $238.00).

The budget request should be allowable, necessary, reasonable, cost-effective, reflect program planning, and be designed to provide efficient and economical youth services.

This budget will be used to calculate the cost per participant (Total Budget/Number of Participants = cost per participant).

**B. Proposal Checklist and Required Sequence.** Proposals must include all of the parts listed here and match the instructions outlined in this section. The items listed below shall be submitted with each proposal in the order shown. Number the sections of the proposal to match these criteria. Failure to include all listed items may result in the rejection of the proposal. Follow the format and address all items listed. Attachments are not included in the page count.
When completed, proposals must be assembled in the order as follows:

a. Application for Funding Form – (Attachment A-1) (signed by the Official authorized to enter into a Contract)

b. Organization Certifications List – (Attachment A-3)

c. Table of Contents – A complete table of contents for the entire proposal with respective page numbers opposite each topic is to be included

d. Proposal Narrative

e. Statement of Finances
   Budget Narrative
   Budget and Budget Summary

f. Attachments – (Noted Maximum Page Limit for Each)
   Charter or other proof of legal existence (unlimited)
   Financial Audit/Statement (unlimited)
   Program Flowchart (2)
   Organizational Chart (1)
   Job Descriptions (summary of 2 pages)
   Resumes (unlimited)
   Curriculum (3)
   Work Readiness Curriculum (3)
   Letters of Commitment or Memorandums of Understanding (if applicable) (unlimited)
SECTION III

PROGRAM(S)
SECTION III: PROGRAM(S)

Though WMS, GMLWDB will provide oversight of services, WMS is soliciting proposals from experienced organizations interested in serving as the One-Stop Operator (OSO) within the Greater Memphis region, known as the Greater Memphis Local Workforce Development Area (hereinafter referred to as LWDA) through the Workforce Midsouth, Inc. (herein referred to as WMS).

A. Program(s) Overview
Responses to this Request for Proposals (RFP) must include program designs that meet the employment and training needs of our community’s low-income individuals, the performance outcomes of the Workforce Innovation and Opportunity Act, and the priorities of the Greater Memphis Local Workforce Development Board.

The successful Bidder will be selected based upon its demonstrated ability to serve customers within Shelby, Fayette, Tipton, and Lauderdale Counties in Western Tennessee. WMS will support programs that serve targeted populations as outlined in the Evaluation Section. These include ex-offenders, the homeless, those in foster care, those pregnant or parenting, and those with disabilities. Extra consideration will be given in the evaluation for outreach and recruitment of these targeted populations.

Contractors will be responsible for effectively integrating the American Job Center System for employers and job seekers under WIOA regulations. These activities include, but are not limited to, client outreach/recruitment, eligibility determination, case management, comprehensive guidance and counseling, and follow-up services for the appropriate elements as identified herein, as well as data entry and report preparation as required in the approved WIOA automated case management system.

These programs are administered under the guidance and oversight of the Greater Memphis Workforce Development Board (WDB). The Workforce Development Board oversees the American Job Center one-stop system throughout the local area, approves the annual WIOA Workforce Development Plan, and approves all WIOA funded contractors and service providers.

B. Program Goals
The One-Stop Operator will be the pivotal leader(s) for coordinating and managing customer flow within the Greater Memphis region, known as the GMLWDA One-Stop/American Job Center System. The primary goal of the Operator is to create a seamless system of partners among workforce development, economic development, business, and community agencies in order to meet the needs of employers and job seekers in the Greater Memphis Region. The Operator will oversee the development of a workforce that meets the employers’ needs in the local area.

Operator staff will collaborate with the Workforce Midsouth and Greater Memphis Workforce Development Board to effectively integrate the American Job Center System for employers and job seekers. In addition, work closely with other partnering staff to ensure that services are coordinated, facilitated, promoted, designed, and expedited in a highest quality customer-friendly manner while providing non-duplicative, uniform services across locations, fully accessible and successfully equipping as many customers as possible with the skills and tools to be “Career Ready” and secure gainful employment.

Our focus is to ready eligible individuals (as determined under WIOA regulations) for success in the workplace by offering a variety of effective and comprehensive education and employment
preparation services. Services must prepare adults, dislocated workers, and youth to achieve negotiated short and long-term goals that lead to academic improvement, high school graduation or HISET equivalency, employment, military services, advanced or apprenticeship training, paid and unpaid internships and/or post-secondary education. Programs must link academic and occupational learning.

