

Request for Proposals (RFP)

for
Evaluation Services

Tennessee Technology Workforce Alliance

Deadline for Proposals: January 23, 2023 - 5:00 pm CST

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Submittal Deadline: January 23, 2023, by 5:00 pm CDT

1 INVITATION

Persevere is seeking proposals for the independent evaluation of a grant-funded workforce development program to be implemented at multiple locations throughout Tennessee.

Questions about this RFP can be submitted to Veronica Robbins at vrobbins@perseverenow.org. All questions and answers will be posted at <https://www.perseverenow.org/tech-alliance/>.

Final proposals are to be submitted via email to vrobbins@perseverenow.org **no later than 5:00 pm Central time on January 23, 2023.**

An information session will be held via Google Meet on Tuesday, January 10, 2023 at 3:00 pm CST. Attendance is suggested, not mandatory.

Applicants should send an email indicating their **intent to apply** to the email address noted above by January 9, 2023 to ensure they receive information to access to the information session.

2 BACKGROUND

Persevere is a national nonprofit organization dedicated to empowering justice-impacted and at-risk individuals through innovative technology-focused workforce development and career preparation support services that give real access to quality employment in the technology industry. Specifically, Persevere provides technology training, career readiness instruction and support, wraparound case management, individualized job-based mentoring, and job placement services for justice-impacted individuals and people who are at risk for justice-involvement.

Founded by and for people with lived experience with criminal justice, corrections, poverty, and marginalized populations, Persevere is committed to breaking the intergenerational cycle of poverty and incarceration, ending mass incarceration, and forging new pathways for access to economic opportunity for those who have traditionally been denied that access. These include:

- Justice-impacted individuals (incarcerated, formerly incarcerated, on probation/parole)
- Children of incarcerated parents
- Youth aging out of the foster care system
- Opportunity Youth (youth between the ages of 16 and 24 who are neither employed nor enrolled in school)
- Youth currently or formerly involved in the juvenile justice system

- Other system-involved individuals (TANF, SNAP, WIC recipients)

Persevere currently provides services in Tennessee, Arizona, Georgia, South Carolina, and Virginia, and plans are underway for the expansion to several other states in the coming year. Services are provided in both correctional and community settings and are designed to take place over a 24 month period. While the core program design remains the same from location to location, service details, resources, and the types of individuals served (adults, youth, families) may vary.

In January 2022, Persevere convened a collaborative of over 72 employers, state agencies, advocacy organizations, trainees, and service recipients to develop a comprehensive plan for technology-focused workforce development and career placement for justice-impacted individuals and families living in poverty in Tennessee. The collaborative partners participated in an intensive planning process over the next three months and applied for funding from several sources, including the U.S. Economic Development Administration (EDA) through the Good Jobs Challenge Program, as the Tennessee Technology Workforce Alliance (hereinafter referred to as the “Tech Alliance”).

In August 2022, Persevere was notified that the Tech Alliance proposal was one of 32 applications selected for funding, out of 509 applications submitted nationwide. The three year funding period began on September 1, 2022 and is divided into two phases – the Design Phase (approximately 6 months) and the Implementation Phase (30 months). One of the key activities of the Design Phase is to prepare for the launch of an independent evaluation designed to document the effectiveness of the project. The selection of a qualified evaluator (organization, individual or group of individuals) is the first step toward completing that activity.

Please review the following information for more details on the Good Jobs Challenge Program and Persevere’s application:

Good Jobs Challenge Fact Sheet

<https://eda.gov/files/arpa/good-jobs-challenge/Good-Jobs-Challenge-Announcement-Awardee-Fact-Sheet.pdf>

Summary of Persevere’s Proposal and Link to the Full Application Narrative

<https://eda.gov/arpa/good-jobs-challenge/awardees/Persevere.htm>

Tennessee Technology Workforce Alliance Scope of Work and Project Objectives – Attached (Attachment A). This is the EDA-approved scope of work, including the objectives for which Persevere will be held accountable.

