

# **Indiana Economic Growth Region 7**

## **Request for Proposals For Delivery of Workforce Investment Act (WIA) Title I Services for the Western Indiana Workforce Investment Board, Inc.**

**Service Delivery Period: July 1, 2014 – June 30, 2016**

<b>RFP Release Date:</b>	<b>January 10, 2014</b>
<b>Mandatory Bidders Conference:</b>	<b>January 21, 2014</b>
<b>Bidder Questions Deadline:</b>	<b>January 24, 2014</b>
<b>Proposal Submission Deadline:</b>	<b>February 4, 2014</b>
<b>Award Notification:</b>	<b>No later than March 14, 2014</b>
<b>Contract Effective Date:</b>	<b>July 1, 2014</b>

<b>Package Contents:</b>	<b>Section 1 – General Information and Purpose</b>
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## **Section 1: General Information and Purpose of this Proposal**

### **Part A. - General Information**

The Western Indiana Workforce Investment Board, Inc. is a 501(c) 3 corporation. The Workforce Investment Act (WIA) of 1998 (Public law 105-220) authorizes and charges local workforce investment boards with policy development, strategic planning, and financial stewardship of workforce investment and development of the authorized Workforce Service Area (WSA) that it serves. The Western Indiana Workforce Investment Board, Inc. serves Indiana WSA 7, which is composed of Clay, Parke, Putnam, Sullivan, Vermillion and Vigo counties in Western Indiana. The Western Indiana Workforce Investment Board, Inc. has been designated by County Local Elected Officials to act as the fiscal agent for the WIA programs in WSA 7.

WSA 7 has a workforce of 104,477. It is unique in the fact that its residents have numerous educational opportunities available to them. Among the region's assets are five outstanding universities and colleges; they include: Rose-Hulman Institute of Technology, Indiana State University, DePauw University, St. Mary-of-the-Woods College and Ivy Tech Community College. The region is also home to outstanding school corporations. The WIB has strong partnerships with the leaders of these institutions and work closely with them in the development and implementation of demand-driven education and training initiatives.

Another strength of WSA 7 is its diverse economy. With such diversity, the region is generally shielded from the devastating effects of an economic downturn in a single businesses sector. After careful analysis of regional labor market information and numerous discussions with business leaders from throughout the region, the Western Indiana Workforce Investment Board has made the following four business sectors priorities of the board's efforts and program implementation: 1) healthcare, 2) manufacturing , 3) logistics, 4) construction and extraction, and 4) business, marketing, and information technology.

Along with unique strengths, WSA 7 faces special challenges that the WIB is aggressively working to address. Approximately 17% of the region's population does not have a high school degree or GED. The WIB has long had strong partnerships with ABE staff and administrators throughout the region. These partnerships have been further strengthened through the Work Indiana program, which allows those who are currently working on their GED or who have received a GED within the last twelve months to take short-term certification programs, along with enrollment in and the support of the WIA system. The One-Stop partnerships and collaboration also serves as a conduit to address the unique needs related to this population. Ten years ago, nearly 20% of the region's population had no GED or high school diploma, so improvements are being made in this area.

WSA 7 has for the last decade had an average unemployment rate higher than the state average. The region has also consistently had a wage rate lower than the state average. The WIB is addressing these challenges both in the delivery of WIA services, along with meeting the needs of area businesses. The region is particularly focused on filling the high wage, mid-skill level jobs in manufacturing. There is currently a shortage of these workers, and projections indicate that these shortages are going to become more severe as more and more baby boomers retire in WSA 7. Two very successful programs in the region are focused on CNC training, resulting in a number of NIMS certifications. Completers of these programs have very high placement rates in very good paying jobs.

Members of the Western Indiana Workforce Investment Board strongly support the delivery of WorkOne services in a seamless and holistic manner. WorkOne staff is cross-trained and ready to address customer needs based on their unique employment goals. The region has long embraced the concept of career pathways as a clear and logical process to keep customers focused and motivated as they move towards success; whether they have embarked on the job to job track or the job to training to job track.

The Western Indiana Workforce Investment Board, Inc. is seeking proposals for the provision of Title 1 Workforce Investment Act services in EGR 7. These services will be delivered in accordance with “Indiana’s Two Year Strategic Plan” and the WSA 7 Local Plan. The state plan outlines the Indiana Department of Workforce Development’s vision for the delivery of Workforce Investment Act, Veteran, Unemployment Insurance, TAA, Profiling, and Wagner Peyser services, and can be found at <http://www.in.gov/dwd/files/PY2012-StatePlan.pdf>. The WSA 7 Local Plan, along with further information about the region, can be found at [www.workonewest.com](http://www.workonewest.com).

