

Request for Proposals

Provide Regional Operator Services For Indiana Region 9 - Regional Workforce Board

Purpose

The purpose of this solicitation is to secure Regional Operator Agent Services for the Regional Workforce Board (RWB) of Region 9. The successful bidder will enter into negotiations for a two year contract with an optional one year extension at the discretion of the RWB.

The RWB is soliciting bids for a single entity to provide Regional Operator Services for Region 9, which consists of the following counties: Bartholomew, Dearborn, Decatur, Franklin, Jackson, Jefferson, Jennings, Ohio, Ripley and Switzerland.

Funding

The funding for these services will primarily come from Federal Workforce Investment Act, Title I funds awarded to Region 9. Attachment A shows program year 2005 WIA funding levels for the current eleven regions of Indiana (\$1,173,438 allocated to Region 9). Funding will fluctuate from year to year.

Contract Negotiations

Successful respondents to this RFP will be expected to participate in contract negotiations to establish the exact services to be provided and the payment terms for those services. Costs and services will be negotiated based on information contained in this RFP and in the proposal(s) selected for contract negotiations.

Disclosure

Respondents to this RFP should note that the contents of their response to this RFP or other information submitted to the RWB are subject to public release upon request, except those items specifically exempt from disclosure. All such proprietary or confidential material should be so marked.

Subcontracts

Bidders may subcontract for all or part of the services to be provided, but the intentions to subcontract must clearly be stated in the response to this RFP and approved by the RWB.

Proposal Format

Proposals must be prepared and sequenced in accordance with the instructions outlined in this section. When completed, proposals are to be assembled in the following manner. All referenced attachments are included in this packet.

- Proposal Cover Page (Attachment B)
- Table of Contents
- Organizational Section –
 1. Organization name
 2. Organization address
 3. Organization telephone number(s)
 4. Contact person
 5. Length of time in business
 6. Chief Executive Officer
 7. A Statement indicating the intent of the organization to provide services described in this RFP
 8. Legal status of the Bidding Entity
 9. Mission or purpose of the Organization
- Bidders Background & Experience
 1. Description of the purpose of the Organization
 2. Description of the management and structure of the Organization
 3. A listing of similar services provided – Names and Contacts
 4. Brief resumes for key personnel that will provide the services
 5. Copies of monitoring reports and audit reports for the past two years for similar services
- Plan of Service
 1. Detail the plan for providing Regional Operator services.
 2. Services provided on-site versus off-site – provide details.
 3. Additional services provided not specifically required in the RFP.
 4. Regional Operator staff availability (full time versus part time) – provide details.
 5. Detail plans to locate Regional Operator office within Region 9.
- Budget Request
 - Bids will be evaluated based on respondents proposal to this RFP.
- Non-Collusion Affidavit (Attachment C)
- Assurances and Certifications (Attachment D)
- Required Insurances/Bonding: General Liability, Workers Compensation, Employee Fidelity Bonding

Exhibits

1. Budget narratives and budget detail pages
2. Bidder's Annual Report/Financial Statement
3. Resumes of the key staff to be involved
4. Organizational charts
5. Recent audits and monitoring reports from similar initiatives

Each section and exhibit must be clearly labeled.

Responses to this RFP must be typed on 8 ½" by 11" paper with no less than one inch margins. The proposals must be no longer than 30 pages in length not counting the Cover Page, Table of Contents, required Attachments and Exhibits.

Starting after the cover page and the table of contents, number each page at the bottom center using the format "page x of x". The completed attachments B, C, and D from this RFP must be included with your proposal. Submittals must include an original and three (3) copies. (Submit to the address indicated at the bottom of page 5.) The original must have original signatures (blue ink). Also submit one copy via e-mail to jvoyles@dwd.in.gov. No faxed copies accepted.

Scope of Work

The Regional Workforce Board for Region 9 is publishing this Request for Proposal (RFP) to seek responses for a Regional Operator in Region 9 which consists of the following counties: Bartholomew, Dearborn, Decatur, Franklin, Jackson, Jefferson, Jennings, Ohio, Ripley and Switzerland. The selected respondent from among the proposals for funding will be a contractor for the Region 9 RWB.

- Indiana has been divided into eleven Regional Workforce Service areas. Each area has a Regional Workforce Board that will be responsible for the delivery of workforce services in that geographic region.
- The Regional Operator will provide support services for the Regional Workforce Board and will provide operational oversight and management for the WorkOne offices in the region.
- Additional details on this structure are contained in Indiana's Strategic Two-Year Plan for the Workforce Investment Act and Wagner-Peyser Act. This document can be found at http://www.in.gov/dwd/partners/stateplan_102105.pdf.

