



Local Workforce Development Area 2

REQUEST FOR PROPOSALS FOR THE WORKFORCE INNOVATION & OPPORTUNITY ACT

ONE-STOP OPERATOR Comprehensive and Affiliate Centers in Morristown, Sevierville, Greeneville and Tazewell, TN

ISSUE DATE: March 8, 2017
RESPONSE DEADLINE: April 21, 2017
FUNDING PERIOD: July 1, 2017 – June 30, 2018,
with 3 one-year extension options

This project is funded under an agreement with the State of Tennessee – TN Department of Labor and Workforce Development. Walters State Community College serves as fiscal agent & administrative entity. EOE. Auxiliary aids & services are available upon request to individuals with disabilities.

I. **Background:**

The Workforce Innovation and Opportunity Act (WIOA) is a federal program funded through the U.S. Department of Labor and the State of Tennessee Department of Labor and Workforce Development. WIOA is a primary source of federal funds for workforce development activities throughout the nation; however, the legislation requires multiple partners to contribute to infrastructure, operations and services. WIOA funds are awarded to the Chief Elected Officials (CEOs) of a Local Workforce Development Area (LWDA) to serve two primary customers—job seekers and businesses through a one-stop system branded as the American Job Center (AJC) system. The intent of WIOA is to strengthen the workforce system through innovation and alignment of services to promote individual and economic growth, meeting the business and industry needs in the area. One of the main purposes is to assist individuals with barriers to employment to increase their access to employment, education, training and support so they may succeed in the labor market. The AJC network in an LWDA must include at least one comprehensive center with services offered by all required partners and may include additional affiliate centers and/or access sites. A Local Workforce Development Board (LWDB), appointed by the Chief Elected Officials and approved by the Governor, oversees the workforce system and activities in an LWDA. WIOA requires the LWDB to select a One-Stop Operator (OSO) by competitive process. The LWDB is responsible for meeting performance goals negotiated with the TN Department of Labor and Workforce Development.

The Chief Elected Officials of LWDA 2 have appointed the Smoky Mountains Area Workforce Board (SMAWB) to oversee workforce services in Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier and Union Counties. The SMAWB is a volunteer Board consisting of representatives of private employers, higher education, organized labor, non-profit organizations and public entities. The SMAWB, in consultation with the Chief Elected Officials, is responsible for the oversight and selection of the One-Stop Operator for the two comprehensive centers and two affiliate centers located in LWDA 2. The two comprehensive centers are in Morristown and Sevierville, while the affiliate centers are located in Greeneville and Tazewell, TN. The SMAWB has selected Walters State Community College as Administrative Entity to provide staffing to perform the functions of the Board and Career Services as the Title I partner in the AJC. The CEOs have also selected Walters State Community College as the Fiscal Agent for receipt and disbursement of funds. The contract for the One-Stop Operator will be between SMAWB and the Operator. All communication regarding contract deliverables will be made through the Administrative Entity/Fiscal Agent, Walters State Community College, or designee.

Our Mission:

The Smoky Mountains Area Workforce Board collaborates with partners and coordinates resources to provide a highly qualified workforce that meets the needs of area employers and contributes to the growth of the local economy.

Our Vision:

The Smoky Mountains Workforce Area is a model for innovative approaches to quality education and training as economic development tools. Business and industry are assured of a pipeline of highly qualified workers, and workers are assured of in-demand career opportunities.

II. Project Timeframe:

RFP Release	March 8, 2017
Notice of Intent to Apply (REQUIRED)	March 20, 2017
Bidders Questions submitted via email	From: 3-13-17 To: 3-20-17
Proposal Deadline	April 21, 2017
Review Committee Approval	Week of April 24-28, 2017
LWDB Approval	May 10, 2017
Anticipated contract Start Date	July 1, 2017

III. Eligible Applicants:

WIOA sec.121(d)(2) Eligibility – To be eligible to receive funds made available under this subtitle to operate a one-stop center referred to in subsection (c), an entity (which may be a consortium of entities)-

(A) Shall be designated or certified as a one-stop operator through a competitive process; and

(B) Shall be an entity (public, private, or nonprofit), or consortium of entities (including a consortium of entities that, at a minimum, includes 3 or more of the one-stop partners described in subsection (b)(1), of demonstrated effectiveness, located in the local area¹, which may include –

- (i) An institution of higher education;
- (ii) An employment service State agency established under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) on behalf of the local office of the agency;
- (iii) A community-based organization, nonprofit organization, or intermediary;
- (iv) A private for-profit entity
- (v) A government agency; or
- (vi) Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

Note: Exception – Elementary schools and secondary schools shall not be eligible for designation or certification as one-stop operators, except that nontraditional public secondary schools and area career and technical education schools may be eligible for such designation or certification.