Region 7 has one comprehensive WorkOne site located in Vigo County and five express sites in each of the remaining counties. The express sites are staffed by the service provider. The service delivery model is demand driven. It requires, as applicable, dual enrollment of all job seeking customers into both Wagner Peyser and the WIA program. The delivery model also encompasses DEI, Trade Act Adjustment, Unemployment Insurance and Veterans’ Service customers.

All customer services are delivered by functional teams that are comprised of individuals from a variety of funding streams. Team activities and work loads are coordinated by a functional supervisor. The functional teams that deliver these services are the Welcome Team, the Skills Team and the Business Services Team. All staff performs their job tasks in a specific functional area alongside other staff who have been assigned to similar functions. More specific policy regarding WorkOne service delivery can be found under DWD Policy 2010-13, Change 1.

The selected Service Provider will work closely with the Executive Staff of The Western Indiana Workforce Investment Board in order to ensure fruition of the Board's vision of seamless, holistic service delivery. We are always striving for continual improvement of service delivery to our customers. A great deal of value is placed on recruitment, innovation and initiative in the system. It is imperative that the system be able to respond quickly to shifts in employer and skill demands, while providing services to a large number of job seekers effectively and efficiently.

## **Part B. – Purpose of this Solicitation**

- The goal of this solicitation is to receive responses from qualified and experienced employment and training service providers that are effective and efficient and able to meet the demands of the workforce delivery system of WSA 7; more specifically to meet or exceed federal and state performance measures, to meet or exceed the expectations of the board and local businesses in these matters, and to fulfill Indiana's vision that every job seeker has the right to know their skills, to improve their skills, and to get the best job possible with their skills. The successful bidder will be issued a contract for a two year period from July 1, 2014 through June 30, 2016. The Western Indiana Workforce Investment Board may, based on performance, renew the contract without additional solicitation for one additional program year (July 1, 2016 to June 30, 2017). Terms and conditions of this contract are subject to the terms and conditions of the contract of the Western Indiana Workforce Investment Board with the State of Indiana. The form of this contract will be cost-reimbursement.
- The funding for these services will come from the Federal Workforce Investment Act, Title I funds awarded to the service area through the Indiana Department of Workforce Development. It is quite possible that formula funding available for program year 2014 may be less than 2013, as Congress has indicated there may be reductions in federal funding nationwide. With this in mind, recent WSA 7 allocations and the service provider contract suggest the following budgets could be utilized for planning purposes:
  - WIA Adult Planning Budget: \$813,426.00\*
  - WIA Dislocated Worker Planning Budget: \$700,677,00\*

\*These amounts are the total estimated amounts that the WIB will have to operate the WIA Adult and Dislocated Worker programs in WSA 7 in PY'14. This projected budget is based on the estimated PY'14 allocation and a planned 30% carry-in of PY'13 WIA funds. It is anticipated that the board will set aside a portion of the PY'14 WIA allocation for carry-in to PY'15. Also of note, the WIB holds the WorkOne office leases. The WIA portion of the rent and most utility costs are part of the WIB budget.

The Western Indiana Workforce Investment Board does reserve the right to adjust this provision as needed.

The Service Provider is responsible for performing tasks for the delivery of customer services under the customer service system in accordance with federal, state legislation and regulation, state policy, the Indiana Strategic State Plan and Local Plan. Programs include, but are not limited to those listed above, and may include other programs required by DWD or the Western Indiana Workforce Investment Board, such as Rapid Response, NEG grants, DEI, and Work Indiana activities.

The Western Indiana Workforce Investment Board is responsible for meeting or exceeding State required Performance Measures, referred to as Common Measures. The Title 1 Service Provider must commit to a constant improvement in performance numbers and outcome based results. Specific performance requirements are provided to contractors annually in June each year.

The current Performance Requirements include:

Adult Entered Employment Rate = 67%

Dislocated Worker Entered Employment Rate = 72%

Adult 6 mo. Retention Rate = 83%

Dislocated Worker Retention Rate = 90%

Adult Replacement Wage Rate = Average 6 mo. earnings \$13,900

Dislocated Worker Wage Rate = Average 6 mo. earnings \$16,500

\*These may change from program year to program year. The WIB will inform service providers of any changes once they have been finalized by the state.

