

Economic Growth Region 7

Request for Proposals For Workforce Investment Act (WIA) Title 1B Funding To Support the Delivery of WorkOne Services in Western Indiana

Service Delivery Period: July 1, 2008 – June 30, 2010

RFP Release Date:	April 1, 2008
Mandatory Bidders Conference:	April 11, 2008
Bidder Questions Deadline:	April 16, 2008
Proposal Submission Deadline:	April 29, 2008
Bidder Interviews:	May 5-7, 2008
Award Notification:	No later than May 21, 2008
Contract Effective Date:	No later than June 6, 2008

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Section 1: General Information and Purpose of this Proposal

Part A. - General Information

Workforce Network, Inc. is a 501(c)(3) corporation procured by the Economic Growth Region (hereafter referred to as EGR) 7 Regional Workforce Board, Inc., to serve as the Regional Operator; as Regional Operator, Workforce Network, Inc. is responsible for the administration and oversight of workforce development and employment and training activities in EGR 7. The Region is composed of Clay, Parke, Putnam, Sullivan, Vermillion and Vigo counties in Indiana with a labor force of approximately 104, 430.

At the direction of Regional Workforce Board, Workforce Network is seeking proposals for the provision of Title 1B Workforce Investment Act services in EGR 7. These services will be delivered in accordance with “Indiana’s Two Year Strategic Plan”. This plan outlines the Indiana Department of Workforce Development’s vision for the delivery of Workforce Investment Act, Veteran, Unemployment Insurance, TAA, Profiling, and Wagner Peyser services, and can be found at http://www.in.gov/dwd/files/stateplan_120805.pdf.

The Indiana Department of Workforce Development has mandated that employment and training services throughout Indiana will be delivered through an integrated service delivery system on or before July 1, 2008. In accordance with this policy, the Workforce Network, Inc., as Regional Operator, submitted and received approval from the Department of Workforce Development of the EGR 7 plan for integrated service delivery. This plan is available for review at www.456jobs.com.

Region 7 presently has one comprehensive WorkOne site located in Vigo County and five express sites staffed by the service provider. The service delivery model to be implemented is demand driven. It requires dual enrollment of all job seeking customers into both Wagner Peyser and the WIA program and immediate engagement of customers in skill building services. The delivery model also encompasses Trade Act Adjustment, Unemployment Insurance and Veterans’ Services customers.

In the integrated service delivery model, all customer services are delivered by functional teams that are comprised of individuals from a variety of funding streams. Team activities and work loads are coordinated by a functional supervisor. The functional teams deliver these services are the Career Solutions Team, the Skills Team and the Business Services Team. All staff performs their job tasks in a specific functional area alongside other staff who have been assigned to similar functions – from both the state and WIA service provider organization. In this environment, neither job titles nor organizational boundaries are used to differentiate staff from one another. Rather, the functional teams to

which staff is assigned are the only differentiation between state and service provider staff.

Interested organizations are encouraged to go to the WorkOne Western Indiana website at www.456jobs.com to read the EGR 7 integration plan in its entirety. Of particular interest should be the descriptions of customer flow, and the corresponding flow charts. Key components of the customer flow through the integrated system include the following:

- Customer flow has been designed to provide the full array of WorkOne services to as many customers as possible, meaning that *all eligible customers* will be quickly enrolled into WorkOne Western Indiana services. As such, customers are asked very early in the process if they have the documentation required to establish eligibility. If they do, these customers are immediately assessed and registered, making them eligible to receive all appropriate services through the WorkOne Western Indiana system.
- For customers who do not have the required eligibility documentation, they have immediate access to the resource area where they can work on their individual job search by accessing information and using WorkOne technology that is available. These customers are encouraged, however, to make an appointment to return with their eligibility documentation and be registered for full access to WorkOne Western Indiana services.
- All customers who complete the Career Solutions Team process (which is essentially a triage process) are immediately connected to WorkOne services. This includes, in all cases, an immediate referral to the Skills Team. This team will provide immediate services to the customer as well as schedule the customer for additional services including computer classes, job search workshops, Work Keys testing, skill development activities and other appropriate activities. All WorkOne customers have access to the full menu of WorkOne services through the Skills Team.
- The Business Services Team provides services to employers in EGR-7 that require interaction with the Skills Team. In fact, all three teams work together to coordinate the delivery of services that affect both job seekers and employers. Key examples of these kinds of services include job development, on-the-job training, customized training, and internships.

The EGR 7 delivery model calls for a System Director, who is responsible for system oversight and management. The System Director also serves as functional supervisor over the county express sites and reports directly to the

Regional Operator. A Comprehensive Site Director serves as the functional supervisor of the WorkOne Office in Vigo County and reports to the System Director. There is also a Quality Assurance Manager and a Youth and Outreach Coordinator named as part of regional plan. The Regional Operator appoints the System Director and the Comprehensive Center Director(s). The integrated delivery model must be followed in all service locations throughout EGR 7, including express sites. It is critical to the success of the system that express site processes and work flow are equal to that of the comprehensive center; not necessarily in volume of customers, but rather the availability of services, particularly skill building activities. In order to ensure premier WorkOne customer service in all locations, there is currently discussion of developing satellite service centers in more remote areas of our rural counties.