(C) Additional Requirements – The State and local boards shall ensure that in carrying out activities under this title, one-stop operators-

- (1) disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers;
- (2) do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training and education services; and

¹ Located in the local area is defined as any entity or consortium having a current operating program(s) in any county within LWDA 2 as defined above herein.

(3) comply with Federal regulations, and procurement policies relating to the calculation and use of profits.

Note: This RFP does not allow for profit.

Further, the LWDB will declare entities **ineligible** if they are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers or principals. Respondents must comply with Section 504 of the Rehabilitation Act of 1973, the Federal Drug-Free Workplace Act of 1988, and the Americans with Disabilities Act to be eligible for a contract.

IV. Funding and Contracting:

The LWDB will award funds on behalf of LWDA One-Stop Partners to one entity (or consortium) to promote continuity and coordination of services identified in the RFP. The LWDB will award an initial contract to the successful respondent effective July 1, 2017, through June 30, 2018, with an annual budget not to exceed \$75,000. Subject to performance of deliverables and available funds, the selected contractor for One-Stop Operator may be eligible for up to three (3) 1-year extensions with up to a 5% budget increase each year. All funding of this RFP is contingent upon the LWDB and partner agreement of fund availability.

If a contract is awarded, the submitted proposal will become part of the official contract file. Any commitments made in the proposal will be part of the contract and will be binding on the contractor.

The contract awarded will be cost reimbursement. No expenses are reimbursable until a contract has been fully executed (signed by all parties). Monthly invoices are due by the 10th of the month for the previous month and must include documentation of expenditures. The invoice will be paid within 30 days of receipt of approved documentation.

The issuance of this solicitation in no way commits the LWDB to pay any cost for the preparation and submission of a proposal. The Bidder assumes all costs of preparation of the proposal and any presentation necessary for the proposal process.

V. Delivery of Services:

The LWDB announces the release of a Request for Proposal to provide AJC partner funding for the One-Stop Operator (OSO) services for the comprehensive centers located in the LWDA. The purpose of this Request for Proposal (RFP) is to identify and fund an entity to coordinate service delivery of the required One-Stop American Job Center partners and service providers in the 2 comprehensive centers in the LWDA are as described below:

American Job Center – Morristown
Address: 215 S. Liberty Hill Rd.
City/State/Zip: Morristown, TN 37813
Phone:423-317-1060
Website:SmokyMtnJobs.org

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	WSCC
Title II Adult Education	TCAT - Knoxville
Title III Wagner Peyser	TN Dept. of Labor and Workforce Development
Title IV Vocational Rehabilitation	TN Dept. of Human Services – Rehabilitation Services
TANF	ETSU

Veteran Services	TN Dept. of Labor and Workforce Development
TAA/TRA	TN Dept. of Labor and Workforce Development
RESEA	TN Dept. of Labor and Workforce Development/WSCC
SNAP	TN Dept. of Labor and Workforce Development/WSCC
Career First	Douglas-Cherokee Economic Authority

Shared staff for Welcome Function/Resource Area
Off-site partners: all remaining required partners
Average monthly traffic: 1500 visits

American Job Center – Sevierville
Address: 1216 Graduate Dr.
City/State/Zip: Sevierville, TN 37862
Phone: 865-286-6386
Website: SmokyMtnJobs.org

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	WSCC
Title II Adult Education	TCAT - Knoxville
Title III Wagner Peysers	TN Dept. of Labor and Workforce Development
Title IV Vocational Rehabilitation	N/A
TANF	N/A
Veteran Services	TN Dept. of Labor and Workforce Development
TAA/TRA	TN Dept. of Labor and Workforce Development
RESEA	TN Dept. of Labor and Workforce Development
SNAP	TN Dept. of Labor and Workforce Development
Career First	Douglas-Cherokee Economic Authority

Shared staff for Welcome Function/Resource Area
Off-site partners: all remaining required partners
Average monthly traffic: 350 visits