Services and activities must observe the following restrictions and requirements when considering program design:

1. Program training, services, and/or activities cannot begin prior to July 1, 2014, however, if necessary, transition activities would be expected to begin as soon as contact negotiations are concluded by the Western Indiana Workforce Investment Board and successful proposer.
2. Proposers are responsible for adhering to all current and modified laws, rules, regulations, guideline requirements, policies, and local changes.
3. Close coordination between the Western Indiana Workforce Investment Board executive staff and the successful proposer is required throughout contract execution and at least one senior staff person familiar with all activities will be named liaison with the WIB.

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4. The successful proposer shall also serve as a member of the One-Stop Consortium.
5. Service provider staff will be required to abide by the operational schedules (holiday, daily operational hours, inclement weather) established by the Western Indiana Workforce Investment Board. Service Provider staff is expected to work professionally and cooperatively, which is essential when multiple partner staff are co-located and integrated by function and space assignments.
6. Service provider staff shall abide by all program policies and procedures established by the Western Indiana Workforce Investment Board.
7. The service provider will post all job openings related to their role as WIA service provider on Indiana Career Connect.
8. The WIB will reserve the right to participate in the staff hiring interview process and to make recommendations on all WIA service provider staff hiring and promotions. The ultimate responsibility for all service provider staff hiring resides with the service provider.
9. The service provider will ensure that all staff members that are in any way involved with the Western Indiana WorkOne system have passed the appropriate criminal background checks prior to the start of work.
10. The service provider will clearly identify all staff that will perform administrative duties, clearly define what those administrative duties will be, identify the percent of time said staff will dedicate to these duties, and provide, if requested, documentation that such time is being applied as defined.
11. Sufficient staff must be provided to meet the needs of the Western Indiana Workforce Investment Board and Title 1 service requirements. The selected Title 1 Service Provider must be flexible with staffing and have the ability to shift staff responsibilities/operations/hours in order to ensure effective coverage. In addition, the successful proposer must have the ability and capacity to provide activities to individuals speaking any language other than English.
12. The Service Provider is responsible for all inventory items in their care, and must ensure that all inventory items, along with any other computers, equipment, and furniture in their care are in good repair and in working order. Maintenance of computers includes, but is not limited to, maintaining adequate software protection and software updates.
13. Confidentiality of customer information must be maintained to meet the requirements of HIPAA regulations and specific procedures required by law. All customer information must be maintained in secured, locked file cabinets at all times with limited staff accessibility.

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- A proposal must address achievement of the stated purpose on a regional basis.
- A proposal must be submitted for all of the following programs in all six counties of the region:
  - WIA Adult Program
  - WIA Dislocated Worker Program
- The Western Indiana Workforce Investment Board is committed to supporting activities which align workforce development and economic development activities in the region. The Western Indiana Workforce Investment Board is seeking an organization that understands the relationship between workforce development and economic development and can assist in the further alignment of these activities.
- The Western Indiana Workforce Investment Board anticipates contracting with an organization that is familiar with WIA programs. The selected organization should demonstrate the following characteristics; competent management with vision, customer service oriented staff, cooperative management and staff, willingness to integrate resources with other organizations, flexibility and ability to adapt to change, an understanding of the delivery of WIA services, data Integrity, and creativity.
- Individuals or organizations that may submit proposals include both private and public not-for-profits, for-profit entities, public and private educational institutions, and other such entities. All organizations must be legally incorporated (or organized as a Limited Liability Company) and must be able to operate a business under the laws of the State of Indiana.
- A MANDATORY BIDDERS CONFERENCE is scheduled for 10:00 A.M. local time on Tuesday, January 21, 2014. The conference will be held at the Western Indiana Workforce Investment Board office- located at 630 Wabash Avenue, Suite 205, Terre Haute, Indiana. Any entity interested in submitting a proposal in response to this Request for Proposals must be in attendance at this meeting.

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## Section 2: Proposal Statement of Work

Interested organizations should follow the given outline in response to this RFP. Label each section of your proposal with the same labels that have been provided in the following outline. This will aid in the reviewing of proposals and will allow reviewers of your proposal to make more informed decisions.

A summary of the overall scoring is as follows:

A. Experience of Organization	10 % of overall rating
B. Proposed Plan of Work	25% of overall rating
C. Staffing Plan	25% of overall rating
D. Innovative Programs and Services	15% of overall rating
E. Budget and Fiscal Services	25% of overall rating

### A. **Experience of Organization** (10% of overall rating)

1. Provide an overview of your organization to include vision and mission, legal status, and management structure. Identify specific personnel that will be responsible for the WIA Adult and Dislocated Worker programs and outline their experience with these programs and staff supervision. Identify the individual that will be single point of contact for this proposal.
2. Describe past similar projects and programs. Outline your successes with these programs. Include any similar programs that you are currently coordinating. Specifically detail any other WIA Adult and Dislocated Worker programs that your organization has had responsibility for in Indiana or other states.
3. Describe familiarity with Indiana's case management and tracking system or other management information system your organization has experience with.