The integration of WIA Youth Services will be the next phase of the plan. This will allow us to create a system that is youth friendly and to be seen as the place to start for young adults entering the job market. It is anticipated that there will be some youth funding made available to support at least one pilot Jobs for America's Graduates (JAG) within the region.

The selected Service Provider will work closely with the Regional Operator in order to ensure fruition of the Board's vision. The integration model is a system which is continually evolving as we refine both the methods and practices in order to achieve optimum performance. A great deal of value is placed on innovation and initiative in the new system. It is imperative that the system be able to respond quickly to shifts in employer and skill demands, while providing services to a large number of job seekers effectively and efficiently.

Part B. – Purpose of this Solicitation

- The goal of this solicitation is to receive responses that are inventive and creative and designed to meet the workforce needs of EGR 7; more specifically to exceed the expectations of local businesses in these matters, and to fulfill Indiana's vision that every job seeker has the right to know their skills, to improve their skills, and to get the best job possible with their skills. The successful bidder will be issued a contract for a two year period from July 1, 2008 through June 30, 2010. The Regional Operator may, based on performance, renew the contract without additional solicitation for one additional program year (July 1, 2010 to June 30, 2011). Terms and conditions of this contract are subject to the terms and conditions of the contract of the Regional Workforce Board with the State of Indiana and the Regional Operator. The form of this contract will be cost-reimbursement.
- The funding for these services will come from Federal Workforce Investment Act, Title I funds awarded to the Region. It is reasonable to assume that funding available for program year 2008 will be somewhat less than 2007, as

the Department of Labor has indicated there will be a 1.75% decrease in funding nationwide. Due to the recent federal WIA funding rescission ordered by Congress, it seems unlikely at the current time that any significant funding will be carried over from Program Year 07 to Program Year 08. With this in mind, recent EGR 7 allocations and the service provider contract suggest the following budgets could be utilized for planning purposes:

WIA Adult Planning Budget: \$657,691.00

WIA Dislocated Worker Planning Budget: \$357,929.00

WIA Youth Planning Budget: \$606,780.00

Please note that it is anticipated that all program costs, with the exception of those listed on the Budget Sheet, Attachment B, will be paid at the Regional Operator level. The Regional Operator does reserve the right to adjust this provision as needed.

The Service Provider is responsible for performing tasks for the delivery of customer services under the integrated customer service system in accordance with federal, state legislation and regulation, state policy, and the Indiana Strategic State Plan. Programs include, but are not limited to those listed above, and may include other programs required by the Regional Workforce Board, such as the Strategic Skills Initiative, Rapid Response, JAG oversight.

- A proposal must address achievement of the stated purpose on a regional basis.
- A proposal must be submitted for all of the following programs in all six counties of the region:
 - Adult Program
 - Dislocated Worker Program
 - Youth Program
- The Region 7 Regional Workforce Board and the Regional Operator are committed to supporting activities which align workforce development and economic development activities in the region. The Regional Operator is seeking an organization that understands the relationship between workforce development and economic development and can assist in the further alignment of these activities.
- The Regional Operator anticipates contracting with an organization that is familiar with WIA programs. The selected organization should demonstrate the following characteristics; competent management with vision, customer service oriented staff, cooperative management and staff, willingness to integrate resources with other organizations, flexibility and ability to adapt to change, an understanding of the delivery of WIA services, data Integrity, and creativity.

- Individuals or organizations that may submit proposals include both private and public not-for-profits, for-profit entities, public and private educational institutions, and other such entities. All organizations must be legally incorporated (or organized as a Limited Liability Company) and must be able to operate a business under the laws of the State of Indiana.

The Service Provider may not serve as a Regional Operator, Fiscal Agent, or Regional Workforce Board member in any other region in the state at the same time, this is in accordance with Technical Assistance Bulletin 2007-08 issued February 21, 2008.

- A MANDATORY BIDDERS CONFERENCE is scheduled for 10:00 A.M. EST on Friday, April 11, 2008. The conference will be held in the downstairs meeting room of the Duke Energy Home Avenue Office - located at 301 Home Avenue, Terre Haute, Indiana. Any entity interested in submitting a proposal in response to this Request for Proposals must be in attendance at this meeting.

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Section 2: Proposal Statement of Work

Interested organizations should follow the given outline in response to this RFP. Label each section of your proposal with the same labels that have been provided in the following outline. This will aid in the reviewing of proposals and will allow reviewers of your proposal to make more informed decisions.

A summary of the overall scoring is as follows:

A. Understanding and Staffing	15 % of overall rating
B. Customer Service Strategies	20% of overall rating
C. Infrastructure and Branding	10% of overall rating
D. Product Development & Delivery	25% of overall rating
E. Results and Outcomes	10% of overall rating
F. Budget	20% of overall rating

A. Understanding and Staffing an Integrated WorkOne Western Indiana WorkOne System (15% of overall rating)

1. Describe your understanding of the EGR7 integrated workforce service delivery model. What results is the model designed to achieve? Describe the benefits that you believe would be realized from operating in this manner.

