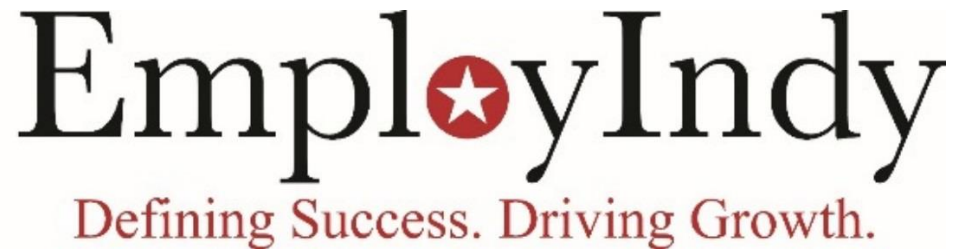


Indianapolis Private Industry Council Inc. d/b/a EmployIndy  
Indiana Workforce Development Region 12 (Marion County)



## NOTIFICATION OF REQUEST FOR PROPOSALS

Provision of  
**One-Stop Operator Services**

Issued May 18, 2022

**Proposals must be received no later than Noon ET  
Friday, June 10, 2022**

RFP# 2022-003

EmployIndy  
PNC Center  
101 W. Washington St., Suite 1200  
Indianapolis, IN 46204  
(317) 639-4441

EmployIndy, its programs and contract service providers are Equal Opportunity employers/programs.  
Auxiliary aids and services are available upon request to individuals with disabilities.

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## **I. Introduction**

EmployIndy drives growth in Marion County by investing \$20 million a year in public, private, and philanthropic funds in innovative strategies focused on reducing barriers for residents so they may have access to career pathways and gain needed skills to excel in the workforce, thus presenting employers with qualified candidates to fulfill their hiring needs. This ABC (Any Job, Better Job, Career) Approach exemplifies the transitional goal for both workers and employers, realizing that having access to a career and skilled workers is a journey, not just a destination.

As the Workforce Development Board (WDB) for Marion County, guided by 21 business, civic, education and non-profit community leaders, EmployIndy focuses on the following three strategies:

1. Addressing systemic barriers preventing a strong pipeline of entry level workers and employment opportunities
2. Creating a positive trajectory for young adults to actively participate in the workforce
3. Creating an employer-driven urban neighborhood workforce development framework that can be replicated throughout Indianapolis.

## **II. Statement of Purpose**

EmployIndy is soliciting proposals for an entity to serve as the One-Stop Operator of the WorkOne Indy System. Under the Workforce Innovation and Opportunity Act (WIOA), the One-Stop Operator's role is to coordinate the service delivery of required one-stop partners and service providers. EmployIndy is seeking a One-Stop Operator who will act as a consultant to assist with implementing the strategic vision of the WDB by focusing on coordinating required partner activities and building relationships with ecosystem partners. The awarded contractor will not be responsible for the functional management of any American Job Center or other service providers.

## **III. Contract Type**

Contracts executed as a result of this RFP will be paid through cost reimbursement based on the scope of work for negotiated services, deliverables, outcomes, and outputs. The funding sources will be WIOA and American Rescue Plan Act of 2021 (ARPA) funds, and EmployIndy will contract between \$150,000 and \$200,000 over a period of 12 months. The One-Stop Operator will serve in this role from July 1, 2022 until June 30, 2023, with an option for parties to extend the services for up to three successive years through June 30, 2025.

## **IV. System Overview**

### *The Workforce Opportunity Innovation Act*

WIOA is the federal law that creates and funds the workforce development system. It is administered by the U.S. Department of Labor (U.S. DOL) and the Indiana Department of Workforce Development (DWD) to provide job seekers more seamless access to a system of high-quality career services, education, and training through the one-stop delivery system. Businesses inform and guide the workforce system, ensuring that services are well aligned with employer needs and to compete in the global economy. WIOA funding is distributed to states

and subsequently to local WDBs. EmployIndy serves as the WDB for Marion County. All services provided by agents and service providers must meet the performance goals set by U.S. DOL, DWD, and EmployIndy.

