



Request for Proposals

For

**Workforce Innovation and Opportunity Act
Adult, Dislocated Worker, and Youth Services**

**Services to be Delivered
July 1, 2022 – June 30, 2024
1 year extension based upon performance**

Estimated RFP Timeline of Events:

RFP Issue Date	March 31, 2022
Letter of Intent	April 8, 2022
Questions Due	April 15, 2022
Mandatory Bidders Conference (Hybrid)	April 18, 2022
Responses to Questions Posted	April 19, 2022
Proposals Due	April 29, 2022
Ratings conducted week of	May 2, 2022
Interviews for bidders	May 11-12, 2022
Board Recommendation	May 17, 2022
Estimated Time for Contract to begin	June 15, 2022

Southern Indiana Works is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. The TDD/TTY number is 1-800-743-3333.

Background and General Information

Southern Indiana Works (SIW) is a non-profit community-based organization that is a customer-focused, high performing leader in the implementation of talent development solutions for both individuals and employers. SIW’s mission is to lead a robust talent development system and cultivate a skilled workforce that advances our community, economy, and quality of life. SIW’s Board of Directors (Board) serves as the Local Workforce Development Board (LWDB) and is certified by the Governor of Indiana under the Workforce Innovation and Opportunity Act (WIOA). State and LWDBs serve as connectors between the U.S. Department of Labor (USDOL) and local American Job Centers (AJC) that deliver services to job seekers and employers. For more details see www.soinworks.com.

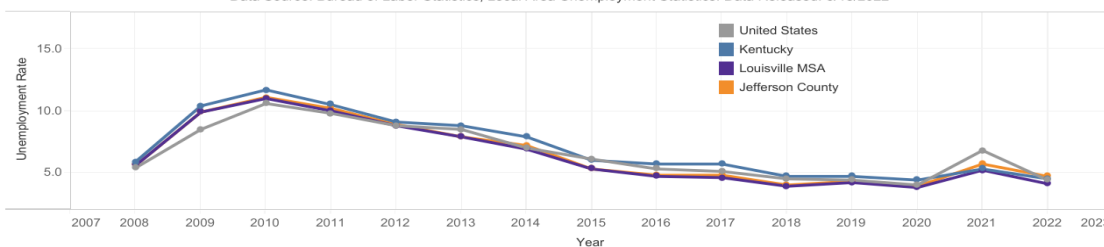
The Board is comprised of representatives of business and industry, organized labor, community based organizations, and economic development and educational agencies. More than 50 percent of each LWDB’s membership must be comprised of the business community. In addition, LWDBs are required to have representation from local community colleges and other training providers, as well as elected officials and workforce program leaders. This ensures that current skill needs of local businesses are communicated to relevant training programs. Board meetings are subject to Open Door Laws and are open to the public to attend.

The purpose of this Request for Proposal (RFP) is to solicit competitive proposals for the delivery of services under WIOA for Adult, Dislocated Worker, and Youth programs in the six-county region comprised of Clark, Crawford, Floyd, Harrison, Scott and Washington Counties in Indiana. The award will be made for a two-year contract with an option at the Board’s discretion to extend an additional year. In addition, SIW represents a larger geographic footprint representative of 13 Kentucky/Indiana counties, in collaboration with KentuckianaWorks (Louisville, KY LWDB) to form one of the nation’s first Bi-State Planning Regions under the USDOL.

A snapshot of the regional labor market and employment data is reflected in the chart as follows:

Unemployment Rate, January 2008-2022

Data Source: Bureau of Labor Statistics, Local Area Unemployment Statistics. Data Released: 3/18/2022

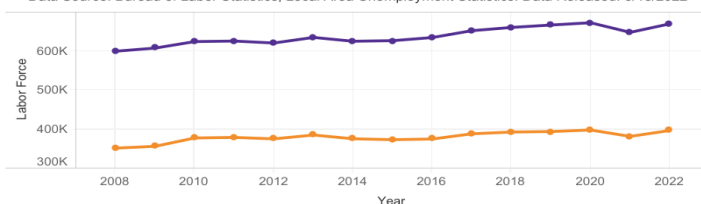


Online Job Postings, January 2022

Total: 20,197
 Associate's or higher: 6,657
 Bachelor's or higher: 5,410
 33% of online job postings advertise for an Associate's or higher.
 Note: Data reflects the Louisville MSA.
 Data Source: Burning Glass Labor Insights

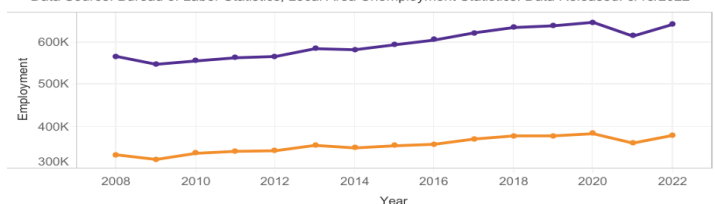
Size of the Labor Force, January 2008-2022

Data Source: Bureau of Labor Statistics, Local Area Unemployment Statistics. Data Released: 3/18/2022



Employment, January 2008-2022

Data Source: Bureau of Labor Statistics, Local Area Unemployment Statistics. Data Released: 3/18/2022



SIW has four strategic priorities for the region's talent development system that align with WIOA:

Talent Development - Increase in-demand skills through career and training services including work-based-learning, credentialing, and/or degree attainment that meet the current and future needs of business and industries. We provide a path for family-sustaining employment and career opportunities.

Economic Development – Through connectivity with local economic development organizations and targeted business and industry sector partnerships, SIW supports area business attraction, expansion, and retention. SIW contributes to solutions that generate community development through economic prosperity.

Next-Gen Talent – Through a career pathways approach, we assist young adults in attainment of a High School diploma or equivalent, post-secondary education or training, career exploration and education, work-based learning, and other skills development to prepare the next generation of talent..