American Job Center – Greeneville
Address: WSCC, Greeneville Campus
215 N. College St.
City/State/Zip: Greeneville, TN 37745
Phone: 423-798-7971
Website: SmokyMtnJobs.org

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	WSCC
RESEA	WSCC
Career First	Douglas-Cherokee Economic Development

WSCC staff for Welcome Function/Resource Area
Average monthly traffic: 90 visits

American Job Center – Tazewell
Address: WSCC, Claiborne County Extension
1325 Claiborne St.
City/State/Zip: Tazewell, TN 37978
Phone: 423-526-2816
Website: SmokyMtnJobs.org

Onsite partners:

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	WSCC
RESEA	WSCC
Career First	Douglas-Cherokee Economic Development

Shared staff for Welcome Function/Resource Area
Off-site partners: all remaining required partners
Average monthly traffic: 30 visits

Office space will be available at both comprehensive locations for the One-Stop Operator; however, Operator is NOT required to be on-site on a full-time basis. Both comprehensive locations will serve as “official station”. No travel expenses may be claimed for commute to/from “official station”. Suggested time per center is 70% Morristown and 30% Sevierville. Affiliate locations are not expected to require onsite oversight.

VI. Scope of Work:

The purpose of this Request for Proposal (RFP) is to identify and fund an entity to coordinate service delivery of the required One-Stop American Job Center partners and service providers in the comprehensive centers.

All services provided by the one-stop operator will conform to the **C**oordinate, **O**bserve, **R**eport, **E**valuate services model. In addition, the One-Stop Operator will be required to inspire others and lead change; demonstrate extremely high levels of professionalism, integrity, and collaboration; and enhance and develop partnerships. Further, the One-Stop Operator will be required to coordinate with the leadership of all required partners; however, he/she will be responsible to the Smoky Mountains Area Workforce Board, as contract officer. Nothing in this Scope of Work or the resulting contract shall be construed as requesting the OSO to provide direct services to jobseeker or business customers. The sole customer of the OSO will be the LWDB.

The role of the One-Stop Operator in the state of Tennessee American Job Centers is further defined through guidance provided in WIOA Workforce Services Regional and Local Planning Policy as follows in **bold print**. In accordance with TDLWD guidance, the LWDB has provided additional information to “clearly articulate the role of the One-Stop Operator” for the Local Workforce Development Area.

A. Oversee management of One-Stop Centers and service delivery

The One-Stop Operator, under contract with the LWDB, will oversee the day-to-day management and delivery of service in the comprehensive and affiliate centers within LWDA 2. Responsibilities include:

- Overseeing One-Stop property, including building(s) and equipment, and the reporting of any maintenance or other issues to the owner/lessor, as appropriate.

- Facilitating appropriate changes and/or maintenance to assure the One-Stop property presents a professional atmosphere for job seeker, employer and partner customers and is conducive to AJC activities.
- Observing and addressing any concerns to assure the staff present themselves as professional, including, but not limited to appearance, conduct and service to customers.
- Providing “functional” direction/supervision of AJC partner staff located in the center(s), including:
 - Working with direct supervisors/team leaders to schedule staff to assure appropriate coverage of customer service needs during regular, holiday and/or extended hours, as needed.
 - Implementing work schedules for “shared” responsibilities (customer flow, general workshops, etc.) that are fair and equitable to all AJC partner staff.
 - Providing leadership and guidance to encourage AJC partner staff to function as a team.
 - Evaluate services being provided at the Centers to ensure that all required services as mandated by state and federal laws are being provided at or through the Centers.
- Coordinating the continuing good standing of AJC Certification status as directed by the LWDB Dean or State.
- Coordinating services with the LWDB’s affiliate and/or identified access points to assure that partners are apprised of comprehensive center services for referral of customers.
- Ensure that all services are being provided in a manner consistent with any local, regional, or state plans created and/or certified by the LWDB.
- Ensure meaningful access to all customers by incorporating the principles of universal and human-centered design, for example: flexible space usage; the use of pictorial, written, verbal, and tactile modes to present information for customers with disabilities and English language learners; and providing recommendations to the LWDB for necessary accommodations and adequate space for the use of assistive devices and adaptive technologies.

B. Evaluate performance (as indicated in the Incentives and Sanctions Policy) and implement required actions to meet performance standards – This does not include performance negotiations, as this is specifically a local board requirement.