Bidders should have a strong understanding of WIOA and its requirements.

WIOA is divided into four titles, each of which is briefly discussed below:

#### Title I: Workforce Development Activities

Title I governs the one-stop delivery system, for which EmployIndy is most directly responsible. Title I-A requires EmployIndy to engage in regional coordination. The One-Stop Operator is specifically charged with assisting EmployIndy in this coordination.

Title I-B creates in each local region a one-stop delivery system comprised of these training and career services, programs under Titles II, III, and IV, and other federally required partner programs. Additionally, Title I-B outlines the provision of training services and career services to adults, dislocated workers, out-of-school youth, and in-school youth. In Marion County, WIOA training and career services are provided by service providers competitively selected by EmployIndy.

#### Title II: Adult Education and Literacy Act

Title II impacts the Adult Education and Literacy Act, which is intended to “create a partnership among the Federal Government, States, and localities to provide, on a voluntary basis, adult education and literacy activities.” The purpose of Title II is to “assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency.” EmployIndy currently partners with ten area adult education and literacy providers receiving WIOA Title II funds through DWD for Adult Basic Education (ABE) and Integrated English Literacy & Civics Education (IELCE) programs.

#### Title III: Wagner-Peyser Act of 1933

Title III is the Wagner-Peyser Act. “The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Act was amended in 1998 to make the Employment Service part of the One-Stop services delivery system.”

Further, “The Employment Service focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings.”

In Indianapolis, the Wagner-Peyser Act is implemented by the Department of Workforce Development.

#### Title IV: Rehabilitation Act of 1973

Title IV affects the Rehabilitation Act of 1973 and the provision of vocational rehabilitation services. Based on findings that “individuals with disabilities experience staggering levels of

unemployment and poverty,” vocational rehabilitation services are provided to help individuals with disabilities “prepare for, obtain, or retain employment.”

In Indianapolis, the Vocational Rehabilitation program is implemented by the Indiana Family and Social Services Administration.

### *The Marion County Workforce Development System*

Through its five-year 2017-2022 strategic plan, EmployIndy has deliberately deepened its effort on the five high-priority neighborhood clusters in the Near East (46201), North West (46208), Mid-North (46205), North East Corridor (46218), and Far East (46235). In these neighborhood clusters and beyond, an estimated 80,000 Marion County residents are unemployed, under-employed or marginally attached to the workforce. Another 30,000 Opportunity Youth and young adults lack the skills and resources necessary to make *smart choices* about their education and careers. EmployIndy has reduced its footprint of physical centers and established a system that is designed to meet residents and participants where they are. This has required and will continue to require rigorous and meticulous coordination with our required One-Stop partners and with community-based organizations who are intimately tied into their neighborhoods and the needs of their residents.

As EmployIndy continues to decentralize service delivery, the One-Stop Operator is expected to function as a backbone that provides the infrastructure to accelerate change across the local system. EmployIndy is increasingly applying an intentional, place-based approach to delivering education, training, employability skills, and work-based learning at the neighborhood level to advance strong and supportive communities. In so doing, we believe we have the responsibility and capability to serve as a catalyst for community-level progress by strengthening the public workforce system and our local network of employment and training service providers.

In 2018, EmployIndy consolidated its three WorkOne Indy offices into a single location at 4410 N Shadeland Avenue, Indianapolis, IN 46226. The WorkOne Indy office provides Career Services to employers and job seekers of Marion County. Beyond the physical center, the WorkOne Indy System deploys tools and products including a self-service labor exchange system, embeds WorkOne Indy professionals at community locations across Marion County, and assists the needs of employers through the EmployIndy Business Partnerships Team. Additional funds are deployed at the community level for workforce services, projects, and initiatives that enable residents and workers to gain the skills and support needed to navigate jobs and careers directly in their neighborhood centers.