### B. **Proposed Plan of Work** (25% of overall rating))

1. Describe all WIA Adult and Dislocated Worker services that will be provided. Identify the number of people you anticipate serving in each of these programs.
2. Describe plans to ensure the meeting or exceeding of WIA common measures.
3. Describe the types of assessments and how these and other factors will be used in the development of individual service plans.

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4. Beyond the mandatory workshops listed in the Local Plan of Service, describe how the service provider shall also provide in-person workshops to job seekers in basic computer skills and mathematics for manufacturing on an ongoing basis in every WorkOne office. Describe the content, manner of delivery, and planned frequency of these workshops. Also, describe any additional workshops the service provider will add to the regional service delivery system.
5. Describe any additional resources or tools that the service provider will deliver, which may include, but not be limited to, development and delivery of workshops and seminars for employers.
6. Describe how the service provider will promote/market WorkOne programs and services inside and outside of the WorkOne Centers in order to effectively recruit adults and dislocated workers.

**C. Staffing Plan (25% of overall rating)**

1. Describe the number of staff to be hired. Outline plans, if any, to give priority to staff of the previous service provider. Provide a staff salary range. Detail the qualifications of proposed positions.
2. Describe the plan to ensure that youth staff will function as part of the team in a team environment.
3. Describe anticipated staff development and training activities. It is required that a minimum of 16 work hours per staff person per year be dedicated to continued education. Staff training may include, but not be limited to, contractor provided training (such as customer service strategies, and case notes for new employees), WorkOne sponsored training through staff training sessions, and any other appropriate Indiana Department of Workforce Development or U.S. Department of Labor sponsored training.
4. Describe how the service provider will ensure that staff are made aware of any changes to services, tools, policy, or products and that the staff are appropriately trained to apply these changes; making sure there is consistent communications from WorkOne staff to clients.

**D. Innovative Programs and services(15% of overall total)**

1. Describe any unique or innovative services that will be implemented.
2. Describe strategies to keep customers engaged in services.
3. Describe the strategy for interactions with area communities to enhance service and employment opportunities.

**E. Budget and Fiscal Services** (25% of overall rating)

1. What accounting program will be used to track expenditures?  
Describe the organization's ability to maintain fiscal records and reporting that will be compatible with Kintera FundWare accounting software.
2. How will incentives, stipends, supportive services be determined?  
How will supportive services and other direct client expenses be tracked and reported by staff? What is the process for purchase orders?

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## **SECTION III: General Instructions**

### **1. Proposal initially on most favorable terms.**

Offerors are cautioned to submit their proposals initially on the most favorable basis since an award may be based on the price and terms of the proposal as initially submitted, although the WIWIB reserves the right to negotiate with an offeror(s).

### **2. No Disclosure**

Except as to serve notice to unsuccessful offerors of the final awards by WIWIB for the services covered by this RFP, no use or disclosure of the price, terms or techniques contained in the proposal shall be made, except on a "need to know" basis for evaluation purposes. In the event of an award, the proposal submitted pursuant to the requirements of this agreement by the sub-recipient receiving the award may be disclosed, reproduced, etc., at the WIWIB option.

### **3. Right to Reject**

WIWIB reserves the right to reject any or all proposals received through this RFP, and to re-advertise for any or all of the listed services at its discretion, or cancel this RFP in part, or in its entirety, at any time. The WIWIB will not pay for costs incurred in the preparation of bids.

### **4. Requirements**

It is required that bidders not be on a debarment list. Additionally, successful bidders must have proof of insurance. All RFP's must contain a clear outline of all the following elements:

1. A statement that describes the goals sought to be achieved;
2. A line item budget of the services to be provided; and,
3. The number of people anticipated to be served in each program.

### **5. Mandatory Bidders Conference**

A MANDATORY BIDDERS CONFERENCE is scheduled for 10:00 A.M. local time on Tuesday, January 21, 2014. The conference will be held at the Western Indiana Workforce Investment Board office, located at 630 Wabash Avenue, Suite 205, in Terre Haute, Indiana. Any entity interested in submitting a proposal in response to this Request for Proposals must be in attendance at this meeting.