The One-Stop Operator will evaluate performance of comprehensive center(s) by:

- Developing a working knowledge of WIOA Performance Measures for all AJC partners, including how they correlate for overall performance of local and regional goals.
- Developing a working knowledge of the State System, Virtual One Stop (VOS), to record data and extract reports as needed.
- Prepare and analyze reports related to One-Stop services for the LWDB, including, but not limited to
 - Overall traffic counts via VOS Greeter
 - Customer sign-in to specific partners via VOS Greeter
 - Registrations of Job Seekers via VOS
 - Case Notes for Employer Customers via VOS
- Coordinate with LWDB Dean for expected performance standards and compliance with data validation.

C. Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff)

The One-Stop Operator will develop and initiate LWDB approved evaluation processes to determine customer experiences in the comprehensive center(s). Evaluation methods may include on-site, as well as on-line; must maintain confidentiality; and be timely to the customer experience. The LWDB Dean will utilize results of on-going evaluations to assess services of the One-Stop Operator. The One-Stop Operator will share results with the AJC partners to celebrate successes and address opportunities for improvement.

D. Ensure coordination of partner programs

The One-Stop Operator will be responsible for the coordination of core and required partners, both on-site and off-site, for the comprehensive center, including, but not limited to the following activities:

- Maintaining and updating a digital and hard copy listing of all partner programs, including a brief description of service and contact information to assure that all staff in the AJC have up-to-date information for referral of customers.
- Reporting changes in Memorandums of Understanding and Resource Sharing Agreements to the LWDB Dean to assure agreements remain up-to-date.
- Scheduling monthly staff meetings with on-site partners and quarterly coordination meetings with off-site partners.
- Maintain and update information, such as AJC policies, procedures, updates, schedules, etc. for access by all partner staff.

E. Act as liaison with the LWDB and One-Stop Center

The One-Stop Operator will serve as liaison between the Dean of Workforce Development and AJC partners of the comprehensive centers, including for resolving customer service complaints or partner issues, proposing promising practices and disseminating general communication of LWDB policy/procedures.

The OSO will be required to attend LWDB board meetings and provide any performance reports as deemed necessary by the LWDB including but not limited to performance data for all on-site partners, pace of spending reports, cost per outcome, etc.

F. Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.)

The One-Stop Operator will meet common operational needs of the comprehensive center by:

- Developing and implementing training manuals and instructional activities to promote excellence in customer service and other AJC related topics.
- Providing technical assistance to staff and partner agencies to understand the vision, mission, goals and objectives of the LWDB and the AJC.
- Under the guidance of the Dean of Workforce Development, developing partnerships with community organizations, education, industry, etc. to provide access to additional resources such as loan of equipment, speakers for workshops, access to scholarships/services, donations for an “interview” clothes closet.
- Cross training of AJC staff, as appropriate, to increase staff capacity, expertise, and efficiency

G. Oversee full implementation and usage of all State systems by all partners

The One-Stop Operator will provide oversight of full implementation and usage of State systems in the comprehensive center(s) by:

- Working with all AJC partner staff (new & existing) to determine system access and skill levels
- Expediting requests for access and/or training with the State to assure a seamless system of reporting for the AJC.
- Coordinating with LWDB Dean to determine performance and data validation concerns for staff using state system.
- Providing technical assistance to AJC partner staff in usage of State systems.

H. Design the integration of systems and coordination of services for the site and partners

The One-Stop Operator will provide leadership of partners in the comprehensive center(s) to design an integrated system that provides seamless coordination of services by:

- Reviewing local, regional and State Plan to understand the vision of leadership.
- Reviewing AJC Certification Application and Memorandum of Understanding to have a general knowledge of partner program services.
- Meeting with all partner program; (internal and external) to assess similarities and differences
- Establishing a local workgroup to gather front-line experience and partner “buy-in” to develop an integrated customer flow and coordination of services.
- Develop plan to be submitted to Dean of Workforce Development to assure all AJC partners are contributing to the center, both financially as well as through resource and staff time.
- Service integration shall focus on serving all customers seamlessly, including any targeted populations as deemed by the LWDB, by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope and requirements of each partner program.

I. Manage fiscal responsibility for the system or site

The One-Stop Operator will maintain fiscal responsibility and accountability for applicable LWDB approved contract/budget for management of the comprehensive center(s).

