

EmployIndy

GUIDING MARION COUNTY'S WORKFORCE

NOTIFICATION OF REQUEST FOR PROPOSALS

Provision of
Reemployment Services Program

Issued September 19, 2018

**Proposals must be received no later than 4:00 pm ET
October 3, 2018**

Contact Period:

January 1, 2019 – December 31, 2019
With option to extend for up to two additional years

RFP# 2018-005

EmployIndy
PNC Center
115 W. Washington St., Suite 450 S.
Indianapolis, IN 46204
(317) 639-4441

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I. Introduction

EmployIndy, the workforce development board for Marion County, is working to meet regional and statewide workforce development goals by removing barriers to quality employment as well as connecting individuals to entry and mid-level positions. As part of the workforce ecosystem, EmployIndy invests federal, state, and philanthropic funds to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

Regionally, there is a high demand for skilled workers in industries such as technology, manufacturing, logistics, and financial services, however, with only 42% of Central Indiana residents holding post-secondary credentials, there is a gap between available skilled workers and these jobs. To combat these numbers, EmployIndy is working with regional partners to detect gaps in employer needs. Through a range of services provided by our WorkOne Indy, American Job Centers locations, and by partnering with community-based organizations, we provide access to job readiness, job training and job placement services to create a pipeline of talent to meet the demands of regional employers.

EmployIndy's vision for this critical economic development work in Central Indiana is outlined in the organization's Strategic Plan (2017-2022) and centered on three primary objectives:

1. Address employers' need for a strong pipeline of entry-level workers;
2. Provide opportunities and outline pathways by which young adults (both in school and out of school) can actively participate in the workforce;
3. Meet the needs of residents living in areas of the city that are most affected by poverty and unemployment;

EmployIndy meets its obligations and strategic commitments through a mix of direct service delivery, management of contracted entities engaged to deliver specialized services, and informal coordination of multiple, diverse partners present in Marion County's workforce ecosystem.

Refer to the EmployIndy website, Resources page at <https://employindy.org/resources/> for details regarding the Strategic Plan and Year One Action Plan.

The term "ecosystem" is intentionally and consistently used by EmployIndy to reinforce the reality that meeting the diverse needs of job seekers and employers in Marion County requires healthy interaction between a community of partnering entities – including each of the WIOA Required Partners, the City of Indianapolis, community-based providers, economic development professionals working at the county level and on behalf of specific neighborhoods, employers of every size from every sector of the economy, diverse education providers working with students at every academic level, occupational trainers, and many more.

With emphasis on the ABC Method – Any Job, Better Job, Career – EmployIndy drives growth in Indianapolis by investing in innovative jobs-to-careers strategies that ensure adults and youth have access to career pathways where they gain the skills they need to enter into jobs, and ultimately careers, that Indianapolis' employers have available.

EmployIndy is deliberately deepening its effort by aligning resources and services in 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 resident are unemployed, under-employed or marginally attached to the workforce.

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.

II. Purpose

The purpose of this Request for Proposals (RFP) is to solicit and contract with an entity to provide the Reemployment Services (RES) Program including Reemployment Services and Eligibility Assessment (RESEA) including Orientation, Initial Interview (RESEA), Subsequent RESEA (Sub RESEA), and Jobs for Hoosiers (JFH) within the Marion County WorkOne Indy services system. The primary funding source for the services described herein are available through federal RESEA and state JFH grant funds. The selected service provider must comply with all RES programmatic requirements including all federal, state and local legislation, rules, regulations and policies.

III. System Overview

a. Reemployment Services

At the federal level, Unemployment Insurance (UI) Reemployment Services and Eligibility Assessment (RESEA) Grants are awarded to states. Individuals who have lost employment due to lack of suitable work and have earned sufficient wage credits may receive UI benefits if they meet initial and continuing eligibility requirements. UI claimants determined to be most likely to exhaust benefits under the methods established by the state's Worker Profiling and Reemployment Services (WPRS) program and transitioning veterans receiving Unemployment Compensation for Ex-Servicemembers (UCX) are the target population for RESEA services.

At the state level, the Indiana Department of Workforce Development (DWD) receives funding for RESEA from the United States Department of Labor (USDOL). Regional funding is then disbursed by DWD through a sub-grant process. In addition, the Jobs for Hoosiers Act established by Indiana Public Law 154-2013, created the State Re-employment and Eligibility Assessment program requiring the participation of UI claimants that are not as likely to exhaust benefits and

provided the opportunity to reach more potential customers. The DWD Director of RES Programs has the final interpretation and is responsible for the application of all related policy, rules, regulations and/or guidance from any federal, state, or other source.

Locally, RESEA and JFH funds are awarded to EmployIndy for the provision of services in Region 12, Marion County, within the WorkOne Indy offices, services may be provided by both DWD state staff and regional provider staff.

The DWD Uplink UI data system houses and runs the RESEA, Sub RESEA, and JFH selection algorithm based on the WPRS model each Sunday afternoon and exempts or assigns a profiling score to each claimant. Uplink then sends the file of all UI claimants who have filled their fourth (4th) weekly UI claim to Indiana Career Connect (ICC) each Sunday evening. ICC then generates a "pool" of claimants selected for the RES program each week to be served.

Bidders must demonstrate a strong understanding of Unemployment Insurance Program Letter (UIPL) Nos. 03-15, 07-16, 03-17 and Indiana Public Law (IPL) 154-2013 and all related requirements.

The federal-state UI program, and by extension RESEA and the RES program, is a required partner in the comprehensive, integrated workforce system as outlined in the Workforce Innovation and Opportunity Act (WIOA).

b. Workforce Innovation and Opportunity Act

WIOA is the federal law that creates and funds the workforce development system. It is administered by the United States Department of Labor (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 Workforce Development Boards (WDBs). All services provided by agents and service providers must meet the performance goals set by U.S. DOL, DWD, and EmployIndy.