### WorkOne Indy Service Delivery Team

Overseen by the EmployIndy Career Services Team, WorkOne Indy Service Delivery Team provides career services at the WorkOne Indy Office, which is the cornerstone of EmployIndy’s employment and training service delivery model in Marion County. The WorkOne Indy Service Delivery Team offers a variety of services from multiple entities, including, but not limited to, adult education, job search, job training and job placement services through the Trade Assistance

Act (TAA), Workforce Innovation and Opportunities Act (WIOA), Reemployment Services and Eligibility Assessments (RESEA), senior services (SCSEP) and Veteran services (JVSG).

The office also acts as the central location to provide free resources to the constituency of Marion County such as meeting space for employers, workshops, computer and internet access for job search, and access to additional community partners.

#### Embedded WorkOne Indy Services

EmployIndy is working to be representative of the unique needs of Marion County residents by ensuring career services are accessible in all target impact areas. Embedded services are consistent with those available at WorkOne Indy and are accessible to residents in community locations around Marion County at the same day/s and same time/s each week. These services eliminate duplication of career services in a location and provide complimentary, value-added services to those already delivered by ecosystem partners.

#### WorkOne Indy Community Workshops

In addition to embedding services to enhance accessibility for residents, EmployIndy provides no-cost facilitation of WorkOne Indy workshops to neighborhood and community-based organizations. These workshops include:

- WorkOne Indy WIOA Orientation
- Job Search 2022
- Resume and Cover Letter Creation
- Live Job Search
- Interview Tips and Practice
- Social Media & Networking to Find Employment
- Online Job Application Tips and Tricks
- New Job – Set Up for Success
- Career Moves & Changes
- Basic Computer Skills
- Career Skills
- Coffee Connection
- Create a Searchable Resume in ICC
- Vetworking
- Hot Jobs in Indianapolis
- Testing for:
  - TABE
  - National Career Readiness Certificate
  - TORQ
- Warren Township Adult Basic Education classes

*WIOA Required Partners*

WIOA outlines specific entities who fulfill explicit roles and benefits within the WorkOne Indy System who must partner together to improve the delivery of services across the WorkOne Indy System. WIOA requires EmployIndy and all required partners to enter into a partnership memorandum of understanding (MOU) relating to the operation of the one-stop delivery system. The One-Stop Operator will be responsible for executing the partner MOU on an annual basis. These required activities and the respective local WorkOne Indy partners include:

<b>Required Activities</b>	<b>WorkOne Indy Partners</b>
Programs Authorized Under this Title (WIOA Title I Adult/DWD/Youth programs)	EmployIndy Proteus, Inc. Atterbury/Indypendence Job Corps
Wagner-Peyser	DWD
Adult Education and Literacy	Blue River Career Programs Central Nine Career Center Goodwill Excel Centers Indy Reads Marian University Martin University MSD of Warren Township, Adult Education MSD of Wayne Township, Adult Education Washington Township Adult Basic Education YMCA of Greater Indianapolis
Vocational Rehab	FSSA
Title V of the Older Americans Act	Goodwill International National Able
Postsecondary CTE (Perkins)	Ivy Tech Community College
Title II of the Trade Act	DWD
Chapter 41 of Title 38 (Job Counseling, Training, and Placement Service for Veterans)	DWD
Community Services Block Grant	Community Action of Greater Indianapolis
Employment and Training under HUD	Indianapolis Housing Agency
Programs Authorized under State Unemployment Laws	DWD
§212 of the Second Chance Act	Goodwill of Central and Southern Indiana John Boner Neighborhood Center RecycleForce
TANF E&T (Title IV of the Social Security Act)	FSSA DFR

## V. Specifications and Scope of Work

EmployIndy seeks an entity to serve as the One-Stop Operator. The role of the One-Stop Operator in Marion County to assist with implementing the strategic vision of the WDB by focusing on coordinating required partner activities and building relationships with ecosystem partners.