The One-Stop Operator will be responsible to oversee the Resource Sharing/Infrastructure Funding Agreement between partners for the comprehensive centers. Responsibilities will include gathering and updating data (square footage, full-time equivalents, traffic counts, etc.) to allocate expenses (from Fiscal Agent Expense Report) on a fair and equitable basis to all partners and preparing/submitting invoices to partners to remit payment to the Fiscal Agent.

The One-Stop Operator may also recommend purchases/services to the Dean of Workforce Development and AJC Partners for necessary increases in the Resource Sharing/Infrastructure Funding Agreement. Examples of the types of purchases/services would be replacement equipment, furniture for additional staff, and other shared expenses such as advertising, supplies, etc. that will impact the RSA/IFA.

J. Plan and report responsibilities

The One-Stop Operator will develop adequate staffing plans for the comprehensive center(s) and report responsibilities to Dean of Workforce Development and AJC partner staff leadership for approval.

Staffing plans will assure that customer service needs are met and include the flexibility to shift staff when necessary to meet demand. Staffing plans may include shared responsibilities including workshops, welcome function, assessments, etc. and should be equitable based on program benefit. Staffing plans should include contingency plans for when staff must be out due to sickness, vacation, scheduled training, etc.

K. Write and maintain business plan

The One-Stop Operator will write and maintain a Business Plan for the management of the comprehensive center(s) that support the local LWDB Plan and Regional Plan. The Business Plan will include an Executive Summary, Business Description, Products and Services, Marketing, Operations, Management Team, Development, and Financial, including budget and cash flow.

L. Market One-Stop Career Center services

The One-Stop Operator will market the AJC comprehensive center(s) services by:

- Coordinating with the LWDB Dean and all partners to assure appropriate logos and messaging are included on any marketing materials or presentations.
- Coordinating with LWDB Dean and all partners to promote any special events such as open houses, job fairs, etc.
- Reaching out to community and business organizations to present services of the AJC for target populations, job seekers and business.
- Evaluate branding throughout the Centers to ensure consistency and adherence to all federal, state and local mandates.

M. Facilitate the sharing and maintenance of data; primarily the site, with emphasis on the state system

The One-Stop Operator will facilitate the sharing and maintenance of data in the comprehensive center(s), including but not limited to State systems by:

- Coordinating with LWDB Dean to determine applicable policies/procedures for data sharing and maintenance of Personally Identifiable Information (PII).
- Establishing LWDB approved data sharing agreements between AJC internal and external partners to streamline customer service.
- Training AJC staff on sharing and maintenance of data protocols, including PII and confidentiality.
- Monitoring compliance with LWDB data sharing policies/procedures and Operator agreements to determine compliance and reporting any discrepancies to the LWDB Dean.

N. Integration of available services and coordination of programs for the site with all partners

The One-Stop Operator will be the lead for integration of available services and coordination of programs for all partners, internal and external, of the comprehensive center(s) including, but not limited to:

- Designing and implementing a multi-partner orientation for customers.
- Developing multi-partner materials to provide a comprehensive overview of all available services.

- Developing workshop and other informational offerings to be delivered by all AJC partner staff or other entities.
- Providing technical assistance and cross training for all AJC partner staff to assure customers receive a seamless, positive experience when accessing services.

Note: The LWDB's assumptions regarding the proposer's approach represent what the LWDB believes to be most likely to achieve its goals and objectives. However, proposers are encouraged to propose an approach that they believe will most likely achieve the LWDB's goals and objectives. Proposers may also propose more than one approach. However, if an alternative approach affects other areas of the proposal such as experience, organizational capability or price, that alternative approach should be submitted as a complete and separate proposal providing all the information specified in Section IV of this RFP.

VII. Requested Response:

A. Executive Summary

Provide a one (1) page to summary of your agency's proposal, including organization's history, mission and vision.

B. Relevant Experience (up to 30 points)

Describe your agency and its relevant experience working with WIA, WIOA and its workforce programs and/or experience in project management of similar programs in the Local Area. Include experience in implementing systems and/or processes across partner agencies. Give examples of successes you have had working with multiple partners towards a common goal. Include at least two (2) references who can verify experience.

