



Request for Proposals

Workforce Innovation and Opportunity Act (WIOA) Program Services:

Adult, Dislocated Worker, and Out of School Youth Services through Physical Offices,
Mobile and Tele-coach delivery models and In School Youth (JAG) Services

Release Date: January 15, 2021

Virtual Bidders Conference: February 3, 2021 at 10:00am EST

Letter of Intent: February 19, 2021 by 4:00pm EST

Proposal Submission Deadline: March 19, 2021 by 4:00pm EST

Contract Period: July 1, 2021 Contract Begins

Contents

Purpose of RFP	4
About Eastern Indiana Works/ASG	4
Who is Eligible to Apply?	5
Procurement Timeline	6
Virtual Bidders Conference	6
RFP Funding Categories	6
Mandatory Letter of Intent to Bid	7
RFP Questions and Answers	7
Submission is Final	7
Right to Appeal	7
RFP Provisions and Expectations	8
Important Notes for Bidders	8
Eastern Indiana Works/ASG Contact Information	9
Overview of RFP	9
Alignment of WIOA Programs with High-Growth Industries	11
Transition of Current (Carry-In) WIOA Customers	13
WIOA Adult and Dislocated Worker Services	13
Required Program Design Elements	13
Basic Career Services	15
Individualized Career & Training Services	15
Youth Services	16
In-School Youth Services	17
WIOA Performance Outcomes	19
Organizational Background and Capacity	22
Past Performance History	23
General Program Design Elements	23

WIOA Career Services for Physical Office Service Delivery	24
WIOA Career Services for Mobile and Tele-coach Service Delivery.....	25
WIOA Career Services for In-School.....	26
Financial Management.....	26
Proposal Evaluation.....	27
Regulations and Requirements	27
Organizational Charts.....	29
Budget Estimate Worksheet for _____ Delivery Model.....	33
Budget Narrative for _____ Delivery Model.....	34
NON-COLLUSION AFFIDAVIT	35
ASSURANCES AND CERTIFICATIONS	36

Purpose of RFP

The Alliance for Strategic Growth, Inc., doing business as, Eastern Indiana Works, serves as a pass-through entity for a myriad of employment and training programs in Economic Growth Region 6 (EGR 6) using a variety of state and federal grant resources, including those available through the Workforce Innovation and Opportunity Act (WIOA).

Grant funds for this RFP are allocated under the Workforce Innovation and Opportunity Act and distributed by formula allocation through local WDBs by the Indiana Department of Workforce Development (DWD). This Request for Proposal (RFP) solicits proposals for the delivery of Adult, Dislocated Worker, and Youth career services. Contracts awarded are expected to begin July 1, 2021 and continue through June 30, 2022, contingent upon available funding. Pending performance, funding, and at the discretion of Eastern Indiana Works/ASG, awards may be renewed on an annual basis for two (2) additional, one-year program periods, through June 30, 2024.

About Eastern Indiana Works/ASG

Eastern Indiana Works /ASG provide strategic leadership, oversight, and content delivery to the Economic Growth Region 6 (EGR6). EGR6 has been structured by the Governor of Indiana in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA), and serves the eastern Indiana counties of Blackford, Delaware, Fayette, Henry, Jay, Randolph, Rush, Union, and Wayne. Eastern Indiana Works/ASG is designated by the Economic Growth Region 6 Chief Elected Officials Executive Council to serve as the Eastern Indiana Works/Workforce Development Board. Eastern Indiana Works/ASG strives to prepare the Eastern Indiana workforce for high-demand, high-wage employment, and convenes regional private/public partners to provide funding for credential, certificate and degree programs that empower job seekers to meet the current and future workforce needs of Eastern Indiana Employers.

Eastern Indiana Works/ASG's mission and vision align with the intent of WIOA through the following commitments:

ENGAGE Employers- to gather real-time workforce demand data.

CONVENE Partners- convenes Economic Development, Education and Training Provider Partners to design and implement data-driven, cost-effective, Employer-demanded workforce training.

ALIGN Resources- to fund data-driven, cost-effective, Employer-demanded training.

EMPOWER the Workforce- empowers the current and future Eastern Indiana workforce with targeted training opportunities that prepare participants with opportunities for high-demand, high-wage jobs.

Bidding organizations should know that Eastern Indiana Works/ASG intends to be as inclusive as possible in this solicitation. The goal is to receive a wide variety of high quality, innovative proposals that meet the workforce development needs of the emerging workforce in EGR 6. The resulting contract with the successful bidder will be for a one-year period. Based on performance, the Eastern Indiana Works/ASG may elect to renew the contract for up to two additional years.

The current and proposed Eastern Indiana Works/ASG Region 6 Organizational Charts are available as Attachment 1 of this document.

Who is Eligible to Apply?

Government, business, non-profit, educational institutions, and faith-based organizations are eligible to apply for WIOA funding. All applicants must document the lead agency (if partnership) and the fiscal agent. WIOA fiscal and administrative management and performance outcomes are rigorously and regularly monitored by Eastern Indiana Works/ASG

Eastern Indiana Works/ASG recognizes that smaller community-based organizations may not have the capacity to manage WIOA funding but have distinct expertise in working with one or more special populations. In these and other instances, the WDB encourages potential bidders to consider partnering with other organizations in the community that can provide administrative assistance and oversight.

For this grant funding opportunity, Eastern Indiana Works/ASG will consider the following types of applications:

A. Sole organization applicant, serving as lead and fiscal agent, and applicant will not subcontract; or

B. A partnership or consortium consisting of two or more agencies or organizations applying together, in one proposal, to conduct activities under the grant, in which each agency leverages the others' strengths; the proposal must clearly articulate which agency serves as lead and fiscal agent.

Procurement Timeline

RFP Release Date: **January 15, 2021**

Virtual Bidders Conference: **February 3, 2021 at 10:00am EST**

RFP Questions & Answers due: February 9, 2021

RFP Q&A Responses posted to www.easternindianaworks.org

Letter of Intent (Mandatory) due no later than: February 19, 2021 4:00pm EST

Proposal Packages Due- no later than Friday, March 19, 2021 4:00pm EST

Vendor Presentations if selected: March 29 - April 7, 2021

Contract Negotiations with selected provider: April 28 -May 7, 2021

Beginning Implementation of WIOA Services: May 15, 2021

Virtual Bidders Conference

An optional Virtual Bidders Conference will be held **February 3, 2021 at 10:00 am EST**.

The purpose of this virtual conference is to offer an Eastern Indiana Works overview and discuss the future of employment and training services for the economic growth region. Bidders must request access via email only to Lyndsey Hellems at

lhellems@easternindianaworks.org. Requests for access will be accepted until **February 3, 2021 at 9:00 am EST**.

