

**CENTRAL INDIANA REGION 5
SERVICE PROVIDER**

Request for Proposals

For

Workforce Investment Act
Adult, Dislocated Worker and Youth Service Provider
For Madison County

Services to be Delivered

September 1, 2006 - June 30, 2007

RFP Issue Date: July 3, 2006

Key Dates:

Questions and Answers Due: 4:00 pm, Friday, July 7, 2006
Mandatory Bidders Conference: 10:00 am, Tuesday, July 11, 2006
Mandatory Letter of Intent: 4:00 pm, Friday, July 14, 2006
Proposal Due Date: 4:00 pm, Friday, July 21, 2006
Award Announced: Friday, August 4, 2006
Contract Begins: September 1, 2006

Table of Contents

I.	Background & General Information	3-6
II.	Proposal Requirements	6-9
III.	Proposal Narrative	
	A. Organization Background, Qualifications & History	9-10
	B. Plan of Service	10-12
	General Information	12
	C. Staffing Plan & Organization Chart	12-13
	D. Partnerships & Coordination	13
	E. Transition Activities	13-14
	F. Financial Management & Budget	14-15
	Definitions for Attachment B, Budget Page	15

The following forms must be downloaded from DWD website:

dwd.in.gov - SHRIC - Region 5 Regional Operator

- Attachment A - Proposal Cover Sheet
- Attachment B - Budget Page
- Attachment C - Planned Service Levels
- Attachment D - Non-Collusion Affidavit
- Attachment E - Assurances & Certifications

1. Background and General Information

- A. The Central Indiana Region 5 Workforce Board, Inc. selected Interlocal Association (hereinafter IA) as the PY06 Service Provider, and as such, IA is issuing this Request for Proposals (RFP) to identify organizations that can provide adult, dislocated worker and youth programs in Madison County under the provisions of the Workforce Investment Act. IA intends to be as inclusive as possible in this solicitation. The goal is to receive a wide variety of high quality, innovative proposals that meet the workforce development needs of Madison County while ensuring that maximum funding is available for client services. IA as prime Service Provider will subcontract directly with any provider that may be selected for Madison County, and will be responsible for program oversight and monitoring functions.
- B. The resulting contract with the successful bidder will be for a ten month period, September 1, 2006 to June 30, 2007. Based on performance, IA may renew the contract for an additional one year period, July 1, 2007 to June 30, 2008.
- C. The Central Indiana Regional Workforce Area 5 consists of Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Morgan and Shelby counties. IA will provide services in all eight counties as listed above, including Madison County, in the event there are no proposals submitted, or, if proposals submitted do not meet standards of quality and cost effectiveness.
- D. A full-service WorkOne Center is located in Anderson (Madison County).
- E. The successful bidder will operate adult, youth, and dislocated worker programs in Madison County, effective September 1, 2006. The successful bidder must coordinate services and operations within the Anderson WorkOne Center to ensure a smooth and seamless transition. The goal of the transition process is that clients continue to be served effectively with the least possible disruption.
- F. Economic Growth Region 5 which includes the Indianapolis Private Industry Council, Inc. serving as the Marion County Workforce Investment Board, has been engaged in a significant competitive process for funding under the State of Indiana's Strategic Skills Initiative (SSI). The successful bidder through submission of a proposal assures that they will work cooperatively with the Regional Operator and IA Service Provider to coordinate and integrate future

WIA services with future funded SSI activities. Bidders can review available information on SSI at: <http://www.in.gov/dwd/employers/ssi.html>

