



Northeast Tennessee Local Workforce Development Board

Serving Carter, Greene, Hancock, Hawkins, Johnson, Sullivan,
Washington, and Unicoi Counties

**REQUEST FOR PROPOSAL FOR
WORKFORCE INNOVATION & OPPORTUNITY ACT:**

**American Job Center – One-Stop Operator
and/or
Title I Career Service Provider**

Release Date: May 17, 2019

Proposals Due: 4:00 pm EDT, June 17, 2019

Contract Period: June 28, 2019 – June 30, 2020*

*With the possibility of 3 one-year extensions based on performance.

This project is funded under a Grant Contract with the State of Tennessee's Department of Labor and Workforce Development. NETLWDB/AB&T, a recipient of WIOA Title I-financial assistance, is an equal opportunity employer/Fiscal Agent. Auxiliary aids and services are available upon request to individuals with disabilities and/or limited English proficiency. TTY/VCO: 423-610-0134

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1. Background and Program

1.1 The Workforce Innovation and Opportunity Act

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 (TDLWD). WIOA is a primary source of federal funds for workforce development activities throughout the nation. The legislation requires multiple partners to contribute to infrastructure operations and services. WIOA funds are awarded to the Chief Local Elected Officials (CLEOs) 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 in increasing 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 comprehensive and affiliate centers and/or access sites. A Local Workforce Development Board (LWDB), appointed by the CLEOs and approved by the Governor, oversees the workforce system and activities in a LWDA. WIOA requires the LWDB to select a One-Stop Operator (OSO) and a Title I Career Service Provider by competitive process.

1.2 The Northeast Tennessee Local Workforce Development Board and the Alliance for Business and Training

The Chief Local Elected Officials of the Northeast Tennessee Local Workforce Development Area have appointed the Northeast Tennessee Local Workforce Development Board (NETLWDB) to oversee workforce services in eight (8) counties: Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Washington, and Unicoi. The NETLWDB is a volunteer Board consisting of representatives of private employers, higher education, organized labor, non-profit organizations and public entities. The NETLWDB, in consultation with the Chief Local Elected Officials, is responsible for the oversight and selection of the One-Stop Operator and Title I Career Service Provider for Northeast Tennessee. The Consortium of Local Elected Officials for Northeast Tennessee have selected the Alliance for Business and Training (AB&T) to serve as Fiscal Agent, Administrative Entity and staff to the NETLWDB. In its role as Fiscal Agent, AB&T is a 501(c)3 non-profit corporation which will receive and disburse all WIOA and non-WIOA grant funds for the NETLWDA. AB&T will assist the NETLWDB in carrying out the functions of the Board as prescribed by WIOA. The contract(s) for the One-Stop Operator and Title I Career Service Provider will be with the Alliance for Business and Training, as designated and serving as fiscal agent and staff to the NETLWDB.

Mission: The Northeast TN Local Workforce Development Board promotes the economic vitality of the region by providing a collaborative system that meets the talent needs of business, industry and the workforce.

Vision: Northeast TN is a globally competitive region where business and industry continue to have a qualified, diverse workforce, and individuals have career opportunities in a prosperous and sustainable regional economy.

1.3 RFP Components

A. One-Stop Operator

The One-Stop Operator will supervise staff to:

1. Coordinate multiple American Job Center (AJC) partners and service providers throughout Northeast TN LWDA to assure functional alignment of services and management of operational resources;
2. Conduct quality reviews of partner and service provider activities; and
3. Facilitate the Welcome Function at the AJC, including supervision of shared Welcome Function.

B. Title I Career Service Provider

The Title I Career Service Provider will hire and supervise staff to:

1. Provide skills/career development function, individualized skills development and arrange for the provision of training and necessary supportive services for eligible WIOA Adults, Dislocated Workers, and Youth, and other partner programs identified by the NETLWDB/AB&T, such as Re-Employment Services and Eligibility Assessments(RESEA) program; and
2. Provide required services for youth including both in-school and out of school youth at the service levels prescribed by the State of TN, and provide a paid work experience program;
3. Provide training/support services payment directly and/or on behalf of participants, including, but not limited to, work based learning, Individual Training Accounts, Supportive Services, and other direct participant costs identified by the NETLWDB/AB&T for Adult, Dislocated Worker, and Youth.

See Roles and Responsibilities of the One-Stop Operator, Attachment H.

See Roles and Responsibilities of the Title I Career Serviced Provider, Attachment I.

Specialized Funding Case Management: In addition, Title I Career Service Providers may be required to case manage eligible participants for specialized funding received by the local area.

Acceptance of Participants: The proposing entity must agree to accept all currently enrolled program participants and exited program participants still in follow-up at the onset of the contract. This must be verified via an acknowledgement from the proposing entity using the format in Attachment G.

Bid for Components and Firewall: An entity may bid on one or both components, OSO and/or Title I Career Service Provider. Contracts will be awarded based on the individual components, and may be awarded to different entities. Respondents bidding on both components must include detailed information on the firewall between the two components to assure there is no apparent or real conflict of interest between the One-Stop Operator and Title I Career Service Provider to assure fairness to other partners and an independent quality review.

Bid for Area: Bidders must submit proposals for all eight counties. Responses that are for less than the entire eight county region of Northeast Tennessee Local Development Area will not be considered.

Business Service Functions: The NETLWDB/AB&T will provide the Business Service Function, including engaging employers to provide training and employment opportunities for AJC job seeker customers. The NETLWDB/AB&T will retain direct participant funds to be paid to employers for on-the-job training, incumbent worker training, apprenticeships, customized training, etc. as part of its Business Service Function and will retain funds set-aside for special projects/initiatives.

1.4 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, 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; and
- vi. another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.
- vii. **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.
- viii. **Additional Requirements** - The State and local boards shall ensure that in carrying out activities under this title,
 - a) disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers;
 - b) 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
 - c) comply with Federal regulations and procurement policies relating to the calculation and use of profits.

Further, the NETLWDB/AB&T 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.

All organizations that are private, for-profit, or not-for-profit must be able to provide documentation of their registration under either Tennessee or their respective state's Secretary of State's office.

1.5 Project Timeframe

The table below provides a schedule of activities for this procurement. In the event dates are changed, NETLWDB/AB&T will provide notice through the NETLWDB website: <https://www.netlwdb.org>. All questions that interested parties may have can be directed to Ginger Lyons at glyons@ab-t.org, copy April Shaffner at ashaffner@ab-t.org. Questions must be submitted via email between May 17, 2019 and May 27, 2019. Responses to questions will be posted by end of day May 28, 2019 on the NETLWDB website at <https://www.netlwdb.org/>, along with other relevant information, including the RFP, attachments, procurement timeline, contact information, etc. The Bidder's Conference

(not required) will be held on May 28, 2019, 10:00 a.m. – 12:00 p.m. at the office of the Alliance for Business and Training, 386 Hwy 91, Elizabethton, TN 37644. Conference call will be made available upon request to Ginger Lyons, copy April Shaffner, forty-eight (48) hours prior to conference. **Note:** activity timeline is subject to revision.

Activity	
RFP Release	May 17 2019
Deadline for Bidder Questions	May 27, 2019
Bidders Conference (Not Required)	May 28, 2019
Response to Bidder Questions Posted	May 28, 2019
Proposal Deadline	June 17, 2019
Anticipated Contract Begin Date	June 28, 2019

1.6 Funding

Bidder Assumes Cost of Proposal Preparation: The issuance of this solicitation in no way commits the NETLWDB/AB&T 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.

Contract Period: The initial contract will be awarded to the successful respondent effective June 28, 2019 through June 30, 2020. Subject to performance of deliverables and available funds, the selected subrecipient for One-Stop Operator and/or Title I Career Service Provider may be eligible for up to three (3) 1-year extensions.