C. Minimum Contractor Requirements
Contractors must:

1. Have experience operating a WIOA Title I program or a similar program and are familiar with the WIOA, its regulations, as well as other federal and state laws regarding job training, job placement assistance, and supportive services to participants.
2. Have no record of unsatisfactory performance under a current or past contract with WMS for similar services. Contractors who are or have been seriously deficient in current or recent contract performance or under a formal Corrective Action Plan (CAP), in the absence of circumstances properly beyond the Contractor’s control, shall be presumed to be unable to meet this requirement.
3. Have the ability to fulfill contract requirements, including the indemnification and insurance requirements.
4. Have the ability to maintain adequate files and records and meet reporting requirements, as prescribed by WMS.
5. Have the administrative and fiscal capacity to provide and manage the proposed services on a cost-reimbursement basis, to ensure an adequate audit trail, to maintain audit-ready files, and to monitor your own files (internal audit function).
6. Meet other presentation and participation requirements listed in this RFP.

D. WIOA Eligibility
The selected applicant(s) must follow WIOA guidelines and WMS policies in making eligibility determinations and enrolling job seekers in Title 1 Services. Enrollment refers to the completed process by which an eligible participant has been referred for WIOA services and for whom required documents have been completed and entered into the Jobs4TN System (VOS). If an individual is not eligible or suitable for WIOA services, he or she must be referred to an appropriate vocational, educational, or social service agency for assistance. The selected applicant(s) may be asked to provide WIOA screening and enrollment services for other WIOA programs administered by WMS, on an as-needed basis. The selected applicant(s) will comply with all federal, state, and local guidance and regulations regarding priority of service and track the number of individuals served that meet each criterion for priority service and related participant outcomes achieved.

WMS is committed to ensuring an efficient, customer-friendly approach to enrollment and orientation for WIOA Title I Services, balanced with the need to assess suitability and prepare customers for participation in WIOA activities. The selected provider(s) will employ enrollment and orientation practices that follow applicable regulations and assess/prepare candidates for WIOA activities but do not impose unneeded requirements on job seekers and employers. The enrollment and orientation process should consist of only reasonable and necessary requirements for job seekers and employers, minimizing barriers to enrollment and orientation, and streamlining steps to meaningful participation.

E. Performance Measures
The Department of Labor has established six primary indicators of performance for individuals served under WIOA. Respondents will commit to the performance objectives outlined below. At a minimum, funded service providers will be measured on their success in achieving these
performance measures at levels equal to or greater than the levels required of WMS by the Tennessee Department of Labor and Workforce Development.

**Primary Indicators of Performance**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placement in Employment or Education</td>
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</tr>
<tr>
<td>Literacy/Numeracy</td>
<td>N/A%</td>
</tr>
</tbody>
</table>

GMLWDA’s Performance measures are negotiated with the State of Tennessee and are subject to change annually. For additional information regarding the primary indicators of performance and WMS’s performance targets refer to the Performance Measures Guide (Attachment B-1).

Successful Respondents will be responsible for meeting the State-negotiated performance measures in their programs.

PY 2020-21 local targets have not been released at the time of this RFP; however, the contractor(s) will need to be prepared to adjust targets if different measures or goals are added at the local level. The contractor(s) will be expected to meet these measures at a 100% level at a minimum. Please complete the Planned Performance chart (Attachment B-2) showing proposed actual numbers served with a % result. The remaining common measures (median wages, measurable skills gain, and effectiveness in serving employers) will be negotiated with the contractor following additional guidance from the state.

**LWDB Measures**

(Attachment B-2) Planned Performance consists of a chart that the Bidder will complete, identifying projected service levels for the period from July 1, 2020 – June 30, 2023, which will become part of the Bid evaluation, as well as serve as the starting point for Contract negotiations for the approved Bidder.