Eligible grantees for the Regional Operator include:

- Private or public not-for-profit organizations, including faith-based or community-based organizations.
- Private or public for-profit organizations or entities.

The Regional Operator may not provide workforce development services in the region in which they are the Regional Operator. The Regional Operator may provide such services in the regions where it is not the Regional Operator.

Time of contract:

The period of the contact will be effective no later than July 1, 2006 through June 30, 2008. A one year extension may be granted by the regional workforce board for exceptional performance.

Key Dates:

RFP packet available / Issue RFP	Noon, Wednesday, February 1, 2006
Bidder's Conference	2:00PM, Friday, February 10, 2006
MANDATORY Letter of Intent to Bid	4:00PM, Tuesday, February 14, 2006
Deadline for submitting questions	4:00PM, Monday, February 20, 2006
Proposal deadline	4:00PM, Monday, March 6, 2006
RFP Review Committee meeting	10AM, Friday, March 10, 2006
RWB Region 9 Board meeting	10AM, Friday, March 17, 2006
Select Region 9 Regional Operator	March 20, 2006 (expected date)
Regional Operator Services begin	July 1, 2006

All time shown is Eastern Standard Time (EST). The RWB reserves the right to adjust the schedule when it is in the best interest of the RWB or to extend any published deadline in this RFP upon notification to those who have requested an RFP.

The Bidder's Conference will be held Friday, February 10, 2006, 2:00PM at the following location:

WorkOne Columbus
4555 Central Avenue, Ste 1300
Columbus, IN 47202

All potential respondents are highly encouraged to attend the bidder's conference. This will be the best opportunity for having technical and other concerns addressed. Questions arising from the bidders conference will be compiled and a Q & A will be e-mailed to those who attended.

It is mandatory that a Letter of Intent to Bid be received at the RWB office address noted below on or before 4:00PM, February 14, 2006. Said letter does not commit proposer to submit a proposal. The Letter of Intent should contain the company name, address, contact person and contact information. (The Letter of Intent can also be faxed to 812-265-1805, attention Jean Voyles, or e-mailed to jvoyles@dwd.in.gov.)

Proposal Submission:

Proposals and required copies prepared in accordance with the Proposal Preparation Instructions of this RFP must be received at the RWB office (address noted below) on or before 4:00PM, March 13, 2006. The prospective proposer is solely responsible for assuring that anything sent to the RWB arrives safely and on time. The RWB office is located at:

WorkOne Madison
C/O Ron Timms, RWB Chair
620 Green Road, P.O. Box 1078
Madison, IN 47250

Requirements for Regional Operator Proposals

Regional Operator Responsibilities:

The Regional Operator will:

- **Be responsible for integrating service delivery** in the WorkOne system in the region in accordance with federal and state legislation and regulations, state policy, and the Indiana Strategic State Plan. Programs include:
 - Workforce Investment Act Title I Adult,
 - Dislocated Worker,
 - Youth,
 - Wagner- Peyser Act,
 - Veterans employment and training programs,
 - and Trade Adjustment Assistance.

Other programs may be incorporated.

- **Direct and coordinate the flow and delivery of services in each WorkOne Center** located in the region.
- Provide technical assistance to the workforce service providers in the WorkOne system.
- **Seek additional funding sources and partnering opportunities** that will enhance the region's ability to provide workforce development services.
- **Assist in marketing the WorkOne system** in the region.
- Provide participant reporting and data validation functions, in conjunction with the RWB.
- Coordinate with the Fiscal Agent concerning fiscal and financial reporting processes.
- Perform duties identified for the One-Stop Operator in federal and state legislation, regulations, policies and procedures.
- Update and maintain eligible training provider data including, but not limited to the acceptance of applications from training providers, the entry of applications into the state system and the first level approval or denial of such applications. Such actions will be in coordination with the regional workforce board and the State workforce board.
- Receive, along with the RWB, technical assistance and support from the Indiana Department of Workforce Development.
- **Serve as support staff to the RWB** and perform other related duties as determined by the RWB.
- Provide written performance reports to the RWB on a regular basis.
- Perform other related duties as determined by the Regional Workforce Board.
- **NOT provide WIA Title 1 core, intensive or training services or other direct workforce services** in the region where they are the Regional Operator.

