



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

November 27, 2017

Marla Rye
Workforce Essentials, Inc.
523 Madison Street, Suite A
Clarksville, TN 37040

Re: **RFQ # 1025657, Career Service Provider**

Dear Ms. Rye:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 1025657 for Career Service Provider. This letter hereby notifies you of Metro's intent to award to Workforce Essentials, Inc., contingent upon successful contract negotiations.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Scott Ghee by email at scott.ghee@nashville.gov Monday through Friday between 8:30am and 3:30pm.

If the Procurement Nondiscrimination Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification. Should you have any questions concerning this requirement, please contact Jeremy Frye, BAO Representative, at 615-862-6638 or at jeremy.frye@nashville.gov.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

A handwritten signature in blue ink that reads "Michelle A. Hernandez Lane".

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File
Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Award Justification for RFQ 1025657 – Career Service Provider

Solicitation Title & Number		RFP Cost Points
RFQ 1025657 - Career Service Provider		20
Offeror's Name	Total Bid Amount	RFP Cost Points
Arbor E&T, LLC	\$1,934,515.00	17.57
Maximus Human Services	\$1,999,778.64	17.00
Mid-Cumberland Human Resource Agency	\$1,699,659.00	20.00
Nashville State Community College	\$1,998,500.00	17.01
Workforce Essentials, Inc.	\$2,000,000.00	17.00

	Arbor E&T, LL	MAXIMUS Human Services	Mid-Cumberland Human Resource Agency	Nashville State Community College	Workforce Essentials, Inc.
Relevant Experience and Executive Summary (30 points)	24	28	20	10	30
Approach to Work (25 points)	22	24	18	8	24
Staffing/Project Management (20 points)	12	17	14	7	19
Fiscal Accountability (5 points)	5	5	5	5	5
Budget Form	17.57	17	20	17.01	17
Total	80.57	91	77	47.01	95

Arbor E&T, LLC
<p>Strengths – Firm has WIA/WIOA (Workforce Innovation and Opportunity Act) experience in other states. Demonstrated experience with multiple partners. Firm stated that they would deliver a custom plan based on leadership and collaboration. Stated they would partner with Tennessee Foreign Language Institute. Demonstrated a clear understanding of how they would coordinate with Tennessee wide initiatives. Firm provided a detailed follow up strategy to the workforce and methods of capturing customer satisfaction. Firm has experience with urban and rural communities. Firm agreed to staff up to the staffing model suggested by NCAC (Nashville Career Advancement Center).</p> <p>Weaknesses – Did not describe how past work experience would translate to this project. Firm mentioned how they would work with NCAC and not the AJC (American Job Center). Stated that they would comply with all state and local guidelines, however they did not mention anything about federal guidelines. Firm did not appear to have a clear understanding of the scope. Referral process was not clear from a career service standpoint. Firm did not clearly explain their service delivery model. No experience with the VOS (Virtual One-Stop) system. Firm failed to mention the good faith effort to hire existing staff. Firm failed to include the names of any persons occupying positions below the Regional Director indicating all staff would be new to roles. Did not discuss how scope of work would be managed.</p>

MAXIMUS Human Services
<p>Strengths – Firm has worked in the public workforce system since 1998. Firm demonstrated a strong local relationships through various Partners. Detailed approach as to how they will market NCAC. Firm currently serves nearly 275,000 people in the U.S. and multiple countries. Detailed examples of successes firm has had working with multiple Partners. Experience in WIA and WIOA. Firm has a strong program design and management structure. Stated they will utilize the VOS system. Demonstrated a clear understanding of how important a positive experience is to clients visiting the AJC. Outlined innovative ideas for customer experience. Firm demonstrated how they would develop relationships between partners of the AJC. Firm provided a detailed description of how they would provide assistance with apprenticeships. Detailed expertise working for both urban and rural communities. Clearly defined the workflow and logistical model. Firm demonstrated they would organize management services by function. Firm demonstrated that they would attempt to retain existing staff. Staff has experience with the scope of work. Detailed organizational chart and the responsibility of the staff occupying the positions.</p> <p>Weaknesses – Firm has limited dislocated worker experience. Firm relies heavily on technology for the adult and dislocated workers. Business Service Team’s job responsibilities were not in line with what was stated in their Approach to Work.</p>

Mid-Cumberland Human Resource Agency

Strengths – Experience with Partners in the area. Firm has experience with the VOS system. Firm is committed to hiring all existing staff.

Weaknesses – No adult and dislocated worker experience. Firm only has WIA or WIOA experience with youth. Firm did not demonstrate a clear understanding of their role in supporting adult and dislocated workers. Failed to mention how they would operate the affiliate center. Approach to Work section was not clear. Multi-personal staff lacked detail. Firm appeared to lack engagement from the handoff of NCAC. Generic job duties are listed, but fail to demonstrate the understanding of the distinct roles and responsibilities of the state mandated 'function alignment.

Nashville State Community College

Strengths – Have experience with current providers in the AJC. Stated they would review clients in hopes of awarding college credits for experience or prior training. Firm demonstrated that they will make a good faith effort to hire existing staff. Primary staff personnel have over 20 years of experience.

Weaknesses – Failed to mention experience with career services. Failed to mention relevant experience with WIA or WIOA. Failed to mention experience managing similar programs in the area. No experience listed implementing systems. Firm failed to mention methods of measuring customer satisfaction. Firm failed to describe a plan for working with both urban and rural communities. Workflow/Logistical model failed to mention management of caseloads and collaboration with One-Stop Partners. Failed to demonstrate program design and service delivery model and how it correlates to the vision and mission of the LWDB. Firm failed to include job descriptions of people occupying positions within the proposed organizational workflow. Firm failed to demonstrate compliance with WIOA regulations and state policies.

Workforce Essentials, Inc.

Strengths – Experience serving Adult, Dislocated Workers and Youth under WIA and WIOA. Firm has knowledge of all the current providers in the AJC area. Promote functional alignment and affiliates. Firm demonstrated that their staff is well trained. Detailed experience in project management of similar programs in the area. Detailed examples of successes working with multiple partners toward a common goal. Firm demonstrated experience working with urban and rural communities. Firm provided a detailed description on engaging rural and urban communities (using label market analysis). Firm has experience with VOS. Demonstrated method(s) of measuring customer feedback. Implement state policy functional alignment at existing centers. Firm demonstrated that they are a 501(c)(3) which allows for flexibility to leverage other community resources. Firm demonstrated that they are a top 3 performer for WIA. Detailed and proven track record in career services. Currently using GCDF for staff. Additional certifications offered on top of GCDF. Detailed implementation timeline included. Firm will make a good faith effort to hire existing staff. Detailed organizational chart and the job responsibilities of the staff occupying positions.

Weaknesses – Firm lacked detail on how they will do market outreach. Did not indicate innovative strategies to reach new populations or service delivery models.

PNP Compliance Results Form

Department Name: NCAC
RFP/ITB Number: 1025657
Procurement Name: Career Services Provider

Primary Contractor	PNP Compliant (Yes/No)	Determination Comments/% of Participation Proposed or Bid
Workforce Essentials, Inc.	Yes	Workforce Essentials, Inc. is compliant with the Procurement Nondiscrimination Program requirements having reached out to three certified MWBE firms: Express Employment Professionals (WBE) accepted 1.3% and International Office Products (WBE) accepted 1%. Cartridge World-Nashville (MBE) declined.

*Denotes Contractor with whom follow up was required
 Date:11/16/2017
 Metro Buyer: Scott Ghee
 BAO Rep:Jeremy Frye