



*The Workforce Investment
Board for Marion County*

Indianapolis Private Industry Council Inc.

**Request for Proposals
#2010-010**

Information Technology Sector Expert Team

RFP Issue Date: August 12, 2010
Proposal Due Date: September 2, 2010
4:00 PM EST

IPIC, IPIC programs and contracted providers are Equal Opportunity Employers/Programs.
Auxiliary aids and services are available upon request to individuals with disabilities.

Request for Proposals – Information Technology Sector Expert Team

The Indianapolis Private Industry Council, Inc. (IPIC), the Workforce Investment Board for Marion County, is a not-for-profit corporation responsible for the development of the Marion County workforce. IPIC is a 501(c)(3) nonprofit corporation and operates the one-stop system for Marion County and convenes community leaders to address workforce development issues and strategically coordinates funding from federal, state and private sources to develop a diverse, prepared workforce that meets the needs of existing and potential employers.

In June 2010, IPIC was awarded \$2.95 million by the U.S. Department of Labor (DOL) to develop career opportunities in information technology through a partnership of education and training providers, employers, and other workforce development entities. Investment in the information technology sector is an articulated economic development priority in both Indianapolis and Indiana, and IPIC is committed to enhancing workforce supply to meet local demand for skilled information technology workers. Toward that end and through this recent DOL award, IPIC and its grant partners will train individuals for employment in one of three primary career pathways: computer support specialists (CIT), security systems technicians, and health information technologists (HIT). In order to recruit appropriate candidates for this job training; conduct industry specific career exploration and pre-training activities; provide case management to enrolled participants; and coordinate on-the-job training and placement opportunities, IPIC will employ a best practice in establishing an information technology sector expert team as part of the PriorITize initiative.

I. Statement of Purpose

As a result of this partnership, the information technology sector expert team, or IT career advisors, will interact on a daily basis with other WorkOne service providers and IPIC staff, working to coordinate enrollment, training and placement as appropriate. IT career advisors will be full time, dedicated program staff located at WorkOne College Park who will functionally report to that center's General Manager and to the PriorITize Program Manager who has been appointed by IPIC to oversee this initiative. The information technology sector expert team will work with the individuals interested in computer support or security systems training and will be responsible for ensuring proper enrollment into the WorkOne system, and to maintain accurate tracking and case management records. All individuals enrolled into the WorkOne case management system must meet the eligibility requirements of the Workforce Investment Act prior to receiving services. IT career advisors hired for these positions must be industry and subject matter experts in this growing economic sector. Daily responsibilities for this team will also include developing individualized and detailed training plans and working with the Program Manager and other WorkOne staff to ensure high demand occupations are available for placement.

II. WorkOne Overview

IPIC oversees and implements federal, state and local workforce development activities in Marion County of which many of the services occur in WorkOne centers (one-stop system centers) for job seekers and employers. The provision of workforce services are delivered through the East and West WorkOne centers currently located at 2525 North Shadeland Avenue and 805

East Beachway Drive respectively, and the College Park center at 8901Purdue Road. Our job seeker service delivery model has four modules.

A. Module 1 – Business Solutions

The first module, Business Solutions, ensures that the workforce needs of Marion County employers, in high growth industries, are met in a timely manner and beyond the employers' expectations. Primary responsibilities are to:

1. Work in coordination with the management and staff in the other three modules to maximize the overall objectives of WorkOne Indianapolis, while meeting the Business Solution goals
2. Accept project assignments from IPIC's Business Solutions group related to job placement, incumbent worker training, on-the-job training and other training to:
 - Develop deliverables in conjunction with the employer
 - Operate the assignment as a project - organize and manage the deliverables
 - Communicate job order deliverables to the WorkOne Placement and Recruiting team
 - Ensure that the necessary resources are available to deliver the required project outcomes
 - Follow-up with the employer to ensure expectations were exceeded in a timely manner

B. Module 2 – Placement and Recruiting

The second module, Placement and Recruiting, matches job seekers with employers needs by documenting the skills and credentials required by Marion County's high growth industries and filling the talent pipeline with candidates who meet those expectations. Primary responsibilities are to:

1. Work in coordination with the management and staff in the other three modules to maximize the overall objectives of WorkOne Indianapolis, while meeting the Placement and Recruiting goals
2. Ensure that all candidates are eligible for the placement services being provided and enroll in the appropriate programs
3. Record placement services in the IPIC approved systems, such as Indiana Career Connect (ICC) and TrackOne
4. Accept placement and recruiting projects from the Business Solutions team to:
 - Secure job seeker resumes
 - Screen resumes based on employer criteria
 - Validate documents and work history
 - Interview candidates
 - Refer acceptable candidates to employer
 - Provide feedback to unselected candidates
5. Locate job orders in ICC especially from employers in high growth industries, and work them as a placement and recruitment project
6. Recruit talent for the high growth industries to
 - Actively recruit candidates with talents that growth industries need
 - Create a "talent pipeline database" of candidates with talents that growth

industries need

7. Refer candidates in need of skills or training to Educational Recruiting
8. Refer candidates in need of services such as job search skills, interviewing practice, resume writing, etc. to Candidate Development

C. Module 3 – Educational Recruiting

The third module, Educational Recruiting, connects appropriate candidates to education, training and occupational skills. Primary responsibilities are to:

1. Work in coordination with the management and staff in the other three modules to maximize the overall objectives of WorkOne Indianapolis, while meeting the Educational Recruiting goals
2. Ensure that all candidates are eligible for the training services being provided and enroll in the appropriate programs
3. Provide appropriate case management services and record them in the IPIC approved case management system, TrackOne
4. Provide recommendations on new training providers to IPIC for demand occupations
5. Connect candidates to:
 - Locate and identify candidates that are ready for, interested in, and in need of upgrading their skill set for growth industries
 - Counsel candidates on career and educational opportunities and the required skills and credentials
 - Develop career, education and financial plans with client
 - Connect to appropriate educational and skill building programs
 - Provide guidance
 - At or near completion refer candidate to the WorkOne Placement and Recruiting team for referral to a job or addition to the “talent pipeline database”
6. Refer candidates in need of services such as job search skills, interviewing practice, resume writing, etc. to Candidate Development

D. Module 4 – Candidate Development

The fourth module, Candidate Development, seeks to enroll candidates, assess their readiness for work or education and prepare them for jobs locally in demand. Primary responsibilities are to:

1. Work in coordination with the management and staff in the other three modules to maximize the overall objectives of WorkOne Indianapolis, while meeting the Candidate Development goals
2. Enroll candidates in appropriate workforce programs and enter services into the case management system, TrackOne
3. Assist candidates in accessing self-service systems such as UpLink, ICC, private labor exchange systems, etc.
4. Work with candidates to develop job readiness skills and job getting skills, such as interviewing, resume writing, job search, and “dress for success”
5. Assist candidates with basic educational skills such as literacy, high school diplomas, general equivalency degrees, computer literacy, etc.
6. Screen for job ready candidates in high growth industries and refer to the

- Placement and Recruiting team
7. Screen for education ready candidates and refer to the Educational Recruiting team
 8. Refer candidates to jobs
 9. Refer candidates to community resources for non-workforce issues
 10. Accept candidates from community partners when the candidates are ready to improve their occupational skills and enter employment
 11. Outreach into the community to locate, identify and prepare workers for the workforce

The WorkOne system has approximately 60 contracted staff working within the four modules. The Modules breakdown as follows:

Candidate Development	- 32
Educational Recruiting	- 16
Placement & Recruiting	- 6
Business Solutions	- 6

III. IT Sector Expert Team

The information technology sector expert team will provide program specific screening to all referrals from Candidate Development, and career advisement to 260 individuals who will be selected for the CIT and security training programs. As IPIC strives to impact the information technology and security industries with skilled employable candidates, it is essential to make use of professional program staff who are information technology subject experts that can lead the selection of and effectively coach qualified participants.