Budget Range and Budget Proposal(s): Budget range is estimated at \$1,000,000 to \$1,500,000 for the contract period. This range is for One-Stop Operator AND Title I Career Service Provider. These are estimates only. Actual award amount may differ depending upon final funding allocations. Direct participant costs should be budgeted separately and are in addition to the funds listed above. Base your budget request upon your plan of service delivery. The proposed budget must be adequate for the scope of work presented in the RFP. A separate budget is required for each component. Specific line items require a detailed explanation.

Funding Availability and Scope of Work Contingencies: All funding of this RFP is contingent upon the NETLWDB/AB&T fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the NETLWDB/AB&T. Funding changes may also impact the scope of work, program goals and service target levels, which will be determined and reflected during contract negotiations and/or modifications.

Cost Reimbursement Basis: The contract will be awarded on a cost reimbursement basis. No expenses are reimbursable until on or after the effective date of the contract. No payments shall be made 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 all required documentation of expenditures.

Proposal to be Part of the Contract File: 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 subrecipient. The awarded contract, the submitted proposal, with any negotiations, will become part of the official contract file. Any commitments made in the proposal will be part of the contract and will be binding upon full execution of the

contract.

Potential Rejection of Proposal(s): The NETLWDB/AB&T may elect to reject all proposals if scope of work is not adequately addressed, fund request is not appropriate for scope of services, or for other reasons deemed appropriate by the NETLWDB/AB&T.

Communication Limitations: From the date of advertisement/distribution of this RFP through subrecipient selection, respondents are not allowed to communicate concerning this solicitation with any AB&T staff or NETLWDB members, except for submission of questions as instructed herein.

1.7 Facilities & Equipment

Office Space: Office space will be available at the AJC Comprehensive locations in Johnson City and Kingsport to accommodate coordination responsibilities required of the OSO. Both locations will serve as "official stations". No travel expenses may be claimed for commute to/from "official stations." Staff will be provided with office space appropriate to conduct services as outlined in the MOU/IFA.

Required Hours of Operation: Centers are required to be open for business Monday-Friday, 8:00 to 4:30. Additional hours outside of the normal work day may be required for special needs of customers. It is the preference of the NETLWDB/AB&T that all Affiliate Centers maintain Monday-Friday, 8:00-4:30, business hours. Part-time schedules will be considered as long as the plan assures that customer needs will be met. Less than full-time center(s) will be required to apply for Specialized status as defined by TDLWD. The NETLWDB/AB&T reserves the right to establish service hours at other times to accommodate schedules of individuals who cannot access the centers during the core hours. All AJCs must follow State of TN holiday schedule.

Signage: All signage utilized in/on the AJC must be approved in advance by the NETLWDB/AB&T and meet the TDLWD branding requirements.

Office Equipment, Furnishings and Office Supplies: The NETLWDB/AB&T will provide office telephones, internet and computers for subrecipient staff, and resource centers/computer labs. This RFP does not include the provision for the purchase of equipment, but equipment may be added at a later time, if appropriate. If funds are awarded for equipment, the subrecipient must follow NETLWDB/AB&T and TDLWD procurement policies, including that all equipment is tagged and included on the NETLWDB/AB&T inventory. NETLWDB/AB&T retains ownership of all equipment purchased through this contract. The NETLWDB/AB&T will provide basic furniture needs for staff and customers at each of the AJCs. The One-Stop Operator will be responsible for purchasing all shared office and operational supplies (paper, pens, restroom supplies, etc.) for the AJCs. Each partner is responsible for their own basic office supplies specific to their program. An additional amount for supplies for the OSO staff may be included in the budget. The Title I Provider will be responsible for purchasing all supplies related to their program and may include an appropriate amount in the budget request.

COMPREHENSIVE CENTERS

**Johnson City American Job Center in Washington County
2515 Wesley St., Johnson City, 37601**

Function/Partner	Service Provider
Shared Welcome Function	One-Stop Operator Subrecipient
Title I Adult, Dislocated Worker, Youth	Career Services Provider Subrecipient
Title II Adult Education & Family Literacy	Northeast State Community College
Title III Wagner Peyser	TDLWD, Division of Workforce Services
Title IV Vocational Rehabilitation	TDLWD – Division of Vocational Rehabilitation Services
TANF	East Tennessee State University
Veteran Services	TDLWD, Division of Workforce Services
Trade Adjustment Assistance (TAA/TRA)	TDLWD, Division of Workforce Services
Re-employment Services Eligibility Assessment (RESEA)	TDLWD, Division of Workforce Services
Supplemental Nutritional Program (SNAP) E & T	TDLWD, Division of Workforce Services
Job Corps	Alutiig

Off-site Partners: all remaining required Partners

**Kingsport American Job Center in Sullivan County
1140 East Center St., Kingsport, TN 37664**

Function/Partner	Service Provider
Shared Welcome Function	One-Stop Operator Subrecipient
Title I Adult, Dislocated Worker, Youth	Career Services Provider Subrecipient
Title II Adult Education	Northeast State Community College
Title III Wagner Peyser	TDLWD, Division of Workforce Services
Veteran Services	TDLWD, Division of Workforce Services
Trade Adjustment Assistance (TAA/TRA)	TDLWD, Division of Workforce Services
Re-employment Services Eligibility Assessment (RESEA)	TDLWD, Division of Workforce Services
Supplemental Nutritional Program (SNAP) E & T	TDLWD, Division of Workforce Services
TANF	East Tennessee State University – Families First

Off-site Partners: all remaining required Partners

AFFILIATE and SPECIALIZED SITES

**Elizabethton American Job Center in Carter County
386 Hwy 91, Elizabethton, TN 37644**

Function/Partner	Service Provider
Shared Welcome Function	One-Stop Operator Subrecipient
Title I Adult, Dislocated Worker, Youth	Career Services Provider Subrecipient
TANF	East Tennessee State University- Families First
Re-employment Services Eligibility Assessment (RESEA)	Career Services Provider Subrecipient
SNAP E&T	TDLWD, Division of Workforce Services

**Greeneville American Job Center in Greene County
128 Serral Drive, Greeneville, TN 37745**

Function/Partner	Service Provider
Shared Welcome Function	One-Stop Operator
Title I Adult, Dislocated Worker, Youth	Career Services Subrecipient
RESEA	Career Services Provider Subrecipient
TANF	East Tennessee State University- Families First

**Sneedville American Job Center in Hancock County
1861 Main Street, Sneedville, TN 37869**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Career Services Provider Subrecipient

**Rogersville American Job Center in Hawkins County
3815 Hwy 66 South, Suite 4, Rogersville, TN 37857**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Career Services Provider Subrecipient

**Mountain City American Job Center in Johnson County
222 W. Main St., Mountain City, TN 37683**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Career Services Provider Subrecipient

**Erwin American Job Center in Unicoi County
201 S. Main St., Erwin, TN 37650**

Function/Partner	Service Provider
Title I Adult, Dislocated Worker, Youth	Career Services Provider Subrecipient

1.8 Participant Data

The charts below include Traffic Counts for the past twelve (12) months. Data is for illustration purposes only. Respondents should propose service levels in conjunction with staffing level requests. All enrollment levels are subject to negotiation. **Note: NETLWDB will conduct a capacity analysis. The result of that review may change the location and designation status of the AJCs in the eight county area.**

As of May 1, 2019 there are 526 Active participants, with 305 in Follow-up.

County	Distinct Individuals Served May 2018-April 2019
Carter	2562
Greene	1760
Hancock	183
Hawkins	407
Johnson	420
Sullivan	5376
Unicoi	707
Washington	8290

1.9 Federal and State Performance Measures

The Respondent to this RFP will be responsible to meet Performance as part of their contract goals based on negotiated rates with the State. PY19 (the most recent negotiated with the State/Federal) are included for your information. Subrecipient(s) are responsible for and will be held accountable for meeting performance goals negotiated with TDLWD.