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. See section (iii)(c) for more information on the One-Stop Operator.

Title I-B creates in each local region a one-stop delivery system comprised of 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 and career services to adults, dislocated workers, out-of-school youth, and in-school youth. In Marion County, training and career service providers are procured through competitive bid processes 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 eight area adult education and literacy providers receiving WIOA Title II funds through the DWD Adult Education program. DWD engages in a competitive application process for Adult Education Grants which may change future provider partners.

Title III: Wagner-Peyser Employment Services

Title III of WIOA amends the Wagner-Peyser Act of 1933 which established a nationwide system of public employment offices known as Employment Services. Wagner-Peyser 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 Marion County, Wagner-Peyser Employment Services are delivered by DWD state employees that are functionally managed by assigned contracted service providers within the WorkOne Indy office locations.

Title IV: Rehabilitation Act of 1973

Title IV amends 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 Marion County, the Vocational Rehabilitation program is implemented by the Indiana Family and Social Services Administration (FSSA).

c. *EmployIndy*

The Indianapolis Private Industry Council, Inc. d/b/a EmployIndy, is a nonprofit corporation serving as Marion County’s Workforce Development Board. In this role, EmployIndy oversees and implements multiple federal, state, and local workforce development activities including strategic workforce development planning for Marion County, operational alignment of services and resources to meet local and statewide workforce needs, and continuous improvement of the

quality and effectiveness of services offered to workers and to employers through comprehensive job centers (i.e., WorkOne Indy). EmployIndy's vision for this critical economic development work in Central Indiana is outlined in the organization's Strategic Plan (2017-2022) and centered on four primary objectives:

1. Address employers' need for a strong pipeline of entry-level workers;
2. Provide opportunities and outline pathways by which young adults (both in school and out of school) can actively participate in the workforce;
3. Meet the needs of residents living in areas of the city that are most affected by poverty and unemployment;
4. Align resources in target impact areas, including resources and services offered by partners.

EmployIndy meets its obligations and strategic commitments through management of contracted entities engaged to deliver re-employment and career services, and informal coordination of multiple, diverse partners present in Marion County's workforce ecosystem.

Refer to the EmployIndy Resources page at <https://employindy.org/resources/> for details regarding the Strategic Plan and Year One Action Plan. Refer to Attachment 1, EmployIndy Organizational Chart.

i. Business Solutions

Understanding Marion County employers' talent needs is a crucial driver of the workforce system. EmployIndy's Business Solutions cultivates employer relationships, provides a suite of services to meet the employer's workforce needs, and create opportunities for employers to engage and influence the work of our ecosystem. Examples of these services include managing customized talent solutions projects, brokering partnerships on behalf of the workforce system, researching labor market information, providing opportunities for employers to connect with talent pipelines, and providing varied types of work-based learning opportunities such as incumbent worker training, customized training, on the job training, internships, and apprenticeships.

ii. Quality and Analytics

EmployIndy's Quality and Analytics team is comprised of Management Information Systems (MIS) Managers and Quality Assurance Analysts. MIS Managers are responsible for maintaining data quality and integrity, including but not limited to: Indiana Career Connect (ICC), WorkOneIndy.com, Efforts to Outcomes (ETO), when available, and additional systems as they come under the purview of EmployIndy. MIS Managers are further responsible for communication upgrades and changes to the systems. Quality Assurance Analysts monitor compliance with all federal, state, and local rules and regulations and contractual obligations as well as data extraction and

analysis. These functions ensure that program and client services captured in training record systems properly conform to regulations.

iii. Youth Services

EmployIndy's In-School and Opportunity Youth teams are primarily responsible for designing, managing, and providing technical oversight to services providers who will introduce young adults ages 14 – 24 to industries and employers driving the local economy through the E⁷ Model (i.e., empowerment, engagement, exposure, exploration, experience, education and employment), as well as provide young adults facing the greatest barriers with opportunities to earn education requirements and employment credentials through programs and services such as Jobs for America's Graduates (JAG), Project Indy, Job Ready Indy, WIOA Youth, and Youth Employment Services (YES), at schools, WorkOne locations, Adult Basic Education programs and community based organizations.

iv. Career Services

The EmployIndy Career Services team administers programs for adults seeking the next step in their career and assists with the hiring process. Current projects include all services provided within the WorkOne Indy system, EmployUp, and Community-Based Workforce Development. Staff Enrichment opportunities are provided by EmployIndy on the third and fifth Thursdays each month in order to support professional development of all WorkOne Indy system staff.

d. *One-Stop Operator*

In July 2017, EmployIndy engaged the Local Initiatives Support Corporation (LISC) to serve as One-Stop Operator. In this role, LISC is responsible for guiding investments in and refinements of Marion County's workforce development system in ways that enhance the capacity of this critical ecosystem to meet the needs of its diverse stakeholders – individuals, families, neighborhoods, employers, as well as key institutional partners in all sectors. This work involves building relationships across these many stakeholders and sectors in order to improve the efficacy of Indianapolis' workforce ecosystem – efficacy defined as improved connectivity between job seekers and employers and especially as informed by EmployIndy's four primary objectives in the Strategic Plan. LISC was chosen through a competitive process to serve as One-Stop Operator, in part, because of LISC's comprehensive and deep investments in EmployIndy's target neighborhoods. The success of LISC's investments are directly connected to LISC's ability to support relationships between diverse persons and entities to meet shared goals for enhancing quality of life in these neighborhoods. LISC also brings national experience in building high quality community-based workforce development initiatives that have been demonstrated to improve employment, incomes, credit scores, household wealth, and family stability.