Customer Centric System – To operate a customer-focused, market responsive, high-performing talent development system. SIW oversees and operates our local area's American Job Center – Southern Indiana Works WorkOne delivering career and training services. SIW provides business services to data driven targeted sectors through a customized solutions-based design.

Additional information on the SIW Strategic Organizational Plan and Regional WIOA Local Plan can be reviewed at <https://www.soinworks.com/policies-and-governance>

The scope of work outlined in this RFP supports SIW's mission and strategic priorities as follows:

- Intensive assessment and coordination of needs of jobseeker and business customers through the SIW's WorkOne Career Centers and Talent Development System.
- Focus on innovative services for economically disadvantaged youth (age 16-24) with barriers and provide education, training, and work-based learning opportunities to assist them in achieving career success.
- Coordinate and integrate with a consortium of partner organizations responsible for maintaining a comprehensive workforce development system to support and enhance talent development activities.
- Provide employment and training activities and services to adults and dislocated workers (age 18+) through SIW's WorkOne Career Centers as defined in WIOA Regulations that align with in-demand occupation needs to ensure customers can attain self-sufficiency and meet employment and career goals. The target sectors of the region are construction, healthcare, manufacturing, business and technology, transportation and logistics.

Bidders may submit proposals for any of the following under this RFP for all six counties of the workforce region:

- A. Adult and Dislocated Worker services
- B. Youth services
- C. Adult, Dislocated Worker and Youth services collectively.

SIW anticipates awarding one or more service provider contracts. SIW reserve the right to award contracts that provides greatest opportunity for serving customer needs and that align with our other strategic talent development objectives in the region. The Board reserves the right to award either performance-based or cost reimbursement contracts to any of the selected bidders. SIW reserves the right to renegotiate the terms and conditions of any contract under this RFP.

Funding for these services will come from WIOA Title I formula allocations, awarded to the LWDB by the Indiana Department of Workforce Development (DWD). The following budget estimates are being provided for planning purposes:

Funding Category for Service Provision	Amount
WIOA Adult Planning Budget	\$ 208,275
WIOA Dislocated Worker Planning Budget	218,100
RESEA Planning Budget	94,000
WIOA Youth Planning Budget	228,000
JAG Planning Budget	360,000
Total Budget ¹	\$1,108,375

These amounts are the total estimated amounts that SIW may have for service provision to operate the WIOA Adult, Dislocated Worker, and Youth programs in PY'22.

SIW anticipates contracting with entities that are familiar with and have experience with service delivery of WIOA programs' and the organization selected should demonstrate the following characteristics:

- Customer centric service delivery with the flexibility and ability to adapt to changing community's needs and SIW strategy;
- Creativity in the implementation of career and training services (talent development activities) and problem solving;
- Commitment to an integrated workforce development system and working in a team environment with multiple partner agencies and organizations;
- High quality leadership with sufficient support for local staff and ability to manage the day-to-day operation of SIW's WorkOne Career Centers;
- Expertise in management and delivery of WIOA Title I services and/or other related other workforce development programs;
- Able to attract and retain staff with a commitment to professional development;
- Outcome oriented, with knowledge of and determination to meet and exceed performance measures; with the ability to manage participant data with accuracy and integrity; and
- Demonstration of fiscal responsibility and reliability

¹ This projected budget is based on the estimated PY'22 allocation. Final budgets will be negotiated. SIW reserves the right to adjust budgets based on funds available.

SIW is charged under state policy to provide oversight, policy, monitoring, and assurance compliance for the local talent development system. The service provider is responsible for the delivery of integrated career and training services in the SIW WorkOne Career Centers and maintaining operations in accordance with federal and state regulations, state and local policies, as well as aligning to state and local plans.² The service provider also provides functional supervision of state employees of the Indiana DWD that work in the SIW WorkOne. Supervision and may include other grants and programs required by DWD or the Board, such as Rapid Response, RESEA, JAG, Trade Adjustment Assistance, and Next Level Jobs.

SIW operates one comprehensive WorkOne (AJC) office in Floyd County Indiana, and five part-time affiliate/ partner sites in Crawford, Clark, Harrison, Scott, and Washington counties. The current hours of operation for these centers are 8:00AM-4:30PM Monday-Friday.

Transition of Current (Carry-In) WIOA Customers

SIW is committed to a seamless continuation of services to existing customers without an undue interruption of services. Customers currently receiving services from an existing provider will continue to receive services from that provider if the provider is awarded a new contract through this RFP. Customers currently receiving services from an existing provider that does not receive a contract extension or new contract under this RFP will be smoothly transitioned to another provider. SIW will require new contractors to accept “carry-in” WIOA customers and to continue providing appropriate WIOA services.

WIOA Adult and Dislocated Worker Services

Career services include all WIOA Adult and Dislocated Worker funding for staff who provide Basic and Individualized services to customers. Career services include staff who serve job seekers working within the SIW WorkOne Centers, Affiliate/Partner Centers, and access sites.

Required Program Design Elements

Bidders must clearly detail and describe how the organization will develop and implement career service activities in these required program design elements.