**F. Program Priorities**

For WMS, the following list of priorities represent strategic and specific goals set for the One-Stop Operator:

1. Facilitate quarterly meetings with required One-Stop partners, focusing on coordinating partner services with the Workforce Midsouth;
2. The Operator shall insure that American Job Center/GMLWDA partners, on an ongoing basis, deliver quality and timely career services;
3. Assist Workforce Midsouth staff with the monitoring and review implementation of Memorandums of Understanding with required WIOA partners and “optional” partners;
4. The Operator shall provide information and access to programs and activities carried out by GMLWDA One-Stop/American Job Center System partners as described in the Memorandum of Understanding between the local WDB and the local elected officials;
5. Conduct Service Center criteria reviews at least twice annually;
6. Make reports and recommendations to the leadership of the Workforce Midsouth and the Greater Memphis Workforce Development Board. Reports may include recommendations
for partnership development and improvement as well as continuous improvement of the One-Stop system as a whole as well as timely reporting of performance and metrics within the AJC system;

7. Upon request, assist staff with developing policies, plans and programs to meet Performance Standards for workforce development programs implemented by WMS or the Greater Memphis Workforce Development Board; and

8. Upon request, assist staff with designing programs to meet goals of WMS or the Greater Memphis Workforce Development Board.

9. The Operator shall ensure that all Job Center services and outreach materials are ADA and EO Compliant with prior approval from WMS before distribution to the public.

10. The Operator shall manage and provide direct oversight of the Welcome and Triage function of the One-Stop System at all six American Job Centers throughout the Greater Memphis Workforce Development Area.
   a. Angelus American Job Center, Shelby County
   b. Hickory Hill American Job Center, Shelby County
   c. Walnut Grove American Job Center, Shelby County
   d. American Job Center, Tipton County
   e. American Job Center, Lauderdale County
   f. American Job Center, Fayette County
   g. The Greater Memphis One-Stop Operator shall achieve the major work components and standards necessary to acquire and maintain One-Stop Certification Standards. These standards are:
      - One-Stop Management Standards
      - Systems Standards for Employer Services
      - System Standards for Job Seeker Services

It is expected that the successful Proposer will work in close partnership with the WMS staff to provide guidance and leadership to the Greater Memphis One-Stop/American Job Center System to achieve the following outcomes:

1. Deliver a high quality, consistent set of services to jobseekers and employer customers.
2. Ensure a mix of services that allow the system to serve a diverse customer base.
3. Coordinate services and funding to support customer access to and success in postsecondary education.
6. Maintain and consistently improve the integration of services and service providers within the Greater Memphis One-Stop/American Job Center System.
7. Ensure high levels of accountability, cost-efficiency, and innovation to maximize resources and customer satisfaction.

**EXPECTATIONS:** The following is a list of expectations for the selected One-Stop Operator:

- Avoid Conflicts of Interest when possible and disclose and recuse from unavoidable Conflicts of Interest
- Follow all policies and procedures of the Greater Memphis Workforce Development Board and WMS regarding Conflict of Interest, Code of Conduct, Grievance Procedures and Equal Opportunity provisions
- Adhere to all Federal, State and local policies
The Operator is responsible for implementing and managing the Greater Memphis One-Stop/American Job Center System under policies and guidelines established by the GMWDB, the State Workforce Development Board, Tennessee Department of Labor and Workforce Development, and the federal government. Under this component, the Operator is responsible for coordinating with the WMS to ensure system-wide standards are achieved, and utilize continuous quality improvement assessment tools to document positive change and to systemize standards and their usage across the system.

The Operator is responsible for promoting and facilitating integration of service delivery in the Greater Memphis One-Stop/American Job Center System. Examples of services to be provided under this work component include:

- Providing information and technical assistance to American Job Center sites to maintain certification and integration standards
- Managing resource sharing and allocation in Greater Memphis
- Coordinating with WMS staff on local rapid response teams and activities when required
- Assisting in the marketing of WMS/Greater Memphis Region/American Job Centers
- Supporting system communications
- Coordinating staff competency training
- Coordinating with training institutions

The Operator must coordinate services to employers with contracted business services providers and WMS staff and develop strategies to improve and increase services to employers based on best practices, including but not limited to:

- Providing quality services to businesses/employers.
- Identifying and integrating business services best practices into all Greater Memphis events
- Coordinating events based on local labor market needs and job seeker assessments.
- Participating in region-wide planning activities related to business services.

In addition to the comprehensive Greater Memphis One-Stop/American Job Center System Center, affiliated One-Stop/Job Center System, and Access Points, the Operator must establish, maintain, and coordinate services through:

On-Location Services - In an effort to reach the remote communities with high levels of poverty and to break down the walls of a traditional workforce delivery system, the Greater Memphis One-Stop/American Job Center System will provide On-Location Services. Some locations may include but are not limited to homeless shelters, military bases, public schools, institutions of higher learning, community centers etc.), the Operator will be required to make such Career Services available to those communities by engaging GMWDB/WMS, partners and non-partners, as requested by the community agency. The One-Stop Operator is responsible for tracking On-Location site visits, including frequencies and services delivered.