RFP Funding Categories

Bidders should use the funding estimate below for their proposals. The estimate is provided solely for the purpose of offering guidance to bidders in preparing budget and cost proposals. The final contract amount will be negotiated between Eastern Indiana Works/ASG and the successful bidder. Final contract amount will be based upon the amount of funding available for WIOA, JAG and specialty grant activities in Region 6. The estimated total contract amount may be \$2,250,000.00. Approximately \$200,000 for work-based learning, \$225,000 for occupational skills training, \$75,000 for supportive services and the remainder for staffing, administration, etc. Eastern Indiana Works anticipates that \$650,000 will be used for physical offices, \$650,000 for Mobile & Tele-coach services, and \$450,000 will be budgeted for in-school services.

Again, this funding is an estimate and is contingent on actual PY 2021 funding levels.

Mandatory Letter of Intent to Bid

All organizations that intend to submit a proposal MUST submit a Letter of Intent to Bid by Friday, February 19, 2021, received no later than 4pm EST.

The Letter of Intent (LOI) must state the name of the agency or organization intending to bid, the name(s) of any consortium partner(s), and the key contact person's name and information, including phone number and email. Additionally, it must indicate what programming modules you will be submitting in the proposal.

The LOI shall be delivered by email to Lyndsey Hellems, Executive Vice President of Administration, lhellems@easternindianaworks.org, no later than Friday, February 19, 2021 and received no later than 4:00pm EST.

RFP Questions and Answers

Beginning with the release of this RFP and continuing through February 9, 2021 12:00 pm (EST), bidders may submit questions electronically to Lyndsey Hellems, Executive Vice President of Administration, lhellems@easternindianaworks.org. Questions will not be answered over the phone, in person, via email, or directly to interested parties in any form. A question-and-answer page will be updated and posted on the website on a rolling basis at www.easternindianaworks.org.

Submission is Final

Unless specifically requested by Eastern Indiana Works/ASG, changes and/or amendments to the originally submitted proposal will not be considered. In addition, Eastern Indiana Works/ASG reserves the right to: (1) amend or withdraw this RFP at any time, (2) reject any and all proposals, and (3) re-issue this RFP if necessary.

Right to Appeal

Bidders have the right to appeal any action or decision related to this RFP. Appeals must be submitted to Eastern Indiana Works/ASG and will be reviewed and investigated by the Executive Board. If a bidder wishes to appeal, a letter of inquiry must be submitted in writing within fifteen (15) calendar days of the date of the notice of non-award. Letters must detail the specific appeal and can include additional documentation as considered necessary by the nature of the appeal. Letters should be addressed to:

Attn: Lyndsey Hellems, Executive Vice President of Administration
Address: Eastern Indiana Works, 3310 W. Fox Ridge Lane, Ste. A, Muncie, IN
47304

The decision of the Workforce Board in such situations shall be final.

RFP Provisions and Expectations

Bidding organizations must assure that they will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation and Opportunity Act of 2014; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The RO also assures that it will comply with 29 CFR Part 38 final rule and all other regulations implementing the laws listed above. This assurance applies to the WIOA Title I financially aided program or activity, and to all agreements to carry out the WIA Title I financially aided program or activity. This WIOA Title I funded program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities. By submitting a bid, all bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.

The successful bidder also assures that if awarded a contract, it will comply with Regional, State and Federal program and financial monitoring requirements. This means that the bidder will make available required information (both program and financial) as is needed to satisfy local, state, and federal monitoring expectations. In addition, bidders must keep all WIOA records for three years.

Bidding organizations should note that specifications in this RFP may change based on issuance of State or Federal policy. Eastern Indiana Works/ASG will work with successful bidders to implement any changes required by the State or the Federal Department of Labor. By submitting a proposal, the bidder agrees to work cooperatively with Eastern Indiana Works/ASG to comply with any required later changes.

Important Notes for Bidders

This RFP does not commit Eastern Indiana Works/ASG to award a contract. Eastern Indiana Works/ASG reserves the right to accept or reject any or all proposals received, and to accept or reject portions of proposals received.

Eastern Indiana Works/ASG may award more or fewer dollars to any budget proposal, unless the bidder qualifies its proposal by specific limitations. All awards are contingent upon fund availability.

All awards are contingent upon proven administrative ability of the bidder, as decided by Eastern Indiana Works/ASG. No costs will be paid to cover the expense of preparing a proposal or negotiating a contract for services.

Proposers are advised that most documents in the possession Eastern Indiana Works/ASG are considered public records and are subject to disclosure under Federal and State public records laws.

Eastern Indiana Works/ASG Contact Information

For the purpose of this solicitation, Questions about RFP content, the Letter of Intent, and the final proposal submission should be directed to Eastern Indiana Works/ASG is as follows:

Attn: Lyndsey Hellems, Executive Vice President of Administration

**Address: Eastern Indiana Works, 3310 W. Fox Ridge Lane, Ste. A, Muncie, IN
47304**

Email: lhellems@easternindianaworks.org

Website: www.easternindianaworks.org

Bidders are responsible to check the webpage often to stay informed throughout the procurement process.

Overview of RFP

Eastern Indiana Works/ASG is issuing this Request for Proposals (RFP) to procure service providers to deliver WIOA Title I Adult, Dislocated Worker, and Youth services within the WorkOne System throughout the counties of Blackford, Delaware, Fayette, Henry, Jay, Randolph, Rush, Union, and Wayne. Eastern Indiana Works/ASG are seeking partnerships with organizations that can demonstrate a measurable, positive impact. Organizations are invited to respond to this Request for Proposal (RFP) as a crucial step toward building a network of integrated services.

As the first major legislative reform of the public workforce in nearly two decades, the Workforce Innovation and Opportunity Act (WIOA) succeeds the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

As defined by the US Department of Labor, WIOA's three hallmarks of excellence are:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located.
- One-Stop Centers (or American Job Centers) provide excellent customer service to jobseekers and employers and focus on continuous improvement.

- The workforce system supports strong regional economies and plays an active role in community and workforce development.

The WDB envisions a unified regional approach that creates seamless accessibility to training resources, employment assistance, and innovative business services for all stakeholders. The selected bidder(s) will foster a customer-centered service delivery approach that serves the broad needs of all communities within the region.

The selected bidder(s) will continue to usher in innovation and service excellence that is guided by a demand-side approach and is responsive to the needs of job-seeking customers. The guiding principles of the service approach should:

- Be anchored in a commitment to providing exceptional customer service.
- Have the foresight to continue to be responsive to the existing and emerging needs of the business community.
- Remain rooted in transparency and accountability.
- Position Region 6 as a leader in service excellence and innovation.

WIOA requires at least one comprehensive physical center in each local workforce development area. A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. WIOA also allows for affiliate one-stop centers in each local workforce development area. An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. All affiliated sites must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA section 188.

The table below supplies the WorkOne Center locations, days and hours of operation, and Center contact information. Staff supporting the daily operations of the Centers are not able to aid or answer questions related to this RFP. Questions related to this RFP should be directed to Eastern Indiana Works/ASG.

