

EmployIndy

GUIDING MARION COUNTY'S WORKFORCE

NOTIFICATION OF REQUEST FOR PROPOSALS

Provision of
Reemployment Services Program

Issued November 18, 2019

**Proposals must be received no later than 4:00 pm ET
November 29, 2019**

Contract Period:

January 1, 2020 – December 31, 2020
With the option to extend for up to two additional years

RFP# 2019-003

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

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Table of Contents

I.	Introduction	3
II.	Purpose	4
III.	System Overview	4
	a. Reemployment Services	4
	b. Workforce Innovation and Opportunity Act	5
	c. EmployIndy	6
	d. One-Stop Operator	8
	e. WorkOne Indy Services System	9
IV.	RES Scope of Work	10
V.	Specifications	11
	a. Governing Authority	11
	b. Performance Goals	11
	c. Contract Type, Program Period and Available Funding	12
	d. Technical Qualifications	12
VI.	Proposal Requirements	13
	a. Proposal Timeline	13
	b. Proposal Submission	14
	c. Formatting	14
	d. Required Proposal Outline and Components	14
VII.	Proposal Evaluation and Provider Selection Criteria	17
VIII.	Terms and Conditions	17
IX.	Insurance Levels	18

Attachments:

1. Organizational Chart
2. Required Proposal Cover Sheet
3. Required Proposal Budget Summary
4. EmployIndy RES Program Scoring Rubric

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 Employer of Record services for the Reemployment Services (RES) program staff. The primary funding source for the services described herein are available through federal Reemployment Services and Eligibility Assessment (RESEA) and state Jobs for Hoosiers (JFH) grant funds. The selected service provider must comply with all EmployIndy policies and procedures.

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 are not required to have 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 as they will serve only as the Employer of Record and all programmatic requirements remain the responsibility of EmployIndy.

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 Partnerships

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.

Business Partnerships will partner with the selected WorkOne Indy Service Provider, who will be responsible for the career navigator functions with individuals participating in work-based learning opportunities and coordinate employer access to the WorkOne Indy system.

Conversely, as employers indicate needs to downsize staff, the Business Partnerships team is the initial point of contact to employers to offer Rapid Response Services and coordinate activities. The Business Partnerships team partners with the Career Services Team to coordinate with WorkOne Indy Service Provider who is responsible for group presentations and career navigation functions associated with Rapid Response activities.

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 16 – 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, employment credentials and scholarships through programs and services such as Jobs for America's Graduates (JAG), Project Indy, Job Ready Indy, WIOA Youth, Indy Achieves and Youth Employment Services (YES), at schools, WorkOne Indy, 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 WorkOne Indy, Reemployment Services, Wednesdays@WorkOne, Workforce Learning Management System, and Staff Enrichment. Staff and Ecosystem Enrichment opportunities are provided by EmployIndy on the third and fourth Thursday mornings each month in order to support professional development of WorkOne Indy Service Provider Staff along with workforce development staff of community-based partner organizations in Marion County.

d. One-Stop Operator

EmployIndy has engaged the Thomas P. Miller & Associates (TPMA) to serve as One-Stop Operator. In this role, TPMA 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. TPMA was chosen through a competitive process to serve as One-Stop Operator, in part, because TPMA has a long history of rigorous quantitative analysis, sophisticated qualitative research techniques, strategic planning, and policy analysis and guidance for workforce development, higher education, and economic development clients across the United States. Their team has experience as workforce practitioners that understand WIOA, service delivery, and One-Stop Operations.

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.

e. *WorkOne Indy Services*

WorkOne Indy is a single one-stop comprehensive center located at 4410 N Shadeland Ave in Indianapolis, IN. WorkOne Indy moved to this single location in January 2019 requiring an implementation of an innovated customer flow design. From February 1, 2019 to June 30, 2019 WorkOne Indy had over 15,000 clients come through the doors of which over 7,000 were unique.

EmployIndy drives growth in Indianapolis by investing in innovative jobs-to-careers strategies that ensure all residents have access to career pathways where they gain the skills they need to enter into employment, and ultimately careers, that Indianapolis' employers have available. As the Workforce Development Board (WDB) for Marion County, guided by 21 business, civic, education and non-profit community leaders, EmployIndy will act on its new mission and vision in 2020 with resonant emphasis on:

- Opportunity Youth Employment;
- ABC Method – Any Job, Better Job, Career;
- Neighborhood Prioritization;
- Career and Technical Education;
- Service Coordination;
- Results-based Accountability; and
- Collective Impact and Synergy.

These activities and services will be delivered by the WorkOne Indy Services provider, that serve as a focal point for convening partners and funding, in addition to the public workforce system network of employers, community-based programs, and service providers that collectively address the community's workforce development needs.