EmployIndy expects that the service provider chosen through this RFP will participate actively with EmployIndy and with the One-Stop Operator in improving the efficacy of the local workforce ecosystem. The term “ecosystem” is intentionally and consistently used by EmployIndy to reinforce the reality that meeting the diverse needs of job seekers and employers in Marion County requires healthy interaction between a community of partnering entities – including each of the WIOA Required Partners, the City of Indianapolis, community-based providers, economic development professionals working at the county level and on behalf of specific neighborhoods, employers of every size from every sector of the economy, diverse education providers working with students at every academic level, occupational trainers, and many more. The service provider chosen through this process must demonstrate a respect for the diverse actors interacting in this ecosystem, an understanding of their interconnectivity, as well as a willingness to actively engage and be engaged by these diverse actors in order to meet the needs of individuals seeking work and building careers, and the needs of businesses that employ these individuals.

Ecosystem Enrichment opportunities are provided by LISC on the fourth Thursday each month to support professional development of all WorkOne Indy system staff along with workforce development staff of community-based partner organizations in Marion County.

e. *WorkOne Indy Services*

Currently, WorkOne Indy services consists of two physical office spaces and embedded locations that provide comprehensive workforce services to job seekers in Marion County.

Physical Offices where the RES program will be provided:

WorkOne Indy East – 2525 North Shadeland Avenue – This office is currently the largest office in Marion County. It is a full-service office providing the full array of services including basic services, individualized services, follow-up services and workshops. This location has space to accommodate four training rooms, computer lab, and space for both employer and client meetings.

WorkOne Indy West – 3400 Lafayette Rd. – This is a full-service office providing the full array of workforce services including basic services, individualized services, follow-up services, and workshops. This location has space to accommodate three training rooms, offers a computer lab, a conference room, and has two meeting rooms.

i. WorkOne Indy system Management Structure

The basic management structure for the WorkOne Indy system is determined by EmployIndy and will be based on the following guidelines:

1. EmployIndy and its Career Services team will serve as the fiscal agent and program contract manager (respectively) for all WorkOne Service

Providers. The Career Services team receives technical support from the Indiana Department of Workforce Development and other EmployIndy departments (e.g. Quality and Analytics, etc.).

2. State DWD employees are co-located in the WorkOne Indy system and will be functionally managed by assigned WorkOne Indy system Service Providers. State staff will participate in all areas of WorkOne Indy service provision to job seekers. Under functional management, designated WorkOne Indy system Service Provider staff will direct the actions of state staff for day-to-day activities. Functional management does not include responsibility for but may include participation in the following: time reporting, informal and formal work improvement actions, disciplinary actions, and hiring.
3. The management structure is designed to optimize the amount of management staff in the WorkOne offices and associated with each service as defined by this solicitation.

IV. RES Scope of Work

EmployIndy expects a system that is innovative and flexible in the development of the Marion County workforce ecosystem. The overall design, implementation, operation and results of this system are expected to meet nationally recognized “best practice” and performance standards.

a. Values

The success and accountability of the WorkOne Indy system depends on the following values:

i. Integration

Think and act as an integrated system of partners that share common goals with services delivered by various organizations with the best capabilities for a seamless experience.

ii. Accountable

Committed to high quality services with regular program performance review based on shared data and actions that enhance outcomes.

iii. Universal Access

Meet the needs of job seekers and employers by ensuring universal access to programs, services, and activities for all eligible individuals.

iv. Continuous Improvement

Create a delivery system that utilizes feedback from employers and job seekers to challenge the status quo and innovates to drive measurable improvements.

v. Partnership

Align goals, resources, and initiatives with economic development, business, labor, service providers, and education partners. This partnership must include other internal partners such as the WorkOne Indy Services Provider for WIOA Adult, Dislocated Worker and Youth Career Services and Training; Specialized Teams providing additional services within the WorkOne Indy offices such as Trade Adjustment Assistance/Rapid Response (TAA/RR), Jobs for Veterans services, Hoosier Initiative for Re-Entry (HIRE), Senior Community Service Employment (SCSEP) as well as external partners (i.e. community based organizations, libraries).

vi. Regional Strategy

Work with counterparts to address broader workforce needs of the regional economy and leverage resources to provide a higher quality and level of services.

b. *Organization*

i. Service Area

The selected RES Provider (Service Provider) will serve UI claimants in Marion County. Marion County is part of the larger metropolitan labor market and services may extend to the greater Indianapolis area.

Hours of operation will be regular business days as well as other service hours to accommodate schedules of individuals who work on regular business days or who, because of life circumstances, are not able to access services during regular business hours. These hours will be set by EmployIndy.

ii. Office, Equipment and Supplies

EmployIndy will provide workspace, equipment and supplies for the Service Provider staff. Specific Service Provider equipment and supply needs in these areas must be outlined on the Budget Template, (i.e. business cards, cell phones, postage).

iii. Customer Volume

Daily customer volume or "foot traffic" for RES, includes the number of customers visiting for RESEA, JFH, and seeking Unemployment Insurance assistance. On a daily-basis, this number can vary greatly based on the unemployment rate, general state of the economy, and day of the week. Average monthly RES related visits for all offices is 2,300. These numbers are not reflective of unique individuals receiving RES and do not reflect actual targets.

c. *Responsibilities*

The selected Services Provider will be responsible for:

i. RES Activities

The provision of RES as directed by DOL and DWD as specified per UIPL Nos. 03-15, 07-16, 03-17 and Indiana Public Law (IPL) 154-2013, all related requirements and guidance as set by the DWD Director of RES Programs which includes and may not be limited to:

- Scheduling properly and timely-claimants will be scheduled by ICC Automated Scheduling System. The RES provider is responsible for ensuring there is maximum possible event space set up in ICC prior to the scheduling running process.
- Letter printing and mailing-letters must be printed and mailed to claimants. It is anticipated that email notification of program selection will be implemented by DWD in the foreseeable future, at which time letters will not be mailed as a normal course of operations but may be done should the need arise. Note, expenses related to printing and postage for this purpose should NOT be included in the program budget.
- Staff Training-must be approved by the DWD Director of RES Programs and is to be provided to all staff providing RES Services, at least annually in the format deemed most appropriate to accomplish program needs.
- Meetings-Initial and Subsequent Interviews, Follow-up Meetings, and Orientation meetings must be provided following per DWD guidance.
- Labor Market Information-must be reviewed with the claimant as required per DWD guidance.
- Service Entry-all RES program services and Case Notes must be entered in ICC within the required timeframes and meeting all requirements as specified by DWD
- Claimant Communication-Reminder Calls, Job Logs, and all required documentation must be completed, collected, and entered into ICC as specified by DWD
- Case Management-defined as a staff member working one-on-one with an individual RES claimant to assist them in addressing their specific employment situation by gaining suitable reemployment at the earliest opportunity, regardless of whether or not the staff member is permanently assigned to the individual. Examples include:
 - Conducting in-depth interviews
 - Identifying needs
 - Provide/arrange for the provision of services
 - Provide/arrange the provision of short-term pre-vocational services
 - Any function included in RESEA, Sub RESEA, and JFH
- RES Coordination-comprises tasks for RES claimants related to and/or completed in a group setting such as, scheduling and conducting WorkOne Orientation
- Enrollment in Wagner-Peyser-All RES claimants MUST be enrolled in Wagner-Peyser
- Co-enrollment in WIOA Dislocated Worker or other available programs-RES claimants may be co-enrolled in WIOA Dislocated Worker, TAA, or other programs as appropriate; however it is not required under RES

- Additional Assignments-Case Managers should give claimants any reasonable additional assignments they believe are necessary to improve the claimant's job search and towards accomplishing the purpose of the RES program
- Completion Reviews- "Forty-five (45) Day" and "Final" reviews must be completed, and case noted per DWD specifications
- Failure to Participate (FTP)-claimants failing to report for any RES event or refusing to complete required services or assignments without good cause by notifying the state before the event or due date MUST be referred the same day as the FTP to UI Adjudication to be adjudicated under state UI law. RES Case Managers must follow all related policies and procedures for FTP as specified by DWD
- Issuing and Revoking Waivers-any change in waiver status (adding, amending reason, or revoking) must be added to the UI Daily Spreadsheet and submitted to UI the same day staff are advised of the waiver action and receiving any required documentation following all related procedures as specified by DWD
- Transfers-all interregional transfers interregional claimant transfers must be completed according to the most current DWD Transfer Guide
- Monitoring-DWD will conduct monitoring at least once per program year in order to ensure programs are implemented in accordance with all relevant policy and guidance. In addition, self-monitoring shall be conducted by regional leadership at least quarterly.

i. State Staff

The functional management and supervision of up to 3 onsite state staff may be assigned to the selected RES provider. Functional management and supervision includes participation in hiring, performance plans, performance reviews, disciplinary actions, and day-to-day work assignments.

ii. Partners

Work with the EmployIndy Career Service staff in the coordination of all WorkOne services with WIOA required partners and other organizations including, but not limited to Senior Community Service Employment Program (SCSEP), Adult Education and Family Literacy Act as defined by WIOA Title II and including Adult Basic Education (ABE), Vocational Rehabilitation (VR) as defined by WIOA Title IV, Career and Technical Education (CTE) programs as defined by Carl D. Perkins Career and Technical Education Act of 2006, Community Development Block Grant programs (CDBG), Housing and Urban Development (HUD), Reentry Employment Opportunities (REO) program and Temporary Assistance to Needy Families (TANF). These partners may be located internal or external to WorkOne Indy system.

iii. Quality Assurance

Develop and implement quality measures and internal monitoring processes to maintain accurate documentation, both paper and electronic as required by federal, state, and local policy and regulation.

d. *Required Program Design Elements*

- i. Integrated Service Delivery (ISD) – The Service Provider will seamlessly integrate delivery of services provided in the WIOA funding categories with services provided by other WIOA required partners and non-WIOA funded service providers. ISD braids relevant resources and services of all WorkOne Indy partners to seamlessly address the training and employment needs of job seekers and employers.
- ii. Innovative Design – The Service Provider will enhance and add value to the WorkOne Indy system by building on its best practices with innovation, demand-driven design, and expand those best practices throughout the ecosystem.
- iii. Customer Engagement – The Service Provider will provide front-end triage and quickly greet and engage RES claimants at WorkOne Indy offices. This requires that all staff be well informed and be prepared to present each job seeker with the full range of resources and tools available to facilitate their job search. Such tools and resources may be available onsite, off-site and/or within other community-based providers and partners.
- iv. Technology – The Service Provider will continually develop staff knowledge, experience and ability to use computerized and assisted device technology to best communicate with customers at WorkOne Indy offices. Service Provider staff will be knowledgeable about online tools and resources to refer RES participants for additional information.
- v. Career Pathways – Service Provider staff will be knowledgeable on career pathways, labor market information, employment trends, in-demand jobs, education, training, employment processes, and additional resources to refer RES clients to additional services as needed. This knowledge level will include the ability to access labor market information and trends.

e. *Staffing*

- i. General Skills & Knowledge – All service provider staff are required to possess the following skills and knowledge:
 - effective communication skills, both oral and written as needed for each respective position;
 - commitment to continually working towards the development of higher levels of Multicultural Competency;
 - knowledge of Career Pathways for INDemand Jobs and current Labor Market data and able to share the information to assist participants in making career decisions;
 - proficient in identifying job readiness skill shortfalls and referring participants to additional services to gain the necessary skills for employment;
 - maintain timely eligibility determination, documentation and reporting requirements per federal, state and local regulations and policies; and