Region 6 Comprehensive WorkOne Center		
Center Location	Hours of Operation	Contact Information
Delaware County WorkOne 3301 W Purdue Rd. Muncie, IN 47304	Monday thru Friday 8:00 am – 4:30 pm	Phone: (765) 289-1861 Fax: (765) 741-5856 Email: delaware@work-one.org
Region 6 Affiliate Centers		
Center Location	Hours of Operation	Contact Information
Fayette County WorkOne 715 West 21 st Street Connersville, IN 47331	Monday-Thursday 8:00am – 4:30pm Friday 8:00 – 3:00pm	Phone: (765) 825-8581 Fax: (765) 825-8659 Email: fayette@work-one.org
Henry County WorkOne 376 S. 15 th St. New Castle, IN 47362	Monday, Wed., Friday 9:00 am – 4:00pm	Phone: (765) 529-3010 Fax: (765) 521-7779 Email: henry@work-one.org
Rush County WorkOne 306 Main Street Rushville, IN 46173	Mon, Wed., Thursday 8:00am – 4:30pm Tuesday & Thursday 8:00 am – 12:00 pm	Phone: (765) 932-5921 Email: rush@work-one.org

Alignment of WIOA Programs with High-Growth Industries

Eastern Indiana Works/ASG is committed to better aligning WIOA programs and activities with the demand occupations and industries in Region 6. This will ensure that customers are developing the skill sets required by employers and that they are being prepared for jobs projected to be in-demand in the region. Over the past several years, there have been significant efforts to identify target industries and specific occupations that will be the focus of these alignment efforts. These regional efforts have identified several high-growth occupations that are to be targeted:

⇒ **Manufacturing, Industrial, and Commercial Occupations**

CAD Drafters and Designers	Welders
CNC Mill and Machine Operators	Computer Repair and Installation
Die Setters	Electricians
Heating and Air Technicians Repair	Industrial Maintenance and Repair
Machine Operators Drivers	Over the Road/Local Route Truck Drivers
Tool and Die Makers/Mold Makers	

⇒ **Health Care Occupations**

Dental Hygienists and Technicians	Emergency Medical Technician/Paramedic
Medical/Dental Assistant	Licensed Practical Nurse
Medical Secretaries/Billing Techs	Medical Records/Health Information Technicians
Nursing Assistants	Pharmacy Technicians
Radiology Technicians	Registered Nurses
Respiratory Therapists	Opticians

⇒ **Business and Other Occupations**

Automotive Service Technicians	Bus and Truck Mechanics
Accountants and Auditors	Computer Programmers/Analysts
Computer Support Specialists	Network Administrators
Data/Systems Managers	

Eastern Indiana Works is seeking proposals from organizations that understand the relationship between workforce and economic development and that can aid in aligning programs and services with these and other targeted occupations.

Transition of Current (Carry-In) WIOA Customers

Eastern Indiana Works/ASG is committed to a smooth continuation of services to existing customers without an undue interruption of services. Customers currently receiving services from an existing provider will continue to receive services from that provider if the provider is awarded a new contract through this RFP. Customers currently receiving services from an existing provider that does not receive a contract extension or new contract under this RFP will be smoothly transitioned to another provider. Eastern Indiana Works/ASG may require new contractors to accept “carry-in” WIOA customers and to continue providing appropriate WIOA services.

WIOA Adult and Dislocated Worker Services

Career services include all WIOA Adult and Dislocated Worker funding for staff who provide Basic and Individualized services to customers. Career services include staff who serve job seekers working within the WorkOne Centers, Affiliate Centers, Mobile Sites, and Tele-coach Access.

Required Program Design Elements

Bidders must clearly detail and describe how the organization will develop and implement career service activities in these required program design elements.

1. Integrated Service Delivery – Describe the organization’s program plan to seamlessly integrate delivery of services with services provided by non-WIOA funded service providers. Integrated Service Delivery braids relevant resources and services of all WorkOne partners to seamlessly address the training and employment needs of customers in an individualized and personal way. Key components include:
 - a. organization of staff around functions/customer needs.
 - b. functional leadership/supervision to support both system and site teams.
 - c. co-enrollment of customers.
 - d. continuous quality improvement based on customer data/ feedback; and
 - e. providing services where the customers are located.
2. Access for All – Describe the organization’s program plan to provide services to individuals who experience barriers to employment and increase outcomes for barriered populations.
3. Innovative Design – Describe the organization’s program plan to enhance and add value to the WorkOne system by building on its best practices with innovation and demand-driven design, and how it will expand those best practices throughout the WorkOne system.

4. Customer Engagement – Describe the organization’s program plan to provide a quick greeting and engage jobseekers who walk through WorkOne office doors or contact WorkOne remotely. Intake services which include orientation and supplemental materials that explain the services available through the workforce system, this requires that all staff be well informed about the site and be prepared to present each customer with the full range of resources and tools available to help their job search.
5. Interactive Workshops and Learning Labs – Describe the organization’s program plan to work with WorkOne to deliver up to date, comprehensive career planning and exploration activities to serve groups of customers, and its ability to respond flexibly to customer requests for the development of additional group services.
6. Technology – Describe the organization’s program plan to continually increase career services staff knowledge, experience, and ability to use computerized and assisted device technology to best communicate with customers at WorkOne sites and customers who contact WorkOne remotely.
7. In-Community Outreach – Outreach strategies to engage job seekers in need, especially those populations identified for priority of service, including veterans, adult learners with basic skills needs, TANF recipients, dislocated workers, individuals with disabilities, re-entry or returning citizens, and non-native English speaking, among others. Describe the organization’s program plan to flexibly meet customers in their communities, and coordinate connections between WorkOne and other community-based organizations. This should include a plan to connect job seekers with career services within the community.
8. Work-Based Learning – Describe the organization’s program plan to increase work-based learning opportunities tied to specific career pathways for both job seekers and employers, including on-the-job training, registered apprenticeships, and paid internships.
9. Career Pathways – Proposals must describe clear career pathway models (and include a diagram as an attachment) showing what services will be provided and by whom for program participants, including education, training, employment, and provision of intensive case management services. Each customer receiving individualized career services must have a written career pathway plan that identifies specific steps and activities that will lead to placement into jobs or

postsecondary education/training. Career pathway plans must provide clear advancement opportunities and transitions for customers.

Basic Career Services

- Initial determinations about eligibility based on WIOA eligibility criteria.
- Offer career services as identified in WIOA Sec. 134(A)(i) (xi) and Rules and Regulations part 680.
- Assessment tools available in both self-serve and staff-assisted formats that help determine skill and literacy levels, interests, aptitudes, and supportive service needs.
- Self-directed and staff-guided job search assistance using current labor market information.
- Resources that help customers understand labor market demand across high-growth industries and occupations.
- Access to job leads and open opportunities.
- Information about in-demand training, work-based learning (e.g., on-the-job training, internships, apprenticeships and more), education, and credentials in high-growth industries and occupations.
- Referrals to employment and supportive assistance offered by mandated and nonmandated partners.
- Assistance in accessing financial aid for training and post-secondary education.