### *One-Stop Operator Bidder Eligibility*

The One-Stop Operator may be a single entity or a consortium of entities. A consortium of entities must include a minimum of three of the required one-stop partners. The One-Stop Operator may be public, private, or non-profit. The One-Stop Operator may operate one or more One-Stop Centers, however EmployIndy seeks to select only one One-Stop Operator for the local area. The following entities may serve as a One-Stop Operator:

- (1) An institution of higher education;
- (2) An Employment Service State agency established under the Wagner-Peyser Act;
- (3) A community-based organization, nonprofit organization, or workforce intermediary;
- (4) A private for-profit entity;
- (5) A government agency;
- (6) A Local WDB, with the approval of the chief elected official and the Governor; or
- (7) Another interested organization or entity, which is capable of carrying out the duties of the One-Stop Operator. Examples may include a local chamber of commerce or other business organization or a labor organization.

Elementary schools and secondary schools may not be a One-Stop Operator unless it is a non-traditional public secondary school, such as a night school, adult school, or area career and technical education school.

### *Fiscal Requirements of One-Stop Operator*

Any entity serving as the One-Stop Operator must understand the Office of Management and Budget's *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (2 C.F.R. part 200). Any for-profits must understand the Office of Management and Budget's *Contract Cost and Price* (2 C.F.R. 200.323(b)) regarding negotiation of profits.

### *Duties of the One-Stop Operator*

EmployIndy expects the One-Stop Operator to support the mission and vision of EmployIndy by implementing the following duties in partnership with the WDB:

1. **Service delivery coordination** of required one-stop partners and service providers with a focus on ensuring that all one-stop partners and providers share common goals around access and quality of services for customers. This includes:
  - a. **Quarterly Partner Meetings:** The quarterly partner meetings will continue to be an important component to this scope of work. These meetings will assist with



information sharing and relationship development among partners but will also provide EmployIndy the opportunity to distribute information. This time will also be utilized to support partner coordination as well as conduct training and best practice sharing. During these meetings, THE OSO will facilitate strategic interaction and conversation among the partners. THE OSO will be responsible for securing locations, scheduling, managing invites, creating agendas, facilitating the meetings, documenting and distributing meeting notes to partners, and completing follow-up tasks.

- b. **Partner Conversations:** There will continue to be significant activity through regular partner conversations. We will have one-on-one and small group conversations with the partners regularly. The Coordinator will conduct these check-in conversations to cover service delivery, training needs, coordination, successes, challenges, questions as well as discussion of Memorandum of Understanding expectations. In addition to these conversations, The OSO will facilitate ongoing communications with the partners through avenues such as emails and ecosystem enrichments.
2. **Facilitate Agreements.** The OSO will support EmployIndy's Partnership Memorandum of Understanding (MOU) and Additional Cost Funding Agreements. The OSO will meet with partners to discuss the status of activities and contributions in the current agreements, identity changes and updates, and draft updated agreements. During the one-on-one partner conversations, the OSO will collect their feedback on the current agreements. Based on the collective feedback and EmployIndy's direction, the OSO will assist with coordinating and drafting the annual Partnership MOU and Infrastructure Funding and Additional Cost Funding Agreements. EmployIndy lead the financial aspects of these activities including ownership of the DWD budget sheet. Once the agreements are in place, the OSO will monitor the collaboration of services through our ongoing communication among the partners and will notify EmployIndy of potential issues or items requiring attention.
3. **Develop and incorporate a two-way referral system** between ecosystem partners.
4. **Identify training and resource needs of ecosystem partners** and provide strategic support to the EmployIndy Ecosystem Advancement team, which manages the EmployIndy's learning management system known as the EmployIndy Learning Hub, by attending and actively participating in meetings. The One Stop Operator will serve as a career coaching subject matter expert identifying gaps and providing input on the design, usability and content, of the Resource Library and Learning Hub. The OSO will also coordinate and connect partners and identify subject matter experts who can assist with content development. Specific activities may include meeting with ecosystem partners and promoting the system, supporting trainings, and regularly checking in with participating users on use and collecting feedback including questions and concerns.
5. **Adult Education Community Support.** EmployIndy is seeking to develop a regular community of practices among Adult Basic Education providers operating in Marion County by leveraging funds to provide grants to providers. The goal of this community of practice is to coordinate the referrals to providers based on competency and location,

share best practices amongst providers, and coordinate the advocacy of adult education in Marion County. The OSO may be called to assist in this effort through hosting the monthly Community of Practice, facilitating appropriate referrals, coordinating valuable connections between ABE providers and others in the ecosystem, and general support as a Subject Matter Expert.