- empathetic, have a positive attitude, and excellent relationship building skills;
 - openness to work as a team with external and internal partners; and
 - possess effective problem-solving skills;
 - ability to coordinate with workforce ecosystem to maximize the overall objectives of EmployIndy and the WorkOne Indy system, while meeting program goals;
 - focus on building a “talent pipeline” by referring RES clients to resources and additional services to assist with job readiness skills, job search skills, and training opportunities.
- ii. Acceptable Titles – In order to limit confusion and develop consistency across service providers within the WorkOne Indy system and program types, staff positions are limited to the following titles, although respondents are not required to include each position type within the service delivery plan.
1. Program Director
 2. Operations Manager
 3. Quality Assurance Manager
 4. Quality Assurance Specialist
 5. RES Team Lead
 6. RES Coordinator

V. Specifications

a. *Governing Authority*

By statute, EmployIndy has responsibility for developing the workforce of Marion County. EmployIndy establishes both policy and operational processes as mandated by WIOA. Respondents to this RFP are expected to be familiar with all Federal, State and Local rules, regulations and policies guiding the RES programs. Successful applicants must also be familiar with state and local laws, regulations and policy concerning workforce development, the Wagner-Peyser program and other partner programs. More information can be found via the U. S. Department of Labor's site at <http://www.doleta.gov/WIOA/> and the DWD site at <http://www.in.gov/dwd>. The terms and conditions of this RFP and resulting contracts may change based on any Federal or State legislative changes.

b. *Performance Goals*

WIOA establishes primary indicators of success for its programs. These indicators are the metrics for which EmployIndy is held accountable. Service Provider performance goals will be negotiated and listed in the final contract.

i. Federally Required Measurements

Common measurements are critical indicators of program performance that are mandated by the U. S. Department of Labor (DOL). EmployIndy expects performance under common measurements and WIOA to be a natural bi-product of a strong workforce development system. Even though these measurements are important, the fact that they are measured after the program year is over makes them unacceptable performance targets for managing the daily operations of WorkOne Indy. As such, EmployIndy will

depend on its own system measures for managing WorkOne Indy operations. EmployIndy's strategy will be to adjust system measures, as necessary, to ensure that federally required measures will also be met. The result will be meaningful, real-time measures that accurately predict federally required measurements.

ii. System Measurements

The system measurements consist of individual measurements and are intended to predict success for federally required measures. Therefore, it is critical that EmployIndy and all service providers work as a single entity. Outstanding performance in one area will not offset poor performance in another. To be successful as a workforce system for Marion County, all system measurements must be met. The system measurements will be set to reflect real-time measurements with at least quarterly feedback.

c. *Contract Type, Program Period and Available Funding*

Contracts executed from this RFP will be paid through cost reimbursement based on the scope of work for negotiated services and outcomes. The funding source will be RESEA and JFH. EmployIndy will contract up to \$300,000 over a period of 12 months. The contracted RES Provider will serve in this role from January 1, 2019 until December 31, 2019, with an option for parties to extend the services for up to three successive years.

A transition period will be established to ensure continuity of service. The need for and use of the transition period will be at the discretion of EmployIndy. If a transition period is established, it will be funded through this procurement and all staff must be hired and in place by December 1, 2018.

d. *Technical Qualifications*

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

- i. No financial or policy interest in EmployIndy;
- ii. Experienced staff or subcontractors to provide the services described herein or must show the ability to acquire such staff;
- iii. Experience in effectively performing similar types of services
- iv. in the public or private sector;
- v. Ability to contract with EmployIndy for the delivery of services in a timely manner for the delivery of these services;
- vi. Ability to fulfill contract requirements, including the indemnification and insurance requirements;
- vii. Satisfactory performance under a current or past contract with EmployIndy or another Workforce Development Board for similar services, when executing existing and/or previous contracts;
- viii. Capacity to maintain adequate files and records and meet reporting requirements, as prescribed by EmployIndy;
- ix. Capability to fiscally and administratively provide and manage the proposed services on a cost-reimbursement basis, to ensure adequate audit trail, to

- maintain audit ready files, and to monitor its own organization files (internal audit function);
- x. 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
 - xi. Knowledge and understanding of OMB's Uniform Guidance at 2 C.F.R. part 200. More information can be found at:
 1. <https://www.gpo.gov/fdsys/granule/C.F.R.-2014-title2-vol1/C.F.R.-2014-title2-vol1-part200/content-detail.html>;
 2. www.federalregister.gov/documents/2016/02/16/2016-02473/uniform-administrative-requirements-cost-principles-and-audit-requirements-for-federal-awards; or
 3. cfo.gov/wp-content/uploads/2015/09/9.9.15-Frequently-Asked-Questions.pdf

VI. Proposal Requirements

a. Proposal Timeline

Beginning Wednesday, **September 19, 2018** the RFP will be available to download from the EmployIndy website: www.employindy.org. If you are unable to access or download the RFP, please contact: Sara Phillips at sphillips@employindy.org or (317) 684-7617. Key dates specific to this notification are scheduled as follows:

RFP Issued	September 19, 2018
Bidder's Conference	September 24, 2018, 2:30 p.m.
Deadline to Submit Questions	September 25, 2018, 5 p.m.
Response to Questions Posted	September 26, 2018
Proposal Due	October 3, 2018, 4 p.m.
Contract Negotiation Period	October 29 – November 9, 2018
Effective Date of Contract	January 1, 2019

EmployIndy reserves the right to modify this schedule at any time as deemed necessary.

A bidder's conference, open to eligible applicants, will be held on **Monday, September 24, 2018 at 2:30 pm ET** at EmployIndy, PNC Center, 115 W. Washington St., Suite 450 S. Indianapolis, IN 46204. Career Services staff will present the RFP requirements and accept questions during the bidder's conference to offer technical assistance to respondents.