Particularly high need households, suffering from disinvestment, high levels of multigenerational poverty, low educational attainment, and un- and under-employment, overwhelmingly populate five high-priority Indianapolis neighborhood clusters. Up to 39% of the families residing in these neighborhood clusters are living in poverty as compared to 21% in Marion County. Even more critical is that one out of every two individuals under age 18 live in poverty. Of the adult residents living in these neighborhoods, up to 30% do not have a high school diploma as compared to 16.21% in Marion County. This number increases by nearly 3,000 youth annually who drop out of Marion County high schools.

EmployIndy is deliberately deepening 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 resident 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 informed choices about their education and careers. In the future, EmployIndy's vision is to reduce its footprint of physical centers and establish a system that is designed to meet residents and participants where they are. To do so will require rigorous and meticulous coordination with our required one-stop partners and with community-based organizations who are intimately tied into their local communities and the needs of their residents.

As EmployIndy strategically decentralizes service delivery the One-Stop Operator is expected to function as a backbone that provides coordination 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 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.

IV. RES Scope of Work

Description of Employer of Record Services

Serve as an employer of record (EOR) for EmployIndy's Re-employment Services project (RES). The EOR will hire/release full-time employees with full benefit options to serve on the RES team. The EOR assumes responsibilities and liabilities for employment issues such as administration, payroll, taxes, benefits, and maintaining

employee records. EmployIndy, as the functional management team, will oversee business operation, training, scheduling, and day-to-day work assignments. EI will also be responsible for workplace safety and compliance.

The EOR's formal management role will be responsible for all personnel functions including payroll processing and funding; tax deposits and filing; and employment contracts and benefit management. In addition, the EOR will maintain all required government (local/state/federal) documentation for employment purposes. The EOR will also be responsible for following EmployIndy's policies on background checks and drug screenings. The EOR will work directly with the functional management team to address interviewing, hiring, reviewing, and disciplining of the RES team.

The EmployIndy will maintain responsibility for the following:

- Achievement of outcomes
- Day-to-day management of staff service delivery
- Authority to organize staff by function and establish job duties
- Arrange work hours and work schedule
- Provide regional training
- Provide feedback on performance
- Communicate with regional and state program leadership

Positions include:

- 7 FTE Re-employment Services Coordinators
- 1 FTE Compliance Coordinator that will also serve as the on-site supervisor for purpose of payroll approve.

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 \$400,000 (depending on the amount that is awarded to EmployIndy by DWD) over a period of 12 months. The contracted RES Provider will serve in this role from January 1, 2020 until December 31, 2020, 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 January 1, 2020.

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 Monday, November 18, 2019 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	November 18, 2019
Deadline to Submit Questions	November 22, 2019, 5 p.m.
Response to Questions Posted	November 25, 2019
Proposal Due	November 29, 2019, 4 p.m.
Effective Date of Contract	January 1, 2020

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

Entities may submit questions to sphillips@employindy.org until Friday, November 22, 2019 at 5:00 pm ET. A response to all questions will be available no later than close of business on Monday, November 25, 2019 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 Friday, November 29, 2019. Please submit one proposal with original signature(s) and seven (7) additional copies of that proposal to:

ATTN: Sara Phillips, Manager, Grants & Contracts
EmployIndy
PNC Center
101 W. Washington St., Suite 1200
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 10 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 staff will provide 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. Staff Hiring Plan (maximum 3 pages)

The proposal Staff Hiring Plan must describe how the respondent plans to fulfill all duties of the RES Employer of Record. 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. Summarize how the organization has implemented the model(s)/framework(s) previously.
- ii. Provide details regarding how staff will be onboarded to the Employer of Record as well as supported through the model/framework. .

B. Staff Qualifications-

- i. Describe all key management and staff conducting the proposed services including the education and experience requirements for each position.
- ii. Detail initial training and mentorship that staff will receive in order to provide high quality customer centric services.
- iii. Include job descriptions and/or profiles for all key management as proposal attachments.

C. Knowledge of the cultural and socioeconomic factors-describe such factors impacting the unemployed population in Marion County and explain how the proposed staff hiring plan will approach selecting proper candidates to work with RES participants..

D. 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 and formal management of staff
 - E. Barriers**-Describe potential barriers to success of the proposed plan and how these barriers will proactively be addressed.
 - F. 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.).
 - G. Performance Goals and Outcomes**-provide suggested performance goals and outcomes around staffing turnover, acceptable staffing vacancy rates, and posting time of vacant positions.
- 4. Budget Summary Form** (use template provided in Attachment 3, maximum 1 page which is not counted toward the 10 page limit)
- 5. 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.**
- 6. 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.