1. Integrated Service Delivery

- a. Describe the organization’s program plan to seamlessly integrate delivery of services with services provided by non-WIOA funded service providers. Integrated service delivery braids relevant resources and services of all SIW WorkOne partners to seamlessly address the training and employment needs of customers in an individualized and personal way. Key components include:
 - Organization of staff around functions/customer needs;
 - Functional leadership/supervision to support both system and site teams;
 - Co-enrollment of customers, as appropriate for enhanced performance;
 - Continuous quality improvement based on customer data/feedback; and

² State polices can be found at: <https://www.in.gov/dwd/compliance-policy/policy/> and local polices at: <https://www.soinworks.com/policies-and-governance>

- Expanding services and hours of operation, as possible, and connecting services where the customers are located, when feasible.
- b. Define your understanding of the SIW integrated customer flow model under WIOA (including alignment with required and voluntary partners).
 - c. Describe customer service strategies does this integrated service model prioritize, and what results is the model designed to achieve. If your organization has yet to operate within an integrated service delivery environment, describe the benefits that you believe would be realized from operating in this manner. Detail any concerns and how you would resolve them.
 - d. Describe how your organization will support the full implementation of the SIW WorkOne Career Center brand identity in the region. Detail your commitment to working with SIW Leadership and One-Stop Operator to identify opportunities to promote and expand awareness. Successful bidders will not display any promotional materials, signage, cards, emails, customer forms, or brochures relative to other company services that provide a brand other than SIW WorkOne Career Center.
2. **Accessibility**– Describe the organization’s program plan to provide services to individuals who experience barriers to employment and increase outcomes for barriered populations.
 3. **Innovative Design** – Describe the organization’s program plan to enhance and add value to the SIW WorkOne system by building on its best practices with innovation and demand-driven design, and how it will expand those best practices throughout the SIW WorkOne system.
 4. **Customer Engagement** – Describe the organization’s program plan to provide a quick greeting and engage jobseekers who walk through SIW WorkOne office doors or contact SIW WorkOne remotely. Intake services which include orientation and supplemental materials that explain the services available through the workforce system, this requires that all staff be well informed about the site and be prepared to present each customer with the full range of resources and tools available to help their job search.
 5. **Interactive Workshops and Learning Labs** – Describe the organization’s program plan to deliver up to date, comprehensive career planning and exploration activities to serve groups of customers, and its ability to respond flexibly to customer requests for the development of additional group services.
 6. **Technology** – Describe the organization’s program plan to continually increase career services staff knowledge, experience, and ability to use computerized and assisted device technology to best communicate with customers at the SIW WorkOne sites and customers who contact SIW WorkOne remotely.
 7. **Community Outreach** – Outreach strategies to engage job seekers in need, especially those populations identified for priority of service, including veterans, adult learners with basic skills needs, TANF recipients, dislocated workers, individuals with disabilities, re-entry or returning citizens, and non-native English speaking, unemployed, and underemployed, among others. Describe the

organization's program plan to flexibly meet customers in their communities, and coordinate connections between SIW WorkOne and other community-based organizations. This should include a plan to connect job seekers with career services within the community.

8. **Work-Based Learning** – Describe the organization's strategic plan to increase work-based learning opportunities tied to specific career pathways for both job seekers and employers, including on-the-job training, registered apprenticeships, and work-experience/paid internships.
9. **Career Pathways** – Describe clear career pathway models (and include a diagram as an attachment) showing what services will be provided and by whom for program participants, including education, training, employment, and provision of intensive case management services. Each customer receiving individualized career services must have a written career pathway plan that identifies specific steps and activities that will lead to placement into jobs or postsecondary education/training that align with the in-demand sectors identified in the region. Career pathway plans must provide clear advancement opportunities and transitions for customers.

Basic Career Services

- Initial determinations about eligibility based on WIOA eligibility criteria.
- Offer career services as identified in WIOA Sec. 134(A)(i) (xi) and Rules and Regulations part 680.
- Assessment tools available in both self-serve and staff-assisted formats that help determine skill and literacy levels, interests, aptitudes, and supportive service needs.
- Self-directed and staff-guided job search assistance using current labor market information.
- Resources that help customers understand labor market demand across high-growth industries and occupations.
- Access to job leads and open opportunities.
- Information about in-demand training, work-based learning (e.g., on-the-job training, internships, apprenticeships and more), education, and credentials in high-growth industries and occupations.
- Referrals to employment and supportive assistance offered by mandated and non-mandated partners.
- Assistance in accessing financial aid for training and post-secondary education.

Individualized Career & Training Services

- Specialized assessment tools and diagnostic testing to determine skill and literacy levels, interests, aptitudes, and supportive service needs.
- Interviewing and in-person evaluation of customer's employment goals and barriers to employment.
- Connections to or issuance of resources that help customers access supportive services such as transportation assistance, interview and/or work clothing, and other appropriate assistance as needed and authorized.
- Individualized career coaching.

- Group career coaching.
- Individual Employment Plan (IEP) development.
- Job readiness training.
- Intrapersonal and/or professional development training (directly or through partners) to help build skills.
- Job Search essentials including resume, cover letter development assistance, professional social media profile (LinkedIn), job interview preparation, job search and job application strategies, professional networking, and among others.
- Information about in-demand training, work-based learning (e.g., on-the-job training, internships, apprenticeships and more), education, and credentials in high-growth industries and occupations.
- Occupational Training and information about how to access eligible training providers and programs.
- Referrals to employment and supportive assistance offered by mandated and non-mandated partners.
- Assistance in accessing financial aid for training and post-secondary education □ out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training programs and referrals to Adult Basic Education and High School Equivalency (HSE) preparation activities, or bridge programs, connections to employment opportunities.
- Management of customer file including documentation of WIOA performance goals and case notes.
- Data management.
- Follow-up services to help support retention and career advancement.
- Sharing customer success stories and photographs for region-wide publications.

Business Services

The selected bidder(s) must coordinate and integrate all service strategies to align with the business service team programming and activities. SIW currently manages business service activities directly, with the majority of staff employed directly by SIW. Two members of the business service team are state Dept. of Workforce Development staff, and are functionally managed by the SIW Business Service Manager. Activities of the business service team include but are not limited to recruitment, job fairs, layoff assistance, business incentives, labor market information, and human resource consulting.

Youth Services

The selected bidder(s) coordinate services for WIOA-eligible youth. Youth are defined as the following:

- In-School Youth: Individuals who are 14-21 years of age, are currently in school, and are low-income, and have one or more barriers as defined under WIOA.
- Out-of-School Youth: Individuals who are age 16-24 and have dropped out of school, are not attending any school, and have one or more barriers as defined under WIOA.