- G. IA is seeking interested and qualified entities able to provide innovative, high quality services to adults, dislocated workers and youth. The services proposed must meet the specifications of this RFP. IA anticipates contracting with a single entity for adults, dislocated workers and youth that is familiar with WIA programs.
- H. Initial funds available under this Request for Proposals are approximately **\$ 650,000** for program year 2006 (September 1, 2006 - June 30, 2007).
- I. Funding will vary, dependent upon final allocations and the cost to be borne by Region 5 for the **State Fiscal Agent Services, Regional Operator, IA Service Provider, number of participants to be served**, services proposed and negotiated. Bidders must serve Adults, Youth and Dislocated Workers in Madison County in the Region.
- J. IA reserves the right to make an award to any bidder or to make no award, if that is deemed to serve the best interests of the Board and Region 5. The proposal process is competitive and follows government procurement rules.
- K. The Workforce Investment Act of 1998 (WIA, Public Law 105-220) provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. The Board envisions a system that meets the needs of residents and businesses alike. The goal of programs under the act is to increase employment, job retention, and earnings and develop the work potential of the residents of Region 5.
- L. This Request for Proposals is not in itself an offer of work nor does it commit IA to fund any proposals submitted. IA is not liable for any costs incurred in the preparation of the proposal.
- M. Successful bidders must negotiate the proposal before IA will make any final commitment.
- N. All commitments made by IA are contingent upon the availability of funds and IA reserves the right to award an amount less than the total funds available for bid contained in this RFP.
- O. IA assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. IA also assures that it will comply with

29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the WIA Title 1 financially assisted program or activity, and to all agreements that IA makes to carry out the WIA Title 1 financially assisted program or activity. This WIA Title 1 funded program is an equal opportunity employer / program. Auxiliary aids and services will be made available upon request for individuals with disabilities.

- P. By submitting a bid all bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.
- Q. Funds available for bid are intended to result in a contract for services in Region 5 for adults, youth and dislocated workers in Madison County.
- R. In addition, the bidder should note that under the requirements of the Freedom of Information Act, the contents of your proposal or other information submitted to IA is subject to public release upon request, except those items specifically exempt from disclosure. The bidder shall mark as "proprietary" those parts of its proposal that it deems proprietary. However, the bidder is alerted that this marking is advisory only and not binding on IA. If there is a request from the public under F.O.I.A. to inspect any part of the proposal so marked, IA will advise the bidder and request further justification in support of the "proprietary" marking. If IA determines, after receipt of the justification, that the material is releasable, the bidder will be notified immediately. Under no circumstances will a proposal or any part of a proposal be released prior to the contract award decision.
- S. The Regional Operator will authorize IA to negotiate a contract for the provision of services arising from this RFP. IA shall direct the negotiation and contracting process.
- T. The specifications in this RFP may change based on issuance of State or Federal policy or WIA re-authorization. IA will work with the successful bidder to implement any changes required by the State or Department of Labor. By submitting a proposal, the bidder agrees to work cooperatively with IA to comply with subsequent changes.
- U. By submitting a proposal the bidder certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the plan of work if IA awards a contract. A conflict of interest would arise if any individual involved in the preparation of this RFP, proposal review and rating or award decisions has a financial or other interest in or represents the bidding organization and would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a

contract under the RFP. IA reserves the right to disqualify a bid should a conflict of interest be discovered during the solicitation process.

- V. The successful bidder will be required to maintain a local management office within Madison County for county office staff supervision and day-to-day management. This office can be located in the WorkOne Center in Anderson.
- W. By submitting a proposal the bidder assures that it will provide additional services under additional grants such as a National Emergency Grant or other State funded workforce program granted to Region 5, Madison County.
- X. The bidder assures that it will be the service provider and will not subcontract significant programmatic functions to other entities if awarded a contract to be the service provider in Region 5, Madison County.
- Y. The bidder assures that if awarded a contract by IA, it will comply with Regional, State and Federal program and financial monitoring.