The foundation of the EGR-7 integrated service delivery model is the assignment of all workforce staff to one of three functional teams. The following questions will provide your organization with the opportunity to demonstrate how you will support these teams, and provide an organizational resume.

2. Describe in specific terms of how your organization would staff and support each of these teams.
 - The Career Solutions Team – the Career Solutions Team greets visitors, conducts initial assessments, completes WorkOne enrollment activities, and makes referral decisions based on information obtained in the process
 - The Skills Team – the Skills Team works with job seeker customers who wish to enhance their current skills on a variety of skill development issues including basic skills, technology skills, soft skills, occupational-specific skills, and others. The Skills Team also works with job seeker customers on a variety of job finding activities, including resume development, interview preparation, job referrals, and other services. Finally, members of the Skills Team develop, schedule, and deliver a wide range of in-house skill development and job finding workshops.

- The Business Services Team – the Business Services Team works with employer customers to develop applicant recruitment and assessment plans, customized training activities, on-the-job training programs, and other services.
3. Please detail how your organization will ensure that EGR-7 *dedicated* staff is assigned to appropriate locations and ready to provide services to customers on July 1, 2008. Staff positions could be added or subtracted from this projected staffing level based upon your proposed service delivery, and additions or reductions in funding and/or special grants and projects will also determine staffing levels. Please note that the successful bidder must have the Administrative office for the contracted programs located at the WorkOne Comprehensive Center in Terre Haute (Vigo County).

Current Service Provider Staff Levels:

- Vigo County: 17 full time Service Provider positions
11 full time State staff
 - Clay County: 3 full time positions
 - Parke County: 2 full time positions
 - Putnam County: 3 full time positions
 - Sullivan County: 2 full time positions
 - Vermillion County: 2 full time positions
4. Describe in specific terms of how your organization will operate in an environment where functional supervision and WorkOne Center operations are managed by the Regional Operator. Describe your organization's ability to be flexible in the scheduling of staff to meet customer needs and customer flow, including shifting staff from county to county as customer needs dictate.
5. Describe in specific terms how your organization will support staff development efforts for members of these functional teams. Based on your understanding of workforce and service delivery challenges, what specific staff development strategies would you recommend? Please provide an assurance that all service provider staff will complete workforce development certification programs as identified by the Regional Operator.
6. Please identify all key members of your leadership team and provide a brief overview of their workforce development experience. Describe how this leadership team will work with the Regional Operator to ensure that staff is fully engaged in delivering services within the integrated service delivery model. What specific management practices will your leadership team utilize to ensure the integrated service delivery model is

implemented as designed. Please include resumes for each member of your leadership team as Attachment F of your proposal.

B. Customer Service Strategies (Sections 1 and 2 together will account for 20% of overall rating)

Part 1. Job Seeker Customer Service Strategies

In an integrated service delivery environment, customers are to be greeted at the front door and immediately and continuously engaged in services and activities until they secure employment. The following questions will provide your organization with the opportunity to demonstrate how you will support these customer service strategies.

1. Describe how your organization will support the concept of immediate engagement of customers in WorkOne activities. What kinds of activities would your organization provide to ensure that every customer receives prompt and immediate service on their first visit to a WorkOne Center?
2. Describe how your organization will support the concept of continuous engagement of customers in WorkOne activities. What kinds of activities would your organization provide to ensure that every customer has the opportunity to continuously receive services that will improve their skills and give them the best opportunity to find a job with their skills? How will your organization make use of the WorkOne Resource Area (computer lab) to serve customers on a continuous basis?
3. Describe how your organization will support the concept of customer re-engagement in WorkOne activities. What kinds of activities would your organization provide to motivate customers who have not visited the WorkOne Center in a long time to re-engage in WorkOne services?
4. In the EGR7 integrated service delivery model, there is an expectation that all customers will receive quality services. Describe any specific strategies your organization will utilize to ensure that quality services are provided to all WorkOne customers.
5. In the EGR7 integrated service delivery model, there is an expectation that customers accessing services in the more rural locations of the region will be able to access the same high quality workforce services as customers in larger cities and counties. Describe specific strategies your organization will utilize to ensure that WorkOne services are available to customers in rural locations.
6. Describe your organization's commitment to skill building and job training activities. Describe specific strategies your organization will utilize to

develop, offer, and engage WorkOne customers in activities that improve their skills.

7. Describe your organization's commitment to Work Keys assessment and Key Train and WIN remediation activities. Describe specific strategies your organization will utilize to ensure that these services are available to larger numbers of WorkOne customers.

