

CHICAGO COOK WORKFORCE PARTNERSHIP
LOCAL WORKFORCE INNOVATION AREA #7

REQUEST FOR PROPOSALS
FOR
WIOA Delegate Agency at Chatham



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

FUNDING PERIOD: April 1, 2020 – September 30, 2020

CHICAGO COOK WORKFORCE PARTNERSHIP
69 W. WASHINGTON – SUITE 2860
CHICAGO, IL 60602

RESPONSES DUE:

Friday, March 27th, 2020 by or before 4:00 pm*

***Under no circumstances will proposals be accepted after 4:00pm**

Respondent Webinar Conference will be held on
Monday, March 16th, 2020 from 2:30 pm – 4:30 pm (CDST)

To participate in the online bidder conference, register in advance here:

<https://attendee.gotowebinar.com/register/5407664672555318539>

**** Attendance is not mandatory, but is highly encouraged ****

Karin M. Norington-Reaves, CEO
Chicago Cook Workforce Partnership

George Wright, Co-Chair
Jackie Robinson-Ivory, Co-Chair
Chicago Cook Workforce Innovation

**Chicago Cook Workforce Partnership (The Partnership)
REQUEST FOR PROPOSALS:
WIOA Delegate Agency located at Chatham
April 1, 2020 through September 2020**

The Chicago Cook Workforce Partnership (The Partnership) is excited to announce the release of Workforce Innovation and Opportunity Act (WIOA) funding to provide basic and individual career services at its new location within the Chatham Community located at 630 East 79th Street, Chicago, IL. This RFP describes the specific services The Partnership seeks and sets forth application requirements for the Delegate Agency provider at the Chatham site. The Partnership will evaluate all timely submitted proposals and competitively award a sub-grantee agreement to a respondent whose submission is most responsive to the need for services described herein.

Section I. Background Information

A. Project Background

In June 2014, U.S. Congressman Bobby Rush convened a veritable who's who of public and private sector leaders to collectively create a plan for the revitalization of the Greater Chatham community in the wake of the tragic death of Dr. Betty Howard, an educator slain just steps from the Congressman's office. From that convening grew a plan for community and economic revitalization now spearheaded by the Greater Chatham Initiative.

In an effort to address the then soaring unemployment rate, and increased violence, the Chicago Cook Workforce Partnership offered to provide concentrated services in the community at a satellite workforce center if a location could be found. Having identified a vacant building near the original convening, The Partnership began what became a five-year journey to bring services to the residents of Chatham at a site within the community.

The original vision was the creation of a full-service federally funded satellite workforce center which usually is comprised of multiple partners that may include state agencies, community-based organizations and other direct service providers. Centers are hubs of activity for job seekers and businesses alike and address the full spectrum of workforce needs for both. Centers typically contain classrooms, private and semi-private offices for client counseling, computer labs, and resource rooms. Under the Workforce Innovation and Opportunity Act, workforce development services may include hiring events, job screening and placement, individualized career planning/coaching, digital literacy training/certification, financial literacy, resume creation and review, interviewing skills and occupational training.

Thanks to a more than \$3MM investment from 4SBay, LLC, under the leadership of IFF and Baso, Ltd, in March 2020, the long-awaited vision will become a reality when the Dr. Betty

Howard Chatham Education and Training Center opens. The center, located in a federally designated Opportunity Zone, will be the first of its kind in the community.

B. Facility Information

Name and Address:

**Dr. Betty Howard Chatham Education and Workforce Center
630 E. 79th Street, Chicago, IL 60619**

The Chatham center is an 11,000 square foot, 2-story building previously repurposed to hold retail storefronts and executive work space. The re-designed ADA-accessible building contains the following:

1st floor

- 2 classrooms (25-30 person occupancy)
- Semi-private workspace for 5
- Huddle Room
- 1 private office
- Reception/Waiting Area
-
- Maker Lab/Instructional room (15-20 person occupancy) for instruction in light manufacturing, electrical circuitry, prototyping, blueprint reading and Computer Aided Design (CAD)
- Student break area
- Mother's Room

2nd floor

- Resource Room
- Flexible Multi-purpose room which can be converted into 3 classrooms— ideal for hiring events, large meetings
- Conference Room
- 1 private office
- Huddle Room
- Semi-private workspace for 8
- Public and private restrooms
- Staff Break room

The brightly colored building also houses a self-sustaining green roof and will feature moss walls to promote oxygenation. Community art will also be on display on the 2nd floor gallery wall. The WIOA provider will be located on the second floor. Office furniture and computers for the resource room will be provided.

Section II. Purpose, Funding and Schedule

A. Purpose and Background

The purpose of this RFP is to select an experienced and qualified delegate agency to provide WIOA basic career and individualized career services at the Chatham Education and Workforce Center. The selected respondent is expected to provide high quality workforce services to residents and businesses within the greater Chatham community area. Due to the accelerated timeline, The Partnership seeks an experienced delegate agency capable of rapidly setting up and providing services in the community and ability to leverage staff and resources of their existing contract.

B. Available Funding and Performance Period

The Partnership anticipates funding a grant agreement effective April 1 through September 30, 2020. The Partnership reserves the right to renew grant agreements for up to three additional one-year periods based on achievement of benchmarks, funding availability, ability to leverage funds, compliance with WIOA and the renewal's conformity with The Partnership's vision for the Chicago Cook Workforce System.

WIOA funding for this solicitation is categorized by two job seeking customer populations: Adult and Dislocated Workers. The Partnership anticipates funding the Delegate Agency at a combined (Adult Funding + Dislocated Worker funding) of \$250,000 for an initial 6-month period. At minimum The Partnership anticipates the respondent to have a staff of 1.5 FTE career coaches, a business service representative, a receptionist and a staff to monitor the resource room and conduct periodic job readiness training as well as a staff person to conduct outreach with the greater Chatham community. The Partnership strongly encourages respondents to identify any leverage resources in their submission. Proposals documenting leveraged funds will be reviewed more favorably than those without leverage.