Individualized Career & Training Services

- Specialized assessment tools and diagnostic testing to determine skill and literacy levels, interests, aptitudes, and supportive service needs.
- Interviewing and in-person evaluation of customer's employment goals and barriers to employment.
- Connections to or issuance of resources that help customers access supportive services such as transportation assistance, interview and/or work clothing, and other appropriate assistance as needed and authorized.
- Individualized career coaching.
- Group career coaching.
- Individual Employment Plan (IEP) development.
- Job readiness training.
- Intrapersonal and/or professional development training (directly or through partners) to help build skills.

- Job Search “toolkit” essentials including resume & cover letter development assistance, professional social media profile (LinkedIn), job interview preparation, job search and job application strategies, professional networking, and among others.
- Information about in-demand training, work-based learning (e.g., on-the-job training, internships, apprenticeships and more), education, and credentials in high-growth industries and occupations.
- Occupational Training and information about how to access eligible training providers and programs.
- Referrals to employment and supportive assistance offered by mandated and nonmandated partners.
- Assistance in accessing financial aid for training and post-secondary education □ out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training programs and referrals to Adult Basic Education and High School Equivalency (HSE) preparation activities, or Bridge Programs □ Connections to employment opportunities.
- Management of customer file including documentation of WIOA performance goals and case notes.
- Data management.
- Follow-up services to help support retention and career advancement.
- Sharing customer success stories and photographs for region-wide publications.

Youth Services

The selected bidder(s) coordinate services for WIOA-eligible youth. Youth are defined as the following:

- In-School Youth: Individuals who are 14-21 years of age, are currently in school, and are low-income, and have one or more barriers as defined under WIOA.
- Out-of-School Youth: Individuals who are age 16-24 and have dropped out of school, are not attending any school, and have one or more barriers as defined under WIOA.

The selected bidder(s) will ensure that WIOA Youth expenditures are aligned with the following requirements:

- A minimum of 75 percent of all WIOA youth program expenditures must be directed to out-of-school youth services (* currently Indiana has received a waiver to reduce 75% WIOA youth program expenditure to 50% until July 2022);
- A minimum of 20 percent of funding should be used to support work experience for both in-school and out-of-school youth.

The selected bidder(s) coordinate WIOA Title I Career Services for Youth including:

- Assure that in-school youth are connected to the Jobs for America's Graduates (JAG) Program.
- Study support including tutoring and other evidence-based strategies that help youth navigate study and education goals.
- Individualized or small-group instruction to promote effective study skills and habits.
- One-on-one mentoring and recommending promoting school completion objectives (i.e., diploma or credential attainment).
- Drop-out prevention strategies.
- Drop-out recovery services.
- Developing individual service strategies for youth customers.
- Helping youth achieve their goals by connecting them to appropriate supports and resources needed for educational and employment success as detailed in their individual service strategy.
- Connections to both paid and unpaid Work Experience opportunities such as on-the-job training, internships, apprenticeships, volunteer programs, and more.
- Connections to occupational training.
- Supportive services to address basic needs.
- Mentoring opportunities from adults and peer-to-peer mentoring.
- Specialized assistance to address barriers such as housing/homelessness, pregnancy and parenting, mental health, addiction, or substance abuse, physical or learning disabilities.
- Sharing customer success stories and photographs for region-wide publications.

In-School Youth Services

Eastern Indiana Works/ASG deploy the multi-year Jobs for Americas Graduates (JAG) program model as the In-School Youth program throughout Region 6. Detailed information on the JAG program model may be located at www.jag.org.

The JAG program currently has 5 programs implemented at the following nine area schools:

- Knightstown High School
- New Castle High School
- Muncie Central High School
- Blackford High School
- Monroe Central High School

Note: Sites are subject to change and providers should be prepared to adjust staffing and administrative cost with the addition or completion of a site program.

Specialists deliver an array of counseling, employability skills development, career association, job development, and job placement services that will result in either a quality job leading to a career after graduation or enrollment in a postsecondary education and training program.

The JAG National In-School Curriculum, consisting of 87 competency-based modules, provides up to 240 hours of classroom instruction. Students typically enter JAG during the Junior Year of High School.

The Multi-Year Program services also include a capstone 12-month follow-up period during which Specialists are actively involved in intensive one-on-one employer marketing and job development activities to identify entry-level job opportunities for students after graduation. Specialists help graduates in the exploration of postsecondary educational opportunities and show them how to navigate the financial aid process to pursue these opportunities.

Non-graduates receive additional assistance in graduating from high school or completing requirements for a GED certificate before the close of the 12-month follow-up period.

Specialists track the labor market and schooling/training activities of these JAG participants monthly. Specialists are expected to keep contact with students that are not able to stay enrolled in the Multi-Year Program to determine if they graduated from high school. In addition, it is of value to determine their plans to seek employment and/or pursue a postsecondary education.

The JAG program has its own outcome goals in addition to the WIOA performance measures. JAG Specialists are held accountable for the following process and performance outcomes:

- 90 percent GED and/or high school graduation rate

- 80 percent experiencing a positive outcome, including employment, postsecondary education enrollment, or military
- 60 percent employed in a job in the public or private sectors
- 60 percent employed in a full-time job
- 80 percent in a full-time placement, including full-time job; full-time postsecondary enrollment; or a combination of work and school
- 80 percent improvement in attendance rate
- 80 percent improvement in self-esteem index
- 80 percent improvement in GPA
- 90 percent participation in JAG Career Association meetings and activities
- 80 percent increase using pre- and post-test knowledge assessment
- 90 percent participation in service-learning projects
- 80 percent decline in discipline referrals
- Students are selected with no less than a 5.0 average number of barriers
- 90 percent of participants with reduction in one or more barriers
- Average number of contact hours per participant: 120 contact hours
- Average number of JAG competencies reached: 60 over a four-year period
- 100 percent of participants are being tracked accurately and in a timely manner using the Electronic National Data Management System (e-NDMS)
- 5 percent or less of graduates in the unable to contact rate category
- 30 percent pursuit of a postsecondary education

WIOA Performance Outcomes

The selected bidder(s) are expected to establish and maintain program performance standards that:

- Assure that negotiated performance measures are met or exceeded.
- Promote accountability and transparency, and
- Maximize return on investment of federal resources.

The selected bidder(s) will utilize case management and federal reporting systems as required by the Indiana Department of Workforce Development (DWD). In early 2017, DWD announced that, in partnership with Geographic Solutions, the current CareerConnect system would be expanded. The selected bidder(s) will be expected to support statewide efforts around implementation of the enhancements as well as take part in training about how to use the integrated system.