Part 2 - Business Customer Service Strategies

To ensure the effectiveness of WorkOne services, EGR7 firmly believes that all workforce services must be demand driven. To ensure that this occurs, there must be a formal and ongoing service strategy for business customers in addition to job seeker customers. The following questions will provide your organization with the opportunity to demonstrate your understanding of the regional business community and their workforce challenges and needs. It will also provide your organization with the opportunity to detail how you will support strategies to serve critical business customers.

1. Describe your organization's experience working with business as a customer of your service. Provide details of the strategies used.
2. Describe how your organization will support the concept of business services through the WorkOne system. Describe any specific strategies you would recommend for marketing WorkOne services to business customers. Describe any unique and innovative workforce services that your organization can help provide to business customers, including how these strategies will result in job creation and retention.

C. WorkOne Infrastructure and Branding (10% of overall rating)

A truly integrated workforce service delivery system also shares resources and facilities for the common good of the system and its customers. Additionally, the sharing of resources and facilities reduces duplication in infrastructure costs and allows more resources to be directed to customer activities.

1. Describe how your organization will support the use of shared space, technology, and communication systems within the EGR7 WorkOne system. Please detail your commitment to working with the Regional Operator to identify other opportunities to share these kinds of resources.
2. Describe how your organization will support the full implementation of the WorkOne Western Indiana brand identity in EGR7. Detail your

commitment to working with the Regional Operator to identify opportunities to promote and expand awareness of the WorkOne Western Indiana brand?

D. WorkOne Product Development and Delivery (25% of overall rating)

In order to ensure that customer needs are met, there must be a wide range of skill building and job placement activities in which customers can participate. Moreover, as the labor market changes and customer needs evolve, the WorkOne system must also be responsive to these changes and develop new skill development products and activities for customers.

1. Describe your organization's experience with delivering workforce development services to both job seeker and employer customers. Be specific in your description by detailing the services that were provided and the results that were achieved from these services. Of special interest, please describe any skill building activities that your organization may have designed or delivered to customers.
2. Describe your organization's experience with the administration of job seeker assessment tools, such as Work Keys, TABE, Copes, Prove It.
3. Describe how your organization will work with the Regional Operator to support Skills Team efforts to deliver workshops and other training activities in all six counties of the region.
4. Describe how your organization will support the Regional Operator in its efforts to develop new products and activities for the EGR7 WorkOne system. Be specific in your strategies for helping to identify the need for new products and activities and for helping to bring them to market.
5. Describe any interesting or innovative skill development activities that you believe should be available to job seeker customers that visit a WorkOne Center in EGR7.
6. Describe your organization's understanding of the workforce development needs of local businesses, including job creation and retention. Provide specific examples as to how your organization addressed identified business needs, and your organizations unique qualifications to meet these needs in an integrated system.

E. Results and Outcomes from an Integrated System (10% of overall rating)

1. The US Department of Labor had defined a set of performance goals for the WIA Title IB program. These goals set clear expectations for achieving specific levels of job placements, job retentions, wages, and credentials for customers that receive WorkOne services. Please describe the efforts your organization will make to assist EGR7 in attaining these federal performance goals.
2. Describe how your organization will help EGR7 develop and implement a new customer satisfaction system. What specific components of a customer satisfaction would your organization recommend?
3. Describe the continuous improvement process that your organization utilizes. What commitment will your organization make to working with the RO to implement a formal continuous improvement process for the WorkOne system?

F. Financial Management and Budget (20% of overall rating)

The bidder should complete PY'08 and PY'09 budget plans in Attachment B. Please do not deviate from the budget plan provided. Consistency will allow the reviewers to compare the proposed budgets.

1. Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles. Financial records must be available for audit and monitoring purposes. Bidders should provide a brief description of the accountability of the organization in this section and provide one copy of their most recent audit report with the bid package.
2. Has your organization had any questioned costs, disallowed costs or compliance monitoring findings in the last three years? If so, describe how the issues been resolved. If you would like to attach monitoring reports for the past three years to clarify this, please do so along with resolution letters. If included, these documents should be added at end of the proposal document.
3. If WIA costs you incurred in EGR7 were subsequently disallowed as a result of an audit or monitoring, does your organization have the capability to repay these funds? From what source?
4. A one-page budget narrative should be attached that describes the allocation of funds amongst programs and the philosophy of the bidder with respect to minimizing overhead costs while maximizing client costs. The budget narrative should be used to clarify and annotate the budget.

SECTION III: General Instructions

1. Proposal initially on most favorable terms.

Offerors are cautioned to submit their proposals initially on the most favorable basis since an award may be based on the price and terms of the proposal as initially submitted, although the Workforce Network, Inc. reserves the right to negotiate with an offeror(s).

2. No Disclosure

Except as to serve notice to unsuccessful offerors of the final awards by Workforce Network, Inc for the services covered by this RFP, no use or disclosure of the price, terms or techniques contained in the proposal shall be made, except on a "need to know" basis for evaluation purposes. In the event of an award, the proposal submitted pursuant to the requirements of this agreement by the sub-recipient receiving the award may be disclosed, reproduced, etc., at the Workforce Network, Inc. option.