The respondent will be responsible for staff computers and share of operating costs for janitorial services and phone and Internet charges. The Partnership will be responsible for the rent and office furnishings.

Supportive services such as funds for transportation, uniforms or certifications are an allowable expense but should not be included in the respondent's proposed WIOA budget. Respondents must possess the capacity to successfully administer and track supportive funds in accordance with federal regulations.

From time to time, The Partnership may receive additional public or private funds for programs. The Partnership may award these funds by expanding existing programs or by consideration of proposals not initially funded under this RFP. These decisions shall be at the sole discretion of The Partnership.

C. Sub-grantee Agreement Type

The successful respondent to this RFP will enter into Sub-grantee agreements with The Partnership and become part of The Partnership’s service network. Agreements executed as a result of this RFP process will be paid through cost reimbursement unless otherwise specified. Final sub-grantee agreements will also be subject to any changes in legislation, regulations, or policies promulgated by the funding sources. The Partnership reserves the right to vary or change the terms of any contract executed as a result of this RFP, including funding levels, scope of services, performance standards, referral sources, and contract term, as it deems necessary in its sole discretion.

D. Eligible Respondents

This solicitation is limited to current WIOA Title I providers who receive Adult and Dislocated Worker funding.

Entities are **ineligible** if they: 1) are currently barred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by a Federal, State, City or County department/agency, quasi-governmental agency (including but not limited to CHA, City or Suburban community Colleges, CPS et.al), or The Partnership; 2) have existing grants with any Federal, State, County or City agency that have been suspended or otherwise not in good standing within the past two years; or 3) are not in compliance with the Illinois Department of Revenue or the Federal Internal Revenue Service or Federal Office of Management and Budget requirements. Awards made to entities subsequently found to have been ineligible may have funds clawed back at The Partnership’s sole discretion.

E. Tentative Schedule of Events:

RFP Release	March 6, 2020
Bidders Webinar	March 16, 2020
Proposal Deadline	March 27, 2020
Notice of Award	April 10, 2020

Section III. Delegate Agency Role and Responsibilities

A. Relationship with the Community

The Partnership expects the selected respondent to provide outreach and serve as a system-wide access point for the residents and businesses of Chatham and the surrounding community areas.

Community Expertise and Engagement: As the local community face of Cook County’s workforce services, the selected respondent must demonstrate knowledge of and relationships with the Chatham community neighborhood groups and public resources and be well versed in the variety of services provided by The Chicago Cook Workforce Partnership. The selected respondent must make efforts to promote the services offered and make referrals to other

community services and/or other workforce system partners that best meet the individuals' need. The respondent must also provide services throughout the community and ensure accessibility through a variety of means, including but not limited to the following:

Hours: Delegate Agencies must be prepared to offer services at hours beyond the traditional Monday thru Friday 8:30 a.m. to 5 p.m., unless precluded by external factors. Respondents should anticipate weekend or evening events and plan staffing accordingly.

Community Outreach and Education: The selected respondent must conduct regular outreach activities and develop recruitment strategies to inform the community residents, businesses, faith groups and public offices, of the workforce services available through a variety of means including presentations on high growth industries and labor market trends. The selected delegate must also ensure a steady pipeline of participants coming through the center. This includes networking and outreach to local elected officials, community and faith-based organizations, schools and other WIOA service providers and mandated partners. Additionally, The Partnership may require the selected respondent to periodically staff booths at community resource fairs, elected official events and/or special events during the year.

B. Relationship with Workforce System

The selected respondent must take lead roles in coordinating services for Cook County job seekers and businesses within the Chatham community. Such services include the following:

Chatham Education and Training Center Tenants: The selected respondent will assist and work cooperatively and supportively with the other projects and initiatives housed at the center. This currently includes Chicago Codes, Constructions Works and a "maker's lab" training program in light manufacturing, prototyping, CAD and electrical circuitry. .

Special Projects: The selected respondent must act as fast responders or lead facilitators in staffing special outreach and recruitment events for the Chatham community as assigned by The Partnership. These may include job fairs, service fairs, large scale hiring events, hosting tables at conferences or other public events, and participating in other County- wide sponsored projects and activities.

Coordinate System-wide Recruitment: The selected respondent is expected to share job leads, with the rest of the system if unable to fill a job order (or in handling a large hiring need), and coordinate resume collection, screening, and eventual referral to an employer. This sharing of job leads is done with the goal of making the best possible fit between job opening and job candidate. This must be done in an honest and fair manner, without preference for the agency's own candidates. Similarly, the delegate agency is expected to refer candidates to workforce services that best meet the individuals' needs such as career pathway programs, other agencies offering specialty services or program offerings.

Collaborative Partnership: The selected respondent must actively participate in work teams organized by The Partnership, One Stop Centers, Sector Centers, or other employer

organizations. These work teams are designed to provide coordinated responses and improve overall services to businesses and job seekers. The delegate agency must be knowledgeable of the various program offerings available to participants including non-WIOA programming offered through The Partnership such as: Opportunity Works (Opportunity Youth), Back to Work 50+ (older workers), ConstructionWorks (skilled trades training/placement), Chicago Codes (Information Technology training/placement)..

Community Linkages and Collaborations: The selected respondent must: build relationships with valuable partners, including faith-based organizations, grantees from other government programs such as Community Development Block Grants and other community-based organizations. The respondent is expected to refer residents and business to community and city and county resources including programs like TIFWorks and various tax incentive programs.

Rapid Response Events: The selected respondent must also provide staffing and support to “Rapid Response” activities at businesses experiencing dislocation events (layoffs of groups of workers) in conjunction with The Partnership and State partners. These activities include staffing outreach events on-site at affected businesses (or at alternate sites as necessary) and providing subsequent services to job seekers facing dislocation.