3 TIMELINE

Date	Event
December 20, 2022	RFP Released
January 9, 2023	Deadline for Intent to Apply
January 10, 2023	Information Session, 3:00 pm CST
January 13, 2023	Deadline for Questions
January 17, 2023	Posting of Questions and Answers
January 23, 2023 (by 5:00 pm CDT)	Proposals Due
February 6-9, 2023 (estimated)	Applicant Interviews
February 13, 2023 (estimated)	Notification of Award
March 1, 2023 (estimated)	Start Date for Services

The applicant is responsible for monitoring the Persevere website to monitor responses to applicant questions and any RFP addenda that may be added before the proposal due date.

An **applicant information session** will be held via Google Meet on Tuesday, January 10, 2023 at 3:00 pm. Attendance is strongly recommended, but not required. Persevere staff will review key elements of the RFP and answer questions to clarify requirements and expectations. Invitations will be sent to anyone submitting an Intent to Apply. In your Intent to Apply please include the email addresses of anyone you would like to attend the information session. Others can be added later, if you choose.

4 ELIGIBLE APPLICANTS

Institutions of Higher Education (public and private), for-profit or non-profit organizations, and individuals with experience conducting evaluation research and providing other evaluation-related services. *Only* organizations or individuals with evaluation experience should apply.

All applicants must hold any applicable licenses, permits, or credentials required to do business in Tennessee. Evidence must be submitted prior to the execution of a contract.

The terms “evaluator” and “organization” in this RFP refer to an individual or organization with evaluation experience responding to the RFP.

Persevere supports collaboration among providers and will accept combined proposals for services which include more than one Bidder. All subcontractors must also be appropriately licensed and must be approved by Persevere prior to contract negotiation.

5 DESCRIPTION OF NEEDS AND EXPECTATIONS

5.1 SCOPE

Persevere seeks an independent evaluation of the Tech Alliance program to validate the effectiveness of the program and provide information for ongoing improvement. The evaluation must:

- Include both quantitative and qualitative sources of data
- Yield information to support Persevere in meeting EDA reporting requirements
- Yield information to support the Tech Alliance Leadership Team’s continuous improvement efforts
- Be conducted according to generally accepted standards in evaluation
- Be based on a robust evaluation design sufficient to withstand peer review and meet requirements to determine if the Tech Alliance program meets relevant requirements to be designated as an effective program in evidence-based registries and clearinghouses.

The evaluator must collaborate with Persevere and key Tech Alliance partners on the development of the final Evaluation Plan to ensure that the plan meets the needs of the partners, that Persevere and the partners have sufficient staff and other resources to support the plan, and that it is feasible to complete within the established timeline.

Key evaluation activities:

1. Develop a detailed evaluation plan.
2. Conduct evaluation activities as described in the plan.
3. Assist Persevere with the establishment of appropriate data collection procedures to support the evaluation, federal performance reporting, and continuous program improvement.
4. Maintain regular and ongoing communication with Persevere’s Tech Alliance Program Director and Program Manager regarding the status of the evaluation.

5. Accurately report evaluation results.

The contractor will not be required to prepare or submit any federal performance reports.

Details of expectations for these activities are provided below in Section 8: proposal Content and Format.

5.2 DELIVERABLES

- A detailed plan for the independent evaluation of the project
- Brief (2-3 pages) quarterly update reports on the status of the evaluation
- Written data collection procedures to guide online program data collection activities, including recommendations for next steps for system development and staff training
- A mid-term evaluation progress report
- A final comprehensive evaluation report

5.3 PRELIMINARY PROJECT TIMELINE

The table below outlines the timeline for project deliverables. Please plan for sufficient staff and other resources to ensure that your organization has the capacity to meet these deadlines. Please note that the *draft* of the evaluation plan is due mid-March, slightly over two weeks from the anticipated start date for services of the selected evaluator, and that final plans are due at the end of March. There will be substantial collaboration with program staff to support the process. These are critical deadlines because the project cannot progress to full implementation until the evaluation plan is in place. All other project components will be in place and ready to launch.

