

REQUEST FOR PROPOSAL (RFP)

STRATEGIC PLANNING

FOR

WORKFORCE DEVELOPMENT AREAS:

11 (WEST TN WORKFORCE BOARD),

12 (NORTHWEST TN WORKFORCE BOARD) &

13 (WORKFORCE INVESTMENT NETWORK)

TENNESSEE CAREER CENTERS/AMERICAN JOB CENTERS

COMPETITIVE BID PROCURED BY:

NORTHWEST TN WORKFORCE BOARD

WEST TENNESSEE REGION

313 W CEDAR, DYERSBURG, TN 38024

JUNE 24, 2016

**PROCUREMENT REQUEST FOR WRITTEN PROPOSALS (RFP) FOR
*Strategic Planning for Implementation of the Workforce Innovation & Opportunity Act***

RFP RELEASED: June 24, 2016

PROPOSALS DUE: NO LATER THAN 4:00 P.M. July 8, 2016

I. SCOPE OF WORK

Dyersburg State Community College, fiscal agent/administrative entity for the Northwest TN Workforce Board, (DSCC/NWTWB) in the Local Workforce Development Area 12 (LWDA), on behalf of LWDA 11 (West TN Workforce Board), 12 (Northwest TN Workforce Board), and 13 (Workforce Investment Network), is seeking proposals from interested parties to provide facilitated Strategic Planning services for the West Tennessee Grand Region covering 21 counties. The audience will consist of various Local Workforce Development Board (LWDB) members, staff and partner members at multiple, yet-to-be-determined location(s) within each workforce area. The proposal selection will be conducted via a standard procurement process, and will be under the guidance of the Workforce Innovation and Opportunity Act (WIOA). **The project timeline is necessarily short due to implementation guidelines, so proposers must be available between July 15, 2016 – August 10, 2016.**

DSCC/NWTWB is accepting written proposals for the provision of facilitated strategic planning services as outlined below. It is necessary that the successful proposal meet or exceed the parameters outlined in this Scope of Work. In order to provide world class regional planning, joint implementation of goals and objectives and outstanding customer service to all customers—the employers and the workforce—the West Tennessee Region is conducting Local Workforce Area and Region-wide Strategic Planning sessions to improve the WIOA knowledge base for Workforce Development Boards, stakeholders, staff and partners. The proposer must have working knowledge and experience working with local workforce development areas and be familiar with the Workforce Innovation & Opportunity Act in order to be considered a viable candidate.

Requested Service

STRATEGIC PLANNING - LWDA 11 (West TN Workforce Board), 12 (Northwest TN Workforce Board) and 13 (Workforce Investment Network) are requesting proposals to provide facilitated strategic planning sessions. This RFP seeks Workforce Innovation and Opportunity Act (WIOA) subject matter experts to aid in conducting facilitated strategic planning sessions of multiple stakeholders within each of the 3 LWDA's culminating with a Regional summary session. The meetings will be used to summarize labor market information, including critical business sectors; identify important assets in the region; conduct SWOT analysis; and establish economic and workforce targets for the workforce area with implementation goals and objectives. A representative group of each local workforce development area will be convened into a regional meeting to roll up the information into a regional strategic plan. This is envisioned as four (4) meeting sessions – one for each Local Workforce Development Area and one Regional Session. The locations of the local area sessions will be hosted at facilities located in or around Jackson, Dyersburg and Memphis. The Regional session will be hosted at a facility in or around Jackson, TN.

II. PRIMARY COMPONENTS

- A. Facilitated Strategic Planning
 - Guided discussion leading to Mission & Vision statements at both the local and regional level.
- B. Identification of elements necessary to promote the development of realistic, implementable goals and objectives, at both the local (LWDA) area and the regional level. As stated, we envision working toward the development of actions for implementation. For this goal, we are requesting proposers address these questions:
 - What formats and tools can be used to develop consensus and buy-in across the region?
 - How would you involve stakeholders in the process?
 - How can the West Tennessee Region become a model?
 - What actions will develop an informed and active partnership between all stakeholders?

III. OUTCOMES & DELIVERABLES

The outcomes sought for the greater West Tennessee Region - LWDA's 11,12 and 13 - include the following:

- Local Area Mission and Vision statements that roll into a commonly themed Mission & Vision for the West Tennessee Region.
- A working template for developing regional strategic plans incorporating insight gained from the regional labor market information, as well as the perspectives of employers, area and regional leaders, WIOA staff, partners, and others with a commitment to workforce development.
- Guidelines or templates to developing specific local and regional action plans with measurable goals and objectives.
- All training activities and strategic planning must be completed no later than August 10, 2016, with preferred dates listed in proposal timeframes.

IV. PROPOSAL REQUIREMENTS

In replying to this RFP, proposers shall provide the following:

- A. **Organizational Background:** Provide a brief description of your organization.
- B. **Experience/Qualifications:** Include a brief history of the firm or individual, its size, and its experience with these types of services. Preferred proposals will explain fully how your company can uniquely assist the West Tennessee Local Workforce Development Areas reach their goals.
- C. **Capacity to Provide Service:** Describe the personnel to be assigned to this project including their relevant experience, along with any specific software or platforms associated with the delivery of service.
- D. **Proposed Services:** Provide a detailed description of the intended delivery of the primary components in this RFP. Description should include an outline of the process for

the facilitated discussions, the development of strategic planning templates, and the capability to produce all deliverables according to the timeline provided.