SECTION IV. WIOA Customer Flow and Service Delivery:

A. Customer Flow

Customer service and careful management of customers as they progress through WIOA services into employment is critical to an effective and high-quality experience. The selected respondent must ensure that job seekers are treated in a professional and courteous manner. The respondent must ensure that job seekers have timely access to services and connections are made to resources. Under WIOA, the Department of Labor classifies Career Services into two categories: Basic Career Services and Individualized Career Services.

B. Basic Career Services:

All County residents are eligible to take advantage of WIOA Basic Career Services, which are general services assisting jobseekers in finding gainful employment, and orienting customers to labor market information, opportunities for vocational training and unemployment insurance. WIOA basic career services must be made available to all individuals seeking services through the entire workforce delivery system; these include the following:

1. Determination of whether the individual is able to receive assistance from the Adult and/or Dislocated Worker program;
2. Outreach, intake (including worker profiling), and orientation to information and other services available through the entire workforce delivery system;
3. Initial assessment of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes, abilities (including skill gaps) and supportive service needs;

4. Labor exchange services including:
 - a. Job search and placement assistance and individual career counseling as needed, including provision of information on in demand sectors and occupations as well as non-traditional employment; and
 - b. Appropriate recruitment and other business services on behalf of employers including information and referrals to specialized business services other than those traditionally offered through the entire workforce delivery system;
5. Provision of referrals to, and coordination of, activities with other programs and services when appropriate, as well as other workforce development or human services programs;
6. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local regional and national labor market areas including:
 - a. Job vacancy listings in labor market areas;
 - b. Information on job skills necessary to obtain vacant jobs listed; and
 - c. Information related to local occupations in demand and the earnings, skill requirements and opportunities for advancement for those jobs;
7. Provision of performance information and program cost information on eligible training providers by program and type of provider;
8. Provision of information about the local area's performance on performance accountability measures, as well as any additional performance information relating to the entire workforce system and the delegate agency;
9. Provision of information relating to the availability of supportive services or assistance and appropriate referrals to those services including child care; child support; medical or child health assistance available through the State, SNAP benefits; assistance through earned income tax credits; and assistance under TANF including supportive services and transportation;
10. Assistance in establishing eligibility for programs of financial aid assistance for training and or education programs not provided under WIOA; and
11. Provision of information regarding filing claims under UI programs.

In addition to the minimum basic career services required under WIOA, The Partnership requires the following:

Resource Rooms: The selected respondent must maintain a publicly accessible resource room as part of the WIOA services delivered at the Chatham site. The Partnership will provide the furniture and equipment, including computers with Internet access and tutorials for career exploration, job searching and resume writing; job postings; periodicals, information on

Unemployment Insurance eligibility, services and financial aid for local non-WIOA training, labor market reports, educational programs and information on partner programs. Individuals may receive self-service or informational activities without an eligibility determination. Self-service or informational activities include, but are not limited to, access to the Resource Room, on-line materials, reference documentation, workshops, employer screenings and job fairs. The resource area must be staffed with knowledgeable employees, partner employees and/or volunteers to assist with customer questions.

Workshops: The selected respondent is encouraged to provide a wide range of informational workshops to job seekers as part of its career services offerings. These workshops focus on job search and readiness skills, such as interviewing techniques, resume preparation, worker rights, networking, effective communications skills, conflict resolution and computer literacy. Workshops on workforce trends, high demand industries, labor market information and knowing legal rights on the job and how to protect oneself from worker's rights violations should also be available.

C. Eligibility Determination and Registration

The selected respondent is required to develop and implement a WIOA eligibility process that is timely and meets State and Partnership policy requirements without unnecessary delays in providing access to career services. Included in this process, the Delegate Agency must determine WIOA eligibility and collect information to support the determination of eligibility.

Participants receiving individualized career services must be eligible for and registered into WIOA services

D. Individualized Career Services

Individualized Career Services are more comprehensive, in-depth and individualized than Basic Career Services, and generally involve documented interaction with a career coach or an equivalent.

These services include the following:

- 1.** Comprehensive and specialized assessments of the skill levels and service needs of job seekers, which may include diagnostic testing and in depth interviewing of the customer. Delegate Agencies must complete an objective, comprehensive and specialized assessments of the customer. These assessments involve a more thorough examination than the initial assessment and are conducted or coordinated by a career coach or equivalent. The role of the career coach is to ensure access to the full array of services and activities required and available under WIOA, and to provide professional support to jobseekers as they decide on employment and education plans and seek to improve their skills. Assessment tools and processes may be mandated by The Partnership to ensure a uniform standard of quality;
- 2.** Development of an individual employment plan (IEP) to identify the employment goals, objectives and the appropriate combination of services for the participant to achieve his or her employment goals. The IEP is an agreement between the career coach and customer of

the plan of action they will take together to overcome any barriers to employment and secure employment leading to self-sufficiency. Ideally, the IEP will focus on a Career Pathway that can provide a guide beyond initial employment, and must be updated regularly as a customer progresses;

3. Identification of all WIOA services provided to a customer and the need justified in the IEP. A hard copy case file must be maintained on each participant containing eligibility documents and pertinent case file information not recorded in the electronic case file. Customers must also be provided with a signed copy of the IEP. The IEP is a living document that should be updated as goals and milestones are met and routinely discussed with customers. In cases where needs and services change, the IEP must be updated;
4. Provision and coordination of supportive services to address those life issues impacting the jobseeker's ability to get or retain adequate employment. Depending on funding availability, The Partnership may award funds to assist with basic supportive services such as transportation, work equipment and uniforms, and childcare services;
5. Group counseling;
6. Individual counseling;
7. Career planning;
8. Short term pre-vocational services including the development of communications skills, interview skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training;
9. Internships and work experiences that are linked to careers;
10. Workforce preparation activities;
11. Financial literacy services; (such as financial aid applications, income tax credits and counseling);
12. Out of area job search assistance and relocation assistance; and
13. English Language acquisition and integrated education and training programs.