WIOA Performance measures are defined in the following chart:

WIOA Performance Measure	Definition
Entered Employment	The percentage of participants who are placed in unsubsidized employment during the second quarter after exit
Employment Retention	The percentage of participants who are placed in unsubsidized employment in the fourth quarter after exit
Median Earnings	The median earnings of participants who are in the second quarter after exit
Credentials	The percentage of participants who obtain recognized postsecondary credential or secondary school diploma/GED within one year after exit from the program
Skill Gains	The percentage of participants enrolled in training or education program who show documented skills gains during a program year

The period of performance is July 1, 2020 through June 30, 2021. The negotiated performance measures for the period of performance are as follows:

WIOA Adults	
WIOA Performance Measure	Goal
Employment (2 nd Qtr after Exit)	79.2%
Employment (4 th Qtr after Exit)	75%
Median Earning (2 nd Qtr after Exit)	\$5,933.00
Credential Attainment Rate	56.2%
WIOA Dislocated Worker	
WIOA Performance Measure	Goal
Employment (2 nd Qtr after Exit)	76.5%
Employment (4 th Qtr after Exit)	75.1%
Median Earning (2 nd Qtr after Exit)	\$6,704.00
Credential Attainment Rate	52.1%
WIOA Youth	
WIOA Performance Measure	Goal
Employment (2 nd Qtr after Exit)	70.5%
Employment (4 th Qtr after Exit)	75.2%
Median Earning (2 nd Qtr after Exit)	\$3,271.00
Credential Attainment Rate	56.7%

**

Proposal Narrative

All proposals must be received by Friday, March 19, 2021 no later than 4:00pm EST. Eastern Indiana Works has the right to refuse any proposals submitted after the deadline.

As stated earlier, Eastern Indiana Works delivers services in physical offices (comprehensive and affiliate sites), through Mobile/TeleCoach staffing and on-site in-school services.

Respondents to this RFP are asked to submit proposals based on each of these three delivery models identified by Eastern Indiana Works. Each respondent may craft a response for any or all three of these service delivery models.

Physical offices may be funded and serve adult, dislocated worker, and out of school youth participants. Mobile and TeleCoach services may also be funded and serve adult, dislocated worker, and out of school youth participants. The In-School services may be funded by Job for America's Graduates and/or WIOA youth funding.

The proposal should be organized in the order in which the requirements are presented in this RFP, with a table of contents which cross-references the RFP requirements. The Executive Summary and Proposal Narrative must be submitted in the following format:

- 8 ½" x 11" plain white paper
- One-inch margins on each side
- Minimum 12-point font
- Double spaced
- Sections and subsections labeled
- 45 pages maximum, excluding the cover page, table of contents, executive summary, and requested attachments
- Number the pages of the proposal narrative consecutively in "Page x of x" format. Attachments need not be numbered.

Proposals should be assembled in the following order:

- Cover Sheet (Included as an attachment to this RFP)
- Table of Contents
- Executive Summary (No more than 2 pages)

- Proposal Narrative (15 pages for each delivery model response)
- Attachments
 - Attachment 1 – Budget Worksheet & Narrative
 - Attachment 2 – Proposed Regional Organizational Service Provision Chart
 - Attachment 3 – Non-Collusion Affidavit
 - Attachment 4 – Assurances & Certifications Form
 - Attachment 5 – Proof of Non-Profit Status OR if For-profit provide Certificate of Good Standing
 - Attachment 6 – Audited Financial Statements
 - Attachment 7 –References (Minimum 3)

Eastern Indiana Works/ASG is requesting that proposals be submitted in electronic format. Once a prospective bidder has submitted a letter of intent by the due date, Eastern Indiana Works/ASG will provide a secure electronic SharePoint folder for that entity to provide all required documents. Each file should include the entities name and the document title. No late proposals will be reviewed.

Proposal narrative responses should address the specific questions and be answered in a clear and concise manner. Bidders are encouraged to use bullet points and embed charts or graphs when possible. Bidders should not include references to any attachments that are not specifically requested. Any superfluous attachments referenced in the proposal narrative or attached to the proposal will not be reviewed.

Organizational Background and Capacity

All bidders are instructed to provide the following information about the organization or, if a consortium of more than one organization, about each organization:

1. Bidders who are applying as a partnership must attach a fully executed MOU.
2. Brief history of the organization.
3. Description of the organization's qualifications related to the delivery of the required service components.
4. Evidence in support of past performance derived from the organization's most recent audit and monitoring reports.
5. Overview of the organization's staffing and management structure, including an organization chart that depicts levels of staff responsibility and division of work.
6. Staff experience and specialized workforce system knowledge. If your organization has not provided WIOA services, please provide the same information for programs that are comparable to the WIOA services you are proposing.

7. The organization's ongoing staff development plan to engage staff in gaining knowledge, skills, and abilities to better serve customers.
8. Grant recipient and fiscal agent role, and the organization's experience in managing Federal, State, and other public funds, and experience in fund accounting; and
9. Three (3) examples of successful systemic or programmatic workforce system delivery improvements the organization have initiated or driven.

Past Performance History

All bidders are instructed to provide the following information about the organization or consortium's past performance outcomes, by providing specific examples and/or performance data for the past three to five (3 – 5) years in the following areas:

1. Evidence of the organization's ability to meet program performance goals and objectives in delivering workforce services to customers.
2. Evidence of the organization's track record in recruiting customers eligible to receive services.
3. Evidence of the organization's success in using data entry systems to capture service delivery data, case notes, and documents in provision of workforce development services; and
4. Evidence of the organization's success in using performance data to drive service design and delivery for continuous program improvements.

General Program Design Elements

*provide a response for each delivery model you are bidding on

A. Integrated Service Delivery – Describe the organization's program plan to seamlessly integrate delivery of services with services provided by other WIOA and non-WIOA funded service providers.

B. Access for All – Describe the organization's program plan to provide services to individuals who experience barriers to employment (see attached Appendix C – Definitions) and increase outcomes for barriered populations; and

C. Innovative Design – Describe the organization's program plan to enhance and add value to the system by building on its best practices with innovation and demand-driven design, and how it will expand those best practices throughout the system.