Outreach – The Operator will be responsible for developing an outreach plan that shall include development of brochures (in addition to, but not duplicative of GMWDB or State mandated brochures), PowerPoint presentations, community-based print and radio ads, and if appropriate, website information detailing business offerings and an overall strategy for announcing the resources of the GMWDB’s Greater Memphis One-Stop/American Job Center System. All materials produced and published must be shared and approved by WMS staff. The Contractor shall use all brochures developed by the GMWDB or the State.
The Comprehensive American Job Centers shall have a coordinated outreach plan to include local chambers of commerce, economic development organizations, local units of government and other relevant business organizations to achieve the goal of reaching and providing quality services to businesses in each county. WMS maintains a website (workforcemidsouth.com) to allow customer’s access to Greater Memphis One-Stop/American Job Center System and other Business Services information 24 hours a day. Printed material and other written information at the American Job Center must be language accessible for the region’s diverse population of jobseekers/employers. Whenever feasible, language barriers should be removed so that all visitors to the American Job Center feel welcomed and can benefit from the experience.

The Comprehensive American Job Centers shall have a coordinated outreach plan to include local chambers of commerce, economic development organizations, local units of government and other relevant business organizations to achieve the goal of reaching and providing quality services to businesses in each county. WMS maintains a website (workforcemidsouth.com) to allow customer’s access to Greater Memphis One-Stop/American Job Center System and other Business Services information 24 hours a day. Printed material and other written information at the American Job Center must be language accessible for the region’s diverse population of jobseekers/employers. Whenever feasible, language barriers should be removed so that all visitors to the American Job Center feel welcomed and can benefit from the experience.

The Operator shall establish and maintain a Limited English Proficiency Plan, including services for individuals with a hearing impairment. The Operator is required to train all staff on how to utilize the Limited English Proficiency plan and understand it.

All sites shall work with the Greater Memphis One-Stop Operator to ensure that employer services are offered through the network of Greater Memphis One-Stop/American Job Centers. Each Greater Memphis One-Stop/American Job Center employee (regardless of funding) shall represent the Greater Memphis brand.

The Operator must work with the Greater Memphis Business Service Representative/Provider for the region to develop a systematic, equitable approach in determining (based on need) what level of services each business will receive from the Greater Memphis One-Stop/American Job Center.

The Operator is responsible for working with the Business Services Provider in order to achieve employer satisfaction performance measures set forth by USDOL.

It is expected that a minimum standard set forth by One-Stop Certification Standards be met regarding the ability to provide Career Services and activities to all job seekers.

Accessibility – Selected providers will meet all requirements regarding compliance with State and Federal disability laws and procedures for ensuring universally accessible physical and program environments for all customers. It is required that providers complete and adhere to the standards and expectations set forth in national the Equal Opportunity Self-Assessment Guides and Checklists. The sites are monitored annually for compliance by the WMS staff. Selected Providers’ staff may be required to attend training in program access for customers with disabilities and access to employment programs and services for the disabled. Successful Proposers in conjunction with WMS staff are primarily responsible for maintaining American Job Centers into compliance with ADA laws and ensuring ongoing standards are maintained in relation to accessibility.
**Deliverables:**

The Contractor will be required to provide the following deliverables:

1. One-Stop Certification of Centers
2. Executed Resource Sharing Agreements, includes timely, quarterly reconciliation
3. Business Plans for each Center in coordination with the business services provider in the region.
4. At a minimum, meet all performance measures
5. Ongoing, executed Staff Development and Training plan for all American Job Center staff, includes partners
6. Maintain operations of comprehensive, affiliates, and access point service locations
7. Coordinate all services and programs in the Greater Memphis American Job Centers
8. Ongoing participation in workforce development related community events
9. Ongoing collaboration and information sharing with the GMWDB/WMS staff
10. Promotion and marketing of the Greater Memphis American Job Centers
11. Ensure workshops are scheduled and delivered on a monthly basis and are relevant to the ongoing needs of the community
12. Partner coverage for resource rooms
13. Up-to-date and executed Outreach plan for the Greater Memphis American Job Centers
14. Expend a minimum of 92% of total funding award
15. Other goals that support the Scope of Work outlined in this RFP
16. Routine monthly and quarterly written programmatic reports shall be due by the fifth (5th) calendar day of the month following the month being reported on. Note: Specific required reports will be negotiated at the beginning of the awarded contract. (Other reports may be required throughout the year at the request of the GMWDB.)