E. Training Services (included in individualized career services):

WIOA clarifies that there is no sequence of service requirement in order to receive training. Training may be made available to individuals if, after an interview, assessment, or evaluation and career planning, it is determined that the individual:

- Is unlikely or unable to obtain or retain employment that leads to self-sufficiency or comparable wages up to, or higher than, wages from previous employment;

- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher wages from previous employment through career services alone; and
- Have the skills and qualifications to successfully participate in the selected program of training services.

The selection of training services should be conducted in a manner that maximizes customer choice and is linked to in-demand occupations. Career coaches must ensure that job seekers explore other funding options and research performance of relevant training providers. Training options include:

Individual Training Accounts (ITAs): ITAs are tuition vouchers redeemable at one of the many eligible training providers. The actual training is conducted by an approved training provider listed on the Illinois Workforce Data System (IWDS) certified training provider list. Career coaches are expected to assist job seekers with researching and selecting training programs that align with the job seeker’s IEP. The career coach will follow established partnership procedures for accessing an ITA.

Internships/Work Experience: Work experience is a planned, structured learning experience that takes place in a work environment for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector and is designed to help job seekers build relevant work experience and skills. Fair Labor Standards apply in any work experience where an employee/employer relationship exists, as defined by the Fair Labor Standards Act or applicable State law.

Pre-Apprentice Training: Pre-apprenticeship programs provide training to increase math, literacy, and other vocational skills needed to gain entry into a registered apprenticeship program. A pre-apprenticeship program funded with an ITA must have at least one registered partner; such pre-apprenticeship programs must possess or develop a strong record of enrolling its graduates into a registered apprenticeship program.

On-the-Job Training: OJT services typically involve “hands on” training in occupational skills for a specific occupation. Training is provided by a private, nonprofit, or public sector employer for an individual who needs additional skill training for a specific job. The participant becomes employee of the company and in order to offset the cost of the training, the employer may be reimbursed up to 75% of wages, based on criteria provided by The Partnership, during the training period. Delegate agencies that develop OJT agreements with employers are required to have staff knowledgeable of the OJT forms and procedures.

Customized Training: Customized Training is industry and occupation specific skills training delivered through a curriculum designed collaboratively by a delegate agency, any partners and an identified employer(s). Customized Training is intended to provide job seekers with specific skill sets identified as necessary for an industry, occupation or particular position within a company. The employer must pay for a significant share of the cost of the training. All

Customized Training agreements must be approved by The Partnership prior to implementation.

F. Follow-up Services:

The selected respondent must communicate with, and monitor the progress of, customers throughout enrollment in the program. In addition, follow-up activities must be provided as appropriate, to individuals who have exited from the program for up to one year

Section V. Employer Service Delivery

Business Services are a critical component of WIOA service delivery, providing direct value to employers, industry associations or other such organizations. Customized business services may include the following services and activities:

A. Customized Recruiting and Screening Services

- *Advertise Job Openings:* Provide employers with the opportunity to post employment opportunities throughout the Workforce system. Delegate agency staff must post job orders through the Career Connect job order portal.
- *Provide Access to Space:* Provide or secure space for businesses to interview candidates, hold recruiting events, conduct informational meetings, etc.
- *Customized Recruitments:* Provide employers with an in-person opportunity to inform job seekers (screened and/or unscreened) about available job openings within their organization.
- *Customized Screening of Applicants:* Thoroughly screen job seekers (based on employer skill requirements) and prepare them for interviews, saving businesses time and increasing the likelihood that business will return for more candidates in the future.
- *Conduct Job Fairs:* Offer multiple employers the opportunity to meet WIOA enrolled and non-enrolled job seekers. The Partnership may assign delegate agencies to participate in The Partnership-led job fairs and or hiring activities.

The respondent must have timely and focused response to recruiting events requested by The Partnership's Business Relations and Economic Development unit (BRED) Sector Centers or other Partnership sponsored initiatives. A point person must be assigned to alert the case management staff of opportunities and to follow-up with the referring entity on any screened candidates who meet the referral criteria. Each referred candidate must have a professionally prepared resume.

B. Information and Technical Assistance

- *Educate on Workforce.* Educate businesses about services available through Chicago Cook Workforce Partnership agencies, and how to access these services. This includes providing businesses in relevant industries with information from and linkages to services at the Sector Centers.
- *Advise on Workforce Issues.* Providing informational services to businesses on a variety of workforce topics, including workforce-related and economic development tax

incentives; unemployment insurance; labor market statistics; and other workforce-related information identified as providing value to businesses.

- *Lay off Aversion, Downsizing Services and Outplacement.* Work with employers making layoffs, and with employees being laid-off, to create re-employment plans. Dislocated Worker delegate agencies will provide these services directly. Rapid response services are coordinated and conducted by The Partnership, which may engage any Dislocated Worker agency to participate in employer on-site layoff workshops.
- *Human Resource Consultation.* Assistance with writing and/or review job descriptions, orientations for new workers, analyzing employee turnover, information about hiring tax incentives and customized labor market data.

C. Employer Development Services

- Educate businesses on various training models available throughout the County.
- Develop and deliver incumbent worker training programs to up-skill existing employees.
- Provide retention services by working with employers to design strategies and provide support that helps employees stay on the job or advance after placement.

Section VI. Performance Outcomes, Reporting and Tracking

A. WIOA Performance Requirements

WIOA established a comprehensive performance accountability system in order to optimize the return on investment of federal funds and to assess the effectiveness of local areas. Once customers are enrolled into WIOA by the delegate agency, the customer will be included in performance measures.

The selected respondent will be required to meet performance measures based on the new WIOA rates The Partnership negotiates with Illinois Department of Commerce (DOC) each year.

