



Request for Proposals--issued January 8th, 2021

Intent to Apply Notices-- due by 5:00 p.m., January 25, 2021

Proposals--due by 4 p.m., February 23, 2021

REQUEST FOR PROPOSALS FOR ONE-STOP OPERATOR & TITLE 1-B CAREER SERVICES FOR ADULTS AND DISLOCATED WORKERS

Program Year 2021 (7/1/2021-6/30/2022)

*Funding for this program will be provided under
The Workforce Innovation and Opportunity Act (WIOA).*

The Workforce Connection

The Workforce Connection
303 North Main Street
Rockford, Illinois 61101

The Workforce Connection
530 S. State St. Suite 105
Belvidere, Illinois 61008

The Workforce Connection
307 West Main Street
Freeport, IL 61032

**The entire RFP is located on The Workforce Connection website,
www.theworkforceconnection.org
Click on The Workforce Connection Board, then click on Procurement.**

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The Workforce Connection

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

Request for Proposals (RFP)

For

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& Title I-B Career Services for Adults and Dislocated Workers

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WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

REQUEST FOR PROPOSALS (RFP)

For

One-Stop Operator

&

Title I-B Career Services for Adults and Dislocated Workers

July 1, 2021 through June 30, 2022

The entire RFP is located at www.theworkforceconnection.org.

SECTION I. INTRODUCTION AND KEY PROVISIONS

The Workforce Connection (TWC), the local workforce board is seeking proposals from organizations or a consortium of entities to provide ***One-Stop Operator Services and WIOA Title I Career Services for Adults and Dislocated Workers***. The service delivery area is Boone, Stephenson and Winnebago Counties. The Workforce Connection oversees three (3) service provision centers branded as *The Workforce Connection*. The comprehensive Center is located in Rockford, Illinois at 303 North Main Street. There are two (2) access sites – 307 West Main Street; Freeport, Illinois and 530 S State Street; Belvidere, Illinois.

The Workforce Connection is committed to a public workforce development system that provides excellent customer service to both businesses and individuals. TWC is seeking a Service provider capable of delivering services utilizing a seamless system built on a “Service Integration” model. For the purposes of this scope of work, service integration is defined as a program delivery model that aligns, organizes and optimizes multiple actions with one common customer path. The service delivery model should have a clearly defined standardized process that generates measurable and successful outcomes for the wide range of services provided.

A. One-Stop Operator Services Solicited Under this RFP: The Workforce Connection is seeking an entity (**public, private, or nonprofit**) or **consortium of entities** to coordinate the following One-Stop Operator services and activities:

- Coordination of Resource Area and Basic Career services in The Workforce Connection Centers – Rockford, Belvidere, and Freeport.
- Coordination of Reception and initial registration services for all customers.
- Implement and fulfill cooperative agreements and memoranda of understanding (MOU) with partners.
- Coordinate one-stop partner services, with guidance from TWC board.
- Provide effective allocation of staff among all The Workforce Connection Centers.
- Coordinate access to virtual resources at appropriate partner locations, libraries, and other points within the 3-County area.
- Develop processes to ensure that all customers receive appropriate, timely, and effective Career Services including appropriately communicating with persons with disabilities.

- Develop and implement a formal referral process for services within and outside of the Center(s); define minimum standards for referral, meet referral follow-up requirements, and document referrals made and received, which also include tracking outcomes.
- Provide reports as required to TWC and its Board of Directors.
- Manage technological resources such as webinars and virtual/online trainings, case management information, business networking software and on-line testing
- Actively lead the Core and Required Partners to integrate services in the One-Stop System of Boone, Stephenson, and Winnebago Counties.
- Perform continuous improvement activities to achieve high level service quality and exceptional customer service including implementation of a customer feedback system and provide quarterly reports of feedback and improvements made.
- Develop and implement a coordinated staff development / training plan (customer service, cross training on partner services, community resources, etc.) for The Workforce Connection Center(s) staff and Partner program staff.
- Manage partner responsibilities as defined in the Memorandum of Understanding (MOU)
- Manage hours of operations at all sites using The Illinois Department of Health Services guidance as a guideline for a safe opening or reopening of access sites and career centers to provide in-person services
- Submit annual staffing and operational budgets, including modifications when required
- Ensure implementation of branding standards for the Federal- a proud partner of the American Job Center network, State - Illinois Work Net center and Local Workforce area - The Workforce Connection.
- Follow federal and state regulations pertaining to handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
- Ensure compliance with all Federal, State and Local policies and procedures relative to the One-Stop System and One-Stop Centers and access sites.
- Fulfill other roles and responsibilities as identified by the board

B. WIOA Title I Career and Training Services for Adults and Dislocated Workers Sought:

The Workforce Connection is seeking proposals from organizations to provide WIOA Title I Basic and Individualized Career Services and facilitate Training Services for Adults and Dislocated Workers.

Funds shall be used to provide basic career services, which shall be available to individuals through the one-stop delivery system and shall, at a minimum, include:

- determinations of whether the individuals are eligible to receive assistance under this subtitle;
- outreach, intake and orientation that provides information on services available through the one-stop delivery system;
- initial assessment of basic skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
- labor exchange services, including –
 - job search and placement assistance and, in appropriate cases, career counseling, including –
 - information on in-demand industry sectors and occupations; and
 - information on nontraditional employment; and
 - job placement and job development services for career seekers;
- referrals to and coordination of activities with other programs and services within the one-stop delivery system, and, in appropriate cases, other workforce development programs;
- workforce and labor market employment statistics information;
- participants performance information and program cost information on eligible training providers and training program outcomes;
- referrals to services and assistance; and
- Assistance in establishing eligibility for financial aid assistance for training and education programs that are not funded under WIOA.
- Development of an individual employment plan

- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services/skills upgrading and retraining
- Internships and work experiences that are linked to careers;
- On-the-Job Training (OJT);
- Workforce preparation activities;
- Financial literacy services;
- English language acquisition and integrated education and training programs;
- Referrals to:
 - Adult Basic Education and High School Equivalency (HSE) preparation activities, as applicable
 - Occupational Training (Eligible Training Providers and Programs);
- On-going Case Management and Coaching;
- Unsubsidized Job Development and Placement Assistance—coordinated with The Workforce Connection’s Business Account Managers and Business Service Team;
- Management of records, including case notes;
- Management of data related to WIOA Performance Goals; and
- Follow-up services, including counseling regarding the workplace, for participants in workforce investment/development activities, placed in unsubsidized employment, for not less than 12 months after the first day of employment, as appropriate.

WIOA Title I services for adults and dislocated workers will be provided in all three locations. Services will be available Monday through Friday 8:00 AM to 5:00 PM with the exception of the Illinois State government recognized Holidays.

C. Service Model: The provider(s) selected under this Request for Proposal will be expected to enhance our workforce development system by providing a fully coordinated and integrated customer service strategy, focused on a customer-centered model that offers value-added services to our career seekers and employer customers. Basic Career Services and specific program services, will be driven by four (4) key points –

- Providing exceptional customer service;
- Meeting the needs of business and workers;
- Program integration to provide seamless access and increase service delivery; and
- Accountability for performance and programmatic outcomes.

D. Eligible Bidders: Single organizations or entities (public, private, or nonprofit) and consortium of entities which may include:

- An institution of higher education;
- 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;
- A community-based organization, nonprofit organization, or intermediary;
- A private for-profit entity;
- A government agency; and
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

NOTE EXECPTION: 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.

E. Letter of Intent to Propose: By close of business on **Monday, January 25, 2021** potential bidders wishing to submit a proposal **MUST** submit a non-binding notification of intent to propose to The Workforce Connection at cconnors@theworkforceconnection.org. This notification must include the organization’s primary contact with

title and e-mail address. All organizations must be identified if applying as a consortium, with a lead organization clearly identified.

F. Proposal Due Date: Proposals are due to TWC by 4:00 PM Central Standard Time on Tuesday, February 23, 2021. Proposal should be emailed to cconnors@theworkforceconnection.org,

G. Funding Period / Period of Performance: The period for funding and performance awarded under this solicitation will be from July 1, 2021 through June 30, 2022 provided performance remains acceptable during that period. Any award from this RFP will include an option to renew for up to three additional one year periods, contingent upon successful performance.

H. Funding Available:

Estimated total funding available: \$3,280,000

One-Stop Operator/Coordination: \$280,000

Title 1-B Career Services (Adults and Dislocated Workers): \$1,150,000 – including work experiences, transitional jobs and supportive services

Title 1-B Training (Adults and Dislocated Workers): \$1,850,000

The budget developed for PY2021 is a planning budget and will be modified when final allocations become known.