Date	Deliverable
March 17, 2023 (earlier is preferred)	Evaluation Plan Draft
March 31, 2023 (earlier is preferred)	Final Evaluation Plan
The 15th of April, July, October, and January 2023 and 2024 and April, July 2025	Brief quarterly update report for the quarter preceding each deadline
July 30, 2024	Mid-term evaluation report
December 31, 2025	Final evaluation report

6 AVAILABLE FUNDING

The maximum amount available for services under this RFP over the 31-month funding period is \$485,000. Do not submit a proposal that exceeds that amount.

7 APPLICANT RESPONSIBILITIES

It is the responsibility of each applicant to thoroughly review the information in this RFP, any addenda, and the responses to applicant questions posted on the website prior to submitting a proposal.

The proposal is considered the applicant's offer for services. If the applicant is suggesting additional service options with costs beyond those included in the formal offer, those services must be clearly identified as services that are not included in the proposed budget. If they are optional services that are offered at no cost to Persevere, please note that, as well.

The applicant is responsible for ensuring that their proposal is submitted and received before the RFP deadline.

The selected provider(s) is/are responsible for ensuring that all staff and subcontractors are properly certified and trained and that all HIPAA requirements are met.

The applicant is responsible for the accuracy of all information provided in its submitted proposal.

If the applicant takes exception to any stated requirement in this RFP, the applicant must clearly state in the application narrative the specific exception, the reason for the exception, and the applicant's proposed alternative. If no exceptions are noted and explained, Persevere assumes that the applicant understands and will comply with the requirements set forth in the RFP.

8 PROPOSAL CONTENT AND FORMAT

1. Cover Sheet
2. Project Narrative
3. References
4. Resumes/CV
5. Proposed Budget
6. Optional Attachments

1. Cover Sheet

The proposal cover sheet should include at least the following information, in any order:

- a. The title of the RFP to which the applicant is responding
- b. Name of the organization responding to the RFP
- c. Physical and mailing addresses of the responding organization
- d. Contact person name, phone number, and email address
- e. Date the proposal is submitted

2. Proposal Narrative

The proposal narrative must include the proposer’s plan for providing independent evaluation services, as described above. The narrative should be typewritten in a standard 12 point font. Please limit your narrative responses to 20 pages. The page limit does not apply to the cover sheet, CVs/resumes, or the budget proposal.

Also keep in mind that no more than two of the reviewers will be trained evaluators with recent experience in the field. Your proposal should include the technical details required to satisfy the selection criteria, explained in a way that can be understood by non-evaluators.

Please organize the narrative under the following main headings, **in this order**:

Executive Summary

Qualifications and Experience

Evaluation Design and Services

Timeline

Potential Challenges and Remedies

Staffing Plan

The following pages outline what needs to be included within each section, but the order in which the items are addressed within each section and how they are addressed is up to you. However, be aware that the readers will be using a checklist including all the sections, subsections, and requirements to ensure that all items are addressed so proposals can be fairly scored and compared. Clearly labeling information to correspond with the information required for the narrative will be very helpful.

If you believe that a particular subsection or question does not apply to your situation for any reason, do not skip or ignore the requirement. Acknowledge it by noting that it doesn’t apply and give a brief explanation for why you believe it is not applicable.

It is understood that the plan described in the narrative is preliminary, the final evaluation plan is a deliverable for the successful applicant, and that the final evaluation plan will require collaboration with Persevere staff and access to more information than is available to applicants through this RFP. However, sufficient detail needs to be provided about your preliminary plan for the selection committee to understand your approach to evaluation, your recommended design, your experience, your approach and plans for data analysis, your staffing plan, planned activities, and so on.

If there are any contingencies or conditions that Persevere must meet for your plan to be successful, state and explain them clearly.

Please provide as much specificity as possible. For example, an applicant making a comment about training that “training will be provided for Persevere staff” will not be scored as highly as one that proposes topics for training, the amount of training (days/hours), how the training will be

provided, who will receive the training, who will provide the training, and why the training necessary.

Executive Summary

Brief 2-3 page summary of the application, including project approach, experience, and qualifications. The Executive Summary should be prepared as a stand-alone summary of your proposal that will be reviewed by the Selection Committee and may also be provided to funders and Tech Alliance partners.