3. Right to Reject

Workforce Network, Inc reserves the right to reject any or all proposals received through this RFP, and to readvertise for any or all of the listed services at its discretion, or cancel this RFP in part, or in its entirety, at any time. The Workforce Network, Inc will not pay for costs incurred in the preparation of bids.

4. Requirements

It is required that bidders not be on a debarment list. Additionally, successful bidders must have proof of insurance. All RFP's must contain a clear outline of all the following elements:

1. A statement that describes the goals sought to be achieved;
2. A line item budget of the services to be provided; and

5. Mandatory Bidders Conference

A MANDATORY BIDDERS CONFERENCE is scheduled for 10:00 A.M. EST on Friday, April 11, 2008. The conference will be held in the downstairs meeting room at the Duke Energy Home Avenue building, located at 301 Home Avenue in Terre Haute, Indiana. Any entity interested in submitting a proposal in response to this Request for Proposals must be in attendance at this meeting.

6. Questions and Answers

To be considered for funding, each bidder must submit an offer (proposal) and other supporting documentation in strict accordance with these instructions. When evaluating a proposal, the Board will consider how well the bidder complied with these instructions and provided the information outlined in the Request for Proposals. Therefore, the Board encourages bidders to contact the Board contact by facsimile transmission, email, or regular mail during **the technical assistance period ending April 16 at 4:00 PM EST**, to request any additional clarification that may be needed to comply with these instructions. **Phone calls will not be accepted.** The official Board response to all questions pertaining to this RFP will be in writing and made available to all potential bidders. All written questions will be answered in a question and answer publication that will be posted at the Board's website at www.456jobs.com. Answers will be posted on an ongoing basis, within three(3) business days after receipt of the question. Therefore, bidders are encouraged to view the website frequently to ensure they are fully aware of the most current information, being any new questions and answers, changes to the RFP, or any additional information. All answers issued become part of the RFP and the RFP process. Should you wish to submit a question or encounter a problem with the website, contact the Authorized Board Contact immediately. The Authorized Board Contact is Lisa Lee. Her email address is lisalee@workforcenet.org and the fax number is (812) 238-2466.

7. Contract Requirements

Specific requirements for conversion of the proposal into a contract will be discussed after the contract award decision. However, to be considered, proposals must include the following special assurances:

1. Special Assurances
 1. If awarded a contract, the bidder assures that it will abide by the specifications and requirements of the RFP in the provision of its services, unless the specifications and requirements are amended in writing by a Workforce Network, Inc representative who is specifically authorized to do so.
 2. If awarded a contract, the bidder will neither accept nor permit any of its staff to accept gratuities of any kind from any individual involved in any way with the services to be provided by the contractor.

3. The bidder assures that, if awarded a contract, it will not subcontract any of these services without the specific, written prior approval from the Workforce Network, Inc.
4. The bidder acknowledges that it will fully comply with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act; Title VI of the Civil Rights Act of 1964, as amended; affirmative action reporting requirements of 41CFR 60-1.7; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; the Title IX of the Education Amendments of 1972, as amended. The bidder also assures that it will comply with 29CFR part 37 and all other regulations implementing the laws listed above. The bidder understands that the United States government has the right to seek judicial enforcement of this assurance. This program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities.
5. The bidder assures that it will comply with the Americans with Disabilities Act (ADA) in serving individuals with disabilities. The bidder agrees to make the necessary arrangements, as appropriate, to provide services to individuals with a disability at the expense of the bidder, not Workforce Network, Inc.
6. In accordance with P.L. 101-333, Section 508, the bidder is hereby notified that all projects that are funded as a result of this RFP will be 100% funded by federal funds. The approximate amount of funding available under this RFP is \$1,622,400.00 for Program Year '08. The DWD has not finalized allocations to the regional area, and therefore this amount is subject to change. There will be no non-government funds available to finance these proposed services. All commitments made by the Workforce Network, Inc. are contingent upon the availability of funds and the Workforce Network, Inc. reserves the right to award an amount less than the total funds available for bid contained in this RFP and funds available as listed on the DWD website.
7. The bidder assures that it will procure an audit and will provide an audit report of all funds contracted with the Workforce Network, Inc if requested by the Workforce Network, Inc.

2. Cost Reimbursement Contracting

Workforce Network, Inc management of the contract(s) will be on a cost-reimbursement basis. Specifically, the line item budget as required by this RFP will be negotiated and will identify the specific cost categories, and allowable costs to be reimbursed by Workforce Network, Inc.

3. Subcontracting

Bidders may subcontract part of the services to be provided by the Service Provider, but the intention to subcontract must be clearly stated in the response to this RFP and approved by the Regional Operator.

4. Contract Negotiations

Successful respondent to this RFP will be expected to participate in contract negotiations to establish exact services to be provided and payment and terms of those services. Cost and services will be based on information contained in this RFP and in the proposal selected for negotiations.