The selected bidder(s) will ensure that WIOA Youth expenditures are aligned with the following requirements:

- A minimum of 75 percent of all WIOA youth program expenditures must be directed to out-of-school youth services.
- A minimum of 20 percent of funding should be used to support work experience for both in-school and out-of-school youth.

The selected bidder(s) will coordinate WIOA Title I Career Services for Youth including both direct provision and referral services made available as follows:

- Assure that in-school youth are appropriately engaged with the Jobs for America's Graduates (JAG) Program.
- Study support including tutoring and other evidence-based strategies that help youth navigate study and education goals.
- Individualized or small-group instruction to promote effective study skills and habits.
- One-on-one mentoring and recommending promoting school completion objectives (i.e., diploma or credential attainment).
- Drop-out prevention strategies and tutoring
- Drop-out recovery services or connections to alternative and secondary school services
- Ensure that youth have a comprehensive and specialized assessment of skill levels and service needs that identifies employment barriers and appropriate employment goals
- Developing individual employment plan for youth customers.
- Helping youth achieve their goals by connecting them to appropriate support services and resources needed for educational and employment success as detailed in their individual service strategy.
- Connections to both paid and unpaid Work Experience opportunities such as on-the-job training, internships, apprenticeships, volunteer programs, and more.
- Connections to occupational skills training that leads to a recognized in-demand credential
- Supportive services to address basic needs, including but not limited to electronic devices for training and/or employment, and connections to community services
- Mentoring opportunities from adults and peer-to-peer mentoring.
- Specialized assistance to address barriers such as housing/homelessness, pregnancy and parenting, mental health, addiction, or substance abuse, physical or learning disabilities.
- Education offered concurrently with workforce preparation activities and training for an occupation or career pathway
- Leadership development opportunities
- Comprehensive guidance and counseling that may be inclusive of drug and alcohol abuse counseling, as well as referrals to counseling as appropriate.
- Financial literacy education
- Sharing customer success stories and photographs for region-wide publications.

In-School Youth Services

SIW utilizes Jobs for America's (JAG) as its primary model to serve in-school youth. SIW receives state funding to support six JAG programs. The successful bidder will

operate WIOA programs and services in all portions of the region, as well as JAG programs for in-school youth with barriers to graduation.

Below is a listing of our existing JAG programs. The expectation is that these programs will remain in place and functioning under this RFP, and that new, if additional state funding becomes available, JAG programs may be added over this same period. For information on the required elements of a JAG program please go to this site: <http://www.jag.org>

SIW Current JAG Programs:	County Location
Jeffersonville High School	Clark County
New Albany High School	Floyd County
Clarksville High School	Clark County
Austin High School	Scott County
Scottsburg High School	Scott County
West Washington High School	Washington County

Note: Sites are subject to change and providers should be prepared to adjust staffing and administrative cost with the addition or completion of a site program.

JAG Specialists deliver an array of counseling, employability skills development, career association, job development, and job placement services that will result in either a quality job leading to a career after graduation or enrollment in a postsecondary education and training program.

The JAG National In-School Curriculum, consisting of 87 competency-based modules, provides up to 240 hours of classroom instruction. Students typically enter JAG during the Junior Year of High School and complete the program over a two year period.

The Multi-Year Program services also include a capstone 12-month follow-up period during which Specialists are actively involved in intensive one-on-one employer marketing and job development activities to identify entry-level job opportunities for students after graduation. Specialists help graduates in the exploration of postsecondary educational opportunities and show them how to navigate the financial aid process to pursue these opportunities.

Non-graduates receive additional assistance in graduating from high school or completing requirements for a GED certificate before the close of the 12-month follow-up period.

JAG Specialists track the labor market and schooling/training activities of these student participants monthly. Specialists are expected to keep contact with students that are not able to stay enrolled in the Multi-Year Program to determine if they graduated from high school. In addition, it is of value to determine their plans to seek employment and/or pursue a postsecondary education.

The JAG program has its own outcome goals in addition to the WIOA performance measures. JAG Specialists are held accountable for the following process and performance outcomes:

- 90 percent GED and/or high school graduation rate
- 80 percent experiencing a positive outcome, including employment,

- postsecondary education enrollment, or military
- 60 percent employed in a job in the public or private sectors
- 60 percent employed in a full-time job
- 75 percent in a full-time placement, including full-time job; full-time postsecondary enrollment; or a combination of work and school
- 35 percent continuing to postsecondary education
- 91.5% Connection rate one year post graduation
- 80 percent improvement in attendance rate
- 80 percent improvement in self-esteem index
- 80 percent improvement in GPA
- 90 percent participation in JAG Career Association meetings and activities
- 80 percent increase using pre- and post-test knowledge assessment
- 90 percent participation in service-learning projects
- 80 percent decline in discipline referrals
- Students are selected with no less than a 5.0 average number of barriers
- 90 percent of participants with reduction in one or more barriers
- Average number of contact hours per participant: 120 contact hours
- Average number of JAG competencies reached: 60 over a four-year period
- 100 percent of participants are being tracked accurately and in a timely manner using the JAG Force Data Tracking System and Indiana Career Connect.
- 5 percent or less of graduates in the unable to contact rate category

WIOA Performance Outcomes

The selected bidder(s) are expected to establish and maintain program performance standards that:

- Assure that negotiated performance measures are met or exceeded.
- Promote accountability and transparency, and
- Maximize return on investment of federal resources.

The selected bidder(s) will utilize case management and federal reporting systems as required by the Indiana DWD, as well as the portals required for data management for any special grants. The selected bidder(s) will be required to support statewide efforts around implementation for any case management systems, and other data management portals, as well as take part in training about how to use the integrated system.