WIOA Career Services for Physical Office Service Delivery

1. Provide an overview of the services that will be provided to adults, dislocated workers, and out-of-school youth in the region. Your description should explain, in detail, basic career services and individual career services offered.
2. Describe your outreach and recruitment plan. How will you ensure that you are reaching individuals who are eligible for the program? Explain how you will perform outreach to diverse special population groups including individuals with disabilities, military veterans, individuals with limited basic skills and other groups as you see applicable.
3. Explain how customers will be orientated to WIOA services. What is the process for assessment and enrollment of customers? List any assessment tools to be used, along with brief descriptions of what types of results and information are collected. Explain how the assessment results will be used to develop a service strategy for the customer.
4. Describe your case management and career planning services. Explain your approach to developing and managing an individual employment plan. What is your ratio of customers to case managers?
5. Explain the basic career services you intend to offer to customers. Provide as much detail as possible about the specific workshops, job readiness training, and other innovative career resources you propose to offer to customers.
6. Discuss how you help customers make informed decisions about training services offered through WIOA, including: basic skills training, pre-vocational training, vocational training, postsecondary education, work-based learning, on-the-job training, internships, and other training opportunities that help customers achieve their career goals.
7. Discuss job placement efforts for customers. How do you help customers identify and connect with employment opportunities?
8. Describe your follow-up services after job placement. How do you help customers retain and advance along career pathways?
9. Affirm your commitment to utilizing state-sanctioned data collection systems such as Indiana Career Connect. Provide a description about your data collection and data validation processes and how that helps meet the requirements of WIOA.
10. Please share any innovative or unique services you plan to use in your out of school youth approach to serving clients under WIOA.

WIOA Career Services for Mobile and Tele-coach Service Delivery

1. Provide an overview of the services that will be provided to adults, dislocated workers, and out-of-school youth in the region. Your description should explain, in detail, basic career services and individual career services offered.
2. Describe your outreach and recruitment plan. How will you ensure that you are reaching individuals who are eligible for the program? Explain how you will perform outreach to diverse special population groups including individuals with disabilities, military veterans, individuals with limited basic skills and other groups as you see applicable.
3. Explain how customers will be orientated to WIOA services. What is the process for assessment and enrollment of customers? List any assessment tools to be used, along with brief descriptions of what types of results and information are collected. Explain how the assessment results will be used to develop a service strategy for the customer.
4. Describe your case management and career planning services. Explain your approach to developing and managing an individual employment plan. What is your ratio of customers to case managers?
5. Explain the basic career services you intend to offer to customers. Provide as much detail as possible about the specific workshops, job readiness training, and other innovative career resources you propose to offer to customers.
6. Discuss how you help customers make informed decisions about training services offered through WIOA, including: basic skills training, pre-vocational training, vocational training, postsecondary education, work-based learning, on-the-job training, internships, and other training opportunities that help customers achieve their career goals.
7. Discuss job placement efforts for customers. How do you help customers identify and connect with employment opportunities?
8. Describe your follow-up services after job placement. How do you help customers retain and advance along career pathways?
9. Affirm your commitment to utilizing state-sanctioned data collection systems such as CareerConnect. Provide a description about your data collection and data validation processes and how that helps meet the requirements of WIOA.

Please share any innovative or unique services you plan to use in your out of school youth approach to serving clients under WIOA.

WIOA Career Services for In-School

1. What is the proposed number of youths to be served in each of the two categories (in-school youth and out-of-school youth).
2. Describe your outreach strategies to reach and engage eligible youth.
3. DWD issued an assessment policy describing the assessment tools recommended for WIOA youth. Describe your commitment to the policy and your approach to the assessment process for youth enrolled in the program. Include the assessment tools used and their purpose.
4. Describe your approach to developing individual service strategies for youth. How do you connect youth to education and training resources that help them achieve the goals outlined in their individual service strategy?
5. What types of training approaches and resources are you planning to utilize in your service approach?
6. Describe your approach to providing mentoring, study assistance, drop-out prevention and recovery, and other supportive assistance to youth enrolled in the program.
7. Please share any innovative or unique services you plan to use in your youth approach to serving youth under WIOA.
8. What types of employment resources will be provided to youth? Describe why are these resources appropriate for this population.
9. Please describe your understanding of the Jobs for America's Graduates program and how your organization will deliver JAG services.

Financial Management

1. Provide an overview of your administrative and fiscal management capabilities as they relate to your ability to carry out the services described.
2. Describe your experience with cost reimbursement contracts.
3. Describe your organization's previous experience administering federal, state and private grants.
4. How will financial information be made available for monitoring and auditing purposes?

Proposal Evaluation

Each proposal will be reviewed for completeness toward meeting the submittal guidelines. Proposals that are incomplete will not be evaluated further.

Proposals will be scored according to the following matrix for each of the 4:

Proposal Evaluation Scoring Matrix		
Proposal Requirement	Total Points	
Organization Background and Qualifications	25	
Physical Office Services	25	
Mobile and Tele-coach Services	25	
In-School Youth Services	25	
Financial Management	25	
Budget	25	
	Subtotal	150
Final presentations	50	
	Total	200

Regulations and Requirements

RIGHT TO CANCEL: The Eastern Indiana Works/ASG reserves the right to delay, amend, reissue, or cancel, all or any part of this RFP at any time without prior notice. Eastern Indiana Works/ASG also reserves the right to modify the RFP process and timeline as deemed necessary. Subject to guidance being issued by US Department of Labor and/or Indiana Department of Workforce Development and/or any subsequent sub-awards will be changed to ensure compliance.

AUDIT REQUIREMENTS: The services delivered under this RFP are considered sub-recipient services and will require the selected bidder to comply with audit requirements for federal funds. All bidders must submit a copy of the most recent independent audit and financial statements.