5. Authorized Contact

The authorized contact person for this procurement is:
Lisa Lee
630 Wabash Avenue, Suite 205
Terre Haute, IN 47807
lisalee@workforcenet.org
Fax (812) 238-2466

8. Late Proposals

A. Proposals and modifications received at the Workforce Network, Inc office designated in the RFP after 4:00 PM EST on the date specified therein shall not be considered unless:

1. They are received before award is made; and either,
2. They are sent by registered mail, or be certified mail for which an official dated post office stamp (postmark) on the original Receipt for Certified Mail has been obtained, and it is determined by Workforce Network, Inc. that the late receipt was due solely to delay in the mail, for which offeror was not responsible; or,
3. It is determined by Workforce Network, Inc. that the late receipt was due solely to mishandling by Workforce Network, Inc. after receipt as the Administrative Office: Provided, that timely receipt at such office is established upon examination of an appropriate

date or time stamp (if any) of such office or other documenting evidence or receipt (if readily available) with the control of such office serving it. However, a modification of a proposal, which makes the terms of an otherwise successful proposal more favorable to, Workforce Network, Inc shall be considered at any time it is received and may thereafter be accepted.

- B. Offerors using certified mail are cautioned to obtain a Receipt for Certified Mail showing a legible, dated postmark and to retain such receipt against the chance that it shall be required as evidence that a late proposal was mailed in a timely fashion.
- C. The time of mailing late proposals submitted by registered or certified mail shall be deemed to be the last minute of the date shown on the postmark on the registered mail receipt or registered mail wrapper or on the Receipt of Certified Mail unless the offeror furnished evidence from the post office station of mailing which established an earlier time. In the case of Certified Mail, the only acceptable evidence is as follows:
 - 1. Where the Receipt of Certified Mail identifies the post office station of mailing, evidence furnished by the offeror which establishes that the business day of that station ended at an earlier time in which case the time of mailing shall be deemed to be the last minute of the business day of that station; or,
 - 2. An entry in ink on the Receipt for Certified Mail showing the time of mailing and the initials of the postal employee receiving the item and making the entry, with appropriate written verification of such entry from the post office station of mailing, in which case the time of mailing shall be the time shown in the entry. If the postmark on the original Receipt for Certified Mail does not show a date, the offeror shall not be considered.

9. Envelope for Proposals

It is important that the proposal be mailed in an envelope clearly marked in the lower left corner with the following information:
PROPOSAL RFP: Region 7 WIA Service Provider

10. Alternate Proposals

Alternate proposals may be submitted provided that all deviations are clearly specified. The offeror should be prepared to discuss such deviations to ascertain the general acceptability by Workforce Network, Inc.

11. Time Period of Contract

Proposals should address a two year period from July 1, 2008 through June 30, 2010, with a third year option at the discretion of the Regional Operator.

12. Procedures

Complaint, grievance, mediation procedures of Workforce Network, Inc are available to bidders from the office at 630 Wabash Avenue, Suite 205, Terre Haute, IN 47807, upon request.

13. Proposals Received

Proposals should be received in a “ready to copy” format and, therefore, should not, in any way, be bound, stapled, three-hole punched, or in any manner that prevents ease of copy.

Three (3) copies of the proposal(s), with one (1) copy designated as an original with original signatures, are to be submitted by certified mail, return receipt requested, or by hand-delivery with a signed receipt. All proposals must be received by no later that 4:00 PM EDT on Tuesday, April 29, 2008.

Proposals should be mailed to:

Workforce Network, Inc.
ATTN: Region 7 WIA Service Provider
630 Wabash Avenue, Suite 205
Terre Haute, IN 47807

Proposals sent by email, telegram, and facsimile (fax) will not be honored.

Proposals received by the deadline specified herein and meeting the requirements as stated shall be acted upon by the Board of Directors of the Workforce Network, Inc. It is the responsibility of the bidder to ensure delivery of the proposal by the required time and date.

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SECTION IV: Proposal Package

All proposals are limited to 30 pages. The cover sheet, audit and monitoring reports, and attachment pages are not included in this count.

1. **Proposal Cover Sheet** (Attachment A) includes the following areas which must be completed in the entirety:

- **Organization** – the legal entity submitting the proposal must be identified here.
- **Address** – the legal mailing address must be identified on this line.
- **Contact Person** – the individual who has authority to commit the organization to provide the proposed services should be recorded on this line. If other individuals will have responsibility for this project, they may be included here, but should be asterisked (*) as a secondary contact.
- **Phone Number** – the phone number of the contact person should be recorded on this line.
- **Fax** – please identify the facsimile number where communications can be sent.
- **E-mail Address** – an e-mail address for the contact person should be included on this line.
- **Proposed Funds Requested** – in these spaces, record the portion of the total cost that will be funds requested from WIWIB.
- **Authorized Signature** – the signature of the primary contact person must be provided in ink. Secondary contacts need not sign the proposal.

2. **Proposal Statement of Work**

- A. Understanding and Staffing
- B. Customer Service Strategies
- C. Infrastructure and Branding
- D. Product Development & Delivery
- E. Results and Outcomes
- F. Budget
 - Narrative
 - Attachment B - Budget pages
 - Copies of audits for the past two years, including audit letters.
 - Copies of any monitoring findings over the past three years.
 - Identification of funding to repay disallowed costs, if necessary.