WIOA Performance measures are defined in the following chart:

SIW /Region 10	Local Negotiated Levels of Performance PY20 and PY21 ³		
	Adult	Dislocated Worker	Youth
Employment 2Q	80.9%	80.9%	76.8%
Employment 4Q	79.5%	80.4%	75.2%
Credential	71.4%	66.7%	64.4%
Median Earnings	\$7,046	\$8,116	\$4,347
MSG	64.5%	77.1%	41.9%

³ WIOA Performance measures have not been negotiated for PY22 at this time.

Proposal Narrative

All proposals must be received by Friday, April 29, 2021 no later than 4:00pm EST. Southern Indiana Works has the right to refuse any proposals submitted after the deadline.

A letter of intent to bid is due April 8, 2022, please include what services provision your organization is intending to submit for contracting.

Southern Indiana Works delivers services in physical offices (comprehensive and affiliate sites), partner locations, virtual, and on-site in-school services.

Respondents to this RFP are asked to submit proposals to ensure all populations have access to services. Each respondent should develop a response inclusive of all service delivery models.

Physical offices may be funded and serve adult, dislocated worker, and out of school youth participants. Virtual services may also be funded and serve adult, dislocated worker, and out-of-school youth participants. The In-School services may be funded by Job for America's Graduates and WIOA youth funding.

The proposal should be organized in the order in which the requirements are presented in this RFP, with a table of contents which cross-references the RFP requirements. The Executive Summary and Proposal Narrative must be submitted in the following format:

- 8 ½" x 11" plain white paper
- One-inch margins on each side
- Minimum 12-point font
- Double spaced
- Sections and subsections labeled
- 45 pages maximum, including the cover page and executive summary. Attachments are not included in page maximum listed above.
- Number the pages of the proposal narrative consecutively in "Page x of x" format. Attachments need not be numbered.

Proposals should be assembled in the following order:

- Cover Sheet (Included as an attachment to this RFP)
- Table of Contents
- Executive Summary (No more than 2 pages) Proposal Narrative (20 pages)
- Attachments
 - Attachment 1 – Budget Worksheet & Narrative
 - Attachment 2 – Proposed Regional Organizational Service Provision Chart
 - Attachment 3 – Non-Collusion Affidavit
 - Attachment 4 – Assurances & Certifications Form
 - Attachment 5 – Proof of Non-Profit Status OR if For-profit provide Certificate of Good Standing
 - Attachment 6 – Audited Financial Statements
 - Attachment 7 –References (Minimum 3)

Southern Indiana Works is requesting bidders to submit **one original and five copies of proposals and attachments. An electronic copy should also be provided on a USB drive.** Proposals that are not delivered by the due date and time will not be reviewed. Proposal narrative responses should address the specific questions and be written in a clear and concise manner. Proposals must be delivered to: Attention: Jacqueline James, Operations Manager, Southern Indiana Works, 2125 State Street #16, New Albany, IN 47150.

Questions regarding this RFP may be submitted in writing to Attn: Jackie James, Southern Indiana Works., via email to jjames@workoneregion10.com on or before April 15, 2022.

A mandatory bidder's conference will be held at the SIW WorkOne Career Center (2125 State St. Suite #16 New Albany IN 47150) April 18, 2022, at 11:00am EST. A virtual option is available upon request.

Appeals/Complaints: Bidders have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and investigated by the board. The decision of the board in such situations shall be final. Bidders wishing to make a formal appeal should do so in writing to:

Shane Stuber, Chair
Southern Indiana Works
2125 State St. Ste. #16
New Albany, IN 47150

Organizational Background and Capacity

All bidders are instructed to provide the following information about the organization or, if a consortium of more than one organization, about each organization:

1. Bidders who are applying as a partnership must attach a fully executed MOU.
2. Provide a brief history of the organization including mission, vision, and other strategic priorities.
3. Description of the organization's qualifications related to the delivery of the required service components.
4. Evidence in support of past performance derived from the organization's most recent audit and monitoring reports.
5. Provide an organizational chart for all those applicable to your proposal
6. Please identify all key members of your leadership team and provide a brief overview
7. How will your organizational leadership interact and partner with SIW?
8. Staff experience and specialized workforce system knowledge. If your organization has not provided WIOA services, please provide the same information for programs that are comparable to the WIOA services you are proposing.
9. Grant recipient and fiscal agent role, and the organization's experience in managing Federal, State, and other public funds, and experience in fund accounting; and
10. Three (3) examples of successful systemic or programmatic workforce system delivery models and services the organization have initiated or driven.

Past Performance History

All bidders are instructed to provide the following information about the organization or consortium's past performance outcomes, by providing specific examples and/or performance data for the past three to five (3 – 5) years in the following areas:

1. Evidence of the organization's ability to meet WIOA and other grant program performance goals and objectives in delivering workforce services to customers.
2. Evidence of the organization's track record in recruiting customers eligible to receive services.
3. Evidence of the organization's success in using data entry systems to capture service delivery data, case notes, and documents in provision of workforce development services; and
4. Evidence of the organization's success in using performance data to drive service design and delivery for continuous program improvements.

General Program Design Elements

1. Integrated Service Delivery – Describe the organization's program plan to seamlessly integrate delivery of services with services provided by other WIOA and non-WIOA funded service providers.
2. Access for All – Describe the organization's program plan to provide services to individuals who experience barriers to employment and increase outcomes for barriered populations; and
3. Innovative Design – Describe the organization's program plan to enhance and add value to the system by building on its best practices with innovation and demand-driven design, and how it will expand those best practices throughout the system.

Staffing and Transition Plan

1. How will your organization ensure that dedicated local staff are available and ready to provide services to SIW WorkOne customers on July 1, 2022?
2. Provide a staffing plan/model including reporting structure that includes all proposed staff. What are the specific job expectations for each proposed staff member? How will your organization ensure all SIW WorkOne centers maintain services during posted operating hours?
3. Describe the specific hiring process and strategy that your organization will use to ensure that job openings are quickly filled with skilled professionals. What are the expected experience, education levels, skills, and abilities for all local staff positions? What strategies will your organization utilize to retain current staff?
4. Describe in specific terms how your organization will operate in an environment with functional supervision of partner staff that have another agency leader as a direct supervisor.
5. How will local staff manager/supervisor coordinate and interact with SIW leadership? How will they ensure then integrated system expectations are met? How will local leadership work with your organization's leadership?
6. What is your staff professional development plan to engage staff in gaining knowledge, skills, and abilities to better serve customers?