II. Proposal Requirements

- A. Proposals must be **received** by 4:00 pm (Anderson time), Friday, July 21, 2006, in person or by mail at the address indicated below. Proposals received after that time and date will be rejected. Please note that proposals must be received not postmarked. Proposals shall not be submitted electronically or by FAX.
- B. Submit four copies of your proposal on 8 1/2 " x 11" inch white bond. You may single space your proposal, but margins must be at least an inch and font size must be no less than 12. One copy should be submitted unfolded and unstapled. Also submit an electronic copy in Word (.doc file) on a 3 1/2 inch diskette, or CD.
- C. Submit one copy of your most recent audit report. This report should be submitted separately. It is not part of the proposal, and does not need to be electronically submitted.
- D. Attachment A, proposal cover page, should be completed and used as the cover page for the proposal.
- E. Attachment B, budget form needs to be completed.
- F. Attachment B1, a budget narrative needs to be prepared and labeled as Attachment B-1.

- G. Attachment C, program planning form needs to be completed.
- H. Attachment D, Non-Collusion Affidavit needs to be signed, notarized and submitted. Electronic submission not required.
- I. Attachment E, Assurances and Certifications needs to be signed and submitted. Electronic submission not required.
- J. Your response to the narrative section of the proposal is limited to no more than 30 pages. This page limitation is imposed for the sake of the reviewers of your proposal. This limitation does not include other sections of your proposal such as: Attachments A, B, B-1, C, D, E, and organizational charts and letters of agreement by partners. The Executive Summary will count toward the 30 page narrative limit.
- K. Proposals will be submitted "Return Receipt Requested." If hand delivered, the deliverer must have a prepared receipt for signature and time/date. Faxed or electronically transmitted proposals will not be accepted. The transmitting envelope will be clearly marked "proposal" and addressed to:

**Lance D. Ratliff, Executive Director
Interlocal Association
836 S. State Street
Greenfield, IN 46140**

- L. Assemble the proposal using the following order. Use this as a checklist to ensure the proper order. Failure to follow RFP instructions could result in rejection of your proposal:

Cover Page (Attachment A)
Executive Summary
Proposal Narrative
Attachment B (budget)
Attachment B-1 Budget Narrative (one page)
Attachment C (Planned service levels)
Attachment D (Non-Collusion Affidavit)
Attachment E (Assurances and Certifications)
Letter (s) of Agreement with partners
Submit one copy of your audit report (separate from the proposal)

- M. Questions regarding this RFP or the bidder's conference may be submitted in writing to Lance D. Ratliff, Executive Director, Interlocal Association, by FAX at 317-462-6340. You may also email questions to: lanceratliff@hotmail.com. All questions will be responded to, compiled and shared with all bidders attending the mandatory bidder's conference. Questions will be accepted up to Friday, July 7, 2006 by 4:00 pm (Anderson time).

N. Bidders **must attend** the bidder's conference. All entities interested in submitting a proposal must have a representative present at the bidder's conference. Proposals will not be accepted from entities that are not represented by an individual in attendance at the bidder's conference. The RFP and the WIA program will be discussed and questions answered to the extent that answers are available. An electronic copy of the RFP package is available on line at: <http://www.dwd.in.gov> - SHRIC - Region 5. All forms are available at this Web Site. **See Region 5 - Regional Operator Request for Proposals for copies of forms to be included (Attachments A, B, C, D, E).** Following the bidder's conference, the additional questions and answers will be researched, compiled and emailed to all potential bidders (those who attended the bidder's conference). See below for information regarding the bidder's conference.

Mandatory Bidder's Conference
Holiday Inn, 5920 S. Scatterfield Road
Anderson, Indiana
Tuesday, July 11, 2006, 10:00 am (Anderson time)

O. Letter of Intent: Entities planning to submit a proposal to this RFP document **must submit a Letter of Intent**, no longer than one (1) page in length, using 12 point font. The Letter of Intent should be submitted by FAX or e-mail no later than Friday, July 14, 2006, by 4:00 pm (Anderson time) to:

Lance D. Ratliff - FAX - 317-462-6340; Email - lanceratliff@hotmail.com

P. Staff of IA **and selected parties** will review proposals. Funding recommendations will be developed and provided to the Regional Operator. The Regional Operator must approve the contract award. An award decision is expected by Friday, August 4, 2006. Programs shall start September 1, 2006.

