

A photograph of the Indianapolis skyline at dusk. The sky is a deep, dark blue with some light clouds. Several skyscrapers are visible, including the Bank of America Tower on the left with an American flag on top, and the Indiana State Capitol building on the right with its distinctive dome. In the foreground, there's a dark, reflective body of water, possibly a canal or river, with a walkway and some trees. The overall mood is serene and professional.

# Empl<sup>★</sup>yIndy


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

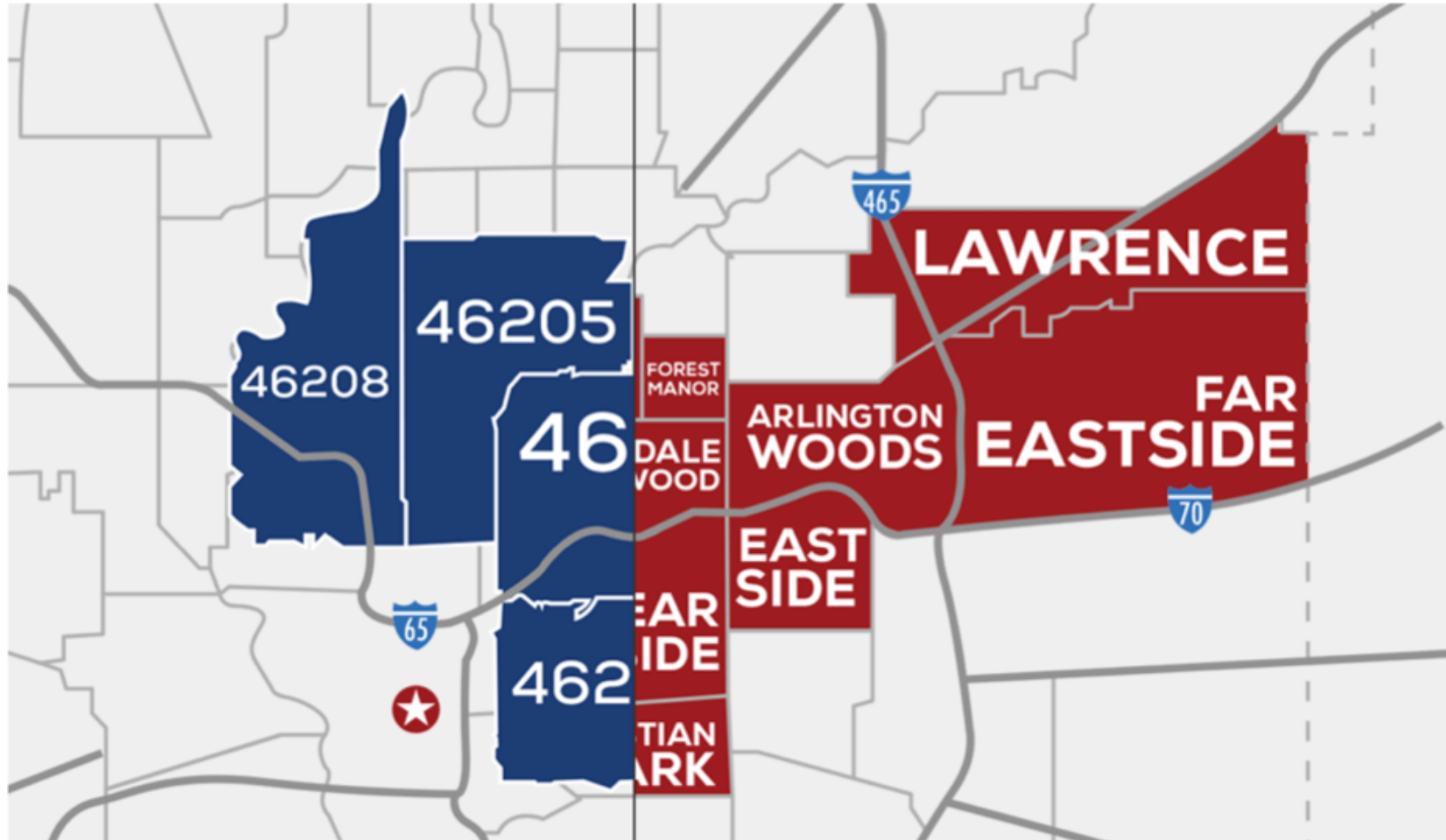




# CREATE AN EMPLOYER- DRIVEN URBAN NEIGHBORHOOD FRAMEWORK



# 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

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



# 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



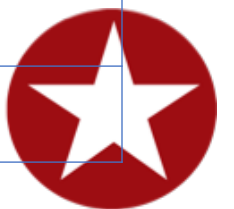
# Required Outline

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

Factors	Max Score
Qualifications & Experience- Organizational Capacity & Qualifications Sections	15
Values-Service Delivery Plan	10
Responsibilities-Service Delivery Plan	15
Required Program Design Elements- Service Delivery Plan	20
Staffing-Service Delivery Plan	10
Proposed Outcomes-Quality Assurance Plan	10
Realistic and Clear-Proposal Overall	10
Reasonable Costs-Budget & Budget Narrative	10





# 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](mailto:sphillips@employindy.org)
- ★ All responses posted at [employindy.org](http://employindy.org)



# Additional Resources

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