6. Make additional recommendations to EmployIndy regarding improvement of service delivery, communication and other opportunities to strengthen the overall system. This includes:
  - a. **Project Management and Communications.** A OSO point person or coordinator will be available to partners and staff as part of the daily work requirements. Additionally, for more structured communication, The OSO will have monthly meetings with EmployIndy leadership and key staff. These regular conversations will help identify needs and challenges in a timely manner so that optimal solutions can be determined. Being able to converse in open-dialogue is crucial to the success of the Coordinator. An agenda will be prepared by the OSO prior to each meeting, incorporating relevant, up-to-date information gathered from previous conversations, meetings, and research. Additionally, at the discretion of EmployIndy, the OSO will attend EmployIndy Workforce Development Board Meetings, and relevant Committee, staff, partner, and community meetings.
  - b. **EmployIndy Integration.** Throughout the engagement, the OSO will assist EmployIndy in the development of processes to support the mission and vision for partner integration and assist with implementation of policies. This information will be shared during the quarterly meetings, partner conversations, trainings, emails, and partner communications. and potential next steps.
  - c. The OSO will provide **quarterly reports** to EmployIndy summarizing activities during the quarter and current and year-to-date Key Performance Indicators. The reports will include considerations and recommendations for strengthening partnerships, improving service delivery, and other opportunities to strengthen the overall system and support EmployIndy's strategic plan. They will also notify EmployIndy of items that may require attention, action, or additional training and guidance based on site visits and partner conversations.
  - d. The OSO will collaborate with EmployIndy to conduct ongoing landscape analysis of ecosystem training providers and training resources to assist in developing targeted strategies for improving training access, ensuring training quality, managing training provider relationships, and establishing training investment priorities and programs for the region as needed.

According to WIOA, the One-Stop Operator may not perform any of the following duties:

1. Convening system stakeholders to assist in the development of the Local Plan;
2. Preparing and submitting Local Plans;
3. Being responsible for oversight of itself;

4. Managing or significantly participating in the competitive selection process for One-Stop Operators;
5. Selecting or terminating One-Stop Operators, career services, and youth providers;
6. Negotiating local performance accountability measures;
7. Developing and submitting budget for activities of EmployIndy in the local area.

An entity serving as a One-Stop Operator, that also serves a different role within the one-stop delivery system, may perform some or all of these functions when it is acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures.

## **VI. Performance Goals**

### *Federally Required Measurements*

WIOA and DWD establish primary indicators of success for its programs. These indicators are the metrics for which EmployIndy is held accountable by the U.S. DOL and state performance. The primary indicators of success for Adult, Dislocated Workers, Title II, Title III, and Title IV programs are the following:

1. The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;
2. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program;
3. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
4. The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program;
5. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment;
6. The indicators of effectiveness in serving employers;
7. The percentage of individuals in a region that are meaningfully engaged by the workforce system in comparison to the ideal number of unemployed and underemployed individuals in the region;
8. The percentage of WIOA and Wagner -Peyser performance participants who are in unsubsidized employment within the first quarter after exit from the program; and
9. The median wage change for WIOA and Wagner-Peyser performance participants in a region who are in unsubsidized employment during the second quarter after exit from the program.

The primary indicators for youth programs are:

1. Percentage of program participants who are in education or training services, or in unsubsidized employment during second quarter after exit;

2. Percentage of program participants who are in education or training services, or in unsubsidized employment during fourth quarter after exit;
3. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
4. The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program;
5. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
6. The indicators of effectiveness in serving employers.
7. The percentage of individuals in a region that are meaningfully engaged by the workforce system in comparison to the ideal number of unemployed and underemployed individuals in the region;
8. The percentage of WIOA and Wagner -Peyser performance participants who are in unsubsidized employment within the first quarter after exit from the program; and
9. The median wage change for WIOA and Wagner-Peyser performance participants in a region who are in unsubsidized employment during the second quarter after exit from the program.