The proposal evaluation weights are specified in each section of the RFP. These weights are also listed below:

25 % Background, Qualifications & Performance
25 % Plan of Service
10 % Staffing Plan & Organizational Chart
10 % Partnerships and Coordination
10 % Transition Activities
20 % Financial Management & Budget

Q. Appeals/Complaints: Bidders have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and investigated by the Regional Operator. The decision of the Regional Operator in such situations shall be final. Bidders wishing to make a formal appeal should do so in writing to:

Don Richardson, Director
Central Indiana Region 5 Workforce Board
319 E. Main
Madison, IN 47250

III. Proposal Narrative

A. Organization, Background, Qualifications, Performance History

Proposal Evaluation 25 %

The narrative of your proposal is limited to 35 pages. Please include a brief Executive Summary that allows the reader to understand key aspects of the bidding entity and the approach to providing the requested WIA services.

1. Profile the Proposing Organization

- a. What is the legal status of your organization?
- b. Describe your organization, the governance structure, length of existence, vision, mission, goals and major programs currently offered.

2. History of Similar Programs

- a. Proposals must include information to demonstrate that the provider has a record of success in operating similar workforce programs or projects. Describe your experience serving adults, dislocated workers and youth. Please outline all workforce programs operated during the last two years. Provide brief program descriptions, funding sources and performance information. Were all performance measures met? If not, why? Describe key methods and/or techniques used relative to front-line staff to meet WIA performance goals or to ensure performance measures are maintained.
- b. Discuss your organization/s most recent data validation report. Was data considered valid? If not, why? Describe key methods and/or techniques used relative to front-line staff to improve client data files to ensure the data meets state and/or federal validation requirements.
- c. Provide three references of individuals outside of your organization familiar with the quality of prior programs you have operated.

- d. If the organization has not provided past Workforce Investment Act programs, please outline programs that provided similar services in which you have been involved over the last two years.

B. Plan of Service

Proposal Evaluation 25 %

1. General Information

- a. Describe your knowledge of the most significant workforce development challenges and opportunities that Madison County will likely face in the next two years.
- b. Describe your organization's vision for integration of services and workflow with the WorkOne system and describe how you will work with the Regional Operator, IA and local DWD management staff to achieve an integrated system.
- c. Describe how your organization envisions its role and relationship with IA, the Regional Operator, and the Central Indiana Region 5 Workforce Board.
- d. Demonstrate your knowledge in serving these populations by providing a description of the differences between the WIA requirements, customer expectations and the needs of adults, dislocated workers and youth. Describe your organization's ability to meet the specific needs of each population.
- e. Describe how management staff will spend their time to effectively manage all programs in the County. The successful bidder will be required to maintain a local management office within Madison County for county office staff supervision and day-to-day management. This office can be located in the Madison County WorkOne Center in Anderson.
- f. Describe how funds available to be spent directly on adult, dislocated worker and youth customers (i.e. supportive services, training costs, work experience wages, etc.) will be managed to ensure that targeted expenditure levels are met but not exceeded, and to ensure that these services remain available to clients throughout the program year.
- g. Describe the process that will be used for approval and payment of direct client expenditures, including an estimated length of time from the case manager decision to provide the financial assistance until the resulting invoice has been paid. Also describe procedures for making expedient "emergency" payments (i.e. immediate payments needed to reconnect or avoid disconnect of utilities, prevent eviction, etc.).
- h. A full service WorkOne Center is located in Anderson, in Madison County. Describe how services will be delivered in the WorkOne Center. This section should provide a brief description about how services will be provided and address at a minimum the following issues: the menu of

services available, hours of operation, full-time or part-time staff, availability of partner services, and client flow.

- i. Describe your organizational philosophy on community involvement of service delivery staff with local organizations, agencies, schools, Chambers of Commerce, etc. and provide examples of current staff participation on boards and committees throughout the County.
- j. Provide an assurance that data will be tracked and reported in accordance with all applicable requirements utilizing the state required case management reporting system.

