

**Request for Proposals  
Duluth Workforce Council, Inc. and Duluth Workforce Development  
Dislocated Worker Programs**

**1. Introduction**

The City of Duluth is designated as a local Workforce Service Area, and therefore receives annual allocations from both the state and federal governments to provide services to dislocated workers – those who have been laid off, or notified they will be laid off. Federal funding is authorized under the Workforce Investment Act (WIA). State funding is from the Workforce Development Fund, which is financed through a supplement applied to state unemployment insurance premiums.

Funds are allocated to the City annually to allow individuals affected by small layoffs (under 50 employees affected) to be served. On occasion, employees affected by larger layoffs may be served if funding allows.

Interested respondents wishing to be considered should submit a letter of intent and proposal which address the Proposal Requirements as outlined for Exhibit A. The successful respondent will be awarded a professional services contract for one (1) year beginning on July 1, 2009. Compensation will consist of a fee for services reimbursable from program funds allocated by the state and federal governments as described above.

The City of Duluth, through its Workforce Development Division and on behalf of the Duluth Workforce Council, Inc. is issuing this RFP and will contract with the successful respondent for all phases of work described in Section 2, Scope of Work.

**2. Scope of Work**

The goal of the program is to assist dislocated workers in obtaining new employment with comparable replacement wages, as quickly as possible. Services focus on upgrading job skills, retraining workers whose skills are not marketable, and providing supportive services.

Services are to be provided by qualified professional job counselors. Services are “tiered” according to the following levels.

- a. Core services - Includes outreach, job search and placement assistance, and labor market information available to all job seekers;
- b. Intensive services - Includes more comprehensive assessments, development of individual employment plans, counseling and career planning; and
- c. Training services - Customers are linked to job opportunities in their communities, including both occupational training and training in basic skills. Participants use an "individual training account" to select an appropriate training program from a qualified training provider. Program funding pays for tuition and associated costs.

Provider shall be required to locate service personnel within the Minnesota Workforce Center – Duluth, currently located at 320 W. 2<sup>nd</sup> Street, Duluth, MN, 55802, Suite 205. A portion of program funds may be used to pay rent for space occupied. Provider shall deliver Core services in conjunction with other Workforce Center partner agencies through shared staffing arrangements of the Center’s public Resource Area, Reception desk, and delivery of seminars to the public. Intensive and Training services shall be delivered individually.

Additional information about the federal dislocated worker program may be found at the following website: <http://www.doleta.gov/programs/dislocated.cfm>

Additional information about the state dislocated worker program may be found at the following website: <http://positivelyminnesota.com/dw/>

The state Administrative Manual for program operators may be found at the following website: [http://positivelyminnesota.com/wpd/policy/titleIB/IB\\_index.htm](http://positivelyminnesota.com/wpd/policy/titleIB/IB_index.htm)

### 3. Work Product

Service provider shall assign between 1.5 and 2.0 FTE's to service the contract, and serve the numbers of individuals and adhere to budgeted amounts as specified in the contract. Those staff delivering direct job counseling services to customers must, to the extent possible, be dedicated exclusively to the dislocated worker program. The City must be advised and agree to arrangements where job counselors split their time working on any other program in addition to the dislocated worker program.

As allocation amounts vary somewhat from year to year, budget amounts vary as well. For illustrative purposes only, individuals to be served and budgeted amounts from the current City of Duluth contract are attached as Exhibit B.

*Note: In the event that the allocations for Program Year 2009 vary significantly from past allocations, the terms of the contract will be revised accordingly. For example, the number of required staff and customers to be served may be adjusted up or down. Also, when additional funding for federal dislocated worker services is received as a part of the stimulus package, service provider may be asked to accept additional funds and increase staffing levels to deliver services to additional customers.*

Service provider must meet federal and state performance standards. Performance standards are negotiated with the U.S. Department of Labor annually. The performance standards for the Program Year Commencing July 1, 2009 have not yet been finalized. For illustrative purposes only, the performance standards for Program Year 2008 are shown below. More information on the performance standards is available on the websites noted above.

Performance Standard	Goal
<b>Entered Employment Rate:</b> Of those not employed at registration: Number of adults who have entered employment by the end of the first quarter after the exit quarter, <i>divided by</i> Number of adults who exit during the quarter.	86%
<b>Employment Retention Rate:</b> Of those employed in the first quarter after the exit quarter: Number of adults who are employed in the second <u>and</u> third quarter following the exit quarter <i>divided by</i> Number of adults who exit during the quarter.	90%
<b>Average Earnings:</b> Of those employed in the first, second, and third quarter after the exit quarter: Total post-program earnings	\$13,942

(earnings in quarter 2 plus (+) quarter 3 after exit quarter) <i>divided by</i> Number of adults who exit during the quarter.	
<b>Employment and Credential Rate:</b> Of adults who received training services: Number of adults who were employed in the first quarter after the exit quarter and received a credential by the end of the third quarter after the exit quarter <i>divided by</i> Number of adults who exit during the quarter.	62%

#### 4. Proposal Review Timeline and Process

All proposals must be submitted to:

Don Hoag  
 Manager, Duluth Workforce Development  
 411 W. 1<sup>st</sup> Street, Room 332  
 Duluth, MN 55802  
[dhoag@duluthmn.gov](mailto:dhoag@duluthmn.gov)

Proposals must be submitted electronically to Don Hoag at the email address above.