Administrative Costs, as identified in the Workforce Innovation and Opportunity Act and regulations, apply to One-Stop Operator funds and services and are limited to 10% and must be clearly identified and defined in the Budget and Budget Narrative.

I. Right to Cancel: TWC reserves the right to delay, amend, reissue, or cancel, all or any part of this RFP at any time without prior notice. TWC also reserves the right to modify the RFP process and timeline as deemed necessary. Subject to guidance being issued by US Department of Labor and / or IL Department of Commerce and Economic Opportunity and/or any subsequent sub-awards will be modified to ensure compliance.

This RFP does not commit TWC to accept any proposal, nor is TWC responsible for any costs incurred by the respondent in the preparation of responses to this RFP. TWC reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, and to award the contracts in whole or in part as is deemed to be in the best interest of TWC. TWC reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interest of TWC.

J. Management and Financial Requirements:

1. **Management.** Bidders must demonstrate the management and financial capability needed to effectively and efficiently deliver the program proposed. Management capability includes the ability to manage the delivery system effectively and efficiently, conduct self-monitoring for contract compliance, implement a continuous improvement model, achieve the contract objectives, provide quality service delivery, keep appropriate records in an auditable manner, and meet/exceed performance standards.
2. **Financial requirements.** This includes the ability to maintain fiscal controls, accounting procedures; financial reporting in accordance with generally accepted accounting principles, demonstrates sound financial practices, and show evidence of continued financial stability. The successful bidder will have knowledge of Uniform Circular 2CFR Part 200.
The successful bidder will maintain separate accounting records for any contract resulting from this RFP to ensure accurate and appropriate reporting of contract expenditures, and ensure that costs are tracked in sufficient detail to determine compliance with contract requirements and ensure funds have not been unlawfully spent. All accounting records must be made available for review upon request for examination, audit, or for the making of excerpts or copies of such record for the purpose of determining compliance with all applicable rules and regulations, and the provisions of the contracts.

3. Dun and Bradstreet Universal Numbering System (DUNS) Number and System for Award Management (SAM). Each applicant is required to:

- Be registered in SAM before submitting its application. If a bidder is not registered in SAM, this link provides a connection for SAM registration: <https://governmentcontractregistration.com/sam-registration.asp>;
- Provide a valid DUNS number in its application; and
- Maintain an active SAM registration with current information at all times during the entire period of the active sub award. The LWIA3 will not make a sub award to an applicant until the applicant has complied with all applicable DUNS and SAM requirements.

4. Pre-Registration Requirement: As part of the changes to the grant process brought about by the Federal 2 CFR Part 200 (Uniform Requirements) and the Illinois State Grant Accountability and Transparency Act (GATA), all entities wishing to receive grants from the state of Illinois must now register at: <https://grants.illinois.gov/registration/>. Please note that FEIN and DUNS numbers are required to complete registration. The online registration will trigger a pre-qualification process that will ensure that the entity:

- Has a current DUNS number;
- Has a current SAM CAGE Code (will need to register at SAM.gov)
- Is not on the Federal Excluded Parties list; and
- Is in Good Standing with the Illinois Secretary of State

Once your entity is pre-qualified, you will receive a link to an Internal Controls Questionnaire (ICQ). Applicants must complete the ICQ as part of the pre-award process and program staff will then determine whether any or all risk-based conditions shall be incorporated into the Agreement. If your entity is ineligible for the award as a result of the Dun and Bradstreet verification, the entity will be informed of corrective action needed to become eligible for a grant award.

Verification of registration with the Illinois State Grant Accountability and Transparency Act (GATA) will be provided as ***Proposal Attachment 7 – Item F***.

5. Indirect Costs and Indirect Cost Rate: Indirect costs are allowed if the entity has an approved indirect cost rate. However, these rates are subject to negotiation but may not exceed the approved indirect cost rate. ***Proposal Attachment 7 – Item G*** must be completed and included in the proposal submittal.

K. Cost and Price Analysis: All proposals will be evaluated on the basis of obtaining the most cost-effective price possible while achieving the highest quality service delivery. A cost price analysis will be conducted on the proposed costs during the proposal review process. Agencies are encouraged to submit their best offer for providing the services solicited and to thoroughly describe and justify the costs.

The cost and price analysis shall be conducted to ensure that the proposed costs are necessary, fair, and reasonable; to determine if the proposed costs are allowable and allocable; to determine if there is a duplication of costs with other programs; to ensure that the costs are directly associated with carrying out only the proposed services; and to ensure that the proposed costs will benefit the program.

Any private for-profit entity considering responding to this Request for Proposals must understand that they are required to adhere to the Uniform Guidance at 2 CFR part 200. Procurement standards under the Uniform Guidance at 2 CFR 200.323(b), require that profit be negotiated separately from the price in addition to a cost analysis and/or price analysis. TWC will conduct such negotiations in accordance with TWC policy, “*Payment of Profit Under Contracts with For-Profit Organizations*”, should a for-profit entity be selected.

L. Audit Requirements: The services delivered under this RFP are considered sub-recipient services and will require the selected bidder to comply with audit requirements for federal funds. All bidders must submit a copy of the most recent independent audit and financial statements. (***Proposal Attachment 7 – Item A***)

M. Type of Contract: Proposed costs will be analyzed and a cost reimbursement contract will be negotiated with a demonstrated performance basis. Payment under a cost reimbursement contract will be based upon actual costs and performance delivery outcomes. For the purposes of responding to this RFP, bidders will develop a line-item budget showing all expected costs associated with delivering the proposed services and a budget narrative explaining the costs.

N. Interview Rights to Jobs Created: The successful bidder for WIOA One Stop Operator/One Stop Services must agree to interview all incumbent program operations staff who applies for employment with the new provider.

O. Outreach, Public Relations, and Branding: Services offered through The Workforce Connection partnership (and funded by WIOA) shall be promoted under “The Workforce Connection” brand as an Illinois work Net center and the “federal identifier”, a proud partner in the American Job Center network. In keeping with our vision of offering integrated services to both jobseekers and employers, promotional and outreach materials (including printed brochures, media releases, flyers, brochures, advertising, social media sites) must only include The Workforce Connection, Illinois work Net center branding and a proud partner of the American Job Center network identification. All promotional and outreach materials will be approved in advance by TWC’s Strategic Initiatives Manager. The TWC Strategic Initiatives Manager will ensure all stationary, brochures, signage, business cards, and advertising meets the branding requirements of the Workforce Innovation and Opportunity Act and the Illinois Department of Commerce and Economic Opportunity under Illinois work Net guidelines. TWC/DOL/DCEO will be identified as the funding entity on printed materials developed with WIOA funds and/or used for outreach or to promote WIOA-funded programs or services.

P. Questions: Any questions regarding this RFP should be addressed to Chris Connors, Planning and Quality Assurance Manager, at cconnors@theworkforceconnection.org.

SECTION II. PROCUREMENT TIMETABLE

E-mail notices of RFP availability and Bidders’ meeting date to potential bidders.	01/08/2021
RFP posted on website	01/08/2021
Notice of RFP Availability and Bidders’ Meeting date posted in <i>Rockford Register Star</i> and other relevant publications	01/11/2021
Bidders’ Meeting – answer initial questions (TWC will address subsequent questions via website. All RFP questions that are received will be posted, along with answers to the questions)	01/19/2021 3:00 PM Zoom link will be posted on TWC website and will be emailed out to all who request the information
Intent to Apply Notice should be emailed to Chris Connors at cconnors@theworkforceconnection.org .	By 5:00 PM on 01/25/2021
Proposals should be emailed to Chris Connors at cconnors@theworkforceconnection.org . Proposals can also be submitted on an electronic storage device. Proposals should be sent to: Chris Connors The Workforce Connection 303 N Main Street- 2 nd Floor Rockford, IL 61101	By 4 PM on 02/23/2021
Evaluation team’s funding recommendations presented to Exec/CEO committee for referral to the full board.	05/04/2021

Board Members/CEOs act on Executive Board Recommendations	06/01/2021
PY 2021 One Stop Operator (OSO) Program Provider receives PY 2021 contract.	By mid-June
PY 2021 One Stop Operator (OSO) Program Provider programmatic year begins.	07/01/2021

TWC reserves the right to adjust the schedule when it is in the best interest of TWC or to extend any published deadline in this RFP and will notify those who have submitted a Letter of Intent to Propose by the date and time specified.