WIOA Performance Measure	Definition	Adult Goal	Dislocated Worker Goal
2nd Qtr. Employment	The percentage of participants who are in unsubsidized employment during the second quarter after exit	70%	76%
4thQtr. Employment	The percentage of participants who are in unsubsidized employment in the fourth quarter after exit	68%	75%
Median Earnings	The median earnings of participants who are in the second quarter after exit	\$4500	\$6,950
Credentials	The percentage of participants who obtain a recognized post-secondary credential or secondary school diploma/GED within 1 year after exit from the program	65%	65%

Skills Gains	The percentage of participants enrolled in a training or education program who show documented skills gains during a program year	TBD	TBD
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The Partnership developed other key point in time benchmarks that will provide the most accurate picture possible of how delegate agencies are attaining The Partnership’s workforce goals. Selected respondents will enter into a “loading plan” with The Partnership that will outline at a minimum the following benchmarks:

- Number of enrollments
- Number of total served
- Number of individuals receiving ITAs
- Number of credentials earned
- Number of individuals placed
- Number of shared placements
- Number of businesses served
- Number of job orders posted/filled
- Customer satisfaction rates (job seekers/businesses)

The Partnership reserves the right to set and change benchmarks, add new benchmarks and adjust rates based on final WIOA regulations and negotiated performance.

The selected respondent will be continually evaluated based on their achievement of all the DOL measures and The Partnership benchmarks. Grant agreement renewals will be largely based on achievement of benchmarks. The Partnership reserves the right to impose additional conditions and/or restrictions on the grant award, implement probationary periods, undertake any other corrective action, reduce funding or end grant agreements based on poor performance on any of the benchmarks.

B. Data and Customer Tracking Systems

All participant data will be tracked on The Partnership’s customer tracking system, Career Connect, which will automatically link to the State of Illinois tracking system, IWDS. All selected respondents will be required to attend Career Connect training and will be required to utilize the system for all customer and business services provision. In addition to reporting and tracking customers through Career Connect, selected providers must submit monthly reports that document outcomes on agreed upon key benchmarks.

C. File Records, Retention and Ownership

Selected respondents must maintain and secure accurate files for every enrolled participant in compliance with Federal and State WIOA requirements and, where applicable, The Partnership’s retention policies. Based on funding stream, participant files must contain a variety of documentation that includes most, if not all, of the following:

- documents that support program eligibility/determination of need;

- documents that support the achievement of outcomes (see page 26 for list of outcomes);
- intake form;
- intake assessment results;
- individual career plan and or Individual Employment Plan (IEP);
- time and attendance sheets (training activities);
- work site location and information;
- regular updates or case notes are stored electronically (minimally every 30 days)

Selected respondents must allow The Partnership and its regulatory partners including local, state, and federal representatives, unfettered and immediate access to all program records, materials, staff, and participants. In addition, respondents are required to maintain all files and records for four (4) years from the last day of the program year. For more info see: <https://workforceboard.zendesk.com/hc/en-us/articles/360016358171-File-Destruction-Procedure>

D. Oversight, Evaluation and Planning

The Partnership will monitor and evaluate selected respondents to determine if employers and job seekers are receiving the most comprehensive, streamlined set of services. The Partnership will also evaluate the quality and effectiveness of the service strategies developed for the participants, and the quality of the case management provided by the career coaches. Selected respondents must ensure program compliance and evaluate the quality and effectiveness of the service strategies. The Partnership’s funders, including the U.S. Department of Labor, Illinois Department of Commerce and/or others, may conduct periodic external monitoring and evaluation of sub-grantees awarded pursuant to this RFP.

E. Accessibility and Equal Opportunity

The Partnership is committed to equal access of all participants to all services. All respondents must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any program managed by The Partnership (including Workforce Innovation and Opportunity Act programs or activities) because of race, color, religion, sex, national origin, age, sexual orientation, disability, English proficiency, or political affiliation or belief. All respondents are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This involves ensuring that staff receive accessibility training and may involve developing accessibility plans for both physical and substantive program access. All respondents must ensure all written materials and communications include the statement: ***“Reasonable accommodations and auxiliary equipment and services are available upon request.”***

Section VII. Solicitation Process and Terms

A. Period of Solicitation

The deadline to submit a response(s) to the RFP is **Friday, March 27, 2020 no later than 4:00 p.m. (CDST)**. Please note that any application submitted after 4:00 pm will be deemed ineligible for review.

B. RFP Inquiries, Questions and Answers

The primary mode of communication between The Partnership and potential respondents will occur via The Partnership website at <http://www.chicookworks.org>. All questions pertaining to the RFP must be received in writing via email at ChathamRFP@chicookworks.org by **12:00 P.M. (Noon) (CDST) Wednesday, March 18th, 2020**.

Only those questions directed to the above email or received at the Respondents' Webinar will be answered. Questions will not be answered over the phone or in person or by individual email. The Partnership anticipates posting answers to all questions by **Monday, March 23rd, 2020**, on www.chicookworks.org. Questions received after 12 PM on **Wednesday, March 18th, 2020** will not receive a response. It is the respondent's responsibility to check the website frequently to stay apprised throughout the process.

C. Questions and Bidder Conference

The Partnership will host a Respondents' Webinar for all prospective respondents to this RFP. At this session The Partnership staff will review program information, key proposal requirements, contract terms and conditions and respond to questions. **Partnership staff members are unable to provide technical assistance during the application process**. Please do NOT contact staff directly with any questions. All questions should be directed to ChathamRFP@chicookworks.org

The online Respondent Webinar will be held:

Monday, March 16th, 2020 from 2:30 pm – 4:30 pm (CDST)

To participate in the online bidder conference, register in advance here:
<https://attendee.gotowebinar.com/register/5407664672555318539>

D. Proposal Review and Evaluation Process

Applications will be evaluated by a team of reviewers, which may include WIB members, Committee members, outside experts and Partnership staff. An entity's failure to submit a complete proposal or to respond in whole or in part to RFP requirements may cause The Partnership to deem the proposal non-responsive and thus ineligible for review at The Partnership's discretion.