C. Approach to Work (up to 30 points)

Taking into account the information provided in the Scope of Work, thoroughly describe how your agency will structure an approach to each of the areas described, including, but not limited to: oversight of multi-organizational staff, partner integration within the entity and outreach/referral for enrollment. The bidder should provide a plan or demonstrated expertise for working with both urban and rural communities, if applicable to the area. Methods of measuring customer satisfaction should be included in the narrative. Program design and service delivery model should clearly correlate to the vision and mission of the LWDB. Describe data and reporting system processes, tracking and evaluating specific performance goals, data integrity and use of Virtual One Stop (VOS) state system. Include a workflow/logistical model as an attachment.

D. Staffing/Project Management (up to 20 points)

Describe how this work will be staffed/managed. Identify the person or position in your organization who will be the primary staff person for the project. Provide a detailed description of the staff person's background or required qualifications for new hire. Also, describe your staff's ability to provide the leadership we seek. Include an organizational chart of the proposing agency and how the staffing of the proposal relates. If your agency is also a One-stop partner, please affirm that you understand that you may be required to enter into an agreement with the LWDB and CEO to clarify how your organization will carry out its responsibilities while demonstrating compliance with WIOA regulations, OMB circulars and State policy.

E. Fiscal Accountability and Budget (up to 20 points)

Describe the agencies fiscal accountability system, including experience with managing multiple federal, state or private grants. Include a copy of the agency's most recent audit, financial history,

and up-to-date taxes as an attachment to proposal. Provide an itemized budget to support the proposal, including a narrative to explain all budgetary items.

VIII. Response Requirements & Format:

Each proposal should include the following required documents:

- Proposing Entity Information Form (Appendix A)
- Executive Summary (1 page limit)
- Narrative of Approach to Work (4 page limit)
- Budget & Budget Narrative (Appendix B)
- Organizational Chart of Proposing Entity
- Two (2) letters or contact information for references
- Copy of most recent financial audit
- Signed Conflict of Interest Form (Appendix C)

Each proposal should meet the following format:

- Proposal may be hand delivered, mailed or emailed to wioa.cwd@ws.edu, with subject: OSO RFP Submission from XXXXXX (agency name). It is the responsibility of the proposing agency to assure that the proposal is received prior to the deadline. Late submissions will NOT be accepted. Hand delivered or mailed proposals should be addressed as follows and include a notation on the outside of envelope "RFP for One-Stop Operator" and the agency name.

Donna W. Stansberry, Dean of Workforce Development
Smoky Mountains Area Workforce Board
Center for Workforce Development
Walters State Community College
500 S. Davy Crockett Parkway
Morristown, TN 37813

- The signatory authority must have the legal right to enter into contracts for the submitting entity.
- Proposal should be Single-sided printing, numbered pages, one inch margins, double-spaced and 12-point font.
- DO NOT STAPLE, punch holes, use folders, or bind your copies in any way, other than with removable binder clips or paperclips.

IX. Evaluation and Award

Applications will be evaluated by a team of reviewers which may include Local Elected Officials, Board Members, staff and/or partners. An entity's failure to submit a complete proposal or to respond in whole to RFP requirements will result in the proposal being deemed non-responsive and thus ineligible for funding. A proposal may also be deemed "non-responsive" if the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP, or the proposal is clearly not within the scope of the project described and required in the RFP. The LWDB reserves the right to cancel this procurement at any time, for any reason.

The LWDB reserves the right to contract with any respondent that falls within the acceptable point range. All proposals will be scored according to the evaluation criteria included in section VII of this RFP. The LWDB is not required to contract with the entity receiving the highest average score as a result of the proposal review process. The contract will be awarded based on the most responsive bidder whose offer is most advantageous to the LWDB in terms of cost, functionality, and other factors specified in this RFP. The award may be negotiated at the discretion of the LWDB or made on the basis of the initial bid/offer received, without discussions or requests for best and final offers. Proposals with average reviewers scores below 70 of a possible 100 points will not be considered for funding. Proposals with average

reviewers scores of less than ½ of allowable points on any component will not be considered for funding. Proposals that do not meet minimum standards will not be considered for funding.

Read this document carefully. Your proposal must conform in all respects to the requirements contained herein. Proposals that fail to meet any of these requirements will be found non-responsive and rejected.