Entities may submit questions to sphillips@employindy.org until **Tuesday, September 25, 2018 at 5:00 pm ET**. A response to all questions will be available no later than close of business on **Wednesday, September 26, 2018** and posted at www.employindy.org. If it becomes necessary to revise any part of this RFP, an addendum will also be posted on the EmployIndy website.

b. *Proposal Submission*

The proposal must be received by EmployIndy **no later than 4:00 pm (ET) on Wednesday, October 3, 2018**. Please submit one proposal with original signature(s) and eleven (11) additional copies of that proposal to:

ATTN: Sara Phillips, Manager, Grants & Contracts
EmployIndy
PNC Center
115 W. Washington St., Suite 450 S.
Indianapolis, IN 46204

An electronic copy of the proposal must also be received by EmployIndy no later than 4:00 pm (ET). Please send documents to sphillips@employindy.org.

Both physical and electronic versions of the proposal must be submitted on time to be considered compliant.

c. *Formatting*

Proposals must be typed in Microsoft Word in 12-point font, double-spaced, with numbered pages at the bottom of each page. Page limits per section are specified with the outline format and required details below. The entire proposal shall not exceed 20 pages. The page limitation does not include the requested attachments.

d. *Required Proposal Outline and Components*

Each respondent is expected to submit a proposal in a format suitable for ease of review. To maintain comparability of proposals, respondents must follow the outline below including all section and sub-section headings exactly as they appear, including all proposal details and within the maximum page limits for each section as specified below.

1. Proposal Cover Sheet (use template provided in Attachment 2, maximum 1 page which is not counted toward the 20 page limit)

2. Organizational Capability and Qualifications (maximum 3 pages)

The respondent must provide an overview of its organization and staff, capability and qualifications to successfully carry out the services described herein. Follow the outline below including all section and sub-section headings exactly as they appear in bold, including all requested details as follows:

A. Company History-include the organization's mission, vision, governance structure, and legal status;

- B. Organizational Capacity**-summarize organizational capabilities and understanding of accounting requirements for contracts involving Federal and State funding. Include most recent audit report or audited financial statements as an attachment.
- C. Organizational experience**-describe prior work at the organizational level (not the individual staff level) that demonstrates expertise in executing and delivering workforce services
- D. Prior Performance Outcomes**-demonstrate experience and success delivering the same or similar workforce services as described in this RFP by providing information regarding prior performance outcomes
- E. Staff Overview**-summarize the overall staff and structure of the organization including the number of employees and an organizational chart specific to the proposed service delivery plan as an attachment;
- F. Culturally and Linguistically Appropriate Services**- Provide a statement describing how all RES participants will receive services that are culturally and linguistically appropriate (attends to racial, ethnic, religious and language domains)
- G. Provider Policies Prohibiting Harassment**-Provide a statement describing what policies are in place or will be established, prohibiting harassment based on race, sexual orientation, gender, gender identity (or expression), religion, and national origin

3. Service Delivery Plan (maximum 12 pages)

The proposal Service Delivery Plan must describe how the respondent plans to fulfill all duties of the RES Provider. Follow the outline below including all section and sub-section headings exactly as they appear in bold, including all requested details as follows:

A. Model(s)/Framework of practice-

- i. Describe the model(s)/framework that will be used by RES Coordinators and explain how the proposed practice is ideal for the services described in this RFP. While respondents are encouraged to implement innovative models that are evidence-based and/or promising practices that are nationally recognized, it must also be acknowledged that such practices may only be implemented within the framework mandated by DWD.
- ii. Summarize how the organization has implemented the model(s)/framework(s) previously.
- iii. Provide details regarding how staff will be oriented, trained and supported to deliver services within the model/framework.

B. Effectiveness-describe the evidence for how and why the practice model is effective and how it is culturally and developmentally appropriate for adults, dislocated workers and youth. Provide

citations to support the evidence for effectiveness as an attachment.

C. Implementation-

- i. Describe the importance of each phase of service for both RESEA and JFH claimants and detail plans for ensuring meaningful engagement with all RES claimants following established guidance from DWD for each of the following:
 1. Initial RESEA & JFH
 2. Claimant Pool and Notification
 3. Mail and Pre-Orientation assignments
 4. Orientation
 5. Initial Assessment Interview
 6. Wagner-Peyser Application
 7. Individual Reemployment Plan (IRP)
 8. Additional RES Services/Assignments
 9. Sub Interview
 10. Follow up Meeting
 11. Progress
 12. Failure to Participate (FTP)
 13. RES Waivers, changes, and revocations
 14. Service Entry
 15. Case Notes
 16. Interregional transfer
- ii. Demonstrate knowledge and use of relevant Labor Market Information (LMI) and Career Pathways that are most in demand in Marion County.

D. Staff Qualifications-

- i. Describe all key management and staff conducting the proposed services including the education and experience requirements for each position including amount of relevant experience serving UI claimants.
- ii. Detail initial and on-going training and mentorship that staff will receive in order to provide high quality workforce services.
- iii. Specify plan to train staff in the rigorous program requirements specified by DWD, LMI, and career pathways that are most in demand in Marion County.
- iv. Include job descriptions and/or profiles for all key staff as proposal attachments.

E. Knowledge of the cultural and socioeconomic factors-describe such factors impacting the unemployed population in Marion County and explain how the proposed approaches for working with RES participants will address such factors for outreach, engagement, retention and delivery of services.

F. Job Seeker and Participant Feedback-describe how ongoing input from RES claimants will be gathered, documented and considered

for continuous quality improvements to program planning, implementation and evaluation.

G. Coordinated Services, Partnerships and Collaborations-

- i. Explain the organization's experience working within cross-functional teams.
- ii. Explain the organization's experience working with required partners, cross-functional teams and the functional management of staff
- iii. Explain how the organization will braid that experience into the proposed RES program.
- iv. Describe how proposed activities fit into the broader network of workforce, human and social service programs and services available in Marion County. Describe how your organization will partner and coordinate the RES program and activities with existing agencies and organizations that provide services and resources to job seekers in Marion County. Identify and describe your relationships with collaborative partners. Describe how your collaborative relationships are developed and maintained.

H. Barriers-Describe potential barriers to success of the proposed plan and how these barriers will proactively be addressed.