Fiscal Review The Partnership will also conduct a fiscal review of all qualified proposals including, budgets cost allocation plans, prior fiscal monitoring results and/or timeliness and accuracy of vouchering. The Partnership reserves the right to review and request further information regarding the respondent's financial situation, if not sufficiently outlined in the submission. The Partnership reserves the right to assess the risk posed by any recent, current or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event that might affect an organization's ability to operate the requested program. (30 Points)

Program Narrative Review Members of the review team will conduct an in-depth assessment of the program narrative section for each proposal. The review will assess the quality and thoroughness of the response and the likelihood that the proposed response will meet the expectations of the responsibilities outlined in the scope of services. (40 Points)

Past Performance Review The Partnership will review performance with all existing grant agreement(s) with The Partnership. Achievement of grant agreement outcomes (i.e., number of enrollments, job placements and retention of enrollees), along with compliance with programmatic and fiscal guidelines and timelines will be evaluated. (30 Points)

Reviewers will perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, The Partnership may also: 1) conduct site visits and meet with representatives of the responding entity to discuss the proposed program and budget; 2) identify and/or negotiate program or budget changes the responding entity must make as a condition of funding; and 3) identify other documentation the entity must provide as a condition of funding.

Award determination will be based upon the proposal submitted as evaluated against the criteria set forth within this RFP, and available funds.

E. Evaluation Criteria

For this solicitation The Partnership will only award one grant agreement. The Partnership is not required to contract with the entity receiving the highest score as a result of the proposal review process.

All proposals will be scored according to the evaluation criteria set forth below and rank ordered from highest to lowest score. The recommended funding level will be determined based on factors such as, the availability of funds, amount of leveraged funds, reasonable unit cost as determined by The Partnership.

Selection Criteria

Criteria	Point Value
Program Narrative	40 points
Partnership Review of Past Performance	30 points
Fiscal Review, Budget and Cost Effectiveness	30 points
Total:	100 points

E. Limitations

The Partnership shall not pay for any costs incurred by the respondent agencies in the completion of this RFP. Submission of an RFP does not, in any way, obligate The Partnership to award a contract. The Partnership reserves the right to accept or reject any applications, to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP, if it is in the best interest of The Partnership to do so. The Partnership may require successful respondents to participate in negotiations prior to sub-grantee finalization. The Partnership shall reserve the right to terminate, with or without cause, any contract entered into as a result of this RFP process.

F. Disclaimers

All sub-grantee awards by The Partnership, pursuant to this RFP, are contingent upon the availability of funds. Respondents are liable for any and all costs incurred prior to final authorization by the WIB and the execution of a contract with The Partnership.

The Partnership also reserves the right to:

- Rescind an award and/or reallocate the funding to another respondent should the successful respondent fail to execute its grant agreement in a timely fashion;
- Increase funding levels for any or all delegate agencies selected pursuant to this RFP, if additional funds become available, based on delegate agency performance, effectiveness, and geography served;
- Change and amend as necessary its policies or procedures governing the delivery or scope of services described herein;
- Perform an assessment of the risk that any recent, current, or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event might have on an organization's ability to operate a proposed program.

G. Notice of Award

All respondents receiving an award will be notified in writing and by posting on the Partnership's website. Unsuccessful respondents who wish to obtain their raw scores only on the evaluation of their proposal should submit a written request to this effect to The Partnership's Chief Administrative Officer/General Counsel at illona.sheffey-rawlings@chicookworks.org. Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

H. Disallowed Costs and Cancellations

Successful respondents must accept liability for all aspects of any program conducted under contract with The Partnership. Successful respondents will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted. The Partnership reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.

I. Sub-Grantee Award Process

The sub-grantee award will not be final until The Partnership and the respondent have executed a mutually satisfactory sub-grant agreement. The Partnership reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to approval of the award and execution of an award letter and/or sub-grant agreement between the successful respondent and The Partnership. Reductions in the funding level of any sub-grant resulting from this solicitation process may be considered during the sub-grant agreement period when a respondent fails to meet expenditure, participant, and/or outcome goals specified in the sub-grant agreement or when anticipated funding is not forthcoming from federal or state governments or private donors. The Partnership reserves the right to determine both the number and the funding levels of sub-grantee agreements finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process.

J. Cost and Negotiations

The Partnership reserves the right to reject any or all proposals received and to negotiate with any and all offers on modifications to proposals. Proposals submitted which are over the maximum amount of funds specified for this RFP will be rejected. The proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the respondent.

K. Modification of Sub-Grant Agreements

Any sub-grant agreements awarded pursuant to this RFP may be unilaterally modified by The Partnership upon written notice to the contractor under the following circumstances:

- Sub-Grantee fails to meet performance and service expectations set forth in the contract, or
- The federal or state government increases, reduces or withdraws funds allocated to The Partnership, which impact services solicited under this RFP, or
- There is a change in federal or state legislation and/or their regulations, local laws, or applicable policies and procedures.
- If The Partnership receives additional public or private funds.

SECTION VIII. Submission Requirements and Format

A. Submittal Procedure

To be considered for funding, respondents must submit a complete response to this RFP as described in this section. All proposals must be submitted in **both electronic and paper form**, according to the following rules.

- **PAPER: ONE ORIGINAL AND THREE COPIES** of program narrative and program attachments and budget form.
- **PAPER: ONE ORIGINAL** of proposal fiscal documents (see below) separately bound and marked with cover sheet marked **“Fiscal Response” and the name of your organization.**
- **ELECTRONIC: ONE ELECTRONIC COPY OF ALL PROPOSAL DOCUMENTS** Proposals must be submitted on a USB flash drive with Executive Summary and question responses saved as a MS Word file with the fiscal and budget documents saved as a MS Excel file. All forms saved and any other documents as needed may be saved as PDFs.
- Originals must contain original signatures in blue ink signed by the President, CEO, or equivalent person with legal signature authority for the organization and **marked “Original.”**
- **Executive Summary and Respondent Information:** Maximum page length are as follows:
 - Executive Summary – 2 pages
 - Organizational Information
- **Program Narrative: Maximum page length is 10 pages**
 - Page limits **exclude** the Attachments (resumes, job descriptions, required forms).
- **Financial Narrative and all fiscal attachments** (audits, cost allocation plans, including additional copies of budget forms) must be clearly marked and identified by tabs (**in a separate binder – only one copy needed.**)