WIOA Career Services for Physical and Virtual Delivery Models

1. Provide an overview of the services that will be provided to adults, dislocated workers, and out-of-school youth (if responding to youth services) in the area. Your description should explain, in detail, basic career services and individual career services offered.
2. Describe your outreach and recruitment plan. How will you ensure that you are reaching individuals who are eligible for the program? Explain how you will perform outreach to diverse special population groups including individuals with disabilities, military veterans, individuals with limited basic skills and other groups as you see applicable.
3. Explain how customers will be orientated to WIOA services. What is the process for assessment and enrollment of customers? List any assessment tools to be used, along with brief descriptions of what types of results and information are collected. Explain how the assessment results will be used to develop a service strategy for the customer.
4. Describe your case management and career planning services. Explain your approach to developing and managing an individual employment plan. What is your ratio of customers to case managers?
5. Explain the basic career services you intend to offer to customers. Provide as much detail as possible about the specific workshops, job readiness training, and other innovative career resources you propose to offer to customers.
6. Discuss how you help customers make informed decisions about training services offered through WIOA, including: basic skills training, pre-vocational training, vocational training, postsecondary education, work-based learning, on-the-job training, internships, and other training opportunities that help customers achieve their career goals.
7. Discuss job placement efforts for customers. How do you help customers identify and connect with employment opportunities?
8. Describe your follow-up services after job placement. How do you help customers retain and advance along career pathways?
9. Affirm your commitment to utilizing state-sanctioned data collection systems such as Indiana Career Connect. Provide a description about your data collection and data validation processes and how that helps meet the requirements of WIOA.
10. Please share any innovative or unique services you plan to use in your out of school youth approach to serving clients under WIOA.

WIOA Career Services for In-School and Out-of-School Youth

1. Define the proposed number of youth to be served in each of the two categories (in-school youth and out-of-school youth).
2. Describe your outreach strategies to reach and engage eligible youth.
3. IN DWD issued an assessment policy describing the assessment tools

recommended for WIOA youth. Describe your commitment to the policy and your approach to the assessment process for youth enrolled in the program. Include the assessment tools used and their purpose.

4. Describe your approach to developing individual service strategies for youth. How do you connect youth to education and training resources that help them achieve the goals outlined in their individual service strategy?
5. What types of training approaches and resources are you planning to utilize in your service approach?
6. Describe your approach to providing mentoring, study assistance, drop-out prevention and recovery, and other supportive assistance to youth enrolled in the program.
7. Please share any innovative or unique services you plan to use in your youth approach to serving youth under WIOA.
8. What types of employment resources will be provided to youth? Describe why these resources appropriate for this population.
9. Please describe your understanding of the Jobs for America's Graduates program and how your organization will deliver JAG services.

Financial Management

1. Provide an overview of your administrative and fiscal management capabilities as they relate to your ability to carry out the services described.
2. Describe your experience with cost reimbursement contracts.
3. Describe your organization's previous experience administering federal, state and private grants.
4. How will financial information be made available for monitoring and auditing purposes?
5. Has your organization had any questioned costs, disallowed costs or compliance monitoring findings in the last three years? If so, please describe how the issues have been resolved. Please provide a copy of your most recent audited financial statement.
6. If WIOA costs you incurred under this proposed contract were subsequently disallowed as a result of an audit or monitoring, does your organization have the capability to repay these funds from unrestricted resources?
7. Please provide a copy of your employee benefit policy as an attachment with your submission.

Budget Narrative⁴

1. Explain proposed budget (Attachment A) including staff salaries and benefits. Please include a breakdown of employee benefits (vacation, personal time, insurance, retirement, etc.) and any other fringe cost.
2. Outline any professional development cost with details and goals of activity
3. Provide explanation of any technology or supplies proposed in the budget. SIW will provide all provider staff with computers, printers, standard offices supplies, and IT support.

⁴ All budget items must be allowable under state and federal policy for WIOA Title I expenditures.

Proposal Evaluation

Each proposal will be reviewed for completeness toward meeting the submittal guidelines. Proposals that are incomplete will not be evaluated further.

Proposals will be scored according to the following matrix:

Proposal Evaluation Scoring Matrix		
Proposal Requirement	Total Points	
Organization Background and Qualifications	25	
Staffing and Transition of Services	25	
Physical and Virtual Service Provision	25	
Youth Services	25	
Financial Management	25	
Budget	25	
	Subtotal	150
Final presentations		50
	Total	200

Regulations and Requirements

RIGHT TO CANCEL: Southern Indiana Works reserves the right to delay, amend, reissue, or cancel, all or any part of this RFP at any time without prior notice. Southern Indiana Works also reserves the right to modify the RFP process and timeline as deemed necessary. Subject to guidance being issued by US Department of Labor and/or Indiana Department of Workforce Development and/or any subsequent sub-awards will be changed to ensure compliance.