The One-Stop Operator will not be directly measured on these outcomes. However, they are indicative of EmployIndy's priorities, and respondents should demonstrate how they will contribute to EmployIndy's ability to successfully achieve federal performance measures.

#### *One-Stop Operator System Measurements*

EmployIndy intends to evaluate and perform an annual monitoring of the One-Stop Operator based on performance outcomes and outputs. EmployIndy will finalize specific performance indicators for the One-Stop Operator based on those proposed by the respondent during the contract negotiations period. Some examples of output indicators include:

- Number of partner meetings;
- Number of ecosystem partners at Ecosystem Enrichment; and
- Increase in referrals among required partners.

EmployIndy strongly encourages respondents to propose indicators believed to be appropriate measures for determining community-level progress among partners and providers of the local WorkOne Indy System.

## **VII. Proposal**

### *Proposal Format*

Each respondent is requested to submit its proposal in a format suitable for ease of review with minimum repetitious material. To maintain comparability of proposals, please prepare proposals

using Microsoft Word and typed in 12-point font, double-spaced, with numbered pages at the bottom of each page. The Organizational Capability and Qualifications, Coordination of Service Delivery Plan, and Budget Narrative should not exceed 20 pages. The page limitation does not include the Proposal Cover Sheet or the requested attachments.

### *Proposal Cover Sheet*

The Proposal Cover Sheet should not exceed a single page and shall include:

- The title of the proposal;
- The respondent's organization name, address, phone number and web address;
- The name of the person authorized to negotiate contracts and make decisions for the organization, their direct phone number and email address;
- The total funds requested;
- A proposal summary briefly describing the services to be provided; and
- The authorized signature and submittal date.

### *Organizational Capability and Qualifications*

The respondent must provide an overview of its organization and staff, capability and qualifications to successfully carry out the services described herein. This description must include:

- A company history including the organization's mission, vision, governance structure, and legal status;
- The number of employees, including an organizational chart specific to the proposed service delivery plan as an attachment;
- The qualifications of all key management and staff conducting the proposed services and their expertise serving out-of-school youth and young adults with unique needs and barriers, include resumes, job descriptions and/or profiles for all key staff as attachments; and
- The experience and or prior work that demonstrates expertise in executing and delivering the services described in this solicitation, including specific workforce services, along with performance outcomes, the organization and/or key staff have provided to out-of-school youth and young adults.

### *Technical Qualifications*

To be eligible for consideration, individuals or organizations submitting proposals must demonstrate:

- No financial or policy interest in EmployIndy;
- Experienced staff or subcontractors to provide the services described herein or must show the ability to acquire such staff;
- Demonstrated experience in effectively performing similar types of services in the public or private sector;
- Ability to contract with EmployIndy for the delivery of services in a timely manner for the delivery of these services;

- Ability to fulfill contract requirements, including the indemnification and insurance requirements;
- Satisfactory performance under a current or past contract with EmployIndy for similar services, when executing existing and/or previous contracts;
- Capacity to maintain adequate files and records and meet reporting requirements, as prescribed by EmployIndy;
- Capability to fiscally and administratively provide and manage the proposed services on a cost-reimbursement basis, to ensure an adequate audit trail, to maintain audit ready files, and to monitor its own organization files (internal audit function);
- Knowledge and understanding of Federal Fair Labor Standard Act and Indiana Department of Employment and Training Act (IC 22-4 et seq.) and accompanying rules, regulations and policy directives regarding the Workforce Investment Act programs issued by the Indiana Department of Workforce Development; and
- Knowledge and understanding of OMB's Uniform Guidance at 2 C.F.R. part 200. More information can be found at:
  - <https://www.gpo.gov/fdsys/granule/C.F.R.-2014-title2-vol1/C.F.R.-2014-title2-vol1-part200/content-detail.html>;
  - [www.federalregister.gov/documents/2016/02/16/2016-02473/uniform-administrative-requirements-cost-principles-and-audit-requirements-for-federal-awards](http://www.federalregister.gov/documents/2016/02/16/2016-02473/uniform-administrative-requirements-cost-principles-and-audit-requirements-for-federal-awards); or
  - [cfo.gov/wp-content/uploads/2015/09/9.9.15-Frequently-Asked-Questions.pdf](http://cfo.gov/wp-content/uploads/2015/09/9.9.15-Frequently-Asked-Questions.pdf)