All potential respondents are strongly encouraged to attend the bidders' conference, since this will be the best opportunity to gain additional information and have concerns addressed. The prospective bidder is solely responsible for assuring that anything sent to TWC arrives safely and on time.

The Letter of Intent to Propose must clearly identify the bidder or a consortium of bidders, with a lead organization clearly identified. This Letter of Intent does not commit a bidder to submitting a proposal.

The Proposal Review Committee will meet to discuss the proposals and develop recommendations. The Proposal Committee may request additional information from any bidder prior to a recommendation for consideration by the TWC board.

SECTION III. SPECIFICATIONS

A. Expectations:

The bidding organization(s) possess:

- a mission statement that encompasses the designated services to be provided;
- at least 4 years' experience working with individuals with barriers to employment, including underserved populations;
- a history of documented financial stability;
- proven management expertise;
- pre-registration and GATA checklist completed;
- a Board of Directors (or comparable body) that will be free of conflicts and will exercise active oversight of--
 - program management, audits, and financial controls, and
 - program operation and outcomes;
- a history of engaging in successful joint efforts with other organizations providing the same or similar services;
- an internal monitoring system that will effectively identify program, personnel, and fiscal issues and provide corrective action procedures;
- the ability to meet the required hours of operation and State government holiday schedule; and
- a continuous quality improvement process that includes quality assurance measures for all aspects of the services.

Note: If a consortium is responding to this RFP, a lead organization must be identified as the sub-award entity for contracting purposes. WIOA discusses conflict of interest and separation of duties in §679.430.

B. Duration of Services/Services Levels

Hours: The Workforce Connection offices in all three locations will be open during the day, 8:00 AM to 5:00 PM, Monday through Friday as permitted by guidance from the Illinois Department of Health.

Service Levels: Service levels for PY2021 will be proposed by the bidder and finalized during the months of May and June 2021.

C. Experience and Qualifications of the Bidder and of the Bidders' Staff

- The bidder's organizational mission statement will encompass the designated services to be provided.
- Bidders are expected to indicate if other sources of funding will also support the services.
- The successful bidder will employ qualified staff with the credentials, skills and knowledge to deliver the services identified in this RFP.
- The successful bidder will ensure that WIOA paid staff members are appropriately trained in areas including, but not limited to - Eligibility and Intake; Customer Service; Case Management; Career and Employment Planning; and use of State of Illinois database tools/resources including Illinois Workforce Development System (IWDS), Illinois Job Link and Illinois work Net.
- All hired staff will provide services in a manner sensitive to the ethnic, racial, and linguistic characteristics; religious preferences; and sexual orientation of the customer.

D. Scope of Services to be Provided

Vision for WIOA Programming: The vision for a workforce system under WIOA is provided in *Training and Employment Guidance Letter No. 19-14* issued by U.S.DOL, Employment and Training Administration on February 19, 2015. The workforce system will be characterized by three hallmarks of excellence:

- The needs of business and workers drive workforce solutions;
- One-Stop Centers provide excellent customer service to career seekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development. (EDR 5 & LWIA 3 plans found at www.theworkforceconnection.org)

Key operational principles include:

- Alignment of programs and integrated services;
- High quality services;
- A commitment to service integration
- Accountability and transparency; and
- Data-driven decisions for informed customer choices.

The successful bidder will perform all of the following services. Provision of services must be coordinated throughout all three locations. Program services include WIOA adult and dislocated worker, TRADE Act, and other Federal and State grants to expand and enhance the public workforce system services.

The bidder contracted in response to this RFP must provide the services described in this RFP to the following customers, as appropriate and within funding/eligibility guidelines and requirements:

- Veterans
- Adult learners and workers with basic skills deficiency or lacking a high school credential
- TANF recipients
- Dislocated Workers
- The general public seeking career services
- Re-Entry / Returning citizens
- Individuals facing English language barriers

One-Stop Operator Services**1. Program Facilities**

- a. A full service, comprehensive One-Stop Center is currently operated at 303 North Main Street in Rockford, IL (The Workforce Connection – Rockford) and two (2) access sites are located in Belvidere and Freeport, Illinois. The successful bidder will be expected to maintain a fully functioning One-Stop Center at the current location and enhance the delivery of services at the access locations. ***NOTE: Providers will be responsible for the costs of staff computer equipment, staff supplies, rent for space allocated to staff members and any staff travel.***

- b. The One-Stop Operator will seek and implement access points to make WIOA career services accessible to residents in community centers, libraries, and with community-based organizations. Access points will ensure accessibility to target populations.
- c. Operate The Workforce Connection Centers as a functioning One-Stop Center that is professional and inviting in appearance with easy customer flow and courteous, professionally attired staff. Cooperate with TWC relative to identifying ADA needs, providing resources for those who require additional assistance and assuring the Centers remain physically accessible for all to access and receive services.
- d. Maintain facilities and services to meet and exceed TWC and State certification standards when identified.
- e. Furnish and staff a Resource Area for use by the public, providing quality internet access and equipment for use by customers and partner staff of the One-Stop Center(s).
- f. Provide for referral systems amongst various agencies and partners.
- g. Offer Resource Area and Basic Career Services in all three locations Monday through Friday from 8:00 AM to 5:00 PM as allowed by guidance from the Illinois Department of Health (IDPH). Holidays recognized for closure are Illinois State government recognized Holidays.
- h. Utilize the existing registration data system. (This may change as the State develops a State-wide system.)

2. Outreach and Recruitment

- a. The One-Stop Center Operator is responsible for aggressive recruitment of customers seeking career services. All outreach and recruitment will utilize TWC guidelines and policy and will be branded under The Workforce Connection. Individual agency logos or webpages will not be utilized.
- b. Provide strategies to reach underserved populations.

3. Services for Job Seeking Customers

- a. The One-Stop Centers will offer integrated services of partners in a seamless and streamlined fashion. Adaptations will be available for specialized populations such as those with limited English proficiency, people with disabilities, as well as people with other barriers to receiving services.
- b. Services available to the customer will include the following. Some of these services will require WIOA Title I and partner program enrollment.
 - A Resource Area with self-service information to help customers in selecting careers, job search, job matching, placement, retention and advancement.
The Resource Area provides access to:
 - Illinois work Net – a website used to research careers, develop a resume, complete assessment, and identify training options and local activities.
 - Illinois Job Link - the job matching website in Illinois. All participants are encouraged to register and post their resume.
 - Career Cruising – web-based program for career planning.
 - Labor market information, including job vacancy listing, job skill requirements for job listing, and information on employment trends and career options, available training, and employment law.
 - Information on resume writing, interview techniques, and application completions.
 - Performance and cost information on eligible training providers and information on financial aid.
 - Performance information on the local One-Stop delivery system.
 - Information on One-Stop partner services.
 - Information regarding filing for Unemployment Compensation.
 - Access to employability workshops, including workshops that develop “essential skills” such as effective communication, team work, problem solving, and personal

presentation skills; and workshops on the use of technology for the job search.

4. Customer Data Collection

Secure basic information as required by DOL and DCEO on job seeking customers using One-Stop Center Services. Track repeat customers and make appropriate referrals for necessary services to obtain employment.

5. Collaboration

- a. Collaborate with the One-Stop's partners to bring integrated and additional services to the One-Stop Center(s).
- b. Improve customer access to One-Stop partner services through implementing a common intake, common application, common case management and referral process as required under WIOA and implemented by the State. Strive to streamline services and minimize duplication.

6. Continuous Improvement

- a. Meet or exceed all WIOA performance measures included in law and subsequent regulatory decisions.
- b. Provide reports to TWC board on services and performance.
- c. Ensure on-going improvement of One-Stop Center(s) services. Improvement should focus on but is not limited to program utilization, performance outcomes, customer satisfaction, and cost effectiveness.

WIOA Services for Adult and Dislocated Workers

1. Outreach and Recruitment

Implement an outreach strategy to enroll adults and dislocated workers in WIOA services and to meet performance standards. Manage enrollment of adult and dislocated workers into WIOA services to maximize funding allocations. Meet or exceed all enrollment goals prescribed by DCEO and TWC.

2. Rapid Response

- a. Participate with the State in the provision of Rapid Response services.
- b. Leverage and coordinate community and public resources for lay-offs, including linking to One-Stop partners and Trade Act programs and promote seamless delivery of services to affected businesses and employees.
- c. Implement a strategy for promoting Rapid Response so that everyone involved in dislocation events is aware and takes full advantage of the full range of available re-employment services.
- d. Respond to all rapid response requests within the times and process designated by IL DCEO Rapid Response procedures and policy.
- e. Provide services in locations and times convenient for affected workers.