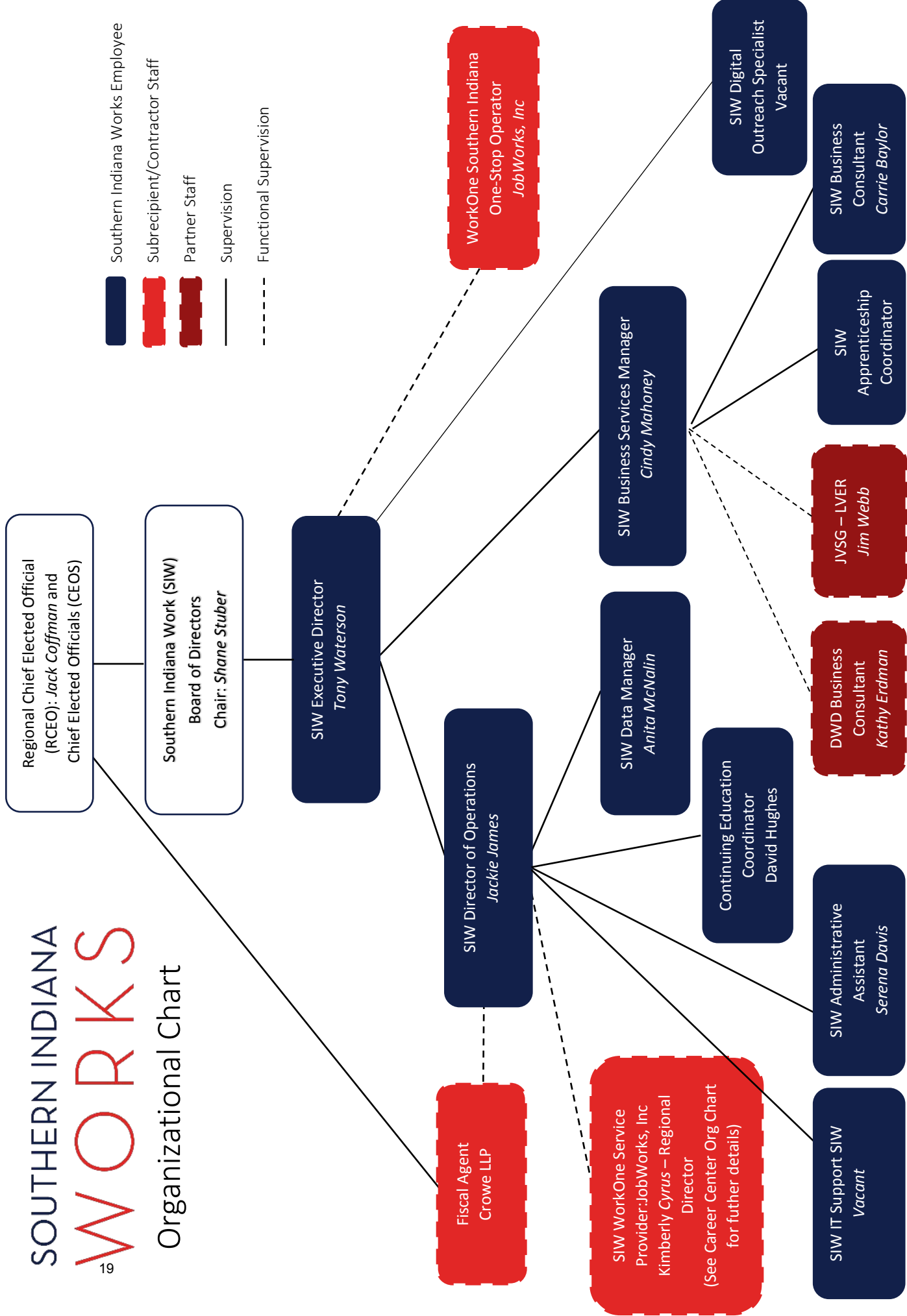
AUDIT REQUIREMENTS: The services delivered under this RFP are considered sub-recipient services and will require the selected bidder to comply with audit requirements for federal funds. All bidders must submit a copy of the most recent independent audit and financial statements. Bidders must accept liability for all aspects of any WIOA program conducted under contract with the board. Bidders will be liable for any disallowed costs and legal expenditures of funds or program operations conducted under contract.

TYPE OF CONTRACT: Proposed costs will be analyzed, and a cost reimbursement contract will be negotiated with a demonstrated performance basis. Payment under a cost reimbursement contract will be based upon actual costs and performance delivery outcomes. For the purposes of responding to this RFP, bidders will develop a line-item budget showing all expected costs associated with delivering the proposed services and a budget narrative explaining the costs. Bidders may not subcontract services described in this proposal without prior written consent.

COMPLIANCE WITH WORKFORCE INNOVATION AND OPPORTUNITY ACT: The selected bidder(s) are required to operate the Workforce Innovation and Opportunity Act (WIOA H.R. 803, Public Law 113-128) in accordance with all applicable current or future federal, state and local laws, rules, and regulations. As a condition to the award of financial assistance from the Department of Labor, under WIOA the selected bidder will assure that it will comply fully with the nondiscrimination and equal opportunity provisions of as follows: Specifically, recipients must comply with all nondiscrimination requirements in the administration and operation of programs, activities, and employment as provided by WIOA Section 188 and its implementing regulations under the 29 CFR Part 38 (Final Rule). The requirements apply to all programs and activities that are operated by One-Stop partners, as defined in WIOA section 121(b), as part of the One-Stop delivery system (the Southern Indiana Works system).