Rating Criteria

The applicants' bids will be evaluated on 5 criteria each carrying a unique weighting:

- Service Provision Planning 17 possible points
- Integration / Coordination Planning 17
- Program Management & Organizational Capacity 17
- Outcomes / Results Delivered 17
- Costs 17
- Comprehensive Review 15

Service Provision Planning (17 Points)

The Regional Operator will be an instrumental component for the management of workforce services in the Regional WorkOne system and provide staff functions for the Regional Workforce Board.

- The integration of services and workflow for the WorkOne system are integral part of Indiana's workforce system. Describe how a plan to fully integrate services for seamless service delivery will be developed. Include how functional supervision, staff training, employer input, customer satisfaction surveys, etc. will be used. Include a plan describing the design of the flow of traffic, staff training, coordination of partner services, and a timeline for implementation.
- Workforce Investment Act (WIA) services providers will be procured by the Regional Operator. The scope of work for WIA service provider RFPs must be provided to show the criteria, processes and timeline to be used for the selection of the WIA service providers.
- The applicant will describe how the plan for the procurement process for service providers will occur. Include how it will be determined who will receive notices of requests for proposals.
- The applicant will describe their capabilities to provide staff to the RWB, similar to supportive functions – provided to Workforce Investment Boards as described in WIA legislation.

Scoring on this criterion will be based on the following.

- How service integration is addressed.
- How the flow of services is designed.
- The thoroughness of the local procurement process for service providers, including reasonableness of the timeline.
- The comprehensiveness and quality of Regional Workforce Board functions to be provided.

Integration/Coordination Planning (17 points)

The Regional Operator will be directing and coordinating the delivery of workforce services in the WorkOne Centers and Express sites located in the region. With guidance from the State and Regional Workforce Board, the Regional Operator will integrate Wagner-Peyser, Workforce Investment Act, Veterans, and Trade Adjustment Services in the WorkOne Center and Express Offices. Additionally, the Regional Operator will also coordinate with the Partner Services available in the regional offices to ensure customers have access to the full array of services available.

The applicant will:

- Describe the Regional Operator's vision for integration and coordination in the area.
- Describe the plan for the transitioning of counties (into or out of new regional areas) so limited disruption of service occurs.
- Describe how the Regional Operator envisions his/her role with the Regional Workforce Board, including how coordination will occur.
- Describe how the Regional Operator will assist the Regional Workforce Board to assume a stronger leadership role over the next two program years. Include the relationship between the Regional Operator, Regional Workforce Board, and the State, and how capacity building for the Regional Workforce Board will be provided.
- Describe the Regional Operator's role with the DWD Regional Coordinator, including how coordination will occur.

Scoring of this criterion will be based on the following:

- How integration of services will occur through the Regional Operator's vision.
- How transitioning of counties into or out of new regional areas will occur to minimize the disruption of services to clients.
- How coordinating with the Regional Workforce Board will occur, including how the leadership role of the Regional Workforce Board will be enhanced over the next two program years.
- How coordination with the DWD Regional Coordinator will occur.

Program Management & Organizational Capacity (17 points)

Applicants must demonstrate the capacity and capability of the applying entity to be a Regional Operator. The Region 9 RWB is interested in learning the organization's capacity to administer workforce development programs and program management capability. Towards that end, the State will be revising its system measures, developing real-time measures, and developing an automated case management system with reporting capability.

The applicant will:

- Describe the entity's ability, organizational capacity, and track record to administer workforce development services in each WorkOne Center and WorkOne Express sites located in the regional area. Identify a Regional Operator Director with whom the State and Regional Workforce Board will communicate. Provide the qualifications of the Director and other key staff members.
- Describe credentials and certifications for personnel related to the delivery of workforce or related services.
- Describe the entity's ability to enter participant and financial data into an automated reporting system. Describe how data validation will occur.
- Describe how the workforce development system will be managed to meet performance, expenditure levels and enrollments.
- Provide a copy of the most recent audit report done for the Regional Operator's organization/entity indicating its ability to administer workforce development services.
- Describe the Regional Operator's experience with accounting and reporting systems specifically with the Department of Workforce Development (DWD), other state/federal agencies, and/or private sector entities.