3. WIOA Registration/Enrollment

- a. In accordance with appropriate federal and state guidance, make eligibility determinations and enrollments into the appropriate program services. Collect and maintain documentation as required.
- b. Accurately obtain data elements to appropriately document and report activities.
- c. Jointly develop employment plans with the customer to include service strategies from intake through job retention.
- d. Document barriers to employment and clearly identify services provided to address individual circumstances.
- e. Provide quality case management with complete case note documentation.
- f. Provide follow-up services as appropriate for WIOA customers for up to 12 months after program exit.

4. Career Services

Develop and provide on-site access to all career services for customers:

- a. Utilize resources, assessments and career exploration tools available in IL Job Link, IL work Net and Career Cruising.
- b. Designate assessment staff trained to conduct vocational interest assessments, WorkKeys employability assessments and others to best determine opportunities for job placement and training success. Assessment staff will also serve as proctors for WorkKeys assessments provided as a business service to employers in the area.
- c. Full development of individual employment plans, updating them as circumstances change and activities are completed. Individual employment plans should, at a minimum, include specific program services the customer will receive; job search assistance available; supportive services needed; income planning (while participating in program services and income needed to become self-sufficient at employment); and benchmarks to accomplish the employment goal. Documentation of these services in Illinois Workforce Development System (IWDS).

5. Training Services

- a. Training services will be available to customers who have demonstrated an inability to attain self-sufficiency and who are interested in and capable of obtaining training and employment in in-demand occupations identified for the region.
- b. Provide a streamlined process that will enable customers to access relevant training for approved training vendors.
- c. Implement special training programs as identified with partner programs to address specific employment areas.
- d. Provide access to the following Training Services:
 - On-the-Job Training – Training by an employer that is provided to a paid participant while engaged in productive work that:
 1. Provides knowledge or skills essential to the full and adequate performance of the job;
 2. Provides reimbursement to the employer of a percentage of the wage rate (in accordance with TWC policy) for the extraordinary costs of providing the training, and additional supervision related to the training.
 3. Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, prior work experience of the participant, and the service strategy of the participant, but not exceeding six months.
 - Customized Training – Training that is designed to meet the special requirements of an employer or group of employers; conducted with employer commitment to employ, or in the case of incumbent workers, continue to employ an individual upon successful completion of training, for which the employer(s) pays.
 - Occupational Skills Training – Training by eligible training providers and supported all or in part by an Individual Training Account.

6. Post-Employment Services

- a. Provide retention and re-employment services that ensure the ultimate retention and advancement of customers at a self-sufficient wage.
- b. Identify other barriers that could affect job retention and amend IEP by mapping out action steps to address potential pitfalls.
- c. Be knowledgeable about the impact of follow-up activities on performance and fulfill all follow-up requirements to secure results.

7. Tracking WIOA Customers and Reporting on Progress and Outcomes

- a. Complete all required WIOA customer paperwork and enter customer information into IWDS or any subsequent system provided upon receipt of service.

- b. Participate fully in training on WIOA data management, eligibility determination, and accurate and timely data entry.
- c. Establish procedures for accurate completion and review of WIOA paperwork and timely entry of data into IWDS. Accurately determine eligibility and suitability for WIOA services for program participants.
- d. Manage the timely documentation of progress and outcomes related to performance standards and contract requirements.
- e. Establish procedures for timely exiting of customers, following WIOA regulations, best practice and local policy.
- f. Provide monthly reports to TWC and the CEOs.

8. Performance Standards

Meet or exceed state and federal performance standards.

9. Maintenance of Case Records

For each WIOA customer, maintain a case record that contains the following:

- The Individual Employment Plan and assessment results;
- WIOA paperwork, including customer applications, eligibility documentation for career services;
- Notes on customer contacts and progress (at a minimum every 30 days);
- End of activity documentation;
- Employment verifications;
- Exit documentations; and
- Documentation of customer follow-up for 12 months.

10. Connecting Career seekers Services and Employer Services

- a. Employ Business Service Representatives/Job Placement staff.
- b. Business Service Representatives will serve as job placement staff, at times doing specific job development for job seeking customers.
- c. Business Service Representatives will participate in Job Fairs and other business recruitment events, representing The Workforce Connection.
- d. Business Service Representatives, through an integrated service approach with all partners, will assist local Business customers with recruitment of talent; assessments of potential applicants and incumbent workers (including WorkKeys assessments); connecting local Business to available resources such as tax credits and other incentives; and, as appropriate, incumbent worker training, OJT, Work Experiences and customized training opportunities.
- e. Promote apprenticeship models to businesses in the community to assist them in the training, development, and retention of staff
- f. Business Service Representatives will implement a sector strategy approach to identify business needs, define solutions, and assist in the identification of qualified talent.

WIOA Performance Outcomes, Reporting and Tracking

WIOA establishes a comprehensive performance accountability system in order to optimize the return on investment of federal funds and to assess the effectiveness of local areas. Selected bidder(s) will be required to meet performance measures based on the established goals negotiated between TWC and the Illinois Department of Commerce and Economic Development (DCEO) each year. (DOL TEGL WIOA No. 10-16 Performance Accountability Guidance for WIOA Title I, Title II, Title III and Title IV Core Programs)

WIOA Performance Measure	Definition
Entered Employment	The percentage of participants who are in unsubsidized employment during the second quarter after exit
Employment Retention	The percentage of participants who are in unsubsidized employment

	during the fourth quarter after exit
Median Earnings	The median earnings of participants who are employed during the second quarter after exit
Credential Attainment Rate	The percentage of participants who obtain a recognized post-secondary credential or secondary school diploma/GED within one year after exit from the program
Measurable Skills Gains	The percentage of participants enrolled in a training or education program who show a documented skills gain during a program year
Effectiveness Serving Employers	Effectiveness of serving employers (TBD by IL DCEO)

PY2020 Performance Measures**PY 2020 Negotiated Goals
LWIA 3: The Workforce Connection**

Performance Measure	PY2020 Performance Goal
Adult	
Adult Employment Rate 2 nd Quarter after Exit	70.0%
Adult Employment Rate 4 th Quarter after Exit	68.0%
Adult Median Earnings	\$6,000
Credential Attainment	64.0%
Measurable Skills Gain	55.0%
Dislocated Worker	
DW Employment Rate 2 nd Quarter after Exit	72.00%
DW Employment Rate 4 th Quarter after Exit	72.00%
DW Median Earnings	\$8,500
Credential Attainment	60.00%
Measurable Skills Gain	59.00%

Because many of the TWC performance measures are based on exits from the program, TWC developed other key benchmarks that will provide an accurate picture of how the One-Stop Program providers are attaining workforce goals. The selected bidder(s) will provide data regarding the following benchmarks:

- Number of enrollments
- Number of placements
- Number of career seekers served
- Number of industry recognized credentials earned through training
- Number of training related placements
- Number of businesses with repeat major services
- Number of job orders posted/filled
- Customer satisfaction rates (career seekers/businesses)

SECTION IV. PROPOSAL APPLICATION INFORMATION

- A. The Workforce Connection must receive your proposal by **4:00 PM Central Standard Time on Tuesday, February 23, 2021.**

Please email your proposal and the following documents to cconnors@theworkforceconnection.org:

1. Your original proposal and a copy of your financial audit.
2. Your entire proposal (except Audit) saved in Microsoft WORD and the budget should be saved in EXCEL.

You may also mail your proposal on an electronic storage device to:

Chris Connors
The Workforce Connection
303 N Main Street- 2nd Floor
Rockford, IL 61103

If you have questions regarding this *Request for Proposals* please contact Chris Connors at cconnors@theworkforceconnection.org. All policies for The Workforce Connection can be found on our website at www.theworkforceconnection.org. Please e-mail Chris for the proposal in WORD format or the budget forms in EXCEL.

- B. This RFP does not commit TWC to award a grant, to pay any costs incurred in the preparation of a proposal, or to procure or contract for services or supplies prior to issuance of a written agreement.

TWC retains the right to:

- Accept or reject any or all proposals received. (TWC may negotiate with all qualified sources, or cancel in part, or in entirety, proposals if it is in TWC's best interest to do so. TWC may request that bidders participate in negotiations and rewrite their applications as agreed upon during the negotiations.)
- Review the bidders' administrative and fiscal procedures relating to the potential award as part of the proposal review process.

Proprietary rights to all data, materials, and documentation originated and prepared for TWC pursuant to a sub-award shall belong exclusively to TWC.