Measure: Employment 2nd Quarter After Exit	Negotiate Level	Measure: Employment in 4th Quarter After Exit	Negotiated Level
Adults	83.5%	Adults	83.5%
Dislocated Workers	82.0%	Dislocated Workers	82.0%
Youth (Education or Employment)	79.5%	Youth (Education or Employment)	76.0%
Wagner-Peyser / Labor Exchange	66.0%	Wagner-Peyser / Labor Exchange	66.0%
Adult Education	TBD	Adult Education	TBD
Vocational Rehabilitation	TBD	Vocational Rehabilitation	TBD
Measure: Median Earnings 2nd Quarter After Exit	Negotiated Level	Measure: Effectiveness in Serving Employers	Negotiated Level
Adults	\$6,650	Adults	Baseline
Dislocated Workers	\$7,000	Dislocated Workers	Baseline

Youth (Education or Employment)	N/A	Youth (Education or Employment)	Baseline
Wagner-Peyser / Labor Exchange	\$4,700	Wagner-Peyser / Labor Exchange	Baseline
Adult Education	TBD	Adult Education	Baseline
Vocational Rehabilitation	TBD	Vocational Rehabilitation	Baseline
Measure: Credential Attainment Rate	Negotiated Level	Measure: Measurable Skill Gains	Negotiated Level
Adults	59%	Adults	TBD
Dislocated Workers	69%	Dislocated Workers	TBD
Youth	72%	Youth	TBD
Wagner-Peyser / Labor Exchange	N/A	Wagner-Peyser / Labor Exchange	N/A
Adult Education	Baseline	Adult Education	TBD
Vocational Rehabilitation	TBD	Vocational Rehabilitation	TBD

2: Scope of Work

2.1 One-Stop Operator

The proposal for One-Stop Operator should provide a detailed explanation for each of the following questions:

1. Organization Background

- a. Provide a brief description and history of your organization.
- b. Include an overview of your mission/vision and how it relates to this RFP.
- c. Provide a summary of past experience or similar services for this RFP, including any expertise that distinguishes your agency to provide this service.
- d. Include a detailed “shared” staffing plan, including number, qualifications, job descriptions, etc. to provide services described herein. Include an organizational chart and the relationship to your current organizational structure. In order to be considered responsive, a bidder must provide an organizational chart.
- e. Describe your experience in oversight of staff teams, multi-organizational staff and experience in developing and delivering technical assistance.
- f. Describe any resources your agency brings to the workforce system.
- g. Provide a plan of transition and implementation, including coordination with current provider, adoption of local policies and relationship with the NETLWDB/AB&T.
- h. If your agency is bidding on both the OSO and Title I Career Service Provider, include a narrative and chart of your proposed firewall to avoid conflicts of interest.

2. Outreach, Physical and Programmatic Accessibility and Confidentiality

- a. Describe how you will assure that services are accessible to all

- jobseekers and employers, including areas with high poverty and transportation barriers in rural communities.
- b. Include location and scope of any proposed affiliates or specialized sites, access locations and/or other venues to provide services, other than those provided by the NETLWDB/AB&T.
- c. Describe your organization's outreach and enrollment methods to reach target populations to promote AJC Services. Be specific as to the actual outcomes. Discuss how you will bring together partner programs to ensure adequate outreach of the AJC to target populations and define those populations.
- d. Explain and justify the service models that will be used to serve traditionally underserved participants and employers to assure access to the AJC.
- e. Include a description for meaningful access and adaptation for customers with disabilities.
- f. What are your planned hours of operation for each AJC? If less than full-time, explain how customers and stakeholders will be made aware of the schedule and how services will continue at current or higher level with reduced hours. Confirm that your agency will comply with State of TN holiday schedule.
- g. What is your agency's approach to management of information systems, connectivity and confidentiality? Attach, or include, a privacy policy. **Note:** The State of Tennessee and its LWDA's all use the Virtual One-Stop (VOS) system. Include any specific experience with VOS/Jobs4TN or similar systems.
- h. Describe how your agency will work with the NETLWDB/AB&T to identify technology and occupancy needs to assure customers have a professional, efficient and effective environment.
- i. Describe your plan for supervision, including local/on-site, functional and direct.

3. One-Stop Operator Coordination, Partnerships & Community

- a. Discuss how you will work to incorporate all partner into the Comprehensive AJC system. This discussion must include partners who are electronically present in the Comprehensive AJC.
- b. How will you take ownership/leadership to ensure all partners are contributing to the center, both financially as well as through resources and staff time?
- c. Coordinating Services: Describe how you will coordinate services to assure that all partner staff are knowledgeable, trained and motivated to dress and act professionally with the confidence to address both employers and job seeking customers.
- d. Describe your plan/method for community and business outreach.
- e. Potential One-Stop Operator needs to be aware of any implications or special arrangements. Describe how they will organize to meet the

requirement of 20 CFR 678.630, which states: "*Continued use of State merit staff for the provision of Wagner-Peyser Act services or services from other programs with merit staffing requirements must be included in the competition for and final contract with the One-Stop operator when Wagner-Peyser Act services or services from other programs with merit staffing requirements are being provided.*"

- f. Describe the full menu of services envisioned for job seekers. Provide how the organization will carry out the vision of the NETLWDB and work in collaboration with board staff for provision of employer services in regard to how the AJC will be structured and staffed to respond efficiently and effectively to job seekers. Include a description of the proposed job seeker customer flow. Describe the full menu of services for area employers. Provide how the organization will carry out the vision of the NETLWDB in regard to how the Center will be structured and staffed to respond efficiently and effectively to area employers. Include a description of the proposed employer customer flow in coordination with NETLWDB/AB&T business services.
- g. Coordinate Services: Describe how your organization will coordinate One-Stop partners with:
 - i. Integrating a menu of services for job-seeking customers and employers,
 - ii. implementing agreements among the partners such as Memorandum of Understanding and resource sharing, and
 - iii. Maintaining communications with all One-Stop Partners and co-located staff;
 - iv. Compliance with all federal/state/local regulations.
- h. Service Delivery and Performance: Describe the service delivery methods to be implemented in the AJC(s) to ensure that the planning region's goals, regarding performance, placement and credentials, are met or exceeded.
- i. Describe workshops you plan to offer and the best practices, or other information, utilized in their design. Include how you recruit and use volunteers to expand workshop offerings beyond what staff can provide.
- j. What is your organization's experience working with LWDBs, partners, and/or service providers to develop strategic approaches to support regional economic development and employers with high staffing needs in high-demand occupations?
- k. Describe how you will promote and sustain business engagement. Address the methods used to explain, track and communicate these successes with the LWDB and LWDB staff, as well as to the general public.
- l. Describe how you will assure services offered by the resource room are customer focused.
- m. The One-Stop Operator will be responsible for assuming a leadership role in the development of one stop certification applications which will be submitted to the NETLWDB/AB&T. Describe how your agency will work with the NETLWDB/AB&T, other subrecipients and partners to obtain and

maintain One-Stop Certification.

4. Quality, Performance, Data and Reporting

- a. Describe your organization's experience in tracking and reporting discrete participant activities while at the same time ensuring full compliance with Personal Identifiable Information (PII).
- b. Describe your organization's experience with developing and implementing customer satisfaction instruments, such as web-based services used to track and report actual outcomes. Describe your plan/method for measuring customer satisfaction for this RFP.
- c. Describe your customer service experience and discuss any experience with handling complaints and/or concerns for customers.
- d. Describe how you will engage and meet with employers to identify and improve employer resources in the AJC. Include previous experience of continuous improvement of employer services in a One-Stop setting and how your organization will measure.
- e. Performance: Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop planning estimates of the number of core program (i.e. WIOA Titles I, II, III, and IV) customers to be served, including their respective employment and earnings rates after exit. Include any performance outcomes you have achieved in these areas.
- f. Describe how you will gather and analyze information on sustainability to support ongoing and emerging needs of regional employers.
- g. Performance and Reporting: Describe your strategy to meet or exceed the LWDA's performance goals for this RFP. How will your organization manage measurement, achievement, and documentation of performance standards? Include specific performance targets related to State and Federal Performance Measures of partners/providers. Also include performance targets related to increasing AJC traffic, data collection and validation methodology and reporting method. How will you ensure and maintain data integrity?
- h. Describe your experience in reviewing WIOA eligibility determinations of program participants, in accordance with data verification and validation, to ensure that individuals are eligible to be enrolled and to receive all available, appropriate, and allowable services under WIOA. How would you implement a similar system under this RFP?
- i. Describe your experience evaluating partners/providers to assure compliance with WIOA, regulations, state and local policies. How would you implement a similar evaluation system under this RFP?
- j. Reporting: Describe proposed detail and summary reporting formats and frequency of reports that will be submitted to the NETLWDB/AB&T and its stakeholders. Provide examples by attachment to component narrative. These do not count into the 30 page limit for the OSO component.
- k. Provide a chart and description of your plan for information/report flow to

ensure that all stakeholders including staff, partners, subrecipients and NETLWDB/AB&T and others will receive timely, accurate and thorough information/reports.