#### *Coordination of Service Delivery Plan*

The proposal narrative should describe how the respondent plans to fulfill duties of the One-Stop Operator. Where relevant, please include a timeline, schedule of activities with services, and key dates for the plan. Please include a plan and timeline for transition from current One-Stop Operator, if needed.

#### *Budget and Budget Narrative*

The respondent should provide an outline of their financial management structure, including experience and/or expertise managing and accounting for Federal and/or State Funds. A brief description of the staff structure and internal control system in place should also be included in the narrative, and a copy of the organization's most recent financial audit should be attached.

Each proposal must include an operational budget using Attachment A. The budget narrative should consist of the proposed costs for executing the Coordination of Service Delivery Plan, along with description justification of the costs. For the purpose of this RFP, cost categories must include:

- Salaries and Wages –Includes the staffing costs, position types, and levels and numbers of positions.
- Fringe Benefits –Includes FICA unemployment insurance, worker's compensation, disability, life insurance, retirement costs and medical coverage as per your policies. The types of fringe benefits should be specified in the narrative.

- Staff Development & Travel – Includes all travel and training costs.
- Administrative/Overhead – Overhead costs include administrative and overhead costs for operating the program including furniture and equipment costs.
- Indirect Costs – For entities who have a federally approved indirect-cost rate.
- Profit – For-Profit entities may propose a reasonable profit amount that will be negotiated and based on performance.
- Total – This is the total proposed cost for operating during the specified time period covered by the specific budget worksheet.

*RFP Timeline*

Beginning Wednesday, May 18, 2022 the RFP will be available to download from the EmployIndy website: [www.employindy.org](http://www.employindy.org). If you are unable to access or download the RFP, please contact: Sara Phillips at [sphillips@employindy.org](mailto:sphillips@employindy.org).

Applicants must submit one (1) electronic copy of responses. Please note that EmployIndy will not reimburse vendors for any costs they incur in developing their response.

All responses should be submitted no later than 12pm, noon, EST, June 10, 2022, at <https://employindy.org/contractopp>.

<b>Activity</b>	<b>Schedule</b>
RFP Issued	Wednesday, May18
Deadline to Submit Questions	Thursday, May 26 at 3pm ET
Q&A Posted	No later than COB Tuesday, May 31
RFP Responses Due	Friday, June 10 at noon ET
Bidder Presentations*	Tuesday and Wednesday, June 21 and 22
Notice of Award (per Board approval)	Thursday, June 23
*As necessary	

*Technical Assistance*

Entities may submit questions to <https://employindy.org/contractopp> until 3pm ET, Thursday, May 26, 2022. A response to all questions will be available no later than close of business on Tuesday, May 31, 2022 and posted at [www.employindy.org](http://www.employindy.org). If it becomes necessary to revise any part of this RFP, an addendum will also be posted on the EmployIndy website.

**VIII. Selection Criteria**

All respondents are advised that each proposal will be evaluated based on responsiveness to this RFP. Proposals will be reviewed for completeness, clarity and adherence to stated requirements. Proposals will be evaluated based on the criteria described below and points will be applied for scoring in rank order from the highest to lowest. However, EmployIndy reserves the right to select lower ranked proposals when warranted. Such selection of proposals shall be made at the sole discretion of EmployIndy.