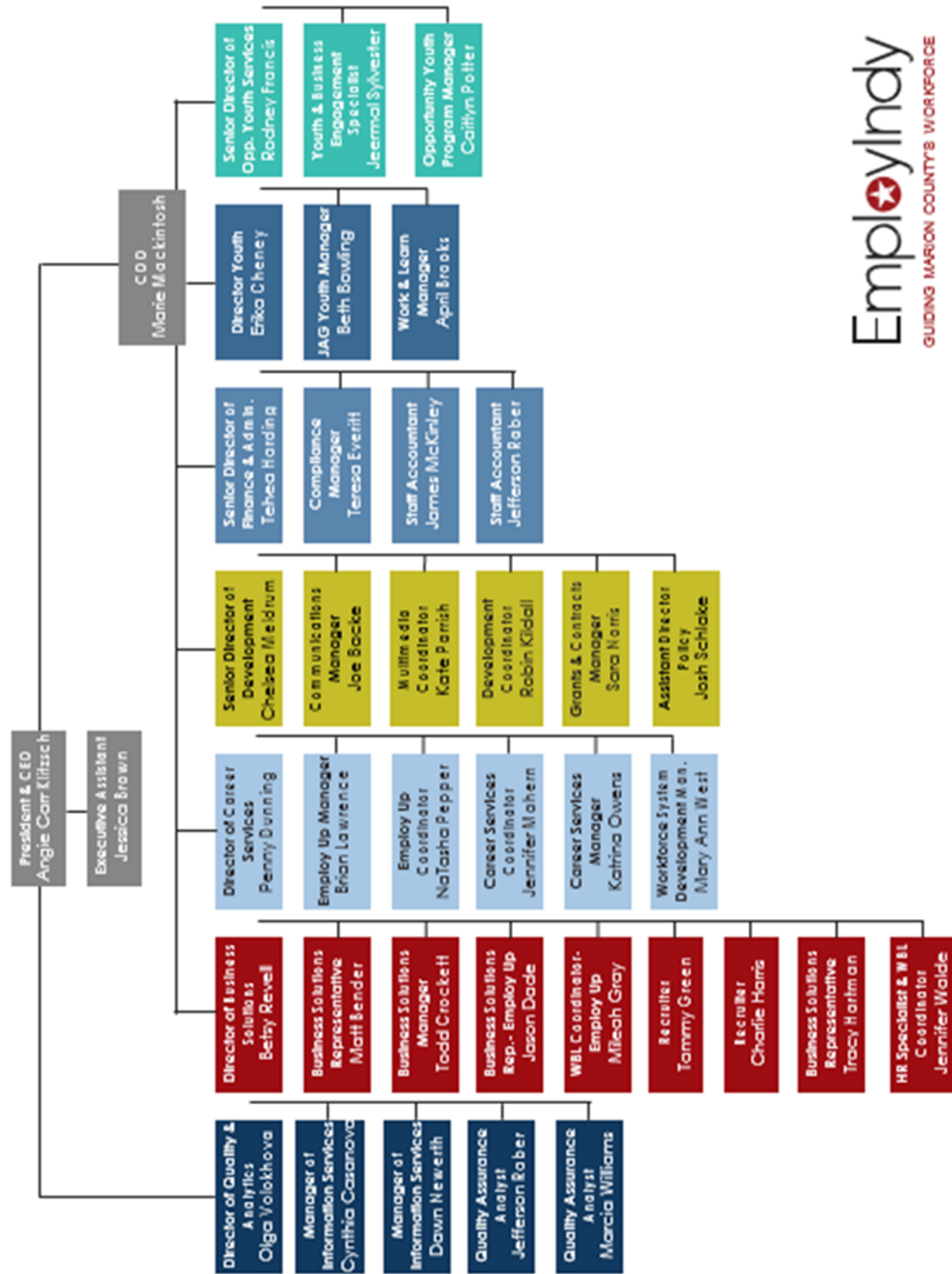
- i. Other issues of grievances, hearing resolutions and authority shall be addressed prior to award of contract and relevant issues may be stated within contract. EmployIndy reserves the right to negotiate proposed outcomes, budget, and other matters prior to execution of the contract.
- j. Bidders 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: () -
<p>The signature of the Authorized Contact below certifies that the Organization meets the following Technical Qualifications:</p> <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, 2020 – December 31, 2020	
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:			
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 as the Employer of Record for the RES team.	Notes:			
Staffing-Service Delivery Plan	Poor 1 - 6	Fair 7-13	Good 14-20	Max Score 20
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	Poor 1 - 6	Fair 7-13	Good 14-20	Max Score 20
Proposal clearly describes performance measures and outcomes that are clearly defined.	Notes:			
Realistic and Clear-Proposal Overall	Poor 1 - 4	Fair 5 - 9	Good 10 - 15	Max Score 15
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 - 4	Fair 5 - 9	Good 10 - 15	Max Score 15
The proposal clearly demonstrates that significant outcomes will be achieved with regard to the individual and/or community.	Notes:			