2. **Adult and Dislocated Worker Services**

- a. Describe how the availability of services to adults and dislocated workers will be marketed in all communities within the County. Also describe how recruitment of these populations will be conducted. **Offer suggestions for the provision of additional direct services in communities other than Anderson.**
- b. Describe the eligibility, assessment, case management, and counseling services that will be provided to adults and dislocated workers.
- c. Describe the core, intensive, training, and follow up services to be provided to these populations. Include a description of the process for an individual to move through each of these tiers of service. Also describe how it will be decided which individuals receive intensive and training services and which receive only core.
- d. Describe all services that will result in direct client expenditures (i.e. supportive services, ITAs, OJT, work experience, etc.) For each type of service, describe how it will be decided which customers receive that particular type of service and how the amount of financial assistance will be determined for each customer.
- e. Describe how rapid response services will be provided to customers in the event of a facility closure or large dislocation.
- f. Demonstrate knowledge of performance requirements for the adult and dislocated worker programs by describing how the programs will be managed to meet or exceed each of the applicable performance standards including the forthcoming common measures. In addition, please provide an assurance that services will also be designed to meet any additional quality standards established by the Regional Workforce Board, regional Operator or IA Service Provider.
- g. Describe how customer feedback will be collected and used to make continuous improvements to services.

3. **Youth Services**

- a. Describe how the availability of services to younger and older youth will be marketed to all communities within the County. Also describe how recruitment of these populations will be conducted.
- b. Describe the eligibility, objective assessment, individual service strategy development, case management, counseling, and follow up services that

will be provided to youth. Indicate how youth will be prepared for post secondary education opportunities, as appropriate and how strong linkages will be developed between academic and occupational training. Also describe how youth will be prepared for unsubsidized employment opportunities and how youth will access information about the local labor market and employment opportunities within the region.

- c. Describe all services that will be provided in accordance with the 10 Program Elements required by WIA. All 10 required elements must be provided.
- d. Describe all services that will result in direct client expenditures (i.e. supportive services, classroom training, work experience, etc.) For each type of service, describe how it will be decided which customers receive that particular type of service and how the amount of financial assistance received will be determined for each customer.
- e. Demonstrate knowledge of performance requirements for the younger and older youth programs by describing how the programs will be managed to meet or exceed each of the applicable performance standards including the forthcoming common measures. In addition, please provide an assurance that services will also be designed to meet any additional quality standards established by the Regional Workforce Board, Regional Operator or IA Service Provider.

C. Staffing Plan and Organizational Chart

Proposal Evaluation 10 %

- 1. Staffing of the WIA program is one of the most critical aspects of ensuring program quality. Please describe your proposed staffing plan for the WIA programs in Madison County. Your proposal should address staffing only for WIA in Madison County.**
 - a. While staffing/hiring decisions will be the responsibility of the service provider, the proposal should identify the qualifications of the staff that will be involved in delivering services in Madison County. Include brief position descriptions with position titles.
 - b. Your staffing plan should specify staffing levels and position titles. The Central Indiana Region 5 Workforce Board is committed to operating a full service WorkOne office in Anderson.
 - c. If the staff is to be hired at a later date, include the minimum qualifications required for selection of staff, and include a description of how qualified staff will be selected.
 - d. Identify key management staff by name with a summary of their credentials and brief resume of qualifications.

2. Organizational Chart (s)

- a. Include an organizational chart (s) that illustrates the structure of the staff to be used in support of the proposed programs. The chart should clearly display the number of staff expressed as full time equivalents, planned for Madison County along with position titles.
- b. The chart should also display the management staff located within Madison County and those located outside Madison County. Identify by name the key management staff specified in the staffing plan from 1 above.

D. Partnerships and Coordination

Proposal Evaluation 10 %

1. Partnerships and coordination of services with other organizations are one of the success factors in the delivery of WIA services.