B. Submittal Documents Formatting

- 8 1/2 x 11 letter size paper
- **Single-sided** printing
- Numbered pages with organization name in footer
- One inch margins
- Double-spaced
- 12-point font
- **Bind ONLY on the left side with a 2-hole punch and a sliding clasp.**

C. The outside of each envelope or package should be labeled as follows:

Proposal for Chatham Delegate Agency

- i. Date of Submission:
- ii. Name of Respondent:
- iii. Package ___ of ___

Delivered to:

Illona Sheffey-Rawlings, CAO/General Counsel
c/o The Chicago Cook Workforce Partnership
69 W. Washington, Suite 2860
Chicago, IL 60602

**Completed RFP responses must be submitted by Friday, March 27, 2020 at 4:00 p.m. (CDST).
Proposals received after this date and time will not be accepted.**

D. Required Submittal Documents

All proposals must be organized, clearly marked with tabbed sections, and formatted and bound as described above. Copies of all required Forms as identified below are included with this RFP posting on the website (<https://chicookworks.org/our-network/request-for-proposals/>). Forms and attachments are not counted toward your page limit program responses. Please organize proposal documents in the following order, using Partnerships Forms where provided:

1. Organizational Information Form
2. Executive Summary
3. Program Narrative Response
4. Program attachments (if any, Resumes, Job descriptions)
5. Proposed Outcome Form
6. **Copy of budget summary forms**
7. **Copy of budget narrative form**

Everything below need only be submitted once and should be bound separately. (Please note that budget documents are to be included in both the program and fiscal responses.)

8. Fiscal Questionnaire Form
9. Fiscal Narrative Response
10. IRS W-9 Request for Taxpayer Identification Number and Certifications
11. Certificate of Good Standing or Tax Exemption Certificate
12. Copy of most recent financial audit
13. Cost Allocation Plan
14. List of Board Members
15. Statement of Compliance **Must be signed**
16. Assurances and Certifications **Must be signed**
17. **Copy of budget summary forms**
18. **Copy of budget narrative form**

Section IX. Response Questions

A. Executive Summary

Please submit a brief summary of your proposal and qualifications including the specific amount request and signed by the Executive Director. (2 pages maximum)

B. Program Narrative Questions (40 Points)

Please prepare answer the following questions in a concise manner. (10 page maximum not including attachments)

1. Describe your organizations experience in providing workforce development services within the Chatham and surrounding community areas include any existing relationships with service providers within the community.
2. Describe in detail your strategies for outreach, recruitment, enrolling and orienting job seekers among the Chatham community into your program. Please identify any unique recruiting methods and/or include strategies for maintaining an active caseload through the year.
3. Describe what makes your organization standout above others in its abilities to accomplish the goals of a delegate agency in Chatham.
4. Please describe your proposed staffing plan for the delegate agency. Your plan should specify staffing levels and position titles. Identify key staff members by name (if known) and specify the educational levels for each individual, their tenure in role and in general with the organization. Please highlight any special staff skills, certifications and/or experiences that add to the quality and success of your staff. It is anticipated that your proposal will include at least 1.5 FTE career coaches, business service representative, receptionist and the necessary staff to cover the responsibilities and expectations outlined in the RFP. (Attach resumes if available and job descriptions)
5. Explain your process for training new staff members on the regulations of WIOA and program requirements, workforce development trends and general professional development. How does the organization ensure quality and consistency of work when staff leaves or advances within the organization?
6. Describe your plan to provide basic career services including but not limited to workshops and job readiness training. Briefly describe these workshops and explain their value to the job seeker. Identify the planned frequency and availability of career services and any innovative features in your service offerings.
7. Please describe the process for enrolling participants into WIOA and providing individualized career services including the development of an IEP. How will you assist job seekers in setting and achieving their career goals?
8. List and describe your current and proposed services for businesses. Identify any relationships with businesses located in the Chatham and surrounding community. How will you incorporate a demand driven approach to service delivery?

9. Describe your strategies for pursuing new business relationships and securing job orders. Identify any tools, data or surveys used. Please elaborate both on successes and obstacles in developing business relationships.
10. Provide examples of collaborating with other partners and/or delegate agencies in meeting an employer's hiring needs.
11. Explain your process for internally monitoring your on-going performance. How will you evaluate and assess both the effectiveness and quality of the program? Identify who will be responsible for data collection, analysis, reporting and general oversight.
12. Describe the specific outcomes to be achieved by the proposed program and the measures that will be used to determine the degree to which outcomes are being accomplished. How will you ensure achievement of agreed upon goals? Please complete the attached **WIOA Planned Outcomes Form**.

C. Financial Structure and Fiscal Plan (30 points)

Please respond to the following questions and submit the requested documentation including requested budget forms. Answers to these questions do not count toward your page limit.

1. Proposed Budget

Please complete a proposed budget and budget narrative for the each funding stream (Adult and Dislocated Worker) using the forms and instructions posted on the website at <http://workforceboard.org/funding/request-for-proposals/>.

The Budget contains the following items:

- Budget Narrative
- Budget Instructions
- Budget Summary
- Budget Summary Form 1A
- Personnel Budget
- Non-Personnel Summary Budget
- Non-WIOA Matching Contribution Which Should Be Indicated On The "Other" Column Of The First Budget Page.

The Budget Forms must be submitted as a MS Excel spreadsheet file as part of the complete proposal.