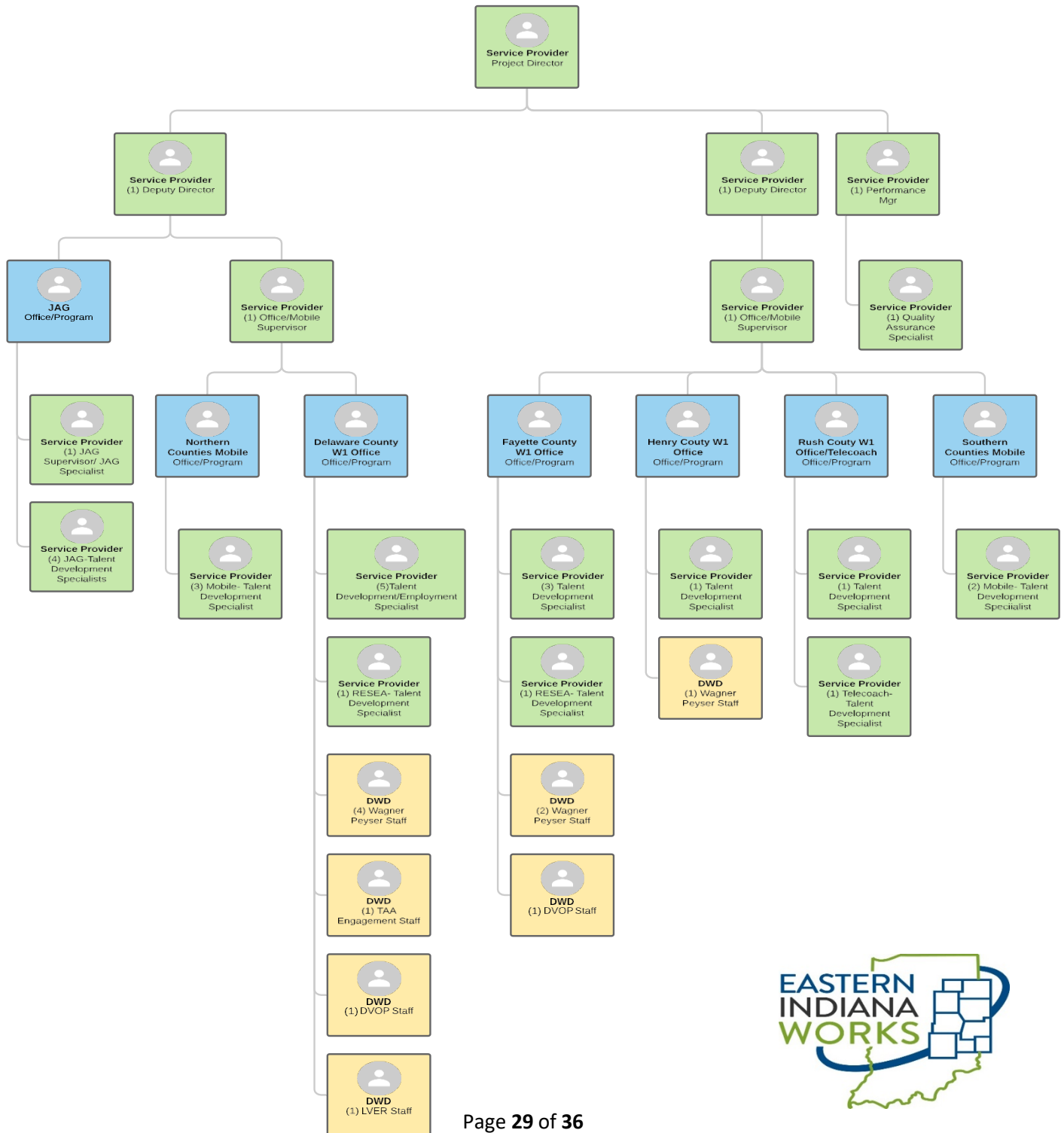
TYPE OF CONTRACT: Proposed costs will be analyzed, and a cost reimbursement contract will be negotiated with a demonstrated performance basis. Payment under a cost reimbursement contract will be based upon actual costs and performance delivery outcomes. For the purposes of responding to this RFP, bidders will develop a line-item budget showing all expected costs associated with delivering the proposed services and a budget narrative explaining the costs. Bidders may not subcontract services described in this proposal without prior written consent.

COMPLIANCE WITH WORKFORCE INNOVATION AND OPPORTUNITY ACT: The selected bidder(s) are required to operate the Workforce Innovation and Opportunity Act

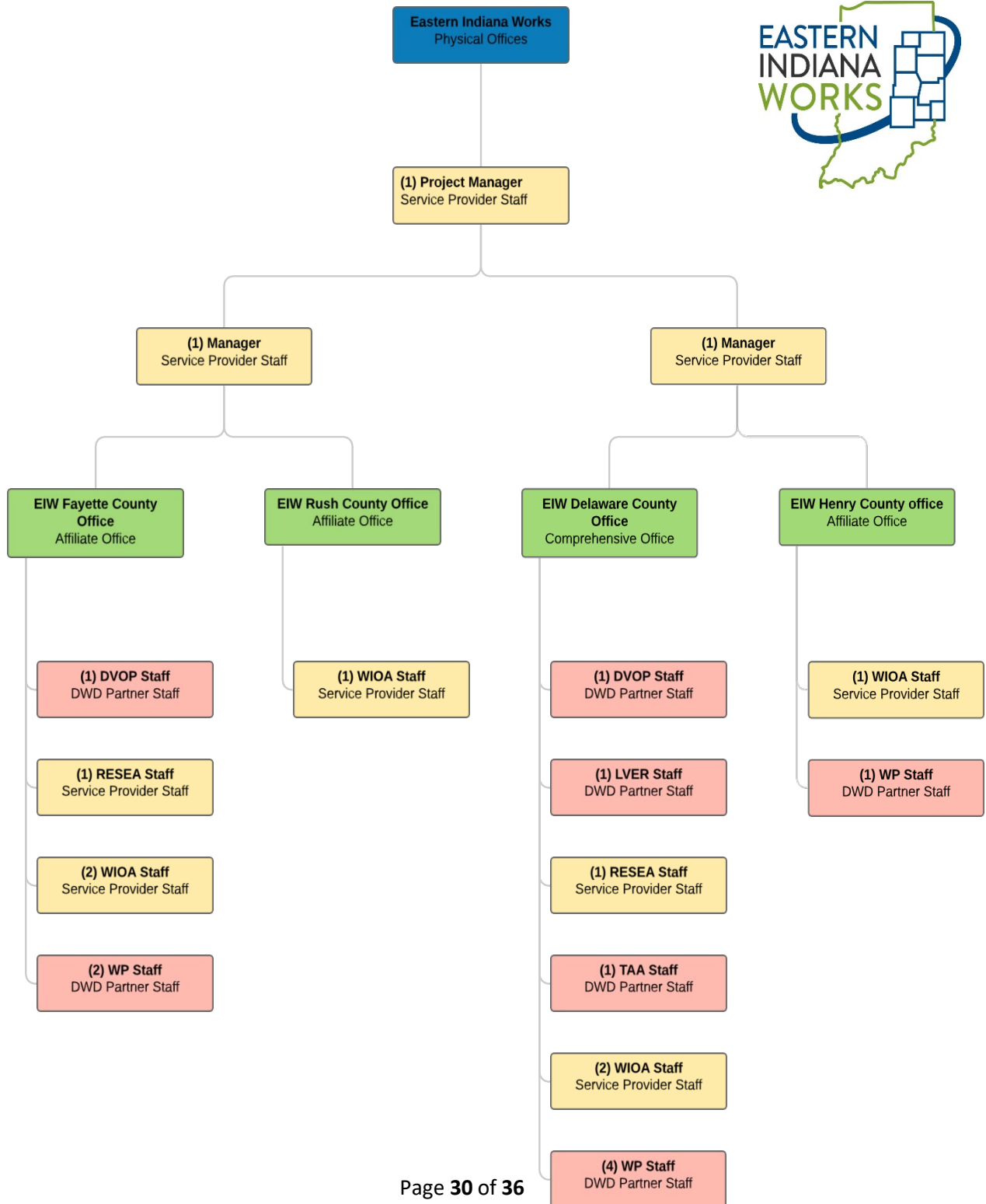
(WIOA H.R. 803, Public Law 113-128) in accordance with all applicable current or future federal, state and local laws, rules, and regulations. As a condition to the award of financial assistance from the Department of Labor, under WIOA the selected bidder will assure that it will comply fully with the nondiscrimination and equal opportunity provisions of as follows: WIOA prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA financially assisted program or activity.