Qualifications and Experience

Please address each of the following:

a. Description of the applicant organization, including

- i. Number of years of evaluation experience
- ii. Description of evaluation experience, including experience with non-profit organizations, experience with federally-funded grant programs, and experience with
- iii. Experience providing evaluation or related services for organizations serving justice-impacted individuals (incarcerated, formerly incarcerated, on probation/parole)
- iv. Experience providing evaluation or related services for organizations serving any of the other target populations for the Tech Alliance project (refer to Section 2: Background)
- v. Experience providing statewide evaluation or related services with multiple program sites
- vi. Experience with workforce development programs
- vii. Experience providing services in Tennessee
- viii. Experience evaluating programs with many collaborative partners and service providers
- ix. If not located in Tennessee, describe experience providing services in a state where your organization is not physically located
- x. Any other experience related to the activities identified in this RFP or that you believe are relevant to illustrate your organization's ability to carry out the evaluation of the project.

b. Description of the organization's capacity to provide an evaluation of the size and scope of the Tech Alliance project, including:

- i. The total number of staff employed or engaged by the organization – overall and for evaluation-related projects
- ii. The number of *existing staff* available to be assigned to this project
- iii. If new staff or contractors will be hired for this project, what is the organization's typical turnaround time for hiring and training new staff?
- iv. Any other information related to your organization's capacity to provide an evaluation of the size and scope of the Tech Alliance project

- c. **Description of characteristics that make the applicant particularly well-suited to evaluate the Tech Alliance project.** This could include information documenting your organization or key staff as leaders in the field, proximate leadership (see section Staffing Plan section, below, for a definition), a high percentage of proximate staff, etc. These are examples, not requirements.

Evaluation Design and Services

Please refer to the following resources to assist with your response for this section:

- The Persevere Tech Alliance Scope of Work and Objectives – attached
 - Persevere’s EDA Good Jobs Challenge application, accessible through <https://eda.gov/arpa/good-jobs-challenge/awardees/Persevere.htm>
 - OMB Memorandum M-20-12: <https://www.whitehouse.gov/wp-content/uploads/2020/03/M-20-12.pdf>
 - EDA Workforce Data Collection Instrument
- a. Evaluation Design
 - i. Describe your proposed evaluation design, including a discussion of your reasons for selecting that design.
 - ii. What evaluation questions will you use to guide the work?
 - iii. Summarize the formative and summative components of the design
 - b. Data Collection
 - i. Describe a plan for the collection of data to document the achievement of project objectives. Please refer to the attached scope of work and list of objectives and consider implementation objectives as well as outcome objectives. In the plan, identify the data to be collected, who should collect it (Persevere staff or evaluation staff), and your proposed timeline for collecting it. Keep in mind that one of the purposes of the evaluation is to support the continuous improvement effort.
 - ii. Please describe the training and technical assistance related to data collection and the evaluation that you will provide to Persevere staff.
 - iii. Describe the qualitative data you plan to collect
 1. How will you collect qualitative information from participants across the state? Will you use focus groups or interviews? Please be specific about how many focus groups/interviews you propose, when you propose conducting them, and the purpose.

Please be aware that Persevere staff will assist with scheduling and coordinating interviews and focus groups, but evaluation staff will be responsible for conducting them if they are part of the independent evaluation.
 - iv. Describe the quantitative data you will collect
 1. In addition to data required to meet federal reporting requirements (EDA Workforce Data Collection Instrument)

what quantitative data do you think should be collected to meet continuous improvement and evaluation purposes?

Please be aware that Persevere is hiring a Data Analyst to manage our soon-to-be-adopted data system, produce information needed to meet federal performance reporting requirements, and analyze data needed for continuous improvement and fund development purposes. Any data analysis required specifically for the independent evaluation should be conducted by the evaluator; however, the Persevere Data Analyst will be available to serve as a resource.

2. Will you be including any surveys in your evaluation plan? Please be specific about who you propose to survey, how many surveys you propose, when you propose administering them, and the purpose.