I. Continuity of Services-Describe how continuity of services will be maintained for job seekers when there is a change in the operational environment (e.g. staff turnover, changes in leadership, etc.).

4. Quality Assurance Plan (maximum 3 pages)

The RES provider is required to maintain appropriate documentation and files for reporting and monitoring purposes. All documentation must be collected and entered into required data systems on an on-going basis per DWD and EmployIndy policies and procedures. Follow the outline below including all section and sub-section headings exactly as they appear in bold, including all requested details as follows:

A. Data Collection and Management Plan-describe the plan for data collection and data management within ICC

B. Internal Data Monitoring and Controls-describe methods used to ensure quality assurance and data integrity via monitoring and internal controls. Specify procedures in place to correct errors in a timely manner and practices used to limit reoccurring errors.

C. Performance Goals and Outcomes-provide suggested performance goals and outcomes

5. Budget Summary Form (use template provided in Attachment 3, maximum 1 page which is not counted toward the 20 page limit)

6. Budget Narrative (maximum 2 pages)

Follow the outline below including all section and sub-section headings exactly as they appear in bold, including all requested details as follows:

- A. Full-Time Equivalent (FTE) Staff**-clearly identify the number of FTE staff with corresponding position titles that are included in the Service Delivery Plan. The total number of FTE described must equal the number entered on the Budget Summary Form.
- B. Direct Service**-clearly identify the amount for each item requested under the category of "direct service" and provide the formula(s) used to determine the amount requested. Eligible costs of provision of for RES services consist of mandatory requirements as stated by DWD Policy 2017-12 and all Operating instructions issued by the Director of RES Programs or their designee. Eligible costs include but are not limited to: orientation to WorkOne Services, determination of individual claimant needs, provision of additional reemployment services and/or training or WorkOne staff during the timeframe indicated. The total amount must equal the amount entered on the Budget Summary Form.
- C. Administrative/Overhead** - clearly identify the amount for each item included as "administrative/overhead" and provide the formula(s) and individual amount(s) used per item to determine the total amount requested for Administrative/Overhead. The total amount must equal the amount entered on the Budget Summary Form. **Administrative/Overhead total amount shall not exceed 5% of the Total Amount Requested.**

7. Required Attachments

- A. Audit/Fiscal Report**
- B. Organizational Chart**
- C. Citations Supporting Evidence of Effectiveness**
- D. Staff Job Descriptions and Qualifications**
- E. 3 Professional References**

VII. Proposal Evaluation and Provider Selection Criteria

All bidders 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 rated based on the selection criteria and in rank order from the highest to lowest. Selections for contract negotiations will normally be made in rank order. However, to ensure availability of quality services, EmployIndy reserves the right to select lower ranked proposals when warranted. Such selection of proposals shall be made at the sole discretion of EmployIndy.

The top bidders or "finalists" may be brought in for presentations. During the presentations, evaluators will score the presentation and may adjust original scores based on clarifying data provided during the presentation. At a minimum the

presentation will consist of a short formal presentation and a question/answer period.

Proposals may score a maximum of 100 points. Refer to Attachment 4 for Scoring Rubric of available points by evaluation factor.

VIII. Terms and Conditions

- a. 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.
- b. Local, small, minority and women owned businesses are encouraged to respond and shall not be discriminated against during proposal review.
- c. EmployIndy is an equal opportunity employer. All bidders shall certify the same.
- d. The bidder certifies and agrees that it will provide and maintain a drug-free workplace.
- e. Issuance of the Request for Proposal does not commit EmployIndy to award a contract, to pay costs associated with proposal development or to procure or contract for goods and/or services.
- f. 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.
- g. 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.
- h. EmployIndy will consider non-responsive any submittal for which critical information is omitted, lacking or represents a major deviation from the RFP, or submission after the due date.
- i. 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 execution of the contract.
- j. Bidders shall certify either no real or apparent conflict of interest exists in carrying out the scope of work described, or where conflict(s) of interest may exist; such potential conflicts must be clearly disclosed in the proposal.