- I. Describe how outreach activities impact and contribute to WIOA participant enrollment, provide anticipated projections.

5. Financial/Fiscal

- a. Describe your fiscal/accounting systems and your experience with managing federal/state grant funds. Include an explanation of any audit findings in the past two years.
- b. Describe how your organization will manage cash flow with a reimbursement contract.
- c. Describe your organization's process for tracking, invoicing, and reporting expenditures by grant, AJC location, cost classification, and line item to facilitate required reporting. Also, describe your process for tracking expenditures to ensure that no over obligation of funds occurs.
- d. Provide an itemized budget to support the proposal, see Attachment B.1. Include a narrative to explain all budgetary items. Budget range is estimated at \$1,000,000 to \$1,500,000 for the contract period. This range is for One-Stop Operator AND Title I Career Service Provider. These are estimates only. Actual award amount may differ depending upon final funding allocations. Base your budget request upon your plan of service delivery. The proposed budget must be adequate for the scope of work presented in the RFP. Direct participant costs should be budgeted separately and are in addition to the funds listed above. See budget worksheet(s).
- e. Federal, State and local policies require certain minimum benchmarks be attained each program year as follows:
 - i. 80% of all formula funds must be obligated by June 30 of each year. How will your organization assist the local area in meeting this metric?
 - ii. As of the date of the release of this RFP, 40% of all program expenditures must be direct participant costs. How will your organization ensure compliance with this metric?
 - iii. 20% of all youth program expenditures must be for work experience activities. How will your organization help ensure compliance with this metric?
 - iv. Due to State of TN Youth Service Waivers, up to 50% of youth funds may be utilized for in school youth services. How will your organization ensure that youth funds are in compliance with this metric?
- f. Describe how you will help, in coordination with the Title I Career Services Provider, ensure an efficient use of the WIOA funds while maximizing services provided for Adults, Dislocated Workers, and Youth.

6. Welcome Function Facilitation

- a. Describe your plan to coordinate staffing, curricula, and the optimum

customer flow process in the AJCs as it relates to the Welcome Function. Provide any differences when using “shared” staff versus assigned partner staff.

- i. Targeted Populations: Describe how Welcome Function staff will provide outreach, intake, registration and orientation to WIOA services, including any planned adaptations for targeted populations.
- ii. In coordination with the defined AJC process, describe how the Welcome Function staff will provide an initial assessment and referral to appropriate services.
- iii. Performance: Provide an overview of knowledge and abilities Welcome Function staff will possess (or will be trained for) to provide assistance in the AJC Resource Room, including but not limited to labor exchange services, provision of labor market information, labor market employment statistics, performance information about eligible providers and performance information.

2.2 Title I Career Service Provider

The proposal for Title I Career Service Provider should provide a detailed explanation for each of the following questions:

1. Organization Background

- a. Provide a brief description and history of your organization.
- b. Include an overview of your mission/vision and how it relates to this component/RFP.
- c. Provide a summary of your past experience, or similar services, related to this component of the RFP, including any unique expertise that distinguishes your organization to provide this service.
- d. Describe resources your agency can bring to the workforce system.
- e. Include a detailed staffing plan, including number, qualifications, job descriptions, intent to use current staff (include job titles and resumes) or to hire new staff, etc. to provide services described herein. Include an organizational chart and the relationship to your current organizational structure. In order to be considered responsive, a bidder must provide an organizational chart.
- f. Provide a plan of implementation, including onboarding of staff, initial and ongoing training, coordination with current provider, adaption of local policies and relationship with the NETLWDB (administrative entity and fiscal agent).
- g. Describe your experience in oversight of staff teams, multi-organizational staff and experience in developing and delivering technical assistance.
- h. If your organization is bidding on both components, include a narrative of your proposed firewall to avoid conflicts of interest.

2. Outreach, Physical and Programmatic Accessibility and Confidentiality

- a. Describe how you will assure that services are accessible to all jobseekers and employers, including areas with high poverty and transportation barriers in rural communities.
- b. Include location and scope of any proposed affiliates, specialized centers, access locations and/or other venues to provide services, other than those provided by the NETLWDB/AB&T.
- c. Describe your organization's outreach and enrollment methods to reach target populations to promote AJC Services. Be specific as to the actual outcomes.
- d. Explain and justify the service models that will be used to serve traditionally underserved participants and employers to assure access to the AJC.
- e. Include a description for meaningful access and adaptation for customers with disabilities.
- f. What are your planned hours of operation for each AJC? If less than full-time, explain how customers and stakeholders will be made aware of the

schedule and how services will continue at current or higher level with reduced hours. Note: Fulltime Title I presence is required in Comprehensive and Affiliate AJC. If Title I will be less than full-time, provide justification for a Specialized AJC. Confirm that your agency will comply with State of TN holiday schedule.

- g. What is your agency's approach to management of information systems, connectivity and confidentiality? Attach, or include, a privacy policy. **Note:** The State of Tennessee and its LWDA's all use the Virtual One-Stop (VOS) system. Include any specific experience with VOS/Jobs4TN or similar systems.
- h. Describe how your agency will work with the NETLWDB/AB&T to identify technology and occupancy needs to assure customers have a professional, efficient and effective environment.
- i. Describe your plan for supervision, including local/on-site, functional and direct.

3. Services, Partnerships & Community

- a. Describe your plan/method for community and business outreach.
- b. Describe your organization's experience in outreach methods to reach target populations. Be specific as to the actual outcomes. Include any specialized marketing to utilize in both rural and urban areas.
- c. Describe your experience in utilizing Labor Market Information, fiscal, and other workforce data sources to develop estimates of the number of adults, dislocated workers and youth to be served in a fiscal year. Include new enrollment targets for each.
- d. Eligibility: Describe your experience and explain how you will train staff to determine WIOA eligibility and enter eligibility and other customer information into VOS/Jobs4TN.
- e. Targeted Populations: Describe how you will provide orientation to WIOA services, including any planned adaptations for targeted populations.
- f. Describe your organization's experience in providing WIOA and the menu of job seeker services including, but not limited to assessment, training, determination of supportive service needs, assistance with employment/post-secondary based on population served, and follow-up. Include detail of customer flow.
- g. Case Management: Describe case management and how you will ensure that participants are receiving the highest quality contact and assistance toward their goals and how WIOA services will assist customers in locating and retaining employment.
- h. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for adults, dislocated workers, and youth.
- i. Describe how you will work with required partners, and others co-located at the American Job Center, including leveraging funds for the system by co-enrolling appropriate customers.
- j. Describe how you will interact with youth with regard to the 14 required youth elements. Complete the 14 Element Chart for proposed service provision, attached.
- k. Describe your proposed in school and out of school youth programming.
- l. Explain how you will incorporate work-based learning for youth as a major focus.

Include the target number and estimated duration.

- m. Explain how you will incorporate work experience and attain required 20% threshold.
- n. Describe how your agency will work with the NETLWDB/AB&T, other subrecipients and partners to obtain and maintain One-Stop Certification.
- o. Describe outreach methods and program design to meet the needs of these special populations: 1. Rural Communities, 2. Re-entry Population, 3. Substance Abuse/Opioid Epidemic, and 4. Career Technical Education.