Please be aware that Persevere staff will assist with scheduling and coordinating survey administration, but evaluation staff will be responsible for developing them in collaboration with Persevere staff and analyzing the results. them if they are part of the independent evaluation.

c. Data Analysis

- i. What techniques will you use to analyze and interpret the data? Please be specific. Please address the analysis of both quantitative and qualitative data.
- ii. How will you ensure your analysis is rigorous and viewed as trustworthy by project community partners and representatives of the federal funding source?
- iii. Who will do the analysis? Please describe their experience related to data analysis? (The description of qualifications and experience can be provided here or in the Staffing section)

d. Human Subjects Protections

- i. What steps will you take to ensure the protection of human subjects? If you will not be using an Institution Review Board (IRB), please be very specific and address issues of the protections of subjects that are related to both qualitative and quantitative data.
- ii. Will the oversight of an IRB be necessary for your evaluation given the purposes of the evaluation. Please give an explanation for your response.
- iii. Regardless of whether or not you expect to work with an IRB, have you ever worked with one in the past? If so, based on your experience what is the typical timeline for IRB approval?

e. Remote work and On-Site Work

- i. Clearly identify which services will be provided in-person at Persevere sites and which will be provided remotely.

Please be aware that Persevere expects that an evaluator (member of the evaluation staff) will physically visit at least 5 program sites at least once during the course of the funding period. These must include Persevere centers in Memphis, Nashville, Murfreesboro, and Tazewell (Claiborne County), and an additional smaller site to be determined in collaboration with staff. Additional visits can be proposed. Funds for these visits must be included in the proposed budget.

- ii. If a service involving Persevere staff or project participants will be delivered remotely via video conference, please explain how you will ensure that the quality of the evaluation will remain high through the use of remote, rather than in-person, activities.

- f. Persevere Staff Time Commitment and Roles
 - i. What expectations do you have for the roles Persevere leadership staff will play supporting the evaluation? Please specifically refer to your needs and expectations for the Tech Alliance Program Manager and Data Analyst
 - ii. What time commitment on the part of Persevere staff do you anticipate will be needed to support evaluation activities?

- g. Other Services
 - i. What, if any, technical assistance services will be provided throughout the life of the project as part of the evaluation component of the project?
 - ii. Are there any other services that your organization proposes to provide that are not mentioned in the RFP?

This section of the narrative must also include an affirmation that the evaluator will cooperate with the Good Jobs Challenge federal evaluation.

Timeline

Provide a detailed and combined timeline of the proposed evaluation, using March 1, 2023, as the contract start date. Include all supporting activities you propose for the work through the life of the project. Please do not simply list the key activities identified in Section 5: Description of Needs and Expectations. Rather, include the specific activities you anticipate supporting the key activities - particularly key activity #2: Conduct evaluation activities as described in the plan - and activities necessary to meet deliverables.

Potential Challenges and Remedies

Please identify potential challenges to the success of the evaluation. What are your suggestions for addressing these challenges?

Staffing Plan

- a. Please describe your proposed staffing plan. Please identify key positions, the FTE (and any necessary explanation) to be assigned to this project, the qualifications for

those positions, and brief 1-2 paragraph bios of the individuals identified for each position highlighting their qualifications. Include technical qualifications, but also include any experience, training, or personal qualities that make an individual particularly qualified for assisting Persevere with the Tech Alliance project, in particular.

- b. Clearly identify the Principal Investigator.

Note: The Principal Investigator must have experience in program evaluation.

- c. How many members of your proposed evaluation staff are already on staff have already been identified and how many will need to be hired?
- d. Will you be using any subcontractors? Please explain who they are, their qualifications, and specifically what services they will provide. If they have not yet been selected, explain the services they will provide.

Please note that the information in this section is intended to show that you have the **capacity** to perform evaluation services for a project of this size and scope and that your staff have the necessary technical **qualifications and experience**.

3. References

Please provide three (3) references for similarly contracted services within the last three (3) years. At least two must be for program evaluation services. Be aware that Persevere will be contacting references for any applicants advancing to the interview stage of the selection process. For each reference, include:

- a. Organization name
- b. Organization address
- c. Contact name
- d. Contact phone number
- e. Contact email address
- f. Scope of services provided and length of service

Letters of reference are not required.

4. Resumes/CV

Please attach resumes/CV for the proposed Principal Investigator and all other key personnel.