<b>Evaluation Criteria</b>	<b>Maximum Points</b>
<b>Organizational Qualifications</b> Points will be applied based on the experience and perceived capabilities of both the organization and their staff to successfully complete the proposed Coordination of Service Delivery Plan to meet the needs of this solicitation.	<b>20</b>
<b>Coordination of Service Delivery Plan</b> Points will be applied based on the innovation, quality, and strength of coordinated services resulting in increased partner and community cooperation.	<b>60</b>
<b>Budget and Budget Narrative</b> Points will be applied based on the overall cost and justification proposed by the respondent, including an evaluation of the respondent's ability to appropriately manage and account for the contract funds.	<b>15</b>
<b>XBE Status</b> Points will be given to organizations who are certified as an XBE.	<b>5</b>
<b>Total Points</b>	<b>100</b>

## **IX. Terms and Conditions**

### *General Terms and Conditions*

1. A bidder or its principals shall be in good standing, not debarred or suspended, proposed for debarment, declared ineligible or otherwise excluded from entering into a financial agreement of federal or state funds.
2. Local, small, minority owned businesses are encouraged to respond and shall not be discriminated against during proposal review.
3. EmployIndy is an equal opportunity employer. All bidders shall certify the same.
4. The bidder certifies and agrees that it will provide and maintain a drug-free workplace.
5. Issuance of the RFP does not commit EmployIndy to award a contract, to pay cost associated with proposal development, or to procure or contract for goods and/or services. Payment for services will be negotiated.
6. EmployIndy reserves the right to reject any and all proposals if it is in the best interest of EmployIndy to do so and waive any minor informalities or irregularities in the RFP process. EmployIndy shall be the sole judge of these irregularities.
7. For the top-ranked bidder(s) selected, references or other points of contact as necessary will be made and any comments will be used to complete the evaluation process. EmployIndy reserves the right to enter into negotiations with one or more bidders as a result of the RFP evaluation process and enter into a best and final negotiation with one or more of the bidders.
8. EmployIndy will consider non-responsive any submittal for which critical information is omitted, lacking or represents a major deviation from the RFP.



9. Proposals received after the issued due date will be considered non-responsive and will not be reviewed or evaluated.
10. Other issues of grievances, hearing resolutions and authority shall be addressed prior to award of contract and relevant issues may be stated within contract. EmployIndy reserves the right to negotiate proposed outcomes, budget, and other matters prior to actual execution of the contract.
11. Bidders shall certify either no real or apparent conflict of interest exists in carrying out the proposed scope of work, or where conflict(s) of interest may exist; such potential conflicts must be clearly disclosed in the proposal.
12. All submitted proposals are considered the property of EmployIndy and are considered confidential.

### *Insurance Levels*

EmployIndy expects that the selected One-Stop Operator will secure and keep in force during the term of the agreement, the following insurance coverages, covering the One-Stop Operator for any and all claims of any nature which may in any manner arise out of or result from the Operator's performance under this agreement. The One-Stop Operator shall, at its sole cost and expense, provide:

1. Commercial General Liability Insurance policy providing coverage against claims for personal injury, death or property damage occurring in connection with the Project. The limits of such insurance shall not be less than \$1,000,000 combined single limit per occurrence, \$2,000,000 aggregate;
2. Worker's Compensation coverage consistent with the laws of the State of Indiana;
3. Commercial Automobile Liability Insurance, including Non-Owned and Hired Auto Liability with a limit of not less than \$1,000,000;
4. Commercial Umbrella Liability coverage of at least \$1,000,000;
5. Employment Practices Liability coverage of \$1,000,000 per claim and in the aggregate. This coverage shall include Third Party coverage; and
6. A Network Privacy and Security Policy (also known as cyber liability) providing coverage with a minimum limit of \$1,000,000.

**Attachment A: Budget Summary**

<b>Budget</b>	
<b>Cost Category</b>	<b>Category Sub-Total</b>
Salaries & Wages	\$
Fringe Benefits	\$
Staff Development & Travel	\$
Administrative/Overhead	\$
Indirect Costs	\$
Profit	\$
<b>Total Amount Requested</b>	<b>\$</b>