### **6. Questions and Answers**

To be considered for funding, each bidder must submit an offer (proposal) and other supporting documentation in strict accordance with these instructions. When evaluating a proposal, the Board will consider how well the bidder complied with these instructions and provided the information outlined in the Request for Proposals. Therefore, the Board encourages bidders to contact the Board contact by facsimile transmission, email, or regular mail during **the technical assistance period ending January 24, 2014 at 12:00 noon local time**, to request any additional clarification that may be needed to comply with these instructions. **Phone calls will not be accepted.** The official Board response to all questions pertaining to this RFP will be in writing and made available to all potential bidders. All written questions will be answered in a question and answer publication that will be posted at the Board's website at [www.workonewest.com](http://www.workonewest.com). Answers will be posted on an ongoing basis, within two (2) business days after receipt of the question. Therefore, bidders are encouraged to view the website frequently to ensure they are fully aware of the most current information, being any new questions and answers, changes to the RFP, or any additional information. All answers issued become part of the RFP and the RFP process. Should you wish to submit a question or encounter a problem with the website, contact the Authorized Board Contact immediately. The Authorized Board Contact is Lisa Lee. Her email address is [lisalee@workforcenet.org](mailto:lisalee@workforcenet.org) and the fax number is (812) 238-2466.

## 7. Contract Requirements

Specific requirements for conversion of the proposal into a contract will be discussed after the contract award decision. However, to be considered, proposals must include the following special assurances:

1. Special Assurances
  1. If awarded a contract, the bidder assures that it will abide by the specifications and requirements of the RFP in the provision of its services, unless the specifications and requirements are amended in writing by a WIWIB representative who is specifically authorized to do so.
  2. If awarded a contract, the bidder will neither accept nor permit any of its staff to accept gratuities of any kind from any individual involved in any way with the services to be provided by the contractor.
  3. The bidder assures that, if awarded a contract, it will not subcontract any of these services without the specific, written prior approval from the WIWIB.

4. The bidder acknowledges that it will fully comply with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act; Title VI of the Civil Rights Act of 1964, as amended; affirmative action reporting requirements of 41CFR 60-1.7; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; the Title IX of the Education Amendments of 1972, as amended. The bidder also assures that it will comply with 29CFR part 37 and all other regulations implementing the laws listed above. The bidder understands that the United States government has the right to seek judicial enforcement of this assurance. This program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities.
5. The bidder assures that it will comply with the Americans with Disabilities Act (ADA) in serving individuals with disabilities. The bidder agrees to make the necessary arrangements, as appropriate, to provide services to individuals with a disability at the expense of the bidder, not Workforce Network, Inc.
6. In accordance with P.L. 101-333, Section 508, the bidder is hereby notified that all projects that are funded as a result of this RFP will be 100% funded by federal funds. The approximate total program amount of funding available under the two programs of this RFP is \$1,514,103.00 for Program Year '14. The DWD has not finalized allocations to the regional area, and therefore this amount is subject to change. There will be no non-government funds available to finance these proposed services. All commitments made by the Western Indiana Workforce Investment Board, Inc. are contingent upon the availability of funds and the Western Indiana Workforce Investment Board, Inc. reserves the right to award an amount less than the total funds available for bid contained in this RFP and funds available as listed on the DWD website.
7. The bidder assures that it will procure an audit and will provide an audit report of all funds contracted with the Western Indiana Workforce Investment Board, Inc. if requested by the WIWIB.

## 2. Cost Reimbursement Contracting

WIWIB management of the contract(s) will be on a cost-reimbursement basis. Specifically, the line item budget as required

by this RFP will be negotiated and will identify the specific cost categories, and allowable costs to be reimbursed by WIWIB.

3. Subcontracting

Bidders may subcontract part of the services to be provided by the Service Provider, but the intention to subcontract must be clearly stated in the response to this RFP and approved by the WIWIB.

4. Contract Negotiations

Successful respondent to this RFP will be expected to participate in contract negotiations to establish exact services to be provided and payment and terms of those services. Cost and services will be based on information contained in this RFP and in the proposal selected for negotiations.