4. Quality, Performance, Data and Reporting

- a. Describe your organization's experience in tracking and reporting discrete participant activities while at the same time ensuring full compliance with Personal Identifiable Information (PII).
- b. Performance: Describe your strategy to meet or exceed the LWDA's performance goals for this RFP. How will your organization manage measurement, achievement, and documentation of performance standards? Include specific performance targets related to State and Federal Performance Measures.
- c. Reporting: Describe proposed detail and summary reporting formats and frequency of reports that will be submitted to the NETLWDB/AB&T and its stakeholders. Provide examples by attachment to component narrative. These do not count into the 30 page limit for the OSO component.
- d. How will you ensure, in coordination with the OSO, that timely, accurate and thorough communication/reports occur?
- e. Eligibility: Describe your experience in reviewing WIOA eligibility determinations of program participants, in accordance with data verification and validation, to ensure that individuals are eligible to be enrolled and to receive all available, appropriate, and allowable services under WIOA. How would you implement a similar system under this RFP?
- f. Describe how your organization will implement customer satisfaction and quality management system reviews.

5. Financial/Fiscal

- a. Describe how your organization will manage pass-through payments to vendors, training providers, and participants to assure that needs are met timely. Payments will include training/support service payments made directly and/or on behalf of participants, including, but not limited to Transitional Work Experience, Individual Training Accounts, Supportive Services and other direct participant costs identified by the NETLWDB.
- b. Include how often payments will be made (weekly, monthly, etc.) and methods of payments (check, direct deposit, gas card, etc.)
- c. Include a proposed schedule to invoice NETLWDB/AB&T for reimbursement to manage cash flow, no less than monthly.
- d. Describe in detail the process that will be used to ensure that no over obligation of funds occurs. Describe the process and schedule you will use to reconcile expensed, obligations and encumbrances and other projected cost. Describe how this information will be reported to AB&T, the Fiscal Agent.

- e. Describe how your organization will utilize the VOS/Jobs4TN system, (and any other) for tracking and reporting Direct Costs.
- f. Provide an itemized budget to support the proposal, see Attachment B.1.
- g. Include a narrative to explain all budgetary items. Budget range is estimated at \$1,000,000 to \$1,500,000 for the contract period. This range is for One-Stop Operator AND Title I Career Service Provider. These are estimates only. Actual award amount may differ depending upon final funding allocations. Base your budget request upon your plan of service delivery. Direct participant costs should be budgeted separately and are in addition to the funds listed above. See budget worksheet(s). The proposed budget must be adequate for the scope of work presented in the RFP.
- h. Describe your fiscal/accounting systems and your experience with managing federal/state grant funds. Include an explanation of any audit findings in the past two years.
- i. Describe how your organization will manage cash flow with a reimbursement contract.
- j. Federal, State and local policies require certain minimum benchmarks be attained each program year as follows:
 - i. 80% of all formula funds must be obligated by June 30 of each year. How will your organization assist the local area in meeting this metric?
 - ii. As of the date of the release of this RFP, 40% of all program expenditures must be direct participant costs. How will your organization ensure compliance with this metric?
 - iii. 20% of all youth program expenditures must be for work experience activities. How will your organization help ensure compliance with this metric?
 - iv. Due to State of TN Youth Service Waivers, up to 50% of youth funds may be utilized for in school youth services. How will your organization ensure that youth funds are in compliance with this metric?
- k. Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for Adults, Dislocated Workers, and Youth.

3. Submission & Evaluation

3.1. Response Requirements and Format

The Executive Summary (2 pages only) must be submitted on the organization's letterhead and must provide:

- A highlight of the organization's qualifications for delivering WIOA-funded services, including the number of years it has successfully provided services, description of the organization, mission and vision statements, description of relevant experience of the organization within the past five years in providing comparable services as described in this RFP. Describe any special qualifications or expertise that may distinguish the entity's programs and services from other agencies.
- A concise description of the proposed program, including the number of customers to be served (explain how this number was determined), existing partnerships and,

- if applicable, the occupations in which training is planned.
- Statement of entities intentions regarding employees displaced from previous OSO/Title I Service Provider subrecipient.
- The amount of WIOA funding requested.

Bidders have the option of bidding on One-Stop Operator and/or Title I Career Service Provider. Each component's Scope of Work should be completed entirely. Each proposal should include the following documents in this specific order and clearly headed/labeled:

- Attachment A. Cover Sheet, Proposing Entity Information Form
- Executive Summary (2 page limit)
- Proposal (Scope of Work) **must follow** numbering, headings and sequential lettering in the answer to the questions in the RFP, as listed in Section 2: Scope of Work (limit 30 pages per component)
- Organizational Chart and other Requested Charts
- Attachments B.1 and/or B.2 Budget Form(s) & Narrative
- Attachment C. Conflict of Interest Form
- Attachment D. Reference Form and Letters
- Attachment E. Statement of Certification and Assurance
- Two (2) Years of Audited Financial History (A Summary/Overview Letter or Sheet stating audit status is preferred. Full audit must be made available upon request)
- Documentation of registration for private, for-profit, or non-profit organizations (if applicable)

Organizations that bid on both components are not required to submit duplicate materials, such as:

- Attachment A. Cover Sheet
- Executive Summary
- Attachment C. Conflict of Interest Form
- Attachment E. Statement of Certification and Assurances
- Two (2) Years of Audited Financial History

Form of Submissions

- **All proposals must be submitted in electronic form (email or flashdrive)**. It is the proposing entities responsibility to ensure that email proposals are received. Paper submission is optional.
- Proposals may be hand delivered, mailed or emailed. Emailed proposals should be sent to Ginger Lyons at glyons@ab-t.org, copy April Shaffner at ashaffner@ab-t.org, subject line: WIOA RFP. Hand delivered or mailed proposals will be date and time stamped as proof of timely submittal. Proposals received after the due date and time will be deemed non-responsive and will not be accepted.

Proposals may be mailed to:

Proposals may be hand delivered to:

Alliance for Business and Training
ATTN: RFP
P.O. Box 249
Elizabethton, Tennessee 37644-0249

Alliance for Business and Training
ATTN: RFP
386 Highway 91
Elizabethton, Tennessee 37643

- The signatory authority must have the legal right to enter into contracts for the submitting entity.
- Single-sided printing (if submitted on paper)
- Numbered pages, one inch margins, 12-point font, double spaced
- Do not staple, punch holes, use folders, or bind copies in any way, other than with removable binder clips or paperclips.
- Originals, attachments, copies and flash drive of the proposals should be submitted together, labeled on the outside, One-Stop Operator and/or Title I Career Service Provider, date of submission, and name of Respondent.

3.2. Evaluation and Award

Evaluation: Applications will be evaluated by a team of reviewers which may include Local Elected Officials, Board Members, and/or partners. NOTE: All responses will be redacted to remove identifying information (logos, organizational name, brand name, etc.) to ensure respondent anonymity during the review/evaluation process.

Non-Responsive: 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 exceeds specified limit or is inadequate as measured by criteria stated in the RFP, or if the proposal is clearly not within the scope of the project described and required in the RFP. Subject to applicable laws and regulations, the NETLWDB/AB&T reserves the right to cancel this solicitation at any time.

Review: The NETLWDB/AB&T's review team may 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 may be evaluated. The review team may perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, the NETLWDB/AB&T review team 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.

Scoring: All proposals will be scored according to the evaluation criteria included in this RFP. The NETLWDB/AB&T is not required to contract with the entity submitting the lowest bid. NETLWDB will follow the uniform guidance. The contract will be awarded based on the most responsible and responsive bidder to this RFP. The award may be negotiated at the discretion of the NETLWDB/AB&T or made on the basis of the initial bid/offer received, without discussions or requests for best and final offers. Proposals that do not meet minimum standards and/or proposals that fall below 70 points on the scoring scale, will not be considered for funding.