- C. All proposals submitted will be subject to competitive review. The *Proposal Evaluation Process* is discussed in Section VI. Proposal funding decisions will be made by The Workforce Connection board upon recommendation of the Proposal Review Committee.
- D. The funding period for sub-awards under this solicitation will be from July 1, 2021 through June 30, 2022 provided performance remains acceptable during that period. Any contract awarded from this RFP will include an option to renew for up to three additional one year periods, contingent upon successful performance.
- E. Bidders' right to appeal the decisions regarding the Awarding of Programs. See Section VI. of this RFP.

SECTION V. FORMAT AND CONTENTS OF THE PROPOSAL

Proposals must be submitted in the following format.

- One-inch margins
- **Not less than 11-point** font (i.e., font not less than the size of the font in this RFP)
- Single spacing, double spacing between paragraphs
- Sections and subsections labeled
- **20** pages maximum, excluding the cover page, table of contents, and requested attachments. (Include only requested attachments.)

Proposals not in the designated format will be rejected.

A. Cover Sheet for Proposal

Complete all items on the Cover Sheet (in Section VII).

B. Table of Contents

After you have written the entire proposal, number the pages and fill in the numbers on the *Table of Contents*. Please note that the cover sheet is numbered -i-, and the *Table of Contents* is numbered -ii-. The *Overview* will be numbered page -I-.

C. Program Proposal Narrative

Your *Program Proposal* will be a clear and concise narrative. Use bullet points, charts, etc. to enhance your presentation. Please respond to the following sections in detail using specific examples or evidence when possible and respond for all proposed career seeking customers (Adults, Dislocated Workers/Trade). Note that within these questions, readers will be assessing both the accessibility of services to career seekers/workers and the innovative practices proposed. The proposed services provided to local businesses and employers will also be assessed by the reader

1. Overview of Services to be Provided (maximum of 2 pages) (maximum of 5 points)

Prepare a summary of the One-Stop Operator and Career Services for Adults and Dislocated Workers your organization will provide.

2. Experience and Qualifications, including Organizational Capacity/Profile (maximum of 20 points)

- a. Provide a concise description of your organization including legal status, the governance structure, mission and vision. Explain how your mission and other program goals align with this funding opportunity and where the proposed services in response to this RFP fits in the organization.

Attach as ***Proposal Attachment 1*** an organizational chart. This chart will clearly identify where One-Stop Operator and WIOA Career Services functions will fall in your organization.

- b. Describe your organization's experience in delivering career center services, WIOA Adult, Dislocated Worker and Trade services and any other relevant experience within the past four years. Provide examples of how you were innovative, flexible and creative in service delivery. Be sure to include statistics with the outcomes for your relevant programming for the past four program years.
- c. Describe your experience in working with special populations (i.e. individuals with disabilities, individuals with basic skills deficiency, limited English speakers, highly educated immigrants, veterans, individuals with criminal backgrounds, and recipients of public assistance).
- d. If submitting as a partnership, collaborative or consortium, please identify all of the partners or sub recipients and briefly explain their services, roles provided and expertise. If applying as a partnership, collaborative or consortium, include as ***Proposal Attachment 2*** a Memorandum of Understanding amongst the partners. The MOU will contain a chart or table indicating the partners in the consortium and management or service roles each partner will fulfill.

NOTE: If a consortium of organizations/partners is submitting a proposal, identify the lead agency. The lead agency will be identified as the agency entering the agreement with TWC.
- e. Describe the relevant experience of your organization's key staff who would be involved in planning the services your organization will deliver. (At the end of your proposal's Budget section, you will include a job description for each position funded in whole or in part in your organization's proposed budget. Job descriptions must specifically indicate, in addition to position duties, the staff skills, knowledge, and training needed for the position.)
- f. Describe your organization's internal monitoring system and demonstrate how it is effectively used to assure quality and identify program, personnel, and fiscal issues. Describe your organization's corrective action procedures.

- g. Describe the quality improvement protocol that your organization would implement to ensure continuous improvement of services delivery and participant outcome achievement.
- h. Describe your organization's Board of Directors (or comparable body, as applicable). Attach as ***Proposal Attachment 3*** a list of your organization's Board of Directors that includes at least their 1) board position, 2) business address and phone number, and 3) e-mail address.
- i. List at least three relevant funding references, including the name of funding organization and the name, title, e-mail address and telephone number of a contact person at the funding organization.
- j. Assure that all individuals, including volunteers, will provide services in manner sensitive to the ethnic, racial, and linguistic characteristics and sexual orientation of program participants.

3. **One-Stop Operator Services** (maximum 20 points)

In discussion of your service delivery, you will explain how you intend to provide the services described in ***Section III. Specifications One-Stop Operator Services 1-6.***

- a. Identify and discuss the services to be provided as the One-Stop Operator. How will services be integrated, seamless and customer focused?
- b. Discuss the data collection and flow of job seeking customers into The Workforce Connection. How will you ensure customer centered services?
- c. Discuss services provided through the Resource Areas in each location. How will customers be connected to program specific services? What workshops will be provided for customers?
- d. Identify strategies and continuous improvement plan to provide quality services.
- e. Specifically identify how you will coordinate with the Core Partners – IDES, Adult Education, and Vocational Rehabilitation and Required Partners.
- f. Identify staffing for all locations – Rockford, Belvidere, and Freeport.
- g. Identify outreach and recruitment strategies with a clear commitment to the branding requirement for *The Workforce Connection*, and *Illinois workNet center* and a proud partner of the *American Job Center Network* as the only branding and logo to be used.

4. **WIOA Service for Adults and Dislocated Workers** (maximum of 30 points)

In the discussion of your service delivery, you will explain how you intend to provide the services described in ***Section III. Specifications WIOA Services for Adult and Dislocated Workers 1-10.***

- a. Describe the local workforce needs and available resources and relationships. How will you ensure that residents of all three counties can access services?
- b. Describe in detail your strategies for engaging, recruiting, enrolling and serving career seekers. Describe innovative ways in which you will engage customers and ensure access across The Workforce Connection service area (i.e. workshops, satellite sites, and outreach at other organizations).
- c. Discuss the approach and implementation plan for outreach and services to diverse special population groups including individuals with disabilities, individuals with basic skills deficiency, limited English speakers, highly educated immigrants, veterans, individuals with

criminal backgrounds, and recipients of public assistance. Discuss innovative ways to engage target populations in the delivery of services.

- d. Describe how career seekers will be oriented to the center and assessed upon enrollment. Include types of assessment and how the result will be used in career planning. Demonstrate how assessment data will be tracked. Include a description of any tools, tests, or methods used to determine the following: levels of basic skills, work readiness, interests and aptitudes, occupational skills and supportive service needs. Identify how the State of Illinois databases and tools – IL Job Link, IL work Net, Career Cruising, WorkKeys and IWDS – will be used; and identify your experience with these data bases and resources.
- e. Describe your approach to case management and career planning. Describe the process for developing and managing an individual employment plan.
- f. Describe the basic career services offered to job seeking customers including but not limited to workshops, job readiness training, and individualized job matching. Describe these services and explain their value to the career seeker. Identify the frequency and availability of career services and any innovative features in your service offerings.
- g. Describe your implementation of career pathways to clients and access to partnering agencies. How will you connect clients to the full range of services provided by the education and workforce partners, including adult basic education, higher education, job training, and tailored services?
- h. Discuss coordination with the 16 partner programs.
- i. Specify experience and background in directly providing Trade Act services.
- j. Discuss and affirm commitment to timely data entry and case noting of progress and activities. Specify experience with Illinois Workforce Development System (IWDS) reporting and Illinois work Net reporting.
- k. Discuss the utilization of pre-vocational (skills upgrading and retraining) and training services, and credential attainment for program participants.
- l. Discuss job placement activities and utilization of work-based learning options. How will your organization ensure appropriate attention to job placement in quality, in-demand occupations.
- m. Identify your ratio of career planners to registrants. Explain how you have maximized that ratio without compromising the quality of your service and maintaining a highest level of customer satisfaction.
- n. Identify staffing levels and services for all three locations – Rockford, Belvidere and Freeport. Provide an organizational chart, reflecting all locations, as ***Proposal Attachment 4***.
- o. Describe your follow-up strategies and how they will enhance job retention and career path growth.