Financial reports will be prepared and submitted to the WMS Office by the fifteenth (15th) day of the following month.
SECTION IV

ATTACHMENTS
(ATTACHMENT A)
**APPLICATION FOR FUNDING: GMLWDA PROPOSAL COVER PAGE**

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<th>Date Received</th>
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<td><strong>Proposed Project:</strong> <strong>One-Stop Operator (OSO)</strong></td>
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<td><strong>Proposed Geographic Area(s) to be Served:</strong> <strong>Shelby, Tipton, Fayette, and Lauderdale Counties</strong></td>
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</tr>
<tr>
<td><strong>Total Funds Requested for this Proposal:</strong> $</td>
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</tbody>
</table>

**CERTIFICATION OF PROPOSED CONTENT**

**Duplication of Services and Conflict of Interest**
To my knowledge, this proposal does not duplicate services or resources available in the area that are or may be provided by non-WIOA sources. This organization, its members, and collaborators are not now and will not in the future be engaged in any activity resulting in a conflict of interest, real or apparent, in the selection, award, or administration of a contract for WIOA funds.

**Cost/Price Data and Proposal Content**
This is to certify that, to the best of my knowledge and belief, the cost/pricing data submitted, either actually or by specific identification in writing to WMS in support of this proposal, are accurate, complete, and current as of the date below. This certification includes the cost/pricing data supporting any agreements or contracts that may be agreed upon between the Bidder and WMS that are part of the result of submitting this proposal.

Agency understands that the proposal submitted in response to the RFP is not a legally binding document; however, any contract to be awarded will be based on information contained in the proposal.

__________________________                          ______________________________
Signature of Authorized Representative                                 Date

__________________________
Title of Representative
(A-2) PROGRAM DESCRIPTIONS & REQUIREMENTS GUIDE

A one-stop operator is the entity that coordinates the service delivery of required one-stop partners and service providers. Following is a list of responsibilities for the selected One-Stop Operator:

- Facilitate quarterly meetings with required One-Stop partners, focusing on coordinating partner services with the Workforce Midsouth;

- The Operator shall insure that American Job Center/GMLWDA partners, on an ongoing basis, deliver quality and timely career services;

- Assist Workforce Midsouth staff with the monitoring and review implementation of Memorandums of Understanding with required WIOA partners and “optional” partners;

- The Operator shall provide information and access to programs and activities carried out by GMLWDA One-Stop/American Job Center System partners as described in the Memorandum of Understanding between the local WDB and the local elected officials;

- Conduct Service Center criteria reviews at least twice annually;

- Make reports and recommendations to the leadership of the Workforce Midsouth and the Greater Memphis Workforce Development Board. Reports may include recommendations for partnership development and improvement as well as continuous improvement of the One-Stop system as a whole as well as timely reporting of performance and metrics within the AJC system;

- Upon request, assist staff with developing policies, plans and programs to meet Performance Standards for workforce development programs implemented by WMS or the Greater Memphis Workforce Development Board; and

- Upon request, assist staff with designing programs to meet goals of WMS or the Greater Memphis Workforce Development Board.

- The Operator shall ensure that all Job Center services and outreach materials are ADA and EO Compliant with prior approval from WMS before distribution to the public.

- The Operator shall manage and provide direct oversight of the Welcome and Triage function of the One-Stop System at all six American Job Centers throughout the Greater Memphis Workforce Development Area.
  - Angelus American Job Center, Shelby County
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  - Walnut Grove American Job Center, Shelby County
  - American Job Center, Tipton County
  - American Job Center, Lauderdale County
  - American Job Center, Fayette County

- The Greater Memphis One-Stop Operator shall achieve the major work components and standards necessary to acquire and maintain One-Stop Certification Standards. These standards are:
- One-Stop Management Standards
- Systems Standards for Employer Services
- System Standards for Job Seeker Services

It is expected that the successful Proposer will work in close partnership with the WMS staff to provide guidance and leadership to the Greater Memphis One-Stop/American Job Center System to achieve the following outcomes:

- Deliver a high-quality, consistent set of services to jobseekers and employer customers.
- Ensure a mix of services that allow the system to serve a diverse customer base.
- Coordinate services and funding to support customer access to and success in postsecondary education.
- Support job seekers and workers progress toward economic self-sufficiency.
- Promote business- and industry-sector and employer-driven skilled development strategies.
- Maintain and consistently improve the integration of services and service providers within the Greater Memphis One-Stop/American Job Center System.
- Ensure high levels of accountability, cost-efficiency, and innovation to maximize resources and customer satisfaction.