Each required response portion of the scoring matrix is worth the following amount of points:

One-Stop Operator Required Response	Points
1. Organization Background	10
2. Outreach, Physical and Programmatic Accessibility and Confidentiality	15
3. One-Stop Operator Coordination, Partnerships & Community	15
4. Quality, Performance, Data & Reporting	20
5. Financial/Fiscal	20
6. Welcome Function	20
TOTAL	100

Title I Career Service Provider Required Response	Points
1. Organization Background	15
2. Outreach, Physical and Programmatic Accessibility and Confidentiality	15
3. Service for Job Seekers, Partnerships & Community	25
4. Quality, Performance, Data & Reporting	20
5. Financial/Fiscal	25
TOTAL	100

Pass/Fail Items: All requested items such as the executive summary and attachments are considered pass/fail. Failure to include all requested items may result in non-compliance to respond fully to the RFP and be considered non-responsive, thus not eligible to be considered for award.

3.3. Fiscal Review

The NETLWDB/AB&T will conduct a fiscal review of all qualified proposals. The NETLWDB/AB&T will review proposal budgets, agency audits, and responses to questions related to fiscal operations. The NETLWDB/AB&T reserves the right to review and request further information regarding the respondent’s financial situation. The NETLWDB/AB&T 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.

3.4. Review Committee/Conflict of Interest

Each member of the Review Committee will complete and sign a Conflict of Interest Disclosure Statement before participating in the review and scoring of proposals. Committee members are excluded from participating in the process of any RFP review

with which they have a conflict of interest. No member of the Board or any 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 NETLWDB, any CLEO, any member of the AB&T Board, or any employee of AB&T, except through the process for asking questions as identified in the RFP, for purposes of discussing or lobbying on behalf of an entity's proposal. This contact includes written correspondence, telephone calls, personal meetings, email messages, or other forms of personal contact. The NETLWDB/AB&T will reject proposals of entities who violate this condition.

3.5. 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, by mail, a written letter of request to this effect to Kathy Pierce, Executive Director, NETLWDB/AB&T, P.O. Box 249, Elizabethton, TN 37644. Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

3.6. Duplication of Services

Funds provided under this RFP shall not be used to duplicate facilities or services available in the area (with or without reimbursement) from the Federal, State or local sources, unless it is demonstrated that alternative services or facilities would be more effective or more likely to achieve the local workforce development area's performance goals.

3.7. Disallowed Costs and Cancellations

Successful Respondents must accept liability for all aspects of any WIOA program conducted under the contract with NETLWDB/AB&T. Entities will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted. NETLWDB/AB&T reserves the right to cancel an award immediately if a new state or federal regulation or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.

3.8. Accessibility and Equal Opportunity

NETLWDB/AB&T is committed to equal access for all customers to all services. All subrecipients must ensure equal opportunity to all individuals. No individual in the Northeast TN Local Workforce Development Area 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 subrecipient 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."

REFERENCES

More information about the following can be located on their respective websites:

Workforce Innovation and Opportunity Act Final Regulations

<https://www.federalregister.gov/documents/2016/08/19/2016-15975/workforce-innovations-and-opportunity-act>

Northeast Tennessee Local Workforce Development Board, policies and procedures:

<https://www.netlwdb.org/>

Tennessee Department of Labor & Workforce Development: <https://www.tn.gov/workforce.html>

U.S. Department of Labor (WIOA):<https://www.doleta.gov/wioa/>

WIOA Technical Assistance <https://www.tn.gov/workforce/general-resources/program-management/program-management-redirect/workforce-services-redirect/wioa-technical-assistance.html>

Workforce Services Guidance – Persons Defined as ‘Low-Income Individuals’

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WorkforceServicesGuidance-PersonsDefinedasLow-IncomeIndividuals.pdf>

US Department of Labor, Employment and Training Administration, Training Employment and Guidance Letter (TEGL) WIOA No. 15-16

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16_Acc.pdf

Guidance on the Handling and Protection of Personally Identifiable Information (PII)

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_39_11_Acc.pdf

Workforce Services Policy - One-Stop Certification TN-WIOA (18-3)

[https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/\(18-3\)WorkforceServicesPolicy-OneStopCertification.pdf](https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/(18-3)WorkforceServicesPolicy-OneStopCertification.pdf)

Workforce Services Policy – One-Stop System Design TN-WIOA (18-4)

[https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/\(18-4\)WorkforceServicesPolicy-One-StopSystemDesign.pdf](https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/(18-4)WorkforceServicesPolicy-One-StopSystemDesign.pdf)

Workforce Services Policy – Minimum Participant Cost Rate (MPCR)

[https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/\(17-11\)%20Workforce%20Services%20Policy%20-%20Minimum%20Participant%20Cost%20Rate-2.pdf](https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/(17-11)%20Workforce%20Services%20Policy%20-%20Minimum%20Participant%20Cost%20Rate-2.pdf)

Performance and Results <https://www.doleta.gov/performance/>

Final Regulations (20 CFR Part 681) <https://www.gpo.gov/fdsys/pkg/FR-2016-08-19/pdf/2016-15975.pdf>

TN-WIOA (17-2) Conflict of Interest Policy

https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/Completed_WFS_Policy_-_Conflict_of_Interest_-_WIOA.PDF

TN-WIOA (16-12) One Stop Delivery & Design System

https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WFS_Policy_-_One-Stop_Delivery_and_Design_System_-_WIOA_2017.pdf

Workforce Services Guidance - One-Stop Operator and Career Services Provider Contracts – WIOA

<https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WorkforceServicesGuidance-OSOandCSPContracts.pdf>

Workforce Services Guidance - Youth Program Service Design

https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/WFS_Guidance_Youth_Program_Service_Design.pdf

Workforce Services Policy – Youth Eligibility (18-5)

[https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/\(18-05\)WorkforceServicesPolicy-YouthEligibility.pdf](https://www.tn.gov/content/dam/tn/workforce/documents/ProgramManagement/(18-05)WorkforceServicesPolicy-YouthEligibility.pdf)

Attachment A: Cover Sheet, Proposing Entity Information Form

Legal Name of Agency	
Number of Years in Business	
Identifier	FEIN#
	DUNS#
Type of Organization	
Organization's Primary Address	Address
	City/State/Zip
	Website URL
Address of Local Office if different from Primary Address above	Address
	City/State/Zip
	Website URL
Principal of Agency (President/CEO/Executive Director)	Name
	Title
	E-mail Address
	Phone
Programmatic Contact Person	Name
	Title
	E-mail Address
	Phone
Funding Amount Requested	
Signatory Authority (may sign electronically if emailed for signatory authority account)	
Acknowledgement that Proposing Entity is up-to-date on taxes and not currently debarred or suspended by signature.	

Please indicate which your organization is pursuing

_____ One-Stop Operator
 _____ Title I Career Service Provider
 _____ Both

Proposed Budget Amount:

_____ One-Stop Operator
 _____ Title I Career Service Provider

Budget range is estimated at \$1,000,000 to \$1,500,000 for the contract period. These are estimates only. Actual award amount may differ depending upon final funding allocations. This range is for One-Stop Operator AND Title I Career Service Provider. Base your budget request upon your plan of service delivery.

Additional funding modification may be required during contract period based upon fund availability and may increase/decrease based upon written notification to subrecipient by Fiscal Agent.

Attachment B.1. One-Stop Operator Budget

Salaries (OSO Staff)	\$
Benefits (OSO Staff)	\$
Travel	\$
Supplies (shared all AJCs)	\$
Operational (supplies, communication, etc.)	\$
Subtotal Program	\$
Indirect	\$
TOTAL BUDGET REQUEST	\$

Budget range is estimated at \$1,000,000 to \$1,500,000 for the contract period. This range is for One-Stop Operator AND Title I Career Service Provider. These are estimates only. Actual award amount may differ depending upon final funding allocations. Base your budget request upon your plan of service delivery. The proposed budget must be adequate for the scope of work presented in the RFP.