Business Services:

- a.** Describe your strategies for pursuing new business relationships and addressing business workforce needs. How will you reach businesses across the region and across different industries?
- b.** How will you satisfy employers' workforce needs?
- c.** Describe how your Business Service Representatives will work with Career Planners to ensure career seekers are prepared for existing jobs and meet employers expectations
- d.** Discuss experience in developing Incumbent Worker projects with employers.
- e.** Explain your approach to working with industry sectors including the industry sectors detailed in the regional plan for our local area.
- f.** Describe the qualifications and skills required of a Business Service representative
- g.** Describe the process of job matching. How will you match career seekers with openings at employer sites? Discuss your experience with Illinois Job Link.
- h.** Identify your ratio of business service representatives to employers. Explain how you have maximized that ratio without compromising the quality of your service and maintaining the highest level of customer satisfaction.
- i.** Describe what about your employer services is innovative.

Past Performance and Planned Outcomes

- a.** List outcome goals and describe how the programs will be managed to meet or exceed each of the applicable performance metrics.
- b.** Describe your experience implementing career center or employment services programs over the past four years. Identify the performance measures results along with other key benchmarks and your outcomes such as: total served, total placements to plan, percent of positive exits.
- c.** Explain your process for internally monitoring your on-going performance. How will you evaluate and assess both the effectiveness and quality of the program? Identify who will be responsible for data collection, analysis, reporting and general oversight.
- d.** Identify three (3) references (along with contact information) of funders or organizations that can attest to your ability in serving target populations, achieving grant deliverables, and meeting performance benchmarks. References should reflect communities similar to this 3-County area.

5. Financial Structure and Management (10 points maximum)

- a.** Provide a description of the administrative and financial management capabilities of the organization. What are the qualifications of the organizations' key program management and financial staff, and to what extent will they be involved with this project?
- b.** Provide the organization's total annual budget amount and list the top five funding sources for current fiscal year including funder, amount, and project funded. Estimate what percentage of your overall organization's work would be represented by this sub award?

- c. How will financial information be made available for monitoring and auditing purposes?
- d. Describe your organization's previous experience administering federal, state and private grants.
- e. If you are proposing a sub award model, do you have experience in managing sub recipients for services including monitoring of sub recipients? How do you ensure proper fiscal oversight and accountability of sub recipients?
- f. Describe your experience with cost reimbursement contracts. Describe how you will financially support the costs of doing business until an invoice can be submitted and paid. How will you provide and fund the start-up costs of the program?
- g. Describe the agency's payroll system and accounting software including internal controls for accuracy and validity. What is the method for documenting employee time?
- h. If the entity is for-profit, identify the profit percentage built into the proposed budget, and describe the risk and other factors taken into consideration to arrive at this percentage. Profits earned will be subject to negotiations as detailed under the TWC policy - "*Payment of Profit Under Contracts with For-Profit Organizations*".
- i. Leveraged funds are **not required**. These funds can include cash contributions, staff effort, space, fee-for-service or other revenue generation and in-kind contributions.
- j. Submit, as ***Proposal Attachment 6***, a detailed description of your organization's fiscal procedures. (Lead Agency for a Consortium application). If you're applying as a consortium, the lead agency identified is required to submit the audit and financial procedures.

6. Budget and Related Information (maximum of 15 points)

You will be submitting one budget for service July 1, 2021 through June 30, 2022. Budgets may be re-negotiated during the performance period and will be finalized prior to July 1, 2021.

Reimbursement will be through a line item sub-award agreement. Budget line items include:

- Staff Wages and Fringes
- Staff training costs
- Materials and Supplies
- Equipment needed (costing over \$300)
- Facility Costs
- Supportive Services
- Transitional Jobs & Work Experience
- Lines of Credits for OJT, ITAs, Customized Training, Incumbent Worker Training, and WorkKeys testing*

**Lines of Credit are funds budgeted for the activities as listed, but will not be included as reimbursable amounts in your sub-award. Your agency commits these funds through processes and procedures established with the Fiscal Agent, but the costs are paid directly by the Fiscal Agent, not reimbursed.*

You must maintain accounting records showing WIOA-funded programs as a separate fund.

1. Program Year 2021 Budget - Budget Forms 1 - 2 Submit one budget - for PY 2021.

Complete ***Budget Forms*** in Section VII. (Use the forms provided.) **In your budget, round all cents**

to the nearest dollar. Be sure to place your organization's name and program name on the budget.

- a. Wages (Budget Form.1)
List all staff by job title. After the job title, put any information that explains how you arrived at the amount of dollars in the total column, e.g., Case Manager, \$38,000/yr. for 12 months; Clerical Support Specialist, \$14.00/hr. for 20 hours/week for 48 weeks.
- b. Fringe Benefits (Budget Form 1)
List all fringe benefits in the same manner. Give all information needed for the evaluators to check the amounts in the training columns, e.g., *F.I.C.A. @ .062 on positions 5-8.*
- c. Other Costs (Budget Form 2)
Fill in all items completely. Request funding only for items that are necessary and reasonable.
- d. Facility Costs
For Facility cost in Rockford, as a place holder, please use \$135,100 and allocate this amount across the budget columns.
Facility costs for Career Service staff located at The Workforce Connection – Freeport should be calculated at \$900 per month or annual amount of \$10,800.

Facility costs for Career Service staff located at The Workforce Connection – Belvidere should be calculated at \$12,600 annually.
- e. WIOA Work Experience: List your total anticipated work experience costs. (Includes wages, FICA, and Workers' Compensation cost.).
- f. WIOA Transitional Jobs: List your total anticipated transitional jobs cost. (Includes wages, FICA, and Workers' Compensation costs)

If you will sub award any portion of the services, include a *subawards* line item under *Other Costs* in the Lead Agency Budget and complete a separate set of forms for each sub award.

2. **Lines of Credit** (located at bottom of the Budget Form)
WIOA Individual Training Account (ITA): List the anticipated WIOA Individual Training Accounts (ITAs) costs. (Includes tuition, fees, books, and required supplies.)

Work Keys Assessments: List the anticipated cost of the Work Keys Assessments. Cost should be established for three assessments (Reading for Information, Applied Mathematics, and Locating Information) per participant at \$12.00 per assessment and a \$12.00 cost for the National Career Readiness Certificate.

On-the-Job Training: List the anticipated cost of OJTs planned.

Customized Training: List any planned costs for customized training.

Incumbent Worker: List any planned costs for incumbent worker training.

3. **Budget Explanation/Cost Allocation** (Place the *Budget Explanation* directly after the Budget.)
Fully explain how you derived each cost listed on the budget. If an item is a direct cost only to this budget, please state this. If any costs are divided between two or more funding sources or between the OSO, Adult & Dislocated Worker columns in your budget, explain how these costs will be allocated, describing in detail the base to be used for each budgeted item.

Also explain how you reached the cost figures you gave in your Lines-of-Credit on Form 2. Label this section of your Budget Explanation *Lines of Credit Explanation for PY2021*.

4. **Job Descriptions and Resumes** Place the job descriptions after the budget explanation. Submit a description of the job responsibilities of each staff position listed on Budget Form 1. Also state the education/training (qualifications) required for the position. Make sure your organization's name and the date the job description was developed is on each job description. Job descriptions must be in the official format used by your organization—and they may be marked *DRAFT*.

Proposal Component	Points
Overview of Services	15
Experience and Qualifications, including Organizational Capacity/Profile	20
One Stop Operator Services	20
WIOA Service for Adults and Dislocated Worker	20
Financial Structure and Management	10
Budget and Related information	15
Total Points	100

PROGRAM PROPOSAL ATTACHMENTS

These *Proposal Attachments* are referenced in the directions for writing the *Program Proposal Narrative*.

Proposal Attachment 1 Organizational Chart

Proposal Attachment 2 Memorandum of Understanding between consortium partners

Proposal Attachment 3 Organization's Board of Directors (or similar body)

Proposal Attachment 4 Functional Organizational Chart

Proposal Attachment 5 Planned Performance Outcomes

Proposal Attachment 6 Fiscal Procedures Explanation

Proposal Attachment 7 Miscellaneous Information

A. Audit and any Management Letters (Submit only one copy of your audit.)

Submit a copy of your organization's most recent audit and any management letters. (Submit only one copy of the audit and any management letters. Submit these as a separate attachment to the original copy of your proposal.)

B. Not-for-Profit Authorization/Certifications/Accreditations (If this requested information does not apply to your organization, please submit a page with the appropriate heading and the words, "Not applicable to our organization.")

If your organization is a not-for-profit organization, submit a copy of your not-for-profit authorization. If your organization is a certified/accredited institution, list the certifications or accreditations held and submit copies of the supporting letters/certificates awarding the certification/accreditation; if your organization is not a certified/accredited institution, provide a statement to that effect.

C. Affirmative Action Complete Affirmative Action Forms 1 and 2 (in Section VII, Forms).

D. Assurances

The person who is authorized to sign the Bidder's agreements must review and sign the *Assurances* form (in Section VII).