IT career advisors responsibilities will parallel those in Educational Recruiting, more specifically to include:

- Serves as a professional representative of the PriorITize initiative at external meetings as necessary, while keeping the Director updated on a continuous basis as new developments arise
- Identifies, outreaches, and recruits eligible CIT and security training participants
- Refers appropriate candidates from recruitment efforts for enrollment to Candidate Development when appropriate
- Deliver orientations for program services.
- Deliver career exploration using FOCUS to program candidates
- Collects, organizes, and analyzes information about program participants through records, assessments, interviews, and professional sources, to appraise their interest, aptitudes, abilities, and personality characteristics for vocational and career planning
- Develops, with participants, individual service plans and participates in the determination of customer's suitability for participation in program
- Provides career counseling, and coaching to program participants
- Obtains information on school schedules, as well as costs of tuition, books, uniforms, and equipment
- Teaches individual and group sessions on job search and job readiness techniques, labor market information, and vocational information specific to the information technology sector
- Works with Placement and Recruiting to assist participants in identifying employment/re-

employment opportunities

- Establish on-the-job training opportunities with Business Solutions at local employers in the CIT and security fields
- Coordinate placement of individuals with employers participating in on-the-job training opportunities
- Establish an on-the-job training handbook to be retained by IPIC, which includes all policies and procedures related to the program
- Coordinate WorkOne services, as appropriate
- Coordinate program activities with appropriate module staff
- Other duties as assigned by the WorkOne General Manager and the PriorITize Program Manager

The IT career advisors will be expected to operate the mobile WorkOne unit and deliver services on site at a variety of grant partner locations as requested. These onsite programs will be scheduled and delivered timely upon the request of the PriorITize Project Manager.

IT career advisors qualifications should include:

- Bachelor's Degree, preferably in information technology or a related industry
- 3+ years industry experience
- Knowledge of IT and security fields and career pathways
- Ability to submit reports in a timely fashion
- Strong computer and technology skills
- Strong presentation skills
- Experience in supporting outreach efforts
- Effective writing, facilitation and communication skills
- Ability to work with urban and rural community resources
- Ability to communicate effectively with people of all socioeconomic and situational backgrounds and employers
- Ability to identify participant needs and appropriate support services
- Ability to individually manage 150-225 candidates and 85-130 participants over three years
- Proven ability to meet and exceed performance goals

A healthcare sector expert team is already in place to provide program specific screening to all referrals from Candidate Development, and career advisement to 40 individuals who will be selected for the HIT training.

III. Program Period and Funding

A. Proposal Period

The intent of this RFP is to contract with a vendor to provide industry expert case management for Marion County. The intent is to have a contract period that begins no later than October 1, 2010 and ends on June 30, 2013.

B. Funding Available

Funding available for this proposal is \$576,000 to be utilized over the life of the contract. Proposals should not provide a budget which exceeds this dollar amount. Proposals exceeding this dollar amount will not be considered.

IV. Proposal Requirements

A. Technical Qualifications

To be eligible for consideration, individuals or organizations submitting proposals may not have a financial or policy interest in IPIC and must demonstrate:

1. Have experienced staff or subcontractors to provide the services described in this proposal or must show the ability to acquire such staff.
2. Have experience in performing similar types of services in the public or private sector.
3. Be able to contract with IPIC for the timely delivery of the services.
4. Demonstrate that it can deliver the specific workforce development services specified in the modules for which it bids.
5. Knowledge and understanding of PL 105-220 Workforce Investment Act of 1998 and its implementing regulations 20 CFR Parts 660-671, 20 CFR Part 652, and 29 CFR Part 37.
6. Knowledge and understanding of Federal Fair Labor Standard Act and Indiana Department of Employment and Training Act (IC 22-4 et seq.) and accompanying rules, regulations and policy directives regarding the Workforce Investment Act programs issued by the Indiana Department of Workforce Development.
7. Knowledge and understanding of OMB Circulars A-110, *Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Nonprofit Organizations*, A-122, *Cost Principles for Non-Profit Organizations*, A-87, *Cost Principles for States, Local Governments and Indian Tribes* and A-102, *Administrative Requirements for States, Local Governments and Indian Tribes*, A-21 *Cost Principles for Educational Institutions*, and 48 CFR, Chapter 1, Part 31.