Scoring of this criterion will be based on the following:

- Appropriate staff/organizational credentials and experience.
- The applicant's ability and capacity to administer workforce development services as the Regional Operator, including key staff qualifications.
- The applicant's experience and ability to enter participant and financial data into the automated reporting system.
- The most recent audit report reflecting the applicant's ability to administer workforce development services.

Outcomes / Results Delivered (17 Points)

The organization's success in administering workforce development programs can, many times, be reflected through the outcomes achieved in the region. The Regional Workforce Board is interested in learning about the achievements of the organization/entity. Such achievements may have been measured through contract payment points, achieving bench marks, achieving or exceeding performance standards, and/or other methods.

The applicant will:

- Provide the outcomes achieved by the applicant. Workforce Investment Act outcomes are preferred but outcomes from other funding sources are acceptable.

Describe corrective actions taken (either internal ones or one's required by a contracting entity) as a result of not achieving outcomes.

Cost (17 Points)

Specify the cost for the regional operator services by providing a cost worksheet that lists all cost categories.

Scoring on this criterion will be based on the following:

- Cost for the regional operator functions.

Comprehensive Review – Region 9 RWB (15 Points)

These points will be awarded by the Region 9 Regional Workforce Board. Points will be awarded on the completion of the proposal and how the various components of the plan are integrated to provide efficient and effective operations. Elements to be considered:

- Innovation
- Creativity
- Planned leverage of available funding

Attachment A
PY2005 Funding by Workforce Region

		PY 2005	
County	SDA	Total \$	WIA %
9 -Bartholomew County	South Central	\$205,027	0.509%
9 -Dearborn County	Southeastern	\$125,221	0.311%
9 -Decatur County	Southeastern	\$90,146	0.224%
9 -Franklin County	Southeastern	\$140,813	0.350%
9 -Jackson County	South Central	\$106,111	0.263%
9 -Jefferson County	Southeastern	\$122,809	0.305%
9 -Jennings County	South Central	\$194,111	0.482%
9 -Ohio County	Southeastern	\$13,026	0.032%
9 -Ripley County	Southeastern	\$103,628	0.257%
9 -Switzerland County	Southeastern	\$72,545	0.180%
Region 9		\$1,173,438	2.914%
		PY 2005	
County	SDA	Total \$	WIA %
1 -Jasper County	C.W.I.	\$226,372	0.562%
1 -La Porte County	C.W.I.	\$908,366	2.256%
1 -Lake County	Northwest	\$4,182,209	10.385%
1 -Newton County	C.W.I.	\$52,861	0.131%
1 -Porter County	C.W.I.	\$580,842	1.442%
1 -Pulaski County	C.W.I.	\$102,076	0.253%
1 -Starke County	C.W.I.	\$233,456	0.580%
Region 1		\$6,286,182	15.610%
2 -Elkhart County	Northern	\$598,375	1.486%
2 -Fulton County	North Central	\$161,423	0.401%
2 -Kosciusko County	Northern	\$203,124	0.504%
2 -Marshall County	Northern	\$155,363	0.386%
2 -St. Joseph County	Northern	\$1,912,842	4.750%
Region 2		\$3,031,126	7.527%
3 -Adams County	Northeast	\$99,255	0.246%
3 -Allen County	Northeast	\$2,658,957	6.603%
3 -De Kalb County	Northeast	\$322,373	0.801%
3 -Grant County	Madison-Grant	\$1,131,327	2.809%
3 -Huntington County	Northeast	\$203,635	0.506%
3 -Lagrange County	Northeast	\$241,966	0.601%
3 -Noble County	Northeast	\$428,749	1.065%
3 -Steuben County	Northeast	\$297,712	0.739%
3 -Wabash County	North Central	\$216,006	0.536%
3 -Wells County	Northeast	\$129,179	0.321%
3 -Whitley County	Northeast	\$295,673	0.734%
Region 3		\$6,024,831	14.961%
4 -Benton County	Tecumseh Area	\$31,768	0.079%
4 -Carroll County	Tecumseh Area	\$93,687	0.233%
4 -Cass County	North Central	\$358,745	0.891%
4 -Clinton County	Tecumseh Area	\$236,300	0.587%

4	-Fountain County	Tecumseh Area	\$68,114	0.169%
4	-Howard County	North Central	\$807,493	2.005%
4	-Miami County	North Central	\$379,721	0.943%
4	-Montgomery County	Tecumseh Area	\$121,489	0.302%
4	-Tippecanoe County	Tecumseh Area	\$1,077,813	2.676%
4	-Tipton County	North Central	\$55,270	0.137%
4	-Warren County	Tecumseh Area	\$14,514	0.036%
4	-White County	Tecumseh Area	\$265,822	0.660%
Region 4			\$3,510,735	8.718%