Private for-profit organizations should indicate anticipated program-related fixed fees over program costs in the space provided on Budget Form 3. Fixed Fees will be negotiated as a separate element of cost during the grant agreement negotiations. In negotiating fixed fees, the following factors will be considered: (1) the complexity of the work involved; (2) risk borne by the grant recipient; (3) the grant recipient's investment; (4) the amount of subcontracting; (5) the quality of its past performance; and (6) the industry profit rates in the surrounding geographical area for similar work. Further, the fixed fee amount may not exceed 7% of the

total other cost categories (less pass through). For more information see Chicago Cook Workforce Partnership Policy Letter, “Cost Plus Fixed Fee”

<https://workforceboard.zendesk.com/hc/en-us/articles/360016307011-Cost-Plus-Fixed-Fee-Policy>

2. Fiscal Narrative Questions

- a. Describe the basis upon which the requested amount was calculated. Identify an average unit cost per participant and provide an explanation to justify this unit cost. Identify the staff to participant ratio. If the entity is for-profit, identify the profit percentage built into the proposed budget, and describe the risk and other factors taken into consideration to arrive at this percentage. **NOTE: The Partnership will separately negotiate the percentage of profit with each for-profit entity whose proposal is selected.** For more information see Chicago Cook Workforce Partnership Policy Letter #, “Cost Plus Fixed Fee” <https://workforceboard.zendesk.com/hc/en-us/articles/360016307011-Cost-Plus-Fixed-Fee-Policy>
- b. Describe leveraged funds that the agency or collaborators will bring to this project. This can include cash contributions, staff effort, space, fee-for-service or other revenue generation and in-kind contributions. List each source of leveraged resources, the dollar value, and the function of each leveraged resource, (for example to spread operating costs or to broaden the scope of services). Note that budgets must support this information with a breakdown of the funding from each source as it is utilized in the program.
- c. Describe the agency’s fiscal capacity, including a description of any other current grants over \$100,000 and provide the organization’s total annual budget.
- d. Does the agency perform its own accounting? If not, indicate the name, address, contact person, phone number, and email address of the accounting firm. If yes, describe the respondent’s accounting/financial procedures and system of oversight. Describe the type of accounting software being utilized by either the agency or by the contracted 3rd party.
- e. Describe the agency’s payroll system including internal controls for accuracy and validity. What is the method for documenting employee time? Are time studies utilized? If so, how often are they prepared?
- f. Describe the agency’s method for administering participant payroll and/or stipends and tracking costs for supportive services.
- g. Describe how the agency will ensure that costs charged to the program are reasonable, allocable, allowable, and necessary.

- h. If staff or other costs charged to this budget will be shared between one or more funding source, please detail the overall cost allocation plan for sharing costs, including the method of allocating shared costs. Please attach a copy of your current Cost Allocation Plan (CAP). For guidance on preparing a cost allocation plan, please refer to the [Omni Circular](#).
- i. Attach a copy of the agency's most recent audited financial statements (including Single Audit if applicable), management letter, and federal and state tax returns (or 990/AG990-IL informational returns). For agencies whose total public contributions (fund-raising activities) in a single year are below the State of Illinois threshold for an audit (See note below), please provide the organization's most recent 2-year comparative financial statements (e.g., statements of financial position, statements of activities, statements of cash flows, and statements of functional expenses – if applicable).

Note: Per (225 ILCS 460/4-Solicitation for Charity Act), the audit threshold for charitable organizations is gross receipts of **\$300,000**, or if the charity used a paid professional fund raiser and raised contributions in excess of **\$25,000**.

- j. For audits, indicate what action has been taken in regard to the following:
 - Auditor's opinions or recommendations regarding internal controls.
 - Cost disallowances and any other changes the agency has undertaken in response to audits (if applicable).
- k. Describe respondent's resource development experience and capacity to access various sources of funding in order to operate high-quality programs.
- l. Describe respondent's sustainability plan, in the event that funding that supports this project is reduced. What actions would be taken to provide continuity of services to clients?

3. Tax Information, IRS Status and Certificates of Good Standing

- a. **All respondents MUST** provide a completed IRS W-9 Request for Taxpayer Identification Number & Certification. This form can be emailed upon request or downloaded at www.irs.gov.
- b. **Non-governmental entities MUST also provide the following:** 1) indicate the year the organization was legally established; 2) attach list of current Board Member names, business mailing addresses (other than responding agency's address), occupation/affiliation, e-mail address and phone numbers; 3) if applicable, submit a *current* letter (within last three years) from the IRS verifying the organization is exempt from federal income tax under section 501(c)(3) of the Internal Revenue Code, IRS Department of the Treasury, (877) 829-5500; 4) submit a copy of the most recently filed IRS Form 990.

c. Documentation of Good Standing Status: Respondents must attach one of the following:

Entities that are incorporated as a not-for-profit under the General Not For Profit Corporation Act of 1986 (805 ILCS 105/101.01 *et seq.*) are required to submit a certificate of good standing from the Illinois Secretary of State's Office, Department of Business Services, (217) 782-6875 or (217) 782-6961 (TDD: (800) 252-2904). <http://www.ilsos.gov/corporatellc/index.jsp>

Entities that are organized as a Charitable/Not-For-Profit organization, which includes any person, individual, group of individuals, association, not-for-profit corporation, or other legal entity under the Charitable Trust Act (760 ILCS 55/1 *et seq.*) are required to submit a letter of good standing from the Charitable Trust Bureau, Office of the Illinois Attorney General, 100 W. Randolph St, 11th floor, Chicago, IL 60601, (312) 814-2595 (TTY: (312) 814-3374).

Entities that are neither of the above, but are exempt from paying sales/use tax under the Use Tax Act (35 ILCS 105/1 *et seq.*) are required to submit a copy of the tax exemption certificate issued by the Illinois Department of Revenue, Central Registration, PO Box 19030, Springfield, IL 62794-9030, (217) 785-3707 (TDD: (800) 544-5304).

D. List of Forms

Forms 1-5 are compiled in one document named "Chicago Cook Workforce Partnership Chatham Agencies RFP – Forms" Which can be downloaded from the RFP page of The Partnership's website at <https://chicookworks.org/our-network/request-for-proposals/>. The Budget Narrative and Budget Summary Forms are separate excel documents that can also be downloaded from the RFP page of The Partnership's website.

1. Organizational Information
2. WIOA Planned Outcomes
3. Fiscal Questionnaire
4. Statement of Compliance Form
5. Assurances and Certification Form
6. Budget Narrative Form
7. Budget Summary Forms