IX. Insurance Levels

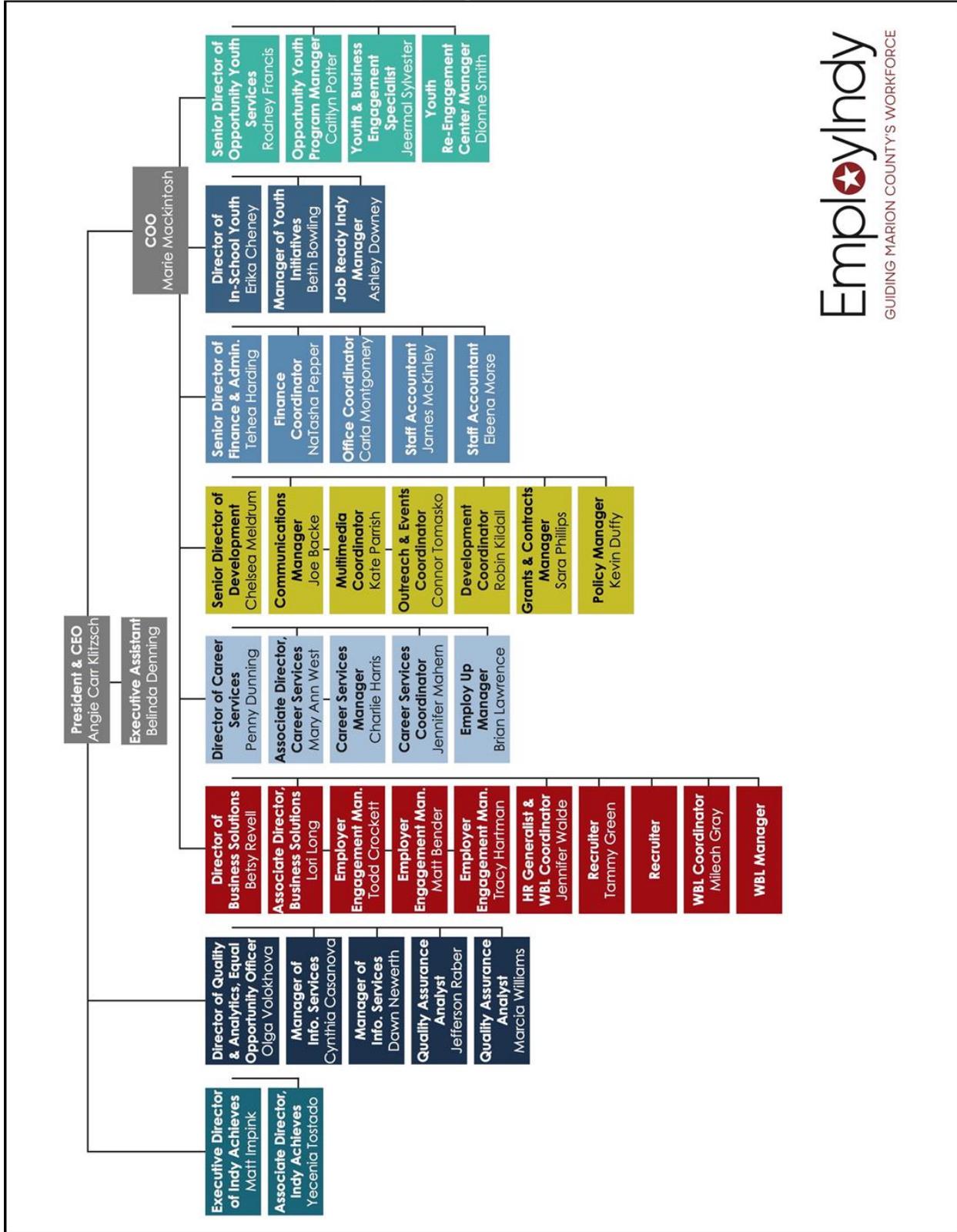
EmployIndy expects that the selected provider will secure and keep in force during the term of the agreement, the following insurance coverages, covering provider for any and all claims of any nature which may in any manner arise out of or result from the provider's performance under this agreement.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

- a. 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;

- b. Worker's Compensation coverage consistent with the laws of the State of Indiana;
- c. Commercial Automobile Liability Insurance, including Non-Owned and Hired Auto Liability with a limit of not less than \$1,000,000;
- d. Commercial Umbrella Liability coverage of at least \$2,000,000;
- e. A Network Privacy and Security Policy (also known as cyber liability) providing coverage with a minimum limit of \$2,000,000.

Attachment 1 EmployIndy Organizational Chart



Attachment 2

Required Proposal Cover Sheet

Proposal Title:		Amount Requested: \$	
Organization Name:			
City:		Zip:	County:
Organization Email:			
Organization Phone: () -		Fax: () -	
Website:			
Name of the person authorized to negotiate contracts and make decisions for the organization:			
Contact Email:			
Contact Phone: () -		Contact Fax: () -	
The signature of the Authorized Contact below certifies that the Organization meets the following Technical Qualifications: <ul style="list-style-type: none">• The Organization does not have a financial or policy interest in EmployIndy• The Organization has the ability to fulfill contract requirements, including indemnification and insurance requirements			
Signature of Authorized Contact:			
Printed/Typed Name of Authorized Contact:			
Position Title:		Date Proposal Submitted:	

Attachment 3

Required Proposal Budget Summary

Budget Summary RES Program PY January 1, 2019 – December 31, 2019	
FULL-TIME EQUIVALENT STAFF:	
	\$
Direct Service	\$
Administrative/Overhead	\$
Total Amount Requested	\$

Attachment 4

EmployIndy RES Program Scoring Rubric

Proposing Organization:				
Qualifications & Experience-Organizational Capability & Qualifications Sections	Poor 1 - 4	Fair 5 - 9	Good 10 - 15	Max Score 15
Proposal adequately describes the history, mission, and expertise of the applicant agency's experience in providing similar services.	Notes:			
Values-Service Delivery Plan	Poor 1 - 2	Fair 3 - 6	Good 7 - 10	Max Score 10
The proposal clearly demonstrates the values listed in the Scope of Work.	Notes:			
Responsibilities-Service Delivery Plan	Poor 1 - 4	Fair 5 - 9	Good 10 - 15	Max Score 15
The proposal thoroughly addresses the responsibilities of the Service Provider as outlined in the RFP including RES activities, functional management of State staff, development of partner relationships, and quality.	Notes:			
Required Program Design Elements-Service Delivery Plan	Poor 1-6	Fair 7 -13	Good 14 – 20	Max Score 20
The proposal demonstrates an integrated service delivery that will engage claimants through innovative design while meeting the rigorous requirements per DWD	Notes:			
Staffing-Service Delivery Plan	Poor 1 - 2	Fair 3 - 6	Good 7 - 10	Max Score 10
The proposal clearly demonstrates that the organization understand the requirements around required staff skills and knowledge and that they can meet the expectations based on the provided staffing levels, job descriptions, and resumes	Notes:			
Proposed Outcomes-Quality Assurance Plan	Poor 1 – 2	Fair 3 - 6	Good 7 - 10	Max Score 10
Proposal clearly describes performance measures and outcomes that will help EmployIndy reach the goals set as DOL Common Measures.	Notes:			
Realistic and Clear-Proposal Overall	Poor 1 - 2	Fair 3 - 6	Good 7 - 10	Max Score 10
The proposal is realistic, well organized, and written in clear and concise details that will help EmployIndy reach the goals set as DOL Common Measures.	Notes:			
Reasonable Costs-Budget Summary & Budget Narrative	Poor 1 - 2	Fair 3 - 6	Good 7 - 10	Max Score 10
The proposal clearly demonstrates that significant outcomes will be achieved with regard to the individual and/or community.	Notes:			