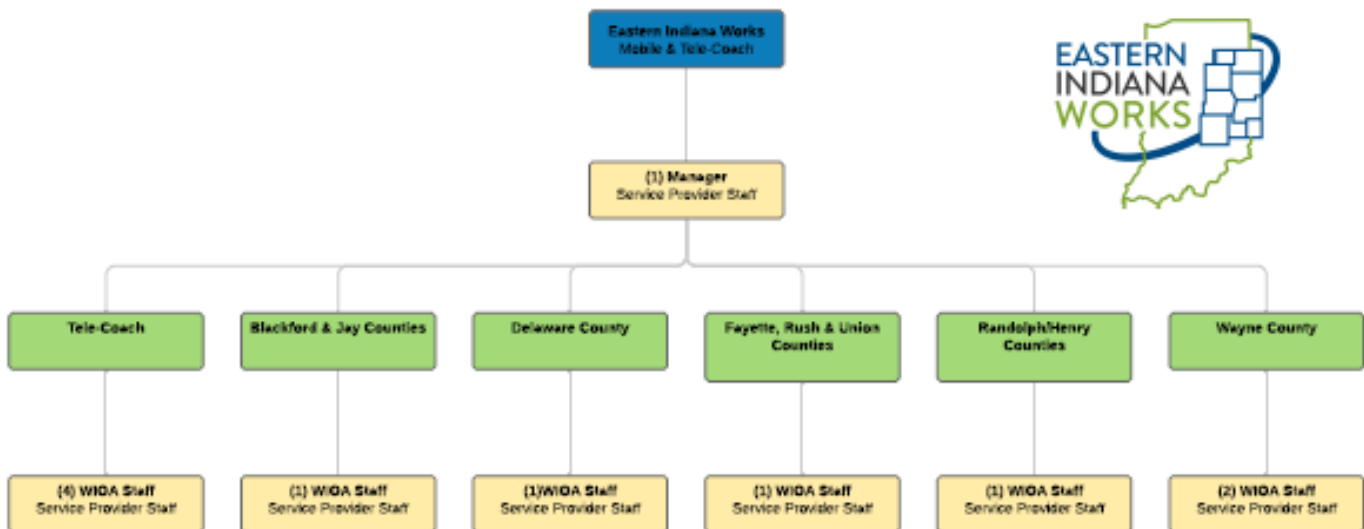
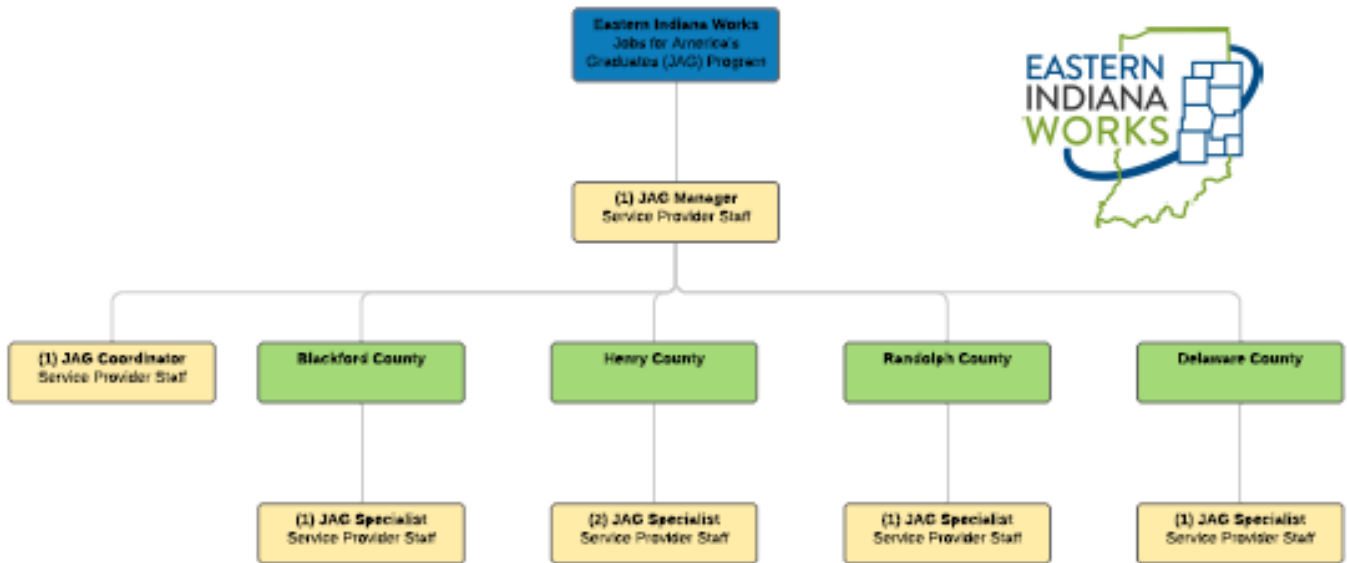
Organizational Charts

Current Organizational Chart



Potential PY2021 Eastern Indiana Works Organizational Chart





Proposal Cover Sheet for

Delivery Model

Name of Lead Agency/Organization: _____

FEIN: _____

Partnership or Sole Agency: _____

Mailing Address: _____

Contact Person: _____

Telephone: _____ Email: _____

Website: _____

Total Funds Requested: \$ _____ _____	Proposed Expenditures per Service Category:	
	Adult Services	\$ _____
	Dislocated Worker Services	\$ _____
	In School Youth Services	\$ _____
	Out of School Youth Services	\$ _____

To the best of my knowledge and belief, all information in this proposal is true and correct, the document has been duly authorized by the governing body of the applicant.

 Name of Authorized Representative Title of Authorized Representative

 Signature of Authorized Representative Telephone Number Date

Budget Estimate Worksheet for _____ Delivery Model

Organization Name: _____

Line-Item Budget	Adult	Dislocated Worker	In School Youth	Out of School Youth	Total
Personnel					
Fringe Benefits					
Travel					
Equipment					
Contractual					
Other:					
Supplies					
Communications					
Supportive Services					
Other (Please Identify)					
Other (Please Identify)					
Other (Please Identify)					
Other (Please Identify)					
Indirect Charges					
Total					

Budget Narrative for _____ Delivery Model

Organization Name: _____

Budgeted Item	Detail Description
Personnel	
Fringe Benefits	
Travel	
Equipment	
Contractual	
Other:	
Supplies	
Communications	
Supportive Services	
Other (Please Identify)	
Other (Please Identify)	
Other (Please Identify)	
Other (Please Identify)	
Indirect Charges	

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 Eastern Indiana Works/ASG 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 of _____, 2021.

Notary Public

County of: _____

Commission Expiration Date: _____

ASSURANCES AND CERTIFICATIONS

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Development Act, Workforce Development Board, 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, as requested.

Signature of Authorized Representative

Print or Type Name