3. **Background and Experience Section**

- Profile of proposing organization
- Certificate of Existence from the Secretary of State

- Description of the proposing organization
- History of similar workforce programs or projects
- Two references

4. Attachment D – Non-Collusion Affidavit

5. Attachment E - Assurances and Certifications

6. Attachment F – Leadership Resumes

Remainder of page intentionally left blank.

PROPOSAL COVER SHEET

Organizations Legal Name:			
Contact Person:			
Address:			
Telephone:		Fax:	
E-mail:		Cell:	
Federal ID # :			
Number of years potential bidder has been in business under the corporate/business structure submitting the response to this request for proposals:			
Total Amount of Funds Requested		PY 08	PY 09
WIA Adult Funds			
WIA Dis. Worker Funds			
WIA Youth Funds			
Total Funds Requested			
Grand Total (PY 08 and PY 09) \$			
Total Number of Clients to be Served	Planned # PY 08		
Adult		Cost Per Part.	
Dis. Worker		Cost Per Part.	
Youth		Cost Per Part.	
Businesses			
Planned # PY 09			
Adult		Cost Per Part.	
Dis. Worker		Cost Per Part.	
Youth		Cost Per Part.	
Businesses			
Signature: _____			
Print Name: _____			
Check all applicable boxes:			
For Profit Corporation:		Sole Proprietorship:	
Not-for-Profit Corporation:		Faith-Based Organization:	
Partnership:		State Agency:	
Educational Institution:		Labor Organization:	
Business Association:		Community Based Organization:	
Other Public Agency (Specify):		Other:	

Attachment B
BUDGET ESTIMATE WORKSHEET

Line Items	TOTAL
Salaries & Benefits Executive*	
Salaries & Benefits Program	
Staff Training	
Staff Travel	
Overhead**:	
Rent	
Utilities	
Maintenance	
Furniture & Equipment	
Information Technology	
Office Supplies	
Other Admin***	
TOTAL	

*Executive functions would include, but not be limited to, fiscal, personnel, oversight, management, procurement, organizational administrative duties. Please limit to 10% of entire salary/benefit costs.

** The overhead cost requested here refers to those organizational costs outside of scope of direct operations within EGR 7.

*** Overhead may include, but not be limited to, costs such as legal, insurance, and audit.

Attachment C - Definitions

For the purpose of this RFP, the following definitions apply:

Basic Skills Deficient: The term “basic skills deficient” means, with respect to an individual that the individual:

- A. Has English, Reading, Writing or Computing skills below the 9th grade level on a generally accepted standardized test or a comparable score on a criterion reckons test; or
- B. Is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family or in society.

Core Services: Core services are information and resources available to the general public free of charge. These services help people access resources for job-finding efforts, including the use of information resources, whether electronic, printed or audiovisual in nature. Core services may include, but are not necessarily limited to:

- A. Outreach, intake and orientation to information and services available through WorkOne;
- B. Program information, eligibility determination and referral information;
- C. Labor exchange;
- D. Job, career and skill assessment tools;
- E. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- F. Access to and use of all resources in the Information Resource Area (IRA) including group informational and training sessions, job clubs, labor market information, and self service informational activities; and
- G. Follow up services.

Concurrent Youth: Youth age 18-21 may be concurrently enrolled as an adult and youth.

Economic Growth Region (EGR) 7: The area designated by the Governor of Indiana to include the counties of Clay, Parke, Putnam, Sullivan, Vermillion and Vigo.

Eligible Adults: The minimum eligibility requirements for registration into the Adult and Dislocated Worker programs are:

- A. 18 years of age or older,
- B. U.S. citizen or eligible non-citizen, and
- C. Registered with selective service (if applicable).

Additional eligibility requirements for the Dislocated Worker program include:

- A. Has been terminated or laid-off, or has received a notice of termination or layoff from employment;
- B. Has been terminated or laid-off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at a plant, facility, or enterprise;
- C. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or
- D. Is a displaced homemaker. The term “displace homemaker” means an individual who has been providing unpaid services to family members in the home and who (1) has been dependent on the income of another family member but is no longer supported by that income, and (2) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Eligible Youth: Age 14-21 and low income and is within one of the following categories: basic skills deficient, dropout, homeless, pregnant or parenting, offender, or who needs additional assistance to complete an education program to secure and hold employment.

Individual With Disability:

- A. In general: The term “individual with disability” means an individual with any disability [as defined in Section 3 of Americans with Disabilities Act of 1990 (42 USC 12102)].
- B. Individuals with Disabilities: The term “individuals with disabilities” means more than one individual with a disability.

Intensive Services: Intensive Services for adults and dislocated workers require WIA registration and are made available when a customer is unable to obtain or retain employment through the Core Services. Intensive Services may include, but not necessarily be limited to:

- A. Comprehensive and specialized assessments to identify skills, job readiness and barriers to employment;
- B. Development of an individual employment plan;
- C. Individual counseling;
- D. Supportive services;
- E. Case management; and
- F. Short-term prevocational services.