5. Authorized Contact

The authorized contact person for this procurement is:

Lisa Lee

630 Wabash Avenue, Suite 205

Terre Haute, IN 47807

[lisalee@workforcenet.org](mailto:lisalee@workforcenet.org)

Fax (812) 238-2466

**8. Late Proposals**

A. Proposals and modifications received at the Western Indiana Workforce Investment Board, Inc office designated in the RFP after Noon local time on the date specified therein shall not be considered unless:

1. They are received before award is made; and either,
2. They are sent by registered mail, or be certified mail for which an official dated post office stamp (postmark) on the original Receipt for Certified Mail has been obtained, and it is determined by WIWIB. that the late receipt was due solely to delay in the mail, for which offeror was not responsible; or,
3. It is determined by WIWIB that the late receipt was due solely to mishandling by WIWIB. after receipt as the Administrative Office: Provided, that timely receipt at such office is established upon examination of an appropriate date or time stamp (if any) of such office or other documenting evidence or receipt (if readily available) with the control of such office serving it. However, a modification of a proposal, which makes the terms of an otherwise successful proposal more favorable to, WIWIB shall be

considered at any time it is received and may thereafter be accepted.

- B. Offerors using certified mail are cautioned to obtain a Receipt for Certified Mail showing a legible, dated postmark and to retain such receipt against the chance that it shall be required as evidence that a late proposal was mailed in a timely fashion.
- C. The time of mailing late proposals submitted by registered or certified mail shall be deemed to be the last minute of the date shown on the postmark on the registered mail receipt or registered mail wrapper or on the Receipt of Certified Mail unless the offeror furnished evidence from the post office station of mailing which established an earlier time. In the case of Certified Mail, the only acceptable evidence is as follows:
  - 1. Where the Receipt of Certified Mail identifies the post office station of mailing, evidence furnished by the offeror which establishes that the business day of that station ended at an earlier time in which case the time of mailing shall be deemed to be the last minute of the business day of that station; or,
  - 2. An entry in ink on the Receipt for Certified Mail showing the time of mailing and the initials of the postal employee receiving the item and making the entry, with appropriate written verification of such entry from the post office station of mailing, in which case the time of mailing shall be the time shown in the entry. If the postmark on the original Receipt for Certified Mail does not show a date, the offeror shall not be considered.

## **9. Envelope for Proposals**

It is important that the proposal be mailed in an envelope clearly marked in the lower left corner with the following information:

PROPOSAL RFP: Region 7 WIA Adult and Dislocated Worker Provider

## **10. Alternate Proposals**

Alternate proposals may be submitted provided that all deviations are clearly specified. The offeror should be prepared to discuss such deviations to ascertain the general acceptability by WIWIB.

## **11. Time Period of Contract**

Proposals should address a two year period from July 1, 2014 through June 30, 2016, with a third year option at the discretion of the Board.

**12. Procedures**

Complaint, grievance, mediation procedures of Western Indiana Workforce Investment Board, Inc. are available to bidders from the office at 630 Wabash Avenue, Suite 205, Terre Haute, IN 47807, upon request.

**13. Proposals Received**

Proposals should be received in a “ready to copy” format and, therefore, should not, in any way, be bound, stapled, three-hole punched, or in any manner that prevents ease of copy.

Three (3) copies of the proposal(s), with one (1) copy designated as an original with original signatures, are to be submitted by certified mail, return receipt requested, or by hand-delivery with a signed receipt. **All proposals must be received by no later than noon local time on Tuesday, February 4, 2014.**

Proposals should be mailed to:

Western Indiana Workforce Investment Board, Inc.  
ATTN: Region 7 WIA Adult and Dislocated Worker Provider  
630 Wabash Avenue, Suite 205  
Terre Haute, IN 47807

Proposals sent by email, telegram, and facsimile (fax) will not be honored.

Proposals received by the deadline specified herein and meeting the requirements as stated shall be acted upon by the Board of Directors of the Western Indiana Workforce Investment Board, Inc. It is the responsibility of the bidder to ensure delivery of the proposal by the required time and date.

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## SECTION IV: Proposal Package

**All proposals are limited to 30 pages. The cover sheet, audit and monitoring reports, and attachment pages are not included in this count.**

1. **Proposal Cover Sheet** (Attachment A) includes the following areas which must be completed in the entirety:

- **Organization** – the legal entity submitting the proposal must be identified here.
- **Address** – the legal mailing address must be identified on this line.
- **Contact Person** – the individual who has authority to commit the organization to provide the proposed services should be recorded on this line. If other individuals will have responsibility for this project, they may be included here, but should be asterisked (\*) as a secondary contact.
- **Phone Number** – the phone number of the contact person should be recorded on this line.
- **Fax** – please identify the facsimile number where communications can be sent.
- **E-mail Address** – an e-mail address for the contact person should be included on this line.
- **Proposed Funds Requested** – in these spaces, record the portion of the total cost that will be funds requested from WIWIB.
- **Authorized Signature** – the signature of the primary contact person must be provided in ink. Secondary contacts need not sign the proposal.