PY 2005

	County	SDA	Total \$	WIA %
5	-Boone County	Circle 7	\$83,476	0.207%
5	-Hamilton County	Circle 7	\$295,674	0.734%
5	-Hancock County	Circle 7	\$98,921	0.246%
5	-Hendricks County	Circle 7	\$244,831	0.608%
5	-Johnson County	Circle 7	\$349,113	0.867%
5	-Madison County	Madison-Grant	\$1,194,803	2.967%
5	-Marion County	Marion	\$7,194,924	17.866%
5	-Morgan County	Circle 7	\$179,681	0.446%
5	-Shelby County	Circle 7	\$137,157	0.341%

Region 5			\$9,778,581	24.282%
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Region 5 without Marion County			\$2,583,656	6.416%
6	-Blackford County	East Central	\$161,688	0.401%
6	-Delaware County	East Central	\$1,275,099	3.166%
6	-Fayette County	Southeastern	\$336,040	0.834%
6	-Henry County	East Central	\$238,292	0.592%
6	-Jay County	East Central	\$217,049	0.539%
6	-Randolph County	East Central	\$331,376	0.823%
6	-Rush County	Southeastern	\$69,758	0.173%
6	-Union County	Southeastern	\$34,605	0.086%
6	-Wayne County	Southeastern	\$717,735	1.782%

Region 6			\$3,381,642	8.397%
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7	-Clay County	Western	\$102,701	0.255%
7	-Parke County	Western	\$88,109	0.219%
7	-Putnam County	Western	\$187,835	0.466%
7	-Sullivan County	Shawnee Trace	\$194,995	0.484%
7	-Vermillion County	Western	\$152,658	0.379%
7	-Vigo County	Western	\$1,068,366	2.653%

Region 7			\$1,794,665	4.456%
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8	-Brown County	South Central	\$40,192	0.100%
8	-Daviess County	Shawnee Trace	\$90,393	0.224%
8	-Greene County	Shawnee Trace	\$313,580	0.779%
8	-Lawrence County	Shawnee Trace	\$452,542	1.124%
8	-Martin County	Shawnee Trace	\$71,703	0.178%
8	-Monroe County	South Central	\$1,027,319	2.551%
8	-Orange County	Southern 7	\$237,372	0.589%
8	-Owen County	South Central	\$82,114	0.204%

Region 8			\$2,315,215	5.749%
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10	-Clark County	Southern 7	\$212,755	0.528%
10	-Crawford County	Southern 7	\$103,857	0.258%
10	-Floyd County	Southern 7	\$243,554	0.605%
10	-Harrison County	Southern 7	\$134,819	0.335%
10	-Scott County	Southern 7	\$85,858	0.213%
10	-Washington County	Southern 7	\$273,164	0.678%
Region 10			\$1,054,007	2.617%
11	-Dubois County	Shawnee Trace	\$99,075	0.246%
11	-Gibson County	Shawnee Trace	\$80,883	0.201%
11	-Knox County	Shawnee Trace	\$202,049	0.502%
11	-Perry County	Southwest	\$71,082	0.177%
11	-Pike County	Shawnee Trace	\$56,578	0.140%
11	-Posey County	Southwest	\$53,927	0.134%
11	-Spencer County	Southwest	\$103,723	0.258%
11	-Vanderburgh County	Southwest	\$1,114,337	2.767%
11	-Warrick County	Southwest	\$139,219	0.346%
Region 11			\$1,920,873	4.770%
Statewide			\$40,271,296	100.00%

Attachment B

Proposal Cover Page

Region Workforce Board, Region 9
Proposal for Regional Operator Services

Date of Proposal _____

Proposing Organization Name:

Proposing Organization Address:

Federal ID Number:

Authorizing Organization Official

Typed Name:

Signature:

Signature Date:

Contact Person

Name:

Address:

Telephone Number:

Cell Number:

E-mail:

Attachment C

Non-Collusion Affidavit

Regional Workforce Board, Region 9

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 Region 9 Regional Workforce Board whereby it has paid or will pay to such other respondent or officer or 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 of 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 D

Regional Workforce Board, Region 9
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 Boards, Regional Workforce Boards 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.

Signature of Authorized Representative

Print or Type Name

Date