B. Proposal Components

To be considered for funding, all applications submitted must adhere to the following requirements:

COMPONENTS	EVALUATION CRITERIA	PAGES (MAX)
Proposal Summary (Attachment A)	<ul style="list-style-type: none"> • Summary document (Attachment A) 	1
Organizational and Staffing	<ul style="list-style-type: none"> • Description of organizational experience, capacity, and qualifications including details on all successful projects that are similar in scope • Profiles of the organization's current or proposed staff to provide requested services and identification of the roles of specified personnel • Include proposed job description (as attachment) and selection process 	2

	<ul style="list-style-type: none"> • Organizational chart (as an attachment) with key program personnel identified • Most recent audit report (as an attachment) 	
Proposal Narrative	<p>A proposal narrative will be required and must address all requirements detailed above. Additionally, the narrative shall include:</p> <ul style="list-style-type: none"> • Provide the number of career advisors proposed over the program period and their responsibilities • Innovative ideas that will be implemented in support of the overall concepts, strategies and objectives stated in this RFP 	5
Budget Worksheet (Attachment B)	<p>A budget will be <u>required for this proposal</u>. It must:</p> <ul style="list-style-type: none"> • Explain and support the detail contained in the budget worksheet • Budget Worksheet (Attachment B) (as an attachment) • Provide budget details as appropriate 	2
Attachments*	<ul style="list-style-type: none"> • Staff resumes • Job description • Organizational chart • Organization audit report • Budget Worksheet • List of three (3) professional references with names, addresses, and current telephone numbers of contact persons for whom similar work has been performed <p>*Letters of Reference, resumes or staff qualifications can be included as attachments and will not count against the page limit.</p>	
	Total Pages (without attachments)	10

C. Proposal Format

- 1) All bidders must provide one original and five copies of their proposal.
- 2) The proposal must be written in Microsoft Word for Windows and submitted in hard copy along with a copy of the response on a CD. (Please do not “write protect” the CD).
- 3) Proposals must be typed in 12 point font, double-spaced with one inch margins and on letter size paper (8 ½ x 11).
- 4) Pages must be numbered in the footer at the bottom center of each page in “Page X of Y” format. The applicants name must also be listed in the footer at the bottom right of each page.
- 5) Applications may not be faxed or transmitted by email.

- 6) Applications can be submitted by regular mail, express courier delivery, or hand delivery.

D. Proposal Deadline

The deadline for submission is September 2, 2010 by 4:00 PM EST. Faxed or emailed submissions will not be accepted. Proposals are to be submitted to following:

Veronica Davis
Indianapolis Private Industry Council, Inc.
Market Square Center
151 North Delaware Street, Suite 1600
Indianapolis, IN 46204

Any questions regarding this request for proposal must be submitted in writing by fax (317) 639-0103 or e-mail to vdavis@ipic.org by 5:00 PM on August 25, 2010. Questions and answers will be posted on the IPIC web site at www.ipic.org. Potential bidders should check the IPIC web site regularly for posted correspondence.

E. Proposal Timeline

Key dates and information with regard to responses to this RFP are as directly below:

COMPONENT	DATE	DETAILS
RFP Released	Thursday, August 12, 2010	www.ipic.org
Questions Received	Until 5:00 PM EST on Wednesday, August 25, 2010	Directed by e-mail to Veronica Davis at vdavis@ipic.org .
RFP Responses Due	By 4:00 PM EST on Thursday, September 2, 2010	Delivered to Veronica Davis at the Indianapolis Private Industry Council 151 N. Delaware St. Suite 1600 Indianapolis, IN 46204

Attachment A

Indianapolis Private Industry Council Inc.

Proposal Summary

**Request for Proposal #2010-010
Information Technology Sector Expert Team**

Respondent Name:

Address:

Phone Number:

Fax Number:

Contact Person:

Provide a Brief Description of Organization:

Cost by Program Year

Year 1 (prorated)

Year 2

Year 3(prorated)

\$ _____

\$ _____

\$ _____

Authorizing Official:

Signature/Date

Typed Name/Title

Attachment B

Indianapolis Private Industry Council Inc.

Budget Worksheet

**Request for Proposal #2010-010
Information Technology Sector Expert Team**

Respondent Name: _____

Instructions: The budget worksheet should clearly identify the respondent's cost for operating the information technology sector expert team from a period of October 1, 2010 to June 30, 2013. The first year will be prorated and will start on October 1, 2010 and will run through June 30, 2011. The second program year will start on July 1, 2011 and end on June 30, 2012. The third program year will begin July 1, 2012 and end on June 30, 2013.

Budget

Line Item Categories	Year 1 (prorated)	Year 2	Year 3
Staff Salaries and Benefits			
Occupancy			
Equipment and Furniture			
Supplies			
Training and Travel			
Direct Participant Cost			
Overhead (Limited to 5% of the total budget per Program Year)			
Total Costs			