- E. **Budget and Cost Effectiveness:** Detail line item expenses and estimated travel/expenses, if any, and a description of proposed general billing practices for the services to be rendered.
- F. **References:** Include reference from at least three corporate customers, listing name of company, a contact person, telephone number, and email address.

V. **PROPOSAL FORMAT**

Proposers responding should respond using the format below. Each proposal should include the following sequence:

- A. Letter of Submittal (Cover Letter) - a cover letter, signed, and dated by a person authorized to legally bind the Vendor. Along with introductory remarks, the cover should include the following information about the vendor and any proposed subcontractors:
 - i. Name, address, principal place of business, telephone and fax numbers, email address of legal entity or individual with whom contract would be written;
 - ii. Name, address, and telephone number of each principal officer;
 - iii. Legal status of the vendor and the year formed;
 - iv. Location of the facility from which the vendor would operate.
- B. Prior Relevant Experience - summary of type and qualifications of responding organization(s), including experiences of Individuals involved with the organization(s);
- C. Project Understanding and Approach;
- D. Scope of Work;
- E. Planning Session timeline;
- F. Team Participants and Key Personnel;
- A. Project Budget: The proposal must contain an itemized schedule of costs associated with the proposal. All costs must be itemized and include an explanation of each line item, including the expense associated with outsourced or contracted work. Any cost outside the proposal budget should be clearly stated;
- G. Listing of References;
- H. Proposals must be signed by an authorized official of the proposer's organization agreeing to the work as proposed. A contact person for follow up questions should also be identified.

VI. **PROPOSAL SCORING CRITERIA**

Proposals will be scored according to the criteria outlined below.

- A. **PROPOSAL INCLUDES ALL OF THE FOLLOWING ELEMENTS (up to a maximum of 60 Points):**
 - 1. Provides a detailed, realistic outline of the major actions Proposer will provide to implement scope of RFP, including a timeline and follow-up meetings to evaluate deliverables.

2. Describes the suggested implementation of tools developed to assist in developing comprehensive strategic plans, action items, goals, and objectives.

B. PROPOSAL PROVIDES REFERENCES THAT MEET THE FOLLOWING CRITERIA (up to a maximum of 20 Points):

1. Proposer has references from companies that required similar consulting services and deliverables compatible to current RFP.
2. Proposer provided names of at least three corporate customers who have worked with the Vendor and will attest to working compatibility, commitment, and understanding of subject matter. Include name of reference, telephone number, e-mail address, and the name of an individual directly involved in the project.
3. Provides any articles, stories, media coverage that showcases training or services Proposer has provided to other clients regarding planning and customer service.
4. Provides any testimonials from customers Proposer has provided consulting services.

C. PROPOSAL PROVIDES THE COST OF SERVICE (up to a maximum of 20 Points):

1. Provides an outline of the services Proposer will provide and the dates and costs for each.
2. Cost of services should be clearly justifiable based on prior experience of proposer (obtainable through references), services proposed, and how well they fit the RFP.

VII. GENERAL PROPOSAL GUIDELINES

- B. No party connected with the RFP will be liable for any costs incurred by the vendor in preparation of a proposal submitted in response to this RFP, conducting a presentation, or any other activities related to responding to this RFP.
- C. This Request for Proposal represents the requirements for an open and competitive process. **Proposals will be accepted until 4:00 pm CST July 8, 2016.** Any proposals received after this date and time will not be considered. All proposals must be signed by an official agent or representative of the company submitting the proposal.
- D. If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.
- E. DSCC/NWTWB also reserves the right to reject all bids. If contract is awarded, it will be based on the highest overall proposal score, not necessarily the lowest bid.
- F. In the event, only one proposal is received, the RFP Review Committee may award the contract to the single proposer if the proposal meets the needs and expectations of the West Tennessee region.
- G. The RFP Review Committee, on behalf of its respective agencies, does not discriminate on the basis of race, color, national origin, gender, religion, age, political or belief, disability in employment or provision of educational services.

VIII. SUBMISSION TIMELINE

- RFP issued – On or about June 24, 2016

- **Proposals due – Proposals are due by email, mail or hand delivered on July 8 by 4:00 PM**
- Regional Proposal Review Committee Review - Completed by July 13, 2016
- Contract award – On or about July 15, 2016
- Individual Area Sessions (3) Conducted between July 18 and July 29;
- preferably the following dates: Dyersburg area – July 26; Memphis area – July 27; Jackson area – July 28.
- Sessions to be scheduled 10:00 a.m. to 2:00 p.m. with a 30 minute lunch break.
- Regional Session – between August 1 and August 10, preferably August 9.
- Regional Session time to be around the noon hour with 30 minute lunch, with proposer to advise on amount of time needed.
- Contract ends – no later than August 10.

IX. **SUBMISSION PROCESS & CONTACTS**

Proposals are due by email, mail or hand delivered on July 8 by 4:00 PM to:

Points of Contact: Margaret Prater or Lori Kelley-Burdine
 Email address: prater@nwtworks.org or Kelley@nwtworks.org

Phone: 731-286-3585
 Fax: 731-286-3584

If submitting hard copies by mail or delivering, use following address:

NORTHWEST TN WORKFORCE BOARD
 ATTENTION: RFP REVIEW COMMITTEE – STRATEGIC PLANNING
 313 W CEDAR, DYERSBURG, TN 38024

End of RFP