EXPECTATIONS:
The following is a list of expectations for the selected One-Stop Operator:

- Avoid Conflicts of Interest when possible and disclose and recuse from unavoidable Conflicts of Interest
- Follow all policies and procedures of the Greater Memphis Workforce Development Board and WMS regarding Conflict of Interest, Code of Conduct, Grievance Procedures and Equal Opportunity provisions
- Adhere to all Federal, State and local policies

The Operator is responsible for implementing and managing the Greater Memphis One-Stop/American Job Center System under policies and guidelines established by the GMWDB, the State Workforce Development Board, Tennessee Department of Labor and Workforce Development, and the federal government. Under this component, the Operator is responsible for coordinating with the WMS to ensure system-wide standards are achieved, and utilize continuous quality improvement assessment tools to document positive change and to systemize standards and their usage across the system.

The Operator is responsible for promoting and facilitating integration of service delivery in the Greater Memphis One-Stop/American Job Center System. Examples of services to be provided under this work component include:

- Providing information and technical assistance to American Job Center sites to maintain certification and integration standards
- Managing resource sharing and allocation in Greater Memphis
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- Participating in region-wide planning activities related to business services.

In addition to the comprehensive Greater Memphis One-Stop/American Job Center System Center, affiliated One-Stop/Job Center System, and Access Points, the Operator must establish, maintain, and coordinate services through:

**On-Location Services**

In an effort to reach the remote communities with high levels of poverty and to break down the walls of a traditional workforce delivery system, the Greater Memphis One-Stop/American Job Center System will provide On-Location Services. Some locations may include but are not limited to homeless shelters, military bases, public schools, institutions of higher learning, community centers etc.), the Operator will be required to make such Career Services available to those communities by engaging GMWDB/WMS, partners and non-partners, as requested by the community agency. The GMLWDA One-Stop Operator is responsible for tracking On-Location site visits, including frequencies and services delivered.

**Outreach**

The Operator will be responsible for developing an outreach plan that shall include development of brochures (in addition to, but not duplicative of GMWDB or State mandated brochures), PowerPoint presentations, community-based print and radio ads, and if appropriate, website information detailing business offerings and an overall strategy for announcing the resources of the GMWDB’s Greater Memphis One-Stop/American Job Center System. All materials produced and published must be shared and approved by WMS staff. The Contractor shall use all brochures developed by the GMWDB or the State.

The Comprehensive American Job Centers shall have a coordinated outreach plan to include local chambers of commerce, economic development organizations, local units of government, and other relevant business organizations to achieve the goal of reaching and providing quality services to businesses in each county. WMS maintains a website (workforceinvestmentnetwork.com) to allow customer’s access to Greater Memphis One-Stop/American Job Center System and other Business Services information 24 hours a day. Printed material and other written information at the American Job Center must be language accessible for the region’s diverse population of jobseekers/employers. Whenever feasible, language barriers should be removed so that all visitors to the American Job Center feel welcomed and can benefit from the experience.

The Operator shall establish and maintain a Limited English Proficiency Plan, including services for individuals with a hearing impairment. The Operator is required to train all staff on how to utilize the Limited English Proficiency plan and understand it.

All sites shall work with the Greater Memphis One-Stop Operator to ensure that employer services are offered through the network of Greater Memphis One-Stop/American Job Centers. Each
Greater Memphis One-Stop/American Job Center employee (regardless of funding) shall represent the Greater Memphis brand.

The Operator must work with the Greater Memphis Business Service Representative/Provider for the region to develop a systematic, equitable approach in determining (based on need) what level of services each business will receive from the Greater Memphis One-Stop/American Job Center.

The Operator is responsible for working with the Business Services Provider in order to achieve employer satisfaction performance measures set forth by USDOL.

It is expected that a minimum standard set forth by One-Stop Certification Standards be met regarding the ability to provide Career Services and activities to all job seekers.

