WorkOne Indy Service Provision
Bidder's Conference
February 9, 2018
Agenda

- Welcome and introductions
- System Overview
- Purpose of RFP
- Proposal requirements
- RFP timeline
- Technical assistance
EmployIndy guides the local workforce ecosystem and makes strategic investments to remove barriers to quality employment for underserved and underrepresented residents.
ADDRESS SYSTEMATIC BARRIERS FOR EMPLOYERS AND JOB-SEEKERS
ADDRESS SYSTEMATIC BARRIERS

- Strategic Partnerships
- Labor Market Information
- Work-and-Learn Opportunities
- Job Fairs and Community Calendar of Events
- Direct Hiring Assistance
- Sector “Pipeline” Projects
CREATE AN EMPLOYER-DRIVEN URBAN NEIGHBORHOOD FRAMEWORK
High-Priority Neighborhood Clusters
System Overview

- Workforce Innovation and Opportunity Act (WIOA)
  - Administered at Federal level by U.S. Department of Labor (DOL)
  - State Department of Workforce Development (DWD)
  - Local Workforce Development Board (WDB), EmployIndy
WIOA

- Public Law 113-128
- Signed into law July 22, 2014
- Replaced the Workforce Investment Act of 1998 (WIA)
- Amends:
  - Adult Educational and Family Literacy Act,
  - Wagner-Peyser Act, and
  - Rehabilitation Act of 1973
EmployIndy

- Workforce Development Board in Marion County

- Oversees and implements multiple federal, state and local workforce development activities
EmployIndy Teams

- Business Solutions
- Quality and Analytics
- Youth Services
- Career Services
- Finance
One-Stop Operator

- Local Initiatives Support Corporation (LISC)
- Workforce Ecosystem Coordinator
- Guiding investments and refinements of Marion County workforce development system
- Building relationships across stakeholders and sectors to improve efficacy of the ecosystem
LISC & WorkOne Provider

Expected to actively participate in improving efficacy of the local workforce ecosystem

“Ecosystem” used to reinforce reality that meeting diverse needs of job seekers and employers requires healthy interaction between a community of partnering entities
WorkOne Indy, Current State

- Physical offices, WorkOne East & West
- WorkOneIndy.com
- Mobile WorkOne Team
- Special Projects Team
Moving Forward

- WorkOne Indy Services
  - Physical office & embedded
  - High priority neighborhoods

- DWD virtual tools

- Workshop Development and Facilitation
Purpose of RFP

- Contract to provide comprehensive WorkOne Indy Services to Adult, Dislocated Worker and Out-of-School Youth in Marion County

- Provide indirect, direct and follow-up workforce development services within the WorkOne Indy System

- Implement workforce development efforts in coordination with EmployIndy teams and other partners
Scope of Work

Service Area

Marion County

Hours of operation, regular business days and other hours to accommodate need as set by EmployIndy

Each Career Navigator is anticipated to be embedded in a community location as set by EmployIndy
Scope continued...

- Office, Equipment and Supplies are typically provided by EmployIndy.
  - Specific needs should be outlined in the Budget template (i.e. business cards, cell phones, postage).

- Customer Volume average 6,000 monthly or 72,000 annual visits (not reflective of unique individuals nor targets).
Responsibilities

- WIOA activities including basic, individualized and follow-up services
- Functional management of DWD State Staff located in comprehensive sites
- Coordinate services with partners
- Quality Assurance
Staffing

Expected staff knowledge and skills:

- Communication skills
- Multicultural Competency
- Knowledge of Career Pathways for INDemand Jobs and current Labor Market Data
- Job Readiness
- Timely documentation & reporting
- Empathy
- Openness
- Problem solving skills
- Focus on building a “talent pipeline”
Acceptable Titles

- Program Director
- Operations Manager
- Quality Assurance Manager
- Quality Assurance Specialists
- Team Leads
- Career Navigators
- Resource Coordinators
Contract & Funding

- WIOA funds
- Up to $1,200,000 for 12 month period
- July 1, 2018-June 30, 2019
- Option to extend for up to 3 years through June 30, 2021
- Transition period may be established
- All staff must be hired and in place by June 1, 2018
# RFP Timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>Deadline</th>
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<tbody>
<tr>
<td>Letter of Intent to Bid due</td>
<td>Tuesday, February 13, no later than 5pm ET</td>
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<tr>
<td>Deadline to submit questions</td>
<td>Monday, February 19, no later than 5pm ET</td>
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<td>Response to questions posted</td>
<td>Wednesday, February 21</td>
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<tr>
<td>Proposals due</td>
<td>Friday, March 2, no later than 4pm ET</td>
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<tr>
<td>Bidders Presentations (if needed)</td>
<td>March 19-April 16</td>
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<tr>
<td>Contract negotiation period</td>
<td>April 16-30</td>
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<tr>
<td>Contract start date</td>
<td>June 1 or July 1, 2018</td>
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Proposal Requirements

- Must follow the outline

- Must include all section and sub-section headings exactly as they appear in the RFP

- Must include all proposal details within maximum page limits for each section
Required Outline

1. Proposal Cover Sheet, use template
2. Organizational Capability and Qualifications
   • max 3 pages, 7 sub-sections
3. Service Delivery Plan
   • max 12 pages, 10 sub-sections
4. Quality Assurance Plan
   • max 3 pages, 3 sub-sections
5. Budget Summary Form, use template
6. Budget Narrative
   • max 2 pages, 13 sub-sections
7. Required Attachments, 5 required attachments
# Scoring Rubric

<table>
<thead>
<tr>
<th>Factors</th>
<th>Max Score</th>
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<tbody>
<tr>
<td>Qualifications &amp; Experience-</td>
<td>15</td>
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<tr>
<td>Organizational Capacity &amp; Qualifications Sections</td>
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<tr>
<td>Values-Service Delivery Plan</td>
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<tr>
<td>Responsibilities-Service Delivery Plan</td>
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<tr>
<td>Required Program Design Elements-</td>
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<tr>
<td>Service Delivery Plan</td>
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<td>Staffing-Service Delivery Plan</td>
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<tr>
<td>Proposed Outcomes-Quality Assurance Plan</td>
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<tr>
<td>Realistic and Clear-Proposal Overall</td>
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<tr>
<td>Reasonable Costs-Budget &amp; Budget Narrative</td>
<td>10</td>
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Technical Assistance

- Record each question on an individual Post-it, include name and organization
- Additional questions must be submitted in writing and emailed to sphillips@employindy.org
- All responses posted at employindy.org
Additional Resources

- EmployIndy.org
- Indianacareerready.com
- Indianacareerexplorer.org
- Indianacareerconnect.com
- Workoneindy.com