Budget Narrative: Please provide a detailed explanation for each budget line item to justify the cost. Examples of explanations include job titles, wage rate, hours worked/charged, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or program costs. Bidders should include the cost of earned annual leave and sick leave during the period of the contract. Benefits are subject to negotiation. No travel expenses may be claimed for commute to/from "official station." Travel expenses may be claimed from the official station. Successful bidders must follow state of TN travel policies.

All funding of this RFP is contingent upon the NETLWDB/AB&T and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the NETLWDB/AB&T. Any such increase or decrease may result in a change to the scope of work.

At no time can indirect cost exceed 10% of allowable costs.

Attachment B.2. Title I Career Service Provider Budget

Salaries	\$
Benefits	\$
Travel	\$
Operational (supplies, communication, etc.)	\$
Subtotal	\$
Indirect	\$
Subtotal Budget Request	\$
Direct Participant (pass-through award payment to vendors, training providers, and participants)	TBD
TOTAL BUDGET REQUEST	\$

Budget range is estimated at \$1,000,000 to \$1,500,000 for the contract period. This range is for One-Stop Operator AND Title I Career Service Provider. These are estimates only. Actual award amount may differ depending upon final funding allocations. Base your budget request upon your plan of service delivery. The proposed budget must be adequate for the scope of work presented in the RFP.

Budget Narrative: Please provide a detailed explanation for each budget line item to justify the cost. Examples of explanations include job titles, wage rate, hours worked/charged, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or program costs. Bidders should include the cost of earned annual leave and sick leave during the period of the contract. Benefits are subject to negotiation. No travel expenses may be claimed for commute to/from "official station." Travel expenses may be claimed from the official station based on TN travel regulations.

Direct Participant Budget: The NETLWDB/AB&T will award direct participant funds to the successful bidder for payment to vendors, training providers and participants effective June 28, 2019 through June 30, 2020 as a pass-through budget line item. Direct Participant Funds are available once the total available funds are determined and the required 40% MPCR is calculated. As pass-through funds, Direct Participant funds are not a required bid item.

All funding of this RFP is contingent upon the NETLWDB/AB&T and/or partner agreements having fund availability and may change based on increase/decrease in allocations, de-obligation of funds, new initiatives, and decisions of the NETLWDB/AB&T. Any such increase or decrease may result in a change to the scope of work.

At no time can indirect cost exceed 10% of allowable costs.

Attachment 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 NETLWDB/AB&T 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 (Individuals related by blood, marriage or decree of court including but not limited to: spouse, parent, child, sibling, grandparent, aunt, uncle, cousin, niece, nephew, parent-in-law, brother-in-law, and sister-in-law), 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. NETLWDB/AB&T reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

Signatory Authority Name

Signature

Date

Bidders should only complete this form once per entry.

Attachment D. References

Bidders are required to provide three letters of references or contact information for reference of who can verify their experience, along with a contact phone number or email. References should be for experience in the past 5 years.

Reference Name, Title, Organization and Address	Phone and Email
1.	
2.	
3.	

List agency contact information for all current contracts or contracts for the past three (3) years. Do not duplicate those listed as references.

Name, Title, Organization and Address	Phone and Email
1.	
2.	
3.	

Attachment E. Statement of Certifications and Assurances

The Respondent must sign and complete the Statement of Certifications and Assurances below as required, and it must be included as an attachment to the Response.

The Respondent does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Respondent will comply with all of the provisions and requirements of the RFP.
2. The Respondent will provide all services as defined in the RFP.
3. The Respondent, except as otherwise provided in this RFP, accepts and agrees to all terms and conditions set out in the RFP.
4. The Respondent acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the Contract.
5. The Respondent will comply with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
 - (e) and, the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the response submitted to this RFP is accurate.
7. The response submitted to this RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the NETLWDB/AB&T as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subrecipient, or consultant to the Respondent in connection with this RFP or any resulting contract.
9. The Respondent affirms the following statement, as required by the Iran Divestment Act Tenn. Code Ann. § 1212-111: "By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to §12-12-106." For reference purposes, the list is currently available online at: <http://www.tn.gov/generalservices/article/PublicInformation-library>.

By signing this Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Respondent (if an individual) or the Respondent's company *President or Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the Respondent.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE RESPONDENT

SIGNATURE _____

PRINTED NAME & TITLE _____

DATE _____

RESPONDEND LEGAL ENTITY NAME _____

APPENDIX F: YOUTH SERVICE ELEMENT DELIVERY PLAN MATRIX

Element	Check if your agency is directly providing this element.	If your agency is NOT directly providing this element, identify who you will be partnering with to provide this required element.	Check if Memorandum Of Understanding (MOU) is in place.
1. Tutoring, study skills training, instruction, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized postsecondary credential.			
2. Alternative secondary school services or dropout recovery services.			
3. Paid and unpaid work experiences, including summer employment opportunities, internships, pre-apprenticeship programs, job shadowing and on the job training opportunities.			
4. Occupational skills training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations.			
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.			
6. Leadership development opportunities.			
7. Supportive services.			
8. Adult mentoring for a duration of at least 12 months.			
9. Follow-up services for a minimum 12-month period.			
10. Comprehensive guidance and counseling activities, including drug and alcohol abuse counseling, and referral if appropriate.			
11. Financial literacy education.			
12. Entrepreneurial skills training.			
13. Services that provide labor market and employment information about in-demand industry sectors and occupations.			
14. Activities that help youth prepare for and transition to postsecondary education and training.			

APPENDIX G: PARTICIPANT FILE ACCEPTANCE ACKNOWLEDGEMENT

As an authorized signatory for _____,
proposing entity for the delivery of Title I Career Services Provider for Adults, Dislocated
Workers and Youth in the Northeast Tennessee Local Workforce Development Area,
we agree to accept and provide service to all currently enrolled and exited participants
in following up for the local area. We understand the continuity of services to those in
need should remain the priority.

We agree to work with the NETLWDB/AB&T to reach a solution on any issues arising
from the negligence of a previous provider in following the requirements of WIOA as it
related to the delivery of services. The awarded entity will have 45 days from the
contract start date to review and report any participant file issues for which it requests
consideration of a hold harmless provision as it relates to the local monitoring. Further,
we understand we will not bear liability for any disallowed costs arising from a previous
provider's negligence.

Proposing Entity Signatory Authority

Printed Name and Title

Date

APPENDIX H: ROLE OF THE ONE-STOP OPERATOR

Coordinate Functional Alignment & Manage Operational Resources

The One-Stop Operator's primary role is to coordinate multiple American Job Center partners and service providers throughout Northeast TN LWDA to assure functional alignment of services and management of operational resources; conduct quality review of partner and service provider activities; and facilitate the Welcome Function at the AJC, including supervision of shared Welcome Function staff at larger AJCs if needed.

Interested bidders should:

- (a) Oversee management of One-Stop Centers and service delivery;
- (b) Evaluate performance of the One-Stop Center Partners/Providers and implement required actions in consultation with the NETLWDB/AB&T to meet performance standards;
- (c) Evaluate various customer experiences (including but not limited to employer, job seekers, and partner staff);
- (d) Ensure coordination of partner programs;
- (e) Act as liaison between the LWDB (Executive Director) and AJC;
- (f) Define and provide means to meet common operational needs (e.g. training, technical assistance, additional resources, etc.);
- (g) Oversee full implementation and usage of all State systems in the AJC;
- (h) Design the integration of systems and coordination of services for the site and partners;
- (i) Plan and report responsibilities for partners and staff;
- (j) Write and maintain business plan (RFP Response included in Contract will meet this requirement);
- (k) Market AJC services in coordination with NETLWDB/AB&T;
- (l) Facilitate the sharing of data;
- (m) Integration of available services and coordination of programs for the site with all partners.