**Accessibility**

Selected providers will meet all requirements regarding compliance with State and Federal disability laws and procedures for ensuring universally accessible physical and program environments for all customers. It is required that providers complete and adhere to the standards and expectations set forth in national the Equal Opportunity Self-Assessment Guides and Checklists. The sites are monitored annually for compliance by the WMS staff. Selected Providers’ staff may be required to attend training in program access for customers with disabilities and access to employment programs and services for the disabled. Successful Proposers in conjunction with WMS staff are primarily responsible for maintaining American Job Centers into compliance with ADA laws and ensuring ongoing standards are maintained in relation to accessibility.

**Deliverables**

The Contractor will be required to provide the following deliverables:

17. One-Stop Certification of Centers
18. Executed Resource Sharing Agreements, includes timely, quarterly reconciliation
19. Business Plans for each Center in coordination with the business services provider in the region.
20. At a minimum, meet all performance measures
21. Ongoing, executed Staff Development and Training plan for all American Job Center staff, includes partners
22. Maintain operations of comprehensive, affiliates, and access point service locations
23. Coordinate all services and programs in the Greater Memphis American Job Centers
24. Ongoing participation in workforce development related community events
25. Ongoing collaboration and information sharing with the GMWDB/WMS staff
26. Promotion and marketing of the Greater Memphis American Job Centers
27. Ensure workshops are scheduled and delivered on a monthly basis and are relevant to the ongoing needs of the community
28. Partner coverage for resource rooms
29. Up-to-date and executed Outreach plan for the Greater Memphis American Job Centers
30. Expend a minimum of 92% of total funding award
31. Other goals that support the Scope of Work outlined in this RFP
32. Routine monthly and quarterly written programmatic reports shall be due by the fifth (5th) day of the month following the month being reported on. Note: Specific required reports will be negotiated at the beginning of the awarded contract. (Other reports may be required throughout the year at the request of the GMWDB.)
33. Financial reports will be prepared and submitted to the WMS by the fifteenth (15th) day of the following month.
(A-3) ORGANIZATION CERTIFICATIONS

By submitting this proposal, the Respondent certifies, to the best of its knowledge and belief, that:

1. The undersigned has no outstanding liens, claims, debts, judgments or litigation pending against it which would materially affect its programmatic or financial abilities to implement and carry out its proposed program;

2. The undersigned is current in its payment of applicable federal, state, and local taxes;

3. The undersigned is free and clear of any questioned or excepted audited costs;

4. The undersigned is not currently under probation or suspension from any regulatory agency governing it;

5. The undersigned costs and pricing data submitted with this proposal are representative of only those reasonable, allowable, and allocable costs necessary for carrying out its proposed program;

6. The undersigned understands the requirements of this solicitation and WIOA promulgated rules and regulations;

7. The undersigned has not been debarred by action of any governmental agency;

8. The undersigned is authorized to submit this proposal in accordance with the policies of its governing body;

9. The undersigned has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken action in restraint of free competition with this proposal and has not induced any firm or person not herein named to refrain from submitting a proposal;

10. The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, or agreement with any other contractor, Respondent, or potential Respondent;

11. Neither the price(s) nor the amount of this proposal, and neither the approximate price(s) nor approximate amount of this proposal, has been disclosed to any other organization or person who is a Respondent or potential Respondent, and they will not be disclosed before proposal opening;

12. The undersigned has not colluded with any employee or elected or appointed official of the Greater Memphis Local Workforce Development Board, or elected or appointed official of the Workforce Midsouth Inc. Board of Directors in any way in the preparation or submission or this proposal;

13. No employee or elected or appointed official, or any family member of such of the Greater Memphis Local Workforce Development Board, or elected or appointed official of the Workforce Midsouth Inc. Board of Directors., will receive any personal gain or profit,
either directly or indirectly, if the undersigned is awarded a contract pursuant to this proposal; and

14. The information contained herein is true and correct to the best of the undersigned’s knowledge.

I understand that the certifications set out above are material representations of fact upon which reliance will be placed when reviewing the proposal. By my signature, I certify I am empowered to act on behalf of the proposing organization in submitting this proposal.

________________________________   ______________________________________
Company Name (Please Print)        Authorized Representative (Please Print)

________________________________   ______________________________________
Address                              Authorized Signature

________________________________   ______________________________
City, State, and Zip Code            Title                        Date
(ATTACHMENT B)
(B-1) PERFORMANCE MEASURES GUIDE

PRIMARY INDICATORS FOR ELIGIBLE INDIVIDUALS

The Department of Labor, in collaboration with the Office of Management and Budget and other federal agencies, adopted performance measures for programs with similar goals.