Low Income Individual: The term “low income individual” means an individual who:

- A. Receives, or is a member of a family that receives, cash payments under a federal state or local income based public assistance program;
- B. Received income, or is a member of a family that received a total family income, for the six month period prior to application for the program involved [exclusive unemployment compensation, child support payments, payments described in subparagraph A, and old age and survivors insurance benefits received under Section 202 of the Social Security Act (42 USC 402)] that, in relation to family size, does not exceed the higher of:
 - I. the poverty line, for an equivalent period; or
 - II. 70% of the lower living standard income level, for an equivalent period; or
 - III. is a member of a household that receives (or has been determined within the six month period prior to the application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 USC 2011);
 - IV. qualifies as a homeless individual as defined in subsections A and C of Section 103 of the Stewart B. McKinney Homeless Assistance Act (42 USC 11302);
 - V. is a foster child on behalf of whom state or local government payments are made; or
 - VI. in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose income meets the requirements of a program described in subparagraph A or of subparagraph B, but who is a member of a family whose income does not meet such requirements.

Offender: The term “offender” means any adult or juvenile:

- A. Who has been subject to any stage of the criminal justice process, for whom services under this act may be beneficial; or
- B. Who requires assistance in overcoming artificial barriers to unemployment resulting from a record of arrest or conviction.

Out-of-School-Youth: The term “out-of-school-youth” means:

- A. An eligible youth who is a school dropout; or
- B. An eligible youth who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed.

Note: A minimum of 30% of all WIA Youth funding must be spent on out-of-school youth.

Poverty Line: The term “poverty line” means a poverty line {as defined by the Office of Management and Budget, and revised annually in accordance with Section 673 (2) of the Community Service Block Grant Act [42 USC 9902 (2)]} applicable to a family of the size involved.

Public Assistance: The term “public assistance” means federal, state, or local governments cash payments for which eligibility is determined by needs or income test.

Regional Workforce Board: Governing board for WIA services in EGR 7, mandated by the State of Indiana Department of Workforce Development and appointed by local elected officials in EGR 7.

School Dropout: The term “school dropout” means an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent.

Secondary School: The term “secondary school” has a meaning given the term in Section 14101 of the Elementary and Secondary Education Act of 1965 (20 USC 8801).

Services to Youth:

- A. IN-SCHOOL- age appropriated activities that provide career relevant experiences that help to complement skills learned in the classroom.
- B. OUT-OF-SCHOOL- activities which address deficiencies in academics, occupational, and “soft skills.”
- C. ALL YOUTH- Traditional and non-traditional methodologies to create community strategies that address different learning styles, contextual learning, and assistance with varying needs and learning barriers.
- D. OUT-OF-SCHOOL YOUTH- 30% out-of-school-youth expenditure requirement. A youth that attends an alternative school is not considered a dropout (out-of-school-youth). The 30% requirement applies to all youth expenditures, including summer expenditures.

State Criteria: The State of Indiana has incorporated into the WIA state plan an emphasis on the achievement of credentials or certifications.

Supportive Services: Supportive services may be provided to registered WIA participants and who are unable to obtain supportive services through other programs. Supportive services may only be provided when they are necessary to enable individuals to participate in WIA activities. These services may include, but are not limited to transportation, childcare, clothing, and housing assistance.

Training Services: Training services for adults and dislocated workers require WIA registration and are made available when a customer is unable to obtain or retain employment through Core and Intensive Services. Training services may include, but not necessarily be limited to:

- A. On-the-job training programs that combine workplace training and related skill instruction;
- B. Skill upgrading and retraining;
- C. Adult education and literacy training in combination with other training services; and
- D. Supportive services.

WIA: Workforce Investment Act of 1998. Additional information on WIA regulations is available at <http://www.doleta.gov/usworkforce/wia/act.cfm>

PLEASE NOTE: The definitions contained within this section are provided as a guide, but should not be considered all-inclusive of those terms and definitions which may be required to address the requirements of this Request for Proposals.

Attachment D

Non-Collusion Affidavit

State of Indiana

County of _____

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Workforce Network, Inc. whereby it has paid or will pay to such other respondent or officer of employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting or the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Signature of Authorized Representative

Print or Type Name

Subscribed and sworn to me this day _____ day of _____

Notary Public

County of

Commission Expiration Date

Attachment E

Assurances and Certifications

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Investment Act, Workforce Investment Board, Regional Workforce Board, Regional Operator and any other applicable laws and regulations.

In addition, the authorized representative assures, certifies and understands that:

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization possesses legal authority to offer the attached proposal.
3. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
4. A drug free workplace will be maintained in accordance with the State of Indiana requirements.
5. The proposing organization has all appropriate insurance coverage, and will produce a certificate of such, if requested.

Signature of Authorized Representative

Print or Type Name

Date