E. Proof of Liability Insurance

Submit your organization's current proof of liability insurance (*Certificate of Liability Insurance*).

F. GATA Illinois Government Accountability and Transparency Act prequalification

G. Indirect Cost Information Form

NO OTHER PROPOSAL ATTACHMENTS MAY BE SUBMITTED

SECTION VI. PROPOSAL EVALUATION PROCESS

A. Proposal Evaluators

Proposals will be evaluated by a team of TWC Board members who have no conflict of interest with any bidding organization.

B. Proposal Evaluators Reviews

Proposals will be evaluated by a team of TWC Board members and community members who have no conflict of interest with any bidding organization.

- Staff will perform a technical review of each proposal prior to distribution to the review team.
- The technical review will determine if the proposal is complete and meets all the submission guidelines state in the Request for Proposals (RFP).
- Proposals that are incomplete or fail to meet all the submission guidelines stated in the RFP will be rejected.
- Bidders will be notified regarding the status of their proposal after the technical review.
- Bidders may appeal the technical review results. (TWC will accept only appeals relating to the technical review of a proposal.)
 - TWC staff will notify bidders via e-mail of the results of the technical review of their proposals. Bidders may then request a debriefing of their proposal's technical review. The TWC Executive Director must receive this request via e-mail within two working days of the day the Bidder was e-mailed notification of the technical review results of their proposal.
 - The debriefing will be held within three working days of the TWC Executive Director's receipt of the bidder's request for a debriefing of their proposal's technical review.
 - After the debriefing, the bidder will have three working days to present to the TWC Executive Director a written appeal of any aspect of their proposal's technical review.
 - The TWC Board Chair or designee will review the written appeal and make the final decision regarding any TWC action on the appeal.
 - The Bidder will be notified in writing within three working days of the TWC Board Chair or designee's decision regarding the appeal.
 - This will complete the Bidder's appeal process.
- Proposals will be evaluated by the review team.
- The review team will establish a consensus score for each proposal based upon criteria and points identified in this RFP.
- Bidders may request, in writing, feedback on the proposal submitted after the funding awards are determined.
- No appeals accepted after technical review.

C. Proposal Technical Review Checklist
ONE STOP OPERATOR & WIOA TITLE I CAREER SERVICES FOR ADULTS AND DISLOCATED WORKERS - PY 2021 - (2 pages)

Staff will screen the proposals to ensure that the proposals meet the technical review standards listed below. A proposal review team will then evaluate proposals meeting all these technical review standards.

Bidder: _____

Staff Reviewer's Initials: _____ Date: _____

Check if the proposal/bidder meets the following standards:

Technical Review Standards
<input type="checkbox"/> The original proposal with <i>Proposal Attachment t7</i> The proposal contains all the following parts: <ul style="list-style-type: none"> <input type="checkbox"/> A. Cover Sheet <input type="checkbox"/> B. Table of Contents <input type="checkbox"/> C. Proposal Narrative (single spaced, double spaced between paragraphs; not less than 11 point font, maximum of 20 pages), Sections and subsections labeled <ul style="list-style-type: none"> <input type="checkbox"/> 1. Overview of Services to be Provided (maximum of 2 pages) <input type="checkbox"/> 2. Experience and Qualifications, including Organizational Capacity <input type="checkbox"/> 3. One-Stop Operator <input type="checkbox"/> 4. WIOA Service for Adults and Dislocated Workers <input type="checkbox"/> D. Budget and Related Information <ul style="list-style-type: none"> <input type="checkbox"/> 1. Budget Forms 1 and 2 <input type="checkbox"/> 2. Lines of Credit <input type="checkbox"/> 3. Budget Narrative Explanation/Cost Allocation <input type="checkbox"/> 4. Job Descriptions and Resumes <input type="checkbox"/> Proposal Attachments (labeled) <ul style="list-style-type: none"> <input type="checkbox"/> 1. Organizational Chart <input type="checkbox"/> 2. Memorandum of Understanding between Consortium Partners <input type="checkbox"/> 3. Organization's Board of Directors (or similar body) <input type="checkbox"/> 4. Functional Organizational Flow Chart <input type="checkbox"/> 5. Planned Performance Outcomes <input type="checkbox"/> 6. Fiscal Procedures Explanation <input type="checkbox"/> Proposal Attachment 7 – Miscellaneous Information <ul style="list-style-type: none"> <input type="checkbox"/> A. <u>Most Recent Audit and, if applicable, related Management Letter-- submitted as a separate packet</u> (only one copy—submitted with original copy of proposal) <input type="checkbox"/> B. Not-for-Profit Authorization/Certifications/Accreditations (or statement “not applicable”) <input type="checkbox"/> C. Affirmative Action <input type="checkbox"/> D. Assurances <input type="checkbox"/> E. Proof of Liability Insurance <input type="checkbox"/> F. GATA Prequalification Documentation <input type="checkbox"/> G. Indirect Costs Information Form
<input type="checkbox"/> The proposal contains all necessary signatures <ul style="list-style-type: none"> <input type="checkbox"/> <i>Cover Sheet</i> <input type="checkbox"/> <i>Proposal Attachment 7.D, Affirmative Action Policy Statement</i>

Technical Review Standards
<input type="checkbox"/> <i>Proposal Attachment 7.F. Assurances</i> <input type="checkbox"/> <i>Proposal Attachment 7.G. Indirect Costs Information Form</i>
<input type="checkbox"/> The proposing organization is not on a Federal or State Debarment list as verified in <i>Proposal Attachment 7.D. Assurances</i> .
<input type="checkbox"/> The person signing the proposal as the submitting officer has the authority to do so as verified in <i>Proposal Attachment 7 D. Assurances</i> .
<input type="checkbox"/> The proposing organization/school agrees to meet all Federal, State, and local compliance requirements, including those listed in Attachment 7 of the RFP as indicated in <i>Proposal Attachment 7D. Assurances</i> .

Check the appropriate box:

- ☐ The Proposal meets all *Technical Review Standards* and will be submitted to a Proposal Review Team for evaluation.
- ☐ The Proposal does not meet all *Technical Review Standards* and will not be submitted to a Proposal Review Team for evaluation.

 Lisa M. Bly-Jones Ed.D., Board Executive Director
 The Workforce Connection

 Date

SECTION VII. PROPOSAL FORMS

To obtain the proposal forms in WORD (budget forms in EXCEL), please e-mail Chris Connors, cconnors@theworkforceconnection.org, and request that the forms for the ***WIOA One-Stop Operator and Title I Career Services for Adult and Dislocated Workers RFP*** be e-mailed to you.

PROPOSAL COVER SHEET (Next Page)

Proposal Cover Sheet

Proposal # _____
[Leave blank.]

PROPOSAL FOR ONE-STOP OPERATOR



**&
WIOA TITLE I CAREER SERVICES FOR ADULTS AND DISLOCATED WORKERS
July 1, 2021 through June 30, 2022**

Proposing Organization:

FEIN:

✓ NOTE: If Proposing as a Consortium- identify the lead agency on this Cover Sheer; attach a listing of Consortium Entities and Contacts

Address:

City:

State:

Nine-digit ZIP:

Telephone:

Fax:

E-mail:

Website Address:

Contact Person:

Title:

Telephone:

E-Mail Address:

Total Funding Amount Requested for July 2021 – June 2022 for One-Stop Operator:

Total Funding Amount Requested for July 2021– June 2022 for One-Stop Career Services:

Proposing Organization Authorized Signature:

Name:

Title:

Date Proposal Received by TWC: _____
(Completed by TWC)

Time: _____
(Completed by TWC)

ASSURANCES

Proposal Attachment 7 - Item C

Affirmative Action Form 1

Affirmative Action Policy Statement

It is the policy of _____ (organization) to provide equal opportunity to all persons, regardless of race, color, religion, sex, age, national origin, handicap, political affiliation, or belief. Therefore, this organization will take Affirmative Action to ensure that we will:

1. Recruit, hire and promote in all job classifications regardless of race, color, religion, sex, age, national origin, handicap, political affiliation or belief.
2. Make promotional decisions that are in accordance with principles of equal opportunity by imposing only valid requirements for promotional opportunities.
3. Incorporate our equal employment opportunity policy in all personnel actions such as compensation, benefits, transfers, layoffs, company sponsored training, education and tuition assistance, career development, and upward mobility.
4. Conduct social and recreational programs sponsored by this organization without regard to race, color, religion, sex, age, national origin, handicap, sexual orientation, or political affiliation or belief.