X. Additional Information

A. Bidders Questions

A bidder's conference is not planned for the RFP. It is the responsibility of the bidder to inquire about any requirements of this RFP that are not understood. Questions must be submitted via email at the following address wioa.cwd@ws.edu, subject: RFP Questions. Prospective bidders are encouraged to send an email to wioa.cwd@ws.edu to request to be copied on all bidder questions. The deadline for written emailed questions is included in section II. Project Timeframe.

B. Oversight and Evaluation

The LWDB will monitor and evaluate the proposed entity to determine compliance and the quality of the service provided. External monitoring and evaluation may also be conducted periodically by the U.S. Department of Labor, Tennessee Department of Labor and Workforce Development, and any other agency that provides funding for the One-Stop Operator contract.

C. Accessibility and Equal Opportunity

The LWDB is committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual in LWDA shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, sexual orientation, political affiliation or belief. All entities are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This includes ensuring contract staff receive accessibility training, and may involve developing accessibility plans. All respondents must ensure all written materials and communications include the statement: ***“Reasonable accommodations and auxiliary equipment and services are available upon request.”***

D. Fiscal Review

The LWDB will also conduct a fiscal review of all qualified proposals. We will review proposal budgets, agency audits, and responses to questions related to fiscal operations. The LWDB reserves the right to review and request further information regarding the respondent's financial situation, if not sufficiently outlined in the submitted audit. The LWDB reserves the right to assess the risk posed by any recent, current or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event that might affect an organization's ability to operate the requested program.

E. Past Performance Review

Through this process, the LWDB will review a respondent's performance on any previous and/or existing grant agreement(s) as well as check references submitted from other grantors. Achievement of grant agreement outcomes, along with compliance with programmatic and fiscal guidelines and timelines will be evaluated. The review team will perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, the LWDB may also: 1) meet with representatives of the responding entity to discuss the proposed program and budget; 2)

identify and/or negotiate program or budget changes the responding entity must make as a condition of funding; and 3) identify other documentation the entity must provide as a condition of funding.

The review team will recommend the final funding recommendations to the LWDB for final approval. Once approved by the board, the LWDB will initiate a contract agreement to the successful respondent.

F. Review Committee/Conflict of Interest

Each member of the Review Committee must have completed and signed a Conflict of Interest Disclosure Statement before participating in the scoring of proposals. Committee members are excluded from participating in discussion and rating of any RFP with which they have a conflict of interest.

No member of the board or other governing body, or representative of an entity who submits a proposal under this RFP may have any contact outside of the formal review process with any employee of the LWDB, or any member of the Board for purposes of discussing or lobbying on behalf of entity's proposal. This contact includes written correspondence, telephone calls, personal meetings, email messages, or other kinds of personal contact. The LWDB will reject proposals of those entities who violate this condition.

G. Notice of Award

All respondents will be notified by email as to their award status. Unsuccessful respondents who wish to obtain information on the evaluation of their proposal should submit a written request to this effect to the Smoky Mountains Area Workforce Board, Dean of Workforce Development, Donna W. Stansberry at Donna.Stansberry@ws.edu. Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

APPENDIX A: PROPOSING ENTITY INFORMATION FORM

Legal Name of Applicant Agency	
Number of Years in Business	
Identifier	FEIN #: _____ DUNS #: _____
Type of Organization	
Administrative Office Address	
Local Address if not located in LWDA	
Principal of Agency (President/CEO/Executive Director)	Name _____
	Title _____
	Email _____
	Phone _____
Programmatic Contact Person	Name _____
	Title _____
	Email _____
	Phone _____
Funding Amount Requested	
Signatory Authority (may sign electronically if emailed for signatory authority account)	

For Office Use Only - Rate the proposal on the following components:

Relevant Experience (up to 30 pts) _____ Approach to Work (up to 30 pts) _____

Staffing/Project Management (up to 20 pts) _____ Fiscal Accountability/Budget (up to 20 pts) _____

Reviewer Name _____ Signature _____ Date _____

APPENDIX B: BUDGET FORM

Item of Expenditure	Requested Funding (\$)
Personnel	
Fringe Benefits	
Travel	
Other 1	
Other 2	
Other 3	
TOTAL	

Narrative: Please explain each line item in detail.

APPENDIX C: CONFLICT OF INTEREST FORM

By submitting a proposal, the bidding entity 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 scope of work if the LWDB awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or 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. The LWDB reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

Principal Agent Signature

Date