Two dozen federal job training and employment programs in six agencies are subject to primary indicators of performance. The primary indicators of performance provide a universal language to benchmark performance and to encourage increased integration of services.

The Department of Labor, Employment and Training Administration, also uses the primary indicators of performance to satisfy the performance accountability requirements of the Workforce Innovation & Opportunities Act. WMS, as the Local Workforce Investment Act organization, is judged through the use of the primary indicators of performance. Therefore, as a Contractor under WMS, you will be judged by your attainment of these primary indicators of performance.

The primary indicators of performance for the program shall consist of –

(I) the percentage of program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program; [Placement in Employment or Education]

(II) the percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program; [Retention]

(III) the median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program; [Earnings]

(IV) the percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program; [Attainment of a Degree or Certificate]

(V) the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; [Program Skills Gain] and

(VI) the indicators of effectiveness in serving employers shall be established at a later time.
GMLWDA PERFORMANCE TARGETS (PY 2020)

If you are chosen as a WMS Contractor, these are the goals that you must achieve in your program. Contractors’ performance targets will be contingent upon WMS’s performance targets negotiated with the State.

**Primary Indicators of Performance PY21**

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The Department of Labor and numerous service providers have websites dedicated to performance guidance.

The primary indicators of performance are negotiated with the State of Tennessee on an annual basis and are subject to change.
## ATTACHMENT B-2

### PLANNED PERFORMANCE OUTCOME MEASURES CHART

**July 1, 2020 to June 30, 2023**

*(Bidder will enter planned outcomes in all shaded cells.)*

**Bidder Name______________________________**

<table>
<thead>
<tr>
<th>Outcome Area</th>
<th>Definition of Positive Outcome</th>
<th>Number of Participants Receiving Service (Denominator)</th>
<th>Number to Achieve Positive Outcome (Numerator)</th>
<th>% Achieving Positive Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Total number of New Enrollments</td>
<td>Participants enrolled as of 12/01/2020</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>B</td>
<td>New Enrollees with Offender History</td>
<td>Subset A</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>C</td>
<td>New Enrollees with Documented Disability</td>
<td>Subset A</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>D</td>
<td>Total new participants served in skill-specific training</td>
<td>Number of participants from Measure A who are enrolled in skill-specific training</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>E</td>
<td>Total new participants served in work experience activities</td>
<td>Number of participants from Measure A who are enrolled in work experience activities including internships, pre-apprenticeships, and OJT</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>F</td>
<td>Placement in Employment</td>
<td>Exiters employed in an unsubsidized job (not held on the date of WIA/WIOA registration) for a period of at least 30 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G</td>
<td>Employment retention</td>
<td>Exiters employed in an unsubsidized job (not held on the date of WIOA registration) for a period of 90 days</td>
<td><em>(This number must match the numerator from Measure-D)</em></td>
<td></td>
</tr>
<tr>
<td>H</td>
<td>Average wage at placement</td>
<td>The average wage targeted for placements</td>
<td>NA</td>
<td><em>(This figure should be the average wage for those in the numerator for Measure-D)</em></td>
</tr>
<tr>
<td>I</td>
<td>Placement in a training-related area</td>
<td>Exiters placed in employment as defined above but in an area related to any occupational skills training received</td>
<td></td>
<td><em>(This is the number of exiters who were in skill-specific training)</em></td>
</tr>
</tbody>
</table>
In addition to board-specific outcomes, the contractor will be expected to meet the following state measures at least a 100% level. Please indicate in the planned outcome column your anticipated performance goals.

<table>
<thead>
<tr>
<th>Outcome Description</th>
<th>State Negotiated Performance</th>
<th>Contractor Proposed Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIOA Youth Education and Employment Rate 2nd Quarter After Exit</td>
<td>79.5%</td>
<td></td>
</tr>
<tr>
<td>WIOA Youth Education and Employment Rate 4th Quarter After Exit</td>
<td>76.0%</td>
<td></td>
</tr>
<tr>
<td>WIOA Youth Median Earnings 2nd Quarter After Exit</td>
<td>Baseline</td>
<td></td>
</tr>
<tr>
<td>WIOA Youth Credential Attainment</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>WIOA Youth Measurable Skill Gains</td>
<td>Baseline</td>
<td></td>
</tr>
<tr>
<td>Effectiveness Serving Employers</td>
<td>Baseline</td>
<td></td>
</tr>
</tbody>
</table>