Conduct Quality Review – Quality control is an on-going activity focused on continuous improvement, efficiency and effectiveness, and adherence to policy and procedures for all partners. Responsibilities of the One-Stop Operator include, are but not limited to:

- (a) Reviewing the Memorandum of Understanding to ensure WIOA compliance;
- (b) Encouraging continuous improvement in the AJCs;
- (c) Completing and submitting One-Stop Certification applications for comprehensive, affiliate, and specialized AJCs to the NETLWDB for certification;
- (d) Reviewing eligibility determinations of program participants to ensure that individuals enrolled are receiving the provided services;
- (e) Ensuring access to services;

- (f) Evaluate partners/providers to assure compliance and submitted reports to NETLWDB/AB&T.

Facilitate Welcome Function – An additional role of the One-Stop Operator is to supervise “shared” staff in the Welcome Function and coordinate other partner staff in the role, when “shared” staff are not available.

- (a) Staff responsibilities will include, but not be limited to, greeting customers, conducting initial assessments, overseeing the resource room/computer lab, ensuring applicants register for jobs4TN.gov, and offering basic career services (see below) as appropriate to the service delivery model of the proposing agency.
- (b) Staff may be full-time or part-time based on need and budget limitations.
- (c) The cost of Welcome Function staff will be reimbursed to the subrecipient by the NETLWDB/AB&T; however, costs will ultimately be charged to partners through the Memorandum of Understanding and Infrastructure Funding Agreement as “shared” staff.
- (d) If “shared” staff are not present in an AJC and/or not available during all business hours, the One-Stop Operator will coordinate appropriate partners to provide the Welcome Function.

APPENDIX I: ROLE OF THE TITLE I CAREER SERVICE PROVIDER

Provide Services for eligible WIOA Adults, Dislocated Workers and Youth, and others identified by the NETLWDB/AB&T – The Title I Career Service Provider component is to hire and supervise staff to provide or arrange for the provision of various career, training and necessary supportive services as outlined below for eligible WIOA Adults, Dislocated Workers, and Youth (including providing and/or arranging for the 14 youth elements and work based learning) and other partner programs identified by the NETLWDB/AB&T, such as Re-Employment Services and Eligibility Assessments (RESEA) program. This component includes, but is not limited to, recruitment and eligibility determination of customers, developing a service plan, enrollment, referral to appropriate services, authorizing and/or arranging for funding of direct training and/or support services and maintaining follow-up with the customer to track and assure performance.

(a) Career Services

- (i) **Basic career services** must be made available and, at a minimum, must include the following services, as consistent with allowable program activities and Federal cost principles:
 1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
 2. Outreach, intake and orientation to information and other services available through the one-stop delivery system;
 3. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
 4. Labor exchange services, including:
 - a. Job search and placement assistance, and, when needed by an individual, career counseling, including:
 - i. Provision of information on in-demand industry sectors and occupations;
 - ii. Provision of information on nontraditional employment;
 - b. Appropriate recruitment and other business services (in coordination with NETLWDB/AB&T Business Services) on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;
 5. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs;
 6. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - a. Job vacancy listings in labor market areas;
 - b. Information on job skills necessary to obtain the vacant jobs listed; and
 - c. Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
 7. Provision of performance information and program cost information on eligible

- providers of training services by program and type of providers;
8. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one stop delivery system;
 9. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care, child support, medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program, benefits under SNAP, assistance through the earned income tax credit, and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
 10. Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. "Meaningful assistance" means:
 - a. Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - b. Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

The costs associated in providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.
 11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- (ii) **Individualized career services** must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:
1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include
 - a. Diagnostic testing and use of other assessment tools; and
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
 2. Development of an individual employment plan (IEP), to identify the educational and/or employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers, as described in 20 CFR § 680.180;
 3. Group counseling;
 4. Individual counseling;
 5. Career planning;
 6. Short-term pre-vocational services including development of learning skills,

- communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
7. Internships and work experiences that are linked to careers, as described in 20 CFR § 680.170;
 8. Workforce preparation activities;
 9. Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and 20 CFR § 681.500;
 10. Out-of-area job search assistance and relocation assistance; and
 11. English language acquisition and integrated education and training programs.

(b) Follow-up services must be provided, as appropriate, including: counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

(c) Training Services – in compliance with WIOA, training services may include:

- (i) occupational skills training, including training for nontraditional employment;
- (ii) on-the-job training;
- (iii) incumbent worker training;
- (iv) programs that combine workplace training with related instruction, which may include cooperative education programs;
- (v) training programs operated by the private sector;
- (vi) skill upgrading and retraining;
- (vii) entrepreneurial training;
- (viii) transitional jobs;
- (ix) job readiness training provided in combination with other services (1-8);
- (x) adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described in 1-7; and
- (xi) customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

(d) Youth Services -

Title I Career Service staff will be responsible for recruitment, WIOA eligibility, enrollment and applicable youth service elements listed below.

(i) **Youth Service Elements:**

1. Local programs must make each of the following 14 services available to youth

participants (WIOA sec. 129(c)(2)):

- a. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential;
- b. Alternative secondary school services, or dropout recovery services, as appropriate;
- c. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - i. Summer employment opportunities and other employment opportunities available throughout the school year;
 - ii. Pre-apprenticeship programs;
 - iii. Internships and job shadowing; and
 - iv. On-the-job training opportunities;
- d. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area;
- e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
- f. Leadership development opportunities, including community service and peer centered activities encouraging responsibility and other positive social and civic behaviors;
- g. Supportive services, including the services listed in 20 CFR §681.570;
- h. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation;
- i. Follow-up services for not less than 12 months after the completion of participation, as provided in 20 CFR §681.580;
- j. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;
- k. Financial literacy education;
- l. Entrepreneurial skills training;
- m. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- n. Activities that help youth prepare for and transition to post-secondary education and training.

Payment of Training and Support Services

In addition to arranging for training and support services, the Title I Career Service Provider will be responsible for payments made directly to the participant or on behalf of the participant to vendors and training providers for the provision of training and support services. Examples include, but are not limited to:

- (a) Youth and Transitional Work Experience wages and applicable taxes/Worker's Compensation;
- (b) Individual Training Accounts to Eligible Training Providers;
- (c) Supportive Services such as uniforms, tools, etc.;
- (d) Other payments on behalf of participants as deemed appropriate and funded by the NETLWDB/AB&T.

The subrecipient will be required to adhere to all TDLWD policies and procedures.

The NETLWDB/AB&T will award direct participant funds to the successful bidder for payment to vendors, training providers and participants effective June 28, 2019 through June 30, 2020 as provided in this RFP. The Direct Participant line item will be increased/decreased via contract modification based on available funds and training needs as determined by the NETLWDB/AB&T. As pass-through funds, Direct Participant funds are not a required bid item.

NOTE: The NETLWDB/AB&T will provide the Business Service Function, including engaging employers to provide training and employment opportunities for AJC job seeker customers. The Title I Service Provider and other partners will be responsible for eligibility and case management of the participants referred to employers for training and/or employment. The NETLWDB/AB&T will retain direct participant funds to be paid to employers for on-the-job training, incumbent worker training, apprenticeships, customized training, etc. as part of its Business Service function. Additionally, the NETLWDB/AB&T will retain funds set-a-side for special projects/initiatives.

The Subrecipient must:

- Utilize the Jobs4TN/Virtual One-Stop (VOS) State participant management system to record participant eligibility, enrollment, service strategy and related case management services. State and NETLWDB/AB&T deadlines for data entry must be met. Additional systems may be utilized in addition to VOS; however, VOS is the official record of activity and direct participant payment.
- Pay all vendors, training providers and participants in a timely manner. The Proposal must include time period and method of payments, such as will participants be paid weekly or every two weeks and by check or direct deposit. Timing of payments to and on behalf of participants should take into consideration they are generally low income and need funds to participate in the program.
- Submit an invoice to the NETLWDB/AB&T by the 10th of each month seeking reimbursement for payments made to vendors, training providers and participants. This invoice must be accompanied by all required supporting documentation of expenditures.