### 2. Proposal Statement of Work

- A. Understanding and Staffing
- B. Customer Service Strategies
- C. Infrastructure and Branding
- D. Product Development & Delivery
- E. Results and Outcomes
- F. Budget
  - Narrative
  - Attachment B - Budget pages
  - Copies of audits for the past two years, including audit letters.
  - Copies of any monitoring findings over the past three years.
  - Identification of funding to repay disallowed costs, if necessary.

### 3. Background and Experience Section

- Profile of proposing organization
- Certificate of Existence from the Secretary of State
- Description of the proposing organization

- History of similar workforce programs or projects
- Two references

**4. Attachment D – Non-Collusion Affidavit**

**5. Attachment E - Assurances and Certifications**

**6. Attachment F – Leadership Resumes**

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**PROPOSAL COVER SHEET**

Organizations Legal Name:			
Contact Person:			
Address:			
Telephone:		Fax:	
E-mail:		Cell:	
Federal ID # :			

Number of years potential bidder has been in business under the corporate/business structure submitting the response to this request for proposals:

Total Amount of Funds			PY 14	PY 15
Requested	WIA Adult Funds			
	WIA Dis. Worker Funds			
	Total Funds Requested			
	Grand Total (PY 11 and PY 12) \$			
Total Number of Clients to be Served	Planned # PY 14			
	Adult		Cost Per Part.	
	Dis. Worker		Cost Per Part.	
	Planned # PY 15			
	Adult		Cost Per Part.	
	Dis. Worker		Cost Per Part.	
	Signature: _____			
Print Name: _____				

Check all applicable boxes:

For Profit Corporation:		Sole Proprietorship:	
Not-for-Profit Corporation:		Faith-Based Organization:	
Partnership:		State Agency:	
Educational Institution:		Labor Organization:	
Business Association:		Community Based Organization:	
Other Public Agency (Specify):		Other:	

**Attachment B**  
**BUDGET ESTIMATE WORKSHEET**

Line Items	TOTAL
Salaries & Benefits Executive*	
Salaries & Benefits Program	
Staff Training	
Staff Travel	
Overhead**:	
Maintenance	
Furniture & Equipment	
Information Technology	
Office Supplies	
Other Admin***	
<b>TOTAL</b>	

\*Executive functions would include, but not be limited to, fiscal, personnel, oversight, management, procurement, organizational administrative duties. Please limit to 10% of entire salary/benefit costs.

\*\* The overhead cost requested here refers to those organizational costs outside of scope of direct operations within EGR 7.

\*\*\* Overhead may include, but not be limited to, costs such as legal, insurance, and audit.

## Attachment C - Definitions

For the purpose of this RFP, the following definitions apply:

**Basic Skills Deficient:** The term “basic skills deficient” means, with respect to an individual that the individual:

- A. Has English, Reading, Writing or Computing skills below the 9<sup>th</sup> grade level on a generally accepted standardized test or a comparable score on a criterion reckons test; or
- B. Is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family or in society.

**Core Services:** Core services are information and resources available to the general public free of charge. These services help people access resources for job-finding efforts, including the use of information resources, whether electronic, printed or audiovisual in nature. Core services may include, but are not necessarily limited to:

- A. Outreach, intake and orientation to information and services available through WorkOne;
- B. Program information, eligibility determination and referral information;
- C. Labor exchange;
- D. Job, career and skill assessment tools;
- E. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- F. Access to and use of all resources in the Information Resource Area (IRA) including group informational and training sessions, job clubs, labor market information, and self service informational activities; and
- G. Follow up services.

**Concurrent Youth:** Youth age 18-21 may be concurrently enrolled as an adult and youth.

**Economic Growth Region (WSA) 7:** The area designated by the Governor of Indiana to include the counties of Clay, Parke, Putnam, Sullivan, Vermillion and Vigo.

**Eligible Adults:** The minimum eligibility requirements for registration into the Adult and Dislocated Worker programs are:

- A. 18 years of age or older,
- B. U.S. citizen or eligible non-citizen, and
- C. Registered with selective service (if applicable).

Additional eligibility requirements for the Dislocated Worker program include:

- A. Has been terminated or laid-off, or has received a notice of termination or layoff from employment;
- B. Has been terminated or laid-off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at a plant, facility, or enterprise;
- C. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or
- D. Is a displaced homemaker. The term “displace homemaker” means an individual who has been providing unpaid services to family members in the home and who (1) has been dependent on the income of another family member but is no longer supported by that income, and (2) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

**Individual With Disability:**

- A. In general: The term “individual with disability” means an individual with any disability [as defined in Section 3 of Americans with Disabilities Act of 1990 (42 USC 12102)].