5. Proposed Budget

Please read the following information carefully and provide the information requested. If you have questions about the budget or the level of detail needed, please ask.

The Budget must include both a *Budget Request* and a section called *Additional Budget Information*.

Applicants are not required to make any contribution, cash or in-kind, but if any such contribution is planned, please identify it here. Examples might include the donation of student worker time to

assist with part of the project (when they are not compensated through the project) or access to an applicant organization's annual meeting or resource library. It is expected that these would be resources that would be available to any non-profit organization. It is not necessary to quantify the dollar value of any contributions in this section.

Budget Request

Please provide a proposed budget with a clear explanation of costs in each of the following categories:

Personnel (including fringe benefits)

- Provide a breakdown of costs by position, including the amount of time (FTE or number of service hours) to be provided.
- If the salary or consulting fee to be paid to any individual exceeds \$90.00/hour or \$720/day, you must provide a justification for the amount.
- Provide a brief explanation of the role each funded position.
- Separate fringe benefits from salary/wages.

Travel - Explain any travel costs, why they are needed for the work to be completed, and how they were calculated. The justification should include who will be traveling, the number of days, and a breakdown of costs.

Professional Services - Provide detail for any contracts or other paid agreements for professional services.

Supplies - Identify supplies to be included in the budget. Explain how you arrived at the amount.

Other - Identify and explain any other costs, including indirect costs.

If you are requesting indirect costs, please explain how you arrived at the amount you are requesting. We prefer that indirect costs do not exceed 10%. If a higher indirect cost is requested, please provide a detailed justification. *Please be aware that indirect costs will be considered when determining the reasonableness of the budget.*

Total Request - Provide a total of all expenses included above.

Additional Budget Information

Cost Effectiveness - Please explain the cost effectiveness of your proposal and any specific budgetary decisions made specifically to make the project affordable.

Other Information - Please add any other information that you believe is relevant to the consideration of your budget proposal. If you do not have any additional information, simply reply that this section is not applicable.

6. Other Information

While not required, please feel free to attach any other information (work product, promotional materials, etc.) that might help the selection committee gain a better understanding of your qualifications.

9 SELECTION CRITERIA AND PROCESS

The selection process will include the following steps:

1. A panel of readers will read and score the proposals, using the criteria identified below. The scores will be averaged and then ranked. The three applicants with the highest scores will be invited to participate in an interview to provide more information.
2. Considering both the scores for the written proposal, the information provided during the interviews, and the references provided by the applicants, the selection committee will rank the final applicants.
3. An invitation to negotiate a contract will be offered to the most highly ranked applicant. The preliminary offer will be made final when an agreement is reached and the contract is executed.
4. If an agreement cannot be reached, the applicant ranked second by the selection committee will be invited to negotiate a contract.
5. The final determination of contract award will be made by the Persevere Board of Directors, informed by the recommendation of the Selection Committee. The decision of the Board is final.

Persevere is bound by the Procurement Standards of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards at 2 C.F.R. §§ 200.317 - 200.327 and Persevere's own Procurement Policy that require the selection of the contractor that best meets the needs of Persevere and the federal program supporting the contract.

Selection Criteria for Written Proposal	Maximum Point Allocation
<p>Qualifications, Experience and Staffing</p> <p>Qualifications and experience of the entity, including capability and experience of key personnel and experience with other public or private agencies to provide these services and meet any required timelines and other requirements; Adequate staff and resources to perform the specified tasks required to meet the services as outlined within the specified timeline; Demonstrated expertise in both qualitative and quantitative data analysis of similar projects</p>	25
<p>Evaluation Plan and Services</p> <p>Proposed approach, including demonstrated understanding of work to be performed and a realistic timeline; technical assistance plan; data collection and analysis plans; plans for human subjects protection; plan for communication with staff</p>	45
<p>Approach to Overcoming Challenges</p> <p>Understanding of potential challenges or barriers to success, and the approach/plan for overcoming those challenges</p>	10
<p>Budget</p> <p>Reasonability of pricing for the services described by this RFP and the proposer’s response; Extent to which budgeted resources are clearly sufficient to complete the scope of work described</p>	20
<p>Total Possible Base Score</p>	100

The selection committee will include several Persevere directors/coordinators, one or two Tech Alliance partner representatives, and one or two professional evaluators.