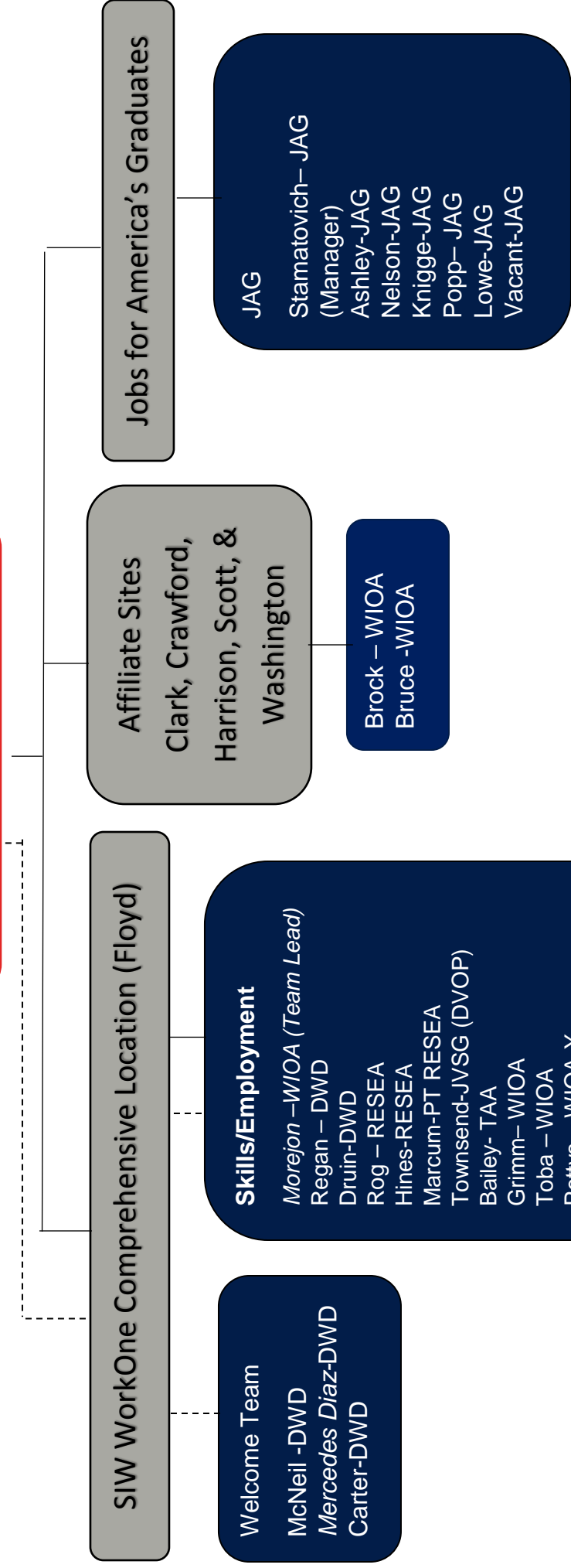
Organizational Chart

- Southern Indiana Works Employee
- Subrecipient/Contractor Staff
- Partner Staff
- Supervision
- Functional Supervision



Career Center Organizational Chart

SIW WorkOne Service Provider:
Kimberly Cyrus –
Regional Program Director



DWD= Department of Workforce Development
RESEA = DWD Reemployment Services
JVSG = Jobs for Veterans State Grant (DWD)
WIOA = Service Provider
Italics = Some degree of Spanish/Other
Asterisk* = Intermittent
Y=Youth

Proposal Cover Sheet

Name of Lead Agency/Organization: _____

FEIN: _____

Partnership or Sole Agency: _____

Mailing Address: _____

Contact Person: _____

Telephone: _____ Email: _____

Website: _____

Total Funds Requested: \$ _____ _____	Proposed Expenditures per Service Category:	
	Adult Services	\$ _____
	Dislocated Worker Services	\$ _____
	In School Youth Services	\$ _____
	Out of School Youth Services	\$ _____
	JAG Services	\$ _____

To the best of my knowledge and belief, all information in this proposal is true and correct, the document has been duly authorized by the governing body of the applicant.

 Name of Authorized Representative Title of Authorized Representative

 Signature of Authorized Representative Telephone Number Date

NON-COLLUSION AFFIDAVIT

State of Indiana

County of _____

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Southern Indiana Works whereby it has paid or will pay to such other respondent or officer of employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting or the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Signature of Authorized Representative

Print or Type Name

Subscribed and sworn to me this _____ day of _____, 2022.

Notary Public

County of: _____

Commission Expiration Date: _____

ASSURANCES AND CERTIFICATIONS

The authorized representative agrees to comply with all applicable State and Federal laws, regulations, and policies governing the Workforce Innovation Opportunity Act, Workforce Investment Boards, and any other applicable laws, regulations, and policies and directives (state and/or local).

In addition, the authorized representative assures, certifies, and understands that:

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization possesses legal authority to offer the attached proposal.
3. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization’s governing body authorizing the submission of this proposal.
4. A drug free workplace will be maintained in accordance with the State of Indiana requirements.
5. The proposing organization has all appropriate insurance coverage, and will produce a certificate of such, as requested.

Signature of Authorized Representative

Print or Type Name

Date

SOUTHERN INDIANA WORKS

WorkOne

americanjobcenter
INDIANA

CAREER CENTER

Locations and Hours

WorkOne Career Center (Full Service)
2125 State Street, Ste. #16
New Albany, IN 47150
Phone: 812-948-6102
Fax: 812-948-6118
Hours M-F 8AM-4:30PM
(Full Service Location)

WorkOne Affiliate-Jeffersonville
County Government Center
501 E. Court Ave. Room 316
Jeffersonville, IN 47130
Phone: 812-620-6780
Hours: Tuesdays 8:30AM-4:30PM
Thursdays 8:30AM-4:30PM

WorkOne Express-English
Government Center Annex
743 E. State Rd. 64
English, IN 47118
Phone: 812-620-6892
Hours: Wednesday 8:30AM-4:30PM
Friday 8:30AM-4:30PM

WorkOne Express-Corydon
Harrison Co. Lifelong Learning Center Bldg.
101 W. Hwy 62
Corydon, IN 47112
Phone: 812-620-6892
Hours: Tuesday 8:30AM-4:30PM
Thursday 8:30AM-4:30PM

WorkOne Express-Salem
St. Vincent Hospital
Lower Level
911 N. Shelby St.
Salem, IN 47167
Phone: 812-620-6780
Hours: Monday 8:30AM-4:30PM
Wednesday 8:30AM-4:30PM

WorkOne Express-Scottsburg
Mid America Science Park
821 S. Lake Rd. S.
Scottsburg, IN 47170
Phone: 812-620-6780
Hours: Monday 8:30AM-4:30PM
Friday 8:30AM-4:30PM

www.soinworks.com