- a. Describe past success in developing effective working relationships with partner organizations. Include at a minimum local DWD staff and programs, Vocational Rehabilitation, and Senior Community Service Employment Programs.
- b. Describe past experience with service integration, functional supervision, information sharing, joint case management of mutual clients, cross training of staff, rapid response activities, services to TAA clients, or other activities conducted in close coordination with local DWD staff. Also, indicate plans for how this type of coordination will occur in Madison County.
- c. Describe how key management staff will work in cooperation with the Regional Operator, DWD Regional Coordinator, and IA management staff to ensure coordinated management and integration of WorkOne staff and services.
- d. Describe how service delivery staff will work with WorkOne partner staff to achieve an integrated system where customer service and performance are high priorities.
- e. Include letters from key partners you plan to collaborate with, and/or purchase services from.

E. Transition Activities

Proposal Evaluation 10 %

- 1. Funding will not be available for any activities conducted prior to 9/1/06; cooperation will be needed prior to that date to ensure a smooth transition.**

- a. Describe efforts that will be made to work cooperatively with IA Service Provider to ensure a smooth transition on September 1, 2006.
- b. Describe your plan for ensuring that services to clients will continue with little or no interruption during the transition. This description should specifically include a discussion of how services will be available if your organization is not presently a service provider in Madison County.
- c. If selected to provide services in Madison County, and your organization is not presently a service provider, describe how you will work with IA Service Provider and the current service provider prior to September 1, 2006, to prepare for an efficient transition of files and customer caseloads on September 1.
- d. Provide an assurance that your organization will perform the duties necessary to transition participant reporting to the state required case management and participant tracking system in effect as of July 1, 2006.

F. Financial Management and Budget

Proposal Evaluation 20 %

1. **The bidder should complete PY06 budget on Attachment B. Please do not deviate from the budget format provided. Consistency will allow the reviewers to compare the proposed budgets.**
 - a. As stated previously in the RFP we are planning to award approximately **\$ 650,000** for Adult, Dislocated Worker and Youth programs in Region 5 for Madison County for a 10 month period in py'06. Of this amount, 34 % should be budgeted for Adults, 36 % for youth and 30 % for dislocated workers. The final amounts are **to be determined**.
 - b. For the purpose of the bid, IA is interested in the planned amounts for WorkOne costs, management costs, overhead costs and the amount planned for direct client costs. **Bidder should identify the amount and source of any funds to be provided by bidder from its own resources to reduce the management costs to the WIA service provider contract.**
 - c. Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles. Financial records must be available for audit and monitoring purposes. Bidders should provide a brief description of the accountability of the organization in this section and provide one copy of their most recent audit report with the bid package. The audit report is not part of your proposal.
 - d. Has your organization had any questioned costs, disallowed costs or compliance monitoring findings in the last three years? If so, have these issues been resolved and how. Please attach appropriate resolution letters.

- e. If WIA costs you incurred in any county or area within the State were subsequently disallowed as a result of audit or monitoring, does your organization have the capability to repay these funds? From what source?
- f. A budget narrative should be attached that describes the allocation of funds amongst programs and the philosophy of the bidder with respect to minimizing overhead costs while maximizing client costs. The budget narrative, to be labeled Attachment B-1, should be used to clarify and annotate the budget.

2. Definitions for Attachment B

WorkOne Cost includes all costs associated with county staff salaries, fringe benefits, rent, equipment, travel, staff training, supplies and all other non-client county overhead costs.

Management Cost includes all costs associated with management staffing within the region and located outside the region. These costs include salaries, fringe benefits, rent, equipment, travel, staff training, supplies, accounting, audit, monitoring and all other management overhead costs not associated with direct service to clients.

Direct Client Costs are those costs that directly benefit WIA clients. Such costs include supportive services, tuition, supplies, books, work experience wages, on the job training, and any other cost that directly benefits the WIA customer not included in the other definitions above. A minimum of 25 % of total funds requested should be budgeted for direct client costs.

Totals Each column should be totaled. The costs should be allocated between Adult, Dislocated Worker and Youth in the appropriate cost categories. The total of the Budget Estimate Worksheet and the breakdown chart should equal.