The success of an Affirmative Action Program requires maximum cooperation between management and its employees.

To obtain this objective, _____ will be the Equal Opportunity Representative for _____ (organization).

This person will be responsible for working with the Human Resources Manager for the purpose of aiding this organization in establishing future Affirmative Action goals.

Signature: _____

Title: _____

Date: _____

Affirmative Action Form 2

Submit Workforce Data Information for the entire organization.

[illegible]

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Proposal Attachment 7 - Item D**ASSURANCES**

I recognize that I must give assurance for each item below. If I cannot, this proposal will automatically be rejected.

1. I am authorized by my Board of Directors, Trustees, other legally qualified officer, or as the owner of this agency or business to submit this proposal.
2. We are not currently on any Federal, State of Illinois, or local Debarment List.
3. We have completed the pre-registration requirements for GATA including the questionnaire.
4. We will provide records to show that we are fiscally solvent, if needed.
5. We have the fiscal control and accounting procedures needed to ensure that WIOA funds will be used as required by law and contract.
6. We have additional funding sources and will not be dependent on WIOA funds alone.
7. We will meet all applicable Federal, State, and local compliance requirements. These include, but are not limited to:
 - Maintaining records that accurately reflect actual performance.
 - Maintaining record confidentiality, as required.
 - Reporting financial, participant, and performance data, as required.
 - Complying with Federal and State non-discrimination provisions.
 - Meeting requirements of Section 504 of the Rehabilitation Act of 1973.
 - Meeting all applicable labor laws, including the Child Labor Law standard.
 - GATA Illinois Government Accountability and Transparency Act prequalification.

We will not:

- Attempt to place participant in any type of work experience that will displace a current employee.
- Use WIOA money to assist, promote, or deter union organizing.
- Use funds to employ or train persons in sectarian activities.
- Use funds in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship.

We also assure that we will comply with all *Assurances and Certifications* listed in Attachment II of this Request for Proposals.

I hereby assure that all of the above are true.

 Authorized Signature

 Date

 Title

BUDGET DEFINITIONS & INSTRUCTIONS:

Complete the **Budget Forms** as provided. Your budget must be placed on the forms provided. Other forms will not be accepted.

Be sure to place your organization's name on the budget. The form contains columns for **Adult** and **Dislocated Worker/Trade** planned expenditures which will add to the Total column. Costs will be allocated between the two funding streams. Cost allocation methodology will be reviewed as part of your Budget Narrative Explanation. When developing your budget, round all cents to the nearest dollar.

Wages – List all staff by job title. After the job title, put any information that explains how you arrived at the amount of dollars in the total column, e.g. Instructor @ \$25/hour for 5 hours/week for 48 weeks. Allocate as appropriate between **Adult** and **Dislocated Worker/Trade**.

Fringe Benefits – List all fringe benefits in the same manner. Give all information needed for the evaluators to check the amounts in the columns. Allocate, as appropriate between **Adult** and **Dislocated Worker/Trade**.

Other Costs – Fill in all items complete. Request funding only for items that are necessary to provide the services requested for WIOA Title I Services for Adult and Dislocated Worker/TRADE participants. Allocate, as appropriate between Adult and Dislocated Worker/TRADE.

Other Costs – Administration for One-Stop Operator – Other administrative costs apply to One-Stop Operator. Administrative costs are defined in WIOA at 20 CFR 683.205 – 683.215, including, but not limited to the following functions: accounting, budgeting, financial and cash management, procurement, purchasing, property management, payroll, and audit.

Work-Based Training – Includes on-the-job training, customized training, incumbent worker training, work experience and transitional jobs as outlined in WIOA at 20 CFR 680-700 through 680.850.

Develop a **Budget Narrative Explanation** and place this complete narrative directly after the **Budget Forms** for submission. In the **Budget Narrative Explanation** fully explain how each cost listed on the **Budget Forms** is derived. For all costs allocated between funding streams (Adult, Dislocated Worker, One-Stop Operator) explain the allocation methodology. The **Budget Narrative Explanation** must include sufficient detail for reviewers to fully understand the costs to be charged to this sub-award, and to assure reviewers that as a sub-award recipient you agency understand cost allocations and allowable costs.

Organization:

Indirect Cost Rate Information

If your organization is requesting reimbursement for indirect costs, please select one of the following options.

Your organization may not have a Federally Negotiated Cost Rate Agreement. Therefore, in order for your organization to be reimbursed for the Indirect Costs your organization must either:

- a. Negotiate an Indirect Cost Rate with the State of Illinois' Indirect Cost Unit.
- b. Elect to use the de minimis rate of 10% modified for total indirect costs (MTDC), or
- c. Use a Restricted Rate designated by programmatic or statutory policy.

Select ONLY One:

- 1) ☐ Our Organization received direct Federal funding and currently has a Negotiated Indirect Cost Rate Agreement (NICRA) with our federal Cognizant Agency. A copy of this agreement will be provided for review and documentation before reimbursement is allowed. This NICRA will be accepted up to any statutory, rule-based or programmatic restrictions or limitations.
- 2a) ☐ Our Organization currently has a Negotiated Indirect Cost Rate Agreement (NICRA) with the State of Illinois that will be accepted up to any statutory, rule-based or programmatic restrictions or limitations. Our Organization is required to submit a new Indirect Cost Rate Proposal to the Indirect Cost Unit within 6 months after the close of each fiscal year pursuant to 2 CFR 200, Appendix IV(c)(2)(c).
- 2b) ☐ Our Organization currently does not have a Negotiated Indirect Cost Rate Agreement (NICRA) with the State of Illinois. Our organization will submit our initial Indirect Cost Rate Proposal (ICRP) immediately after our Organization is advised that an award will be made no later than 3 months after the effective date of the award pursuant to 2 CFR 200 Appendix (C)(2)(b). The initial ICRP will be sent to the State of Illinois Indirect Cost unit.
- 3) ☐ Our Organization has never received a Negotiated Indirect Cost Rate Agreement from either the federal government or the State of Illinois and elects to charge the de minimis rate of 10% modified total direct cost (MTDC) which may be used indefinitely pursuant to 2 CRF 200.414(C)(4)(f) and 200.68.
- 4) ☐ For Restricted Rate Programs, our Organization is using a restricted indirect cost rate that:
☐ Is included as a "Special Indirect Cost Rate" in the NICRA, pursuant to 2 CFR 200 Appendix IV(5); or
☐ Complies with other statutory policies. **RATE:** %
- 5) ☐ No reimbursement of Indirect Cost is being requested.

Basic Negotiated Indirect Cost Rate Information (Use only if option 1 or 2(a), above is selected.)

Period Covered by NICRA: From: To: Approving Federal or State Agency:

Indirect Cost Rate: Distribution Base Is:

Organization:

By signing this report, I certify to the best of my knowledge and belief that the report is true, complete and accurate and that any false, fictitious or fraudulent information or the omission of any material fact could result in the immediate termination of my grant award(s).

Institution/Organization: _____

Signature: _____

Printed Name: _____

Title: _____

Phone: _____

Date: _____

Note: The required signers must have the authority to enter into contractual agreements on the behalf of the organization.

July 1, 2021-June 30, 2022

Organization:

Budget Period (Dates):

July 1, 2021 - June 30, 2022

BUDGET - OTHER COSTS	One-Stop Operator Budget	Adult Program Budget (1A)	Dislocated Worker (1D)	Total Budget
SUPPLIES				
Training Supplies/Materials/Texts				
Office Supplies/Materials/Postage/Duplicating				
EQUIPMENT MAINT/RENTAL/PURCHASE				
Office				
Training				
OUTSIDE SERVICES				
Accounting/Bookkeeping				
Computer Operation				
Printing/Duplicating				
Recruitment				
MISCELLANEOUS COSTS				
Staff Training (travel, lodging, meals, tuition, conference fees, etc.)				
In-Town Travel @				
Telephone				
Other				
Other				
Other				
Other				
Other				
Other				
FACILITY COSTS				
Facility Costs @ /month x months				
PARTICIPANT RELATED COSTS				
Work Experience / Internships				
Transitional Jobs				
Training Related Supportive Services				
TOTAL - OTHER COSTS/ADMIN for One-Stop Operator				
TOTAL - WAGES & FRINGE				
GRAND TOTAL				

NON-REIMBURSABLE COSTS: LINES OF CREDIT

Occupational Skills Training (ITAs)				
Occupational Skills Training Other				
Remedial / Pre-Vocational Training				
On-the-Job Training				
Customized Training				
Incumbent Worker				
TOTAL NON-REIMBURSABLE COSTS				