**Format:** Proposals must be either in Microsoft Word or a .pdf format.

**Pages:** No more than 6 pages of narrative to address items in Exhibit A. (Page limit does *not* include required attachments.)

**Font Size:** No smaller than 11.

**Margins:** No less than 1" at top, bottom, and both sides.

**Proposal deadline: 4:00 p.m., Friday, March 27, 2009.**

#### **Timeline and Process:**

March 30 – April 13:	Proposals and finalist presentations reviewed by RFP Review Committee
April 14	Recommendation from RFP Review Committee to Executive Committee of Duluth Workforce Council, Inc.
April 20	Full Duluth Workforce Council voting complete
April 22	Recommendation reviewed & approved by Mayor
April 27 (approx)	Contract approved by City Council
July 1, 2009	Contract commences

**Exhibit A**  
**Required information for Proposal**

1. **Respondent Description:** Description of the firm/agency/organization including organizational structure, staff, and legal status (unit of government, corporation, partnership, other).
2. **Contact Information:** Name, address, telephone number and email address of the contact person for the contract.
3. **Financial Statement:** Provide a copy of the most recent audited or certified financial statement.
4. **Insurance Coverage:** Proof of the entity's insurance coverage at or above the following levels, or a declaration that entity will obtain such coverage and provide proof prior to commencement of contract on July 1, 2009:
  - Workers' Compensation Insurance in accordance with the laws of the State of Minnesota.
  - Commercial General Liability Insurance in an amount of not less than \$1,500,000 combined single limit or \$1,500,000 bodily injury per occurrence; \$500,000 property damage per occurrence and \$1,500,000 in aggregate.
  - Automobile Liability coverage in an amount not less than \$1,500,000 combined single limit or \$1,500,000 bodily injury per occurrence; \$500,000 property damage per occurrence.
5. **Data Management:** Describe any experience using the statewide "Workforce One" case management database. If none, describe other case management database experience, and confirm entity's willingness to have staff trained in the Workforce One database (required).
6. **Entity Qualifications and Experience:** Describe the entity's qualifications and experience relevant to the proposal: experience delivering dislocated worker services under the federal and/or state programs; experience delivering similar workforce development services funded by the federal and/or state governments; experience delivering other workforce development or similar services funded by any other source.
7. **Staff Qualifications:** Provide resumes of the principals of the entity, and the staff who will work directly on this contract. Note that staff providing career counseling, job placement or other professional services to dislocated workers must possess a bachelor's degree in a relevant field (Human Resources, Vocational Rehabilitation, Psychology, Social Work) and have at least one (1) year of direct professional experience in the field. The entity will be required to submit staff to background checks, and confirm completion of this step.
8. **Job Descriptions:** Provide job descriptions, including responsibilities and minimum qualifications, of each position responsible for the delivery of service and supervision of the delivery, fiscal functions, and other functions required to meet the contractual obligations.
9. **Conflict of Interest Disclosure:** Identify any potential conflicts.
10. **Finalist Presentations:** will be conducted between April 8 – 13, 2009. Finalists will be notified of this status, and informed regarding the presentation format.

11. **New Provider Additional Requirements:** Any respondent not currently providing dislocated worker services for the City of Duluth must describe its plans to accomplish a transition so that it is ready to serve both existing and new customers on July 1, 2009. This includes a description regarding how existing customers will be transferred to the new provider's caseload.

**Exhibit B**

**WIA Title I – Federal Dislocated Worker Program  
July 1, 2008 – June 30, 2009**

Administrative Funds:                   \$ 3,137  
Program Funds:                         \$97,522  
Total Funds Available:                 \$100,659

Program Fund Budget:

<b>Service Category</b>	<b>Amount</b>
Cost to provide Core Services	\$ 3,600
Cost of Direct Customer Training	\$52,300
Support Services	\$ 6,000
Service Related Costs	\$35,622
<b>TOTAL</b>	<b>\$97,522</b>

<b>Service Component</b>	<b>Typical Duration</b>	<b>Number to be Served</b>
Core	1-2 days	
Intensive	1 day – 1 year	45
Training	7 weeks – 2 years	26

**State Dislocated Worker Program  
July 1, 2008 – June 30, 2009**

Administrative Funds:                   \$ 5,054  
Program Funds:                         \$ 161,349  
Total Funds Available:                 \$ 166,403

Program Fund Budget:

<b>Service Category</b>	<b>Amount</b>
Cost to provide Core Services	\$ 7,000
Cost of Direct Customer Training	\$83,200
Support Services	\$5,004
Service Related Costs	\$66,145
<b>TOTAL</b>	<b>\$161,349</b>

<b>Service Component</b>	<b>Typical Duration</b>	<b>Number to be Served</b>
Core	1-2 days	
Intensive	1 day – 1 year	60
Training	7 weeks – 2 years	35