Interviews

The three applicants with the highest application scores will be invited to participate in a virtual interview hosted through *Google Meet*. Each interview will be 30 - 45 minutes in length and will include a 10 -15 minute presentation by the applicant followed by a 15 -30 minute question and answer period.

All members of the interview panel will have read and scored the proposals. However, it is possible that not all of the individuals who read/scored applications will be on the interview panels.

10 SUBMITTAL INSTRUCTIONS

Email your completed application to vrobins@perseverenow.org no later than 5:00 pm CST on January 3, 2023. A response will be sent to indicate that your email was received.

If you need to submit your application in multiple files, please ensure that all files are appropriately labeled with the organization's name and the application component in the file (proposal narrative, budget, other information, etc.).

ATTACHMENT A: TENNESSEE TECHNOLOGY WORKFORCE ALLIANCE SCOPE OF WORK AND PROJECT OBJECTIVES



Scope of Work Tennessee Technology Workforce Alliance

Summary

Persevere and the Tennessee Technology Training Workforce Alliance will serve improving access to technology-focused training and employment opportunities in rural areas and for traditionally underrepresented populations, including justice-impacted individuals, individuals and families living in poverty, disconnected youth, and youth aging out of the foster care system. The Alliance will train a minimum of 1,763 individuals, placing a minimum of 1,234 of them in good jobs in high demand occupations in the technology field.

The Alliance’s collaboratively-developed system includes: 1) A training model that includes both skills training and multiple work-and-learn models (registered apprenticeships and on-the-job training) leading to industry- and employer-recognized skills certifications; 2) Engagement of and training for employers and service providers; 3) Recruitment, enrollment, and retention strategies designed for the target populations; and 4) Expansion of the Alliance throughout the state.

Services will be provided through a network of Career Success Centers and satellite centers across the state, including centers supported directly by the project (four) and others provided through collaboration with Alliance partners (4-6).

Project Objectives

1.0 – Design Phase

1.1 Design Phase — Project partners will participate in a collaborative planning process during the first six months of the project resulting in the. Benchmarks: Completion of a detailed operational plan for project implementation by the end of month 6.

2.0 - Implementation Phase

2.1 Enrollment — The project will serve a minimum of 1,763 individuals during the project period, as measured by project enrollment records. Benchmarks: 1,763 by end of project (end of month 36).

2.2 Enrollment of Justice-impacted Individuals — At least 85% (n=1,410) of project participants will be justice-impacted individuals (justice-involved, immediate family members of a justice-involved person, or individual at-risk for justice-involvement).

2.3 Core Services — Each participant will receive a range of directly provided reentry services, including technology training, employment support and placement, and case management services. Benchmark: Final assessment for the achievement of the objective will take place at month 12 for each participant.



2.4 Access to and Use of Community Resources – At least 80% of participants will demonstrate increased access to and use of community resources, as measured by the *Arizona Self-Sufficiency Matrix*. Benchmarks: Final assessment for the achievement of the objective will take place at month 12 for each participant.

2.5 Mental health and substance abuse services – All participants identified with substance abuse or mental health needs by assessments administered at intake and within 30 days of intake will be referred for appropriate services and provided support services for access. Benchmark: Quarterly review of referrals

2.6 Employer Engagement – The project will demonstrate a high level of employer engagement through 1) ongoing employer engagement activities; 2) job commitments made by employers sufficient to meet job placement requirements by end of month 36); and 3) job placements (Benchmark: See Objective 3.3, below).

3.0 - Outcomes

3.1 Recidivism — The recidivism rate among justice-involved participants under Tennessee Department of Correction supervision will not exceed 20% (less than half that state’s current rate of 42%). Benchmark: Assessed every 6 months, beginning with month 12; Final assessment for objective achievement at the end of month 36.

3.2 Completion of Career Training — At least 80% (n=1,410) of participants enrolled in the coding/technology training program for at least 2 months will complete the program and achieve certification.

3.3 Employment Placement — At least 87% (n=1,234) of participants completing the coding program will be placed in employment.