- B. **Individuals with Disabilities:** The term “individuals with disabilities” means more than one individual with a disability.

**Intensive Services:** Intensive Services for adults and dislocated workers require WIA registration and are made available when a customer is unable to obtain or retain employment through the Core Services. Intensive Services may include, but not necessarily be limited to:

- A. Comprehensive and specialized assessments to identify skills, job readiness and barriers to employment;
- B. Development of an individual employment plan;
- C. Individual counseling;
- D. Supportive services;
- E. Case management; and
- F. Short-term prevocational services.

**Low Income Individual:** The term “low income individual” means an individual who:

- A. Receives, or is a member of a family that receives, cash payments under a federal state or local income based public assistance program;
- B. Received income, or is a member of a family that received a total family income, for the six month period prior to application for the program involved [exclusive unemployment compensation, child support payments, payments described in subparagraph A, and old age and survivors insurance benefits received under Section 202 of the Social Security Act (42 USC 402)] that, in relation to family size, does not exceed the higher of:
  - I. the poverty line, for an equivalent period; or
  - II. 70% of the lower living standard income level, for an equivalent period; or
  - III. is a member of a household that receives (or has been determined within the six month period prior to the application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 USC 2011);
  - IV. qualifies as a homeless individual as defined in subsections A and C of Section 103 of the Stewart B. McKinney Homeless Assistance Act (42 USC 11302);
  - V. is a foster child on behalf of whom state or local government payments are made; or
  - VI. in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose income meets the requirements of a program described in subparagraph A or of subparagraph B, but who is a member of a family whose income does not meet such requirements.

**Offender:** The term “offender” means any adult or juvenile:

- A. Who has been subject to any stage of the criminal justice process, for whom services under this act may be beneficial; or
- B. Who requires assistance in overcoming artificial barriers to unemployment resulting from a record of arrest or conviction.

**Out-of-School-Youth:** The term “out-of-school-youth” means:

- A. An eligible youth who is a school dropout; or
- B. An eligible youth who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed.

Note: A minimum of 30% of all WIA Youth funding must be spent on out-of-school youth.

**Poverty Line:** The term “poverty line” means a poverty line {as defined by the Office of Management and Budget, and revised annually in accordance with Section 673 (2) of the Community Service Block Grant Act [ 42 USC 9902 (2)]} applicable to a family of the size involved.

**Public Assistance:** The term “public assistance” means federal, state, or local governments cash payments for which eligibility is determined by needs or income test.

**State Criteria:** The State of Indiana has incorporated into the WIA state plan an emphasis on the achievement of credentials or certifications.

**Supportive Services:** Supportive services may be provided to registered WIA participants and who are unable to obtain supportive services through other programs. Supportive services may only be provided when they are necessary to enable individuals to participate in WIA activities. These services may include, but are not limited to transportation, childcare, clothing, and housing assistance.

**Training Services:** Training services for adults and dislocated workers require WIA registration and are made available when a customer is unable to obtain or retain employment through Core and Intensive Services. Training services may include, but not necessarily be limited to:

- A. On-the-job training programs that combine workplace training and related skill instruction;
- B. Skill upgrading and retraining;
- C. Adult education and literacy training in combination with other training services; and
- D. Supportive services.

**WIA:** Workforce Investment Act of 1998. Additional information on WIA regulations is available at <http://www.doleta.gov/usworkforce/wia/act.cfm>

PLEASE NOTE: The definitions contained within this section are provided as a guide, but should not be considered all-inclusive of those terms and definitions which may be required to address the requirements of this Request for Proposals.

Attachment D

**Non-Collusion Affidavit**

State of Indiana

County of \_\_\_\_\_

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Workforce Network, Inc. whereby it has paid or will pay to such other respondent or officer of employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting or the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Print or Type Name

Subscribed and sworn to me this day \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
Notary Public

County of

Commission Expiration Date

Attachment E

**Assurances and Certifications**

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Investment Act, Workforce Investment Board, and any other applicable laws and regulations.

In addition, the authorized representative assures, certifies and understands that:

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization possesses legal authority to offer the attached proposal.
3. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
4. A drug free workplace will be maintained in accordance with the State of Indiana requirements.
5. The proposing organization has all appropriate insurance coverage, and will produce a certificate of such, if requested.

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Print or Type Name

\_\_\_\_\_  
Date