

Mississippi Valley Workforce Area

Request for Proposals (RFP)

Workforce Innovation and Opportunity Act (WIOA)

Title I Career Services for Adults and Dislocated Workers

Release Date

This RFP was released on May 5th, 2020

Proposal Submission Details

Please submit ONE ORIGINAL (clearly marked) proposal and attachments and five (5) copies, along with an emailed electronic copy PDF of your entire proposal to:

Email: region16workforceboard@gmail.com

Mail to: Mississippi Valley Workforce Area

Attention: Miranda Swafford

1000 N. Roosevelt Ave. Suite 9

Burlington, IA 52601

Due Date

Wednesday, June 3rd, 2020 by 4:00 PM Central Time

Contract Period

July 1, 2020 to June 30, 2021

Possible extension for up to three (3) years

Auxiliary aids and services are available upon request for individuals with disabilities.

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Resource Materials

Resource materials relating to Workforce Innovation Opportunity Act Title I-B programs which may aid in preparing Request for Proposals (RFP) are available on the internet at the following sites:

Workforce Innovation Opportunity Act is available at: <http://www.doleta.gov/wioa>

Iowa Workforce Development Policies are available at: <https://epolicy.iwd.iowa.gov/Policy/Home>

All WIOA funded services, as well as those provided with other funding sources as applicable, must be delivered in accordance with the rules and regulations set forth by the funder, guidance from US Department of Labor, the State of Iowa and policies set forth by the LWDB.

REQUEST FOR PROPOSALS TIMELINE

May 5, 2020	Solicitation for Proposals Released – Available at https://www.iowawdb.gov/region-16-rfp and https://www.iowawdb.gov/region-9-rfp
May 5 – May 19, 2020	Question Period. Written questions regarding RFP scope, content, or need for clarification accepted. Email questions to region16workforceboard@gmail.com
May 22, 2020	Answers to all questions received regarding the RFP will be posted on the Board website at https://www.iowawdb.gov/region-16-rfp
June 3, 2020	Proposals due by 4:00 p.m. CST, incomplete or late proposals will not be accepted.
June 4-5, 2020	The RFP committee will score each proposal using the evaluation criteria.
June 8, 2020 ***	Organizations will have 10 minutes to discuss their proposal/ organization and 10 minutes to respond to questions from the RFP committee. (if necessary)
June 8, 2020	Review Committee will vote on a recommended awardee(s) to be reviewed and forwarded on to the full LWDB.
June 8, 2020	The LWDB will select awardee(S) during their regularly scheduled meeting.
June 9, 2020	Notice of Intent to Award letter emailed to all respondents, and posted on the board website.
June 9 – June 18, 2020	Contract negotiations with finalists
June 19, 2020	Contracts executed and signed.
July 1, 2020 - June 30, 2021	Period of performance, with a possible extension of up to three years.

All times shown are Central Standard Time (CST). The LWDB reserves the right to adjust the schedule when it is in the best interest of the Board or to extend any published deadline in this RFP. The Proposal and all required attachments must be received at the LWDB Administrative office by the dates and times shown above. The prospective proposer is solely responsible for assuring that anything sent to LWDB arrives safely and on time.

PART 1. INTRODUCTION AND GENERAL INFORMATION

A. Introduction

The Local Workforce Development Board (LWDB) of the Mississippi Valley Workforce Area serving the counties of Des Moines, Henry, Lee, Louisa, Muscatine, Jackson, Scott and Clinton in Iowa, is seeking proposals from eligible organizations to provide Title I Career Services for Adults and Dislocated Workers in the eight (8) counties of the Local Area. In the Mississippi Valley Workforce Area there are two comprehensive One Stop Centers one located in Burlington, and the other in Davenport, Iowa, with multiple affiliate sites.

As a newly formed Local Area we aim to improve the overall workforce system for all eight (8) counties. The LWDB will continually seek to improve the workforce and the quality of life for our communities and to be the leader for workforce development services in our Local Area.

The LWDB is committed to a system that provides excellent customer service. The LWDB desires Service providers capable of providing a seamless system of services built on a “Service Integration” model that offers a variety of activities to better align, organize and optimize workforce service delivery and outcomes, creating one common customer path with a standardized process for a wide range of services.

Proposals should present innovative and creative strategies that enhance a customer’s ability to move into self-sustaining employment, resulting in an upwardly mobile career path and higher earnings potential. Programs should include strategies that reflect effective integration of services with other partners of the IowaWORKS centers in the area and proactive strategies to involve employers in design of service strategies and implementation of the program.

B. Background

On July 22, 2014, President Barack Obama signed into law the Workforce Innovation and Opportunity Act (WIOA). WIOA is designed to improve and streamline access to federally funded employment, education, training, and support services. Congress passed the WIOA by a wide bipartisan majority and it is the first legislative reform in 15 years of the public workforce system.

Every year, the key programs forming the pillars of WIOA help tens of millions of jobseekers and workers to connect to good jobs and acquire the skills and credentials needed to obtain them; and it connects employers with skilled workers needed for global economic competition. The enactment of WIOA provides an opportunity for reforms to ensure the One-Stop Delivery System (also known as the American Job Center System) is job-driven, responding to the needs of employers, and preparing workers for jobs that are available now and in the future.

The terms and conditions of this RFP may change based on WIOA legislation. The successful respondent to this RFP will be expected to remain informed on WIOA regulations and requirements. For more information on WIOA and specific information on the seven (7) WIOA job-driven elements found in Training and Employment Guidance Letter 3-14, please visit <http://www.doleta.gov/wioa>.

The LWDB provides policies, guidance, and oversight for the WIOA programs in the Mississippi Valley Workforce Area. The purpose of the LWDB is to facilitate, plan, and coordinate workforce development resources to maximize the efforts of government, business, and education.

Through collaborative partnerships, the LWDB is the local policy organization responsible for the planning, oversight, and coordination of workforce development initiatives that help support economic development in LWDA. It provides leadership to the local workforce system by promoting the delivery of comprehensive employment and training services, providing guidance, and exercising independent oversight regarding activities under WIOA and other programs within the IowaWORKS offices.

C. Eligible Bidders

The LWDB is soliciting proposals from qualified organizations to direct U.S. Department of Labor (USDOL) WIOA Title I Funds and other categories of funding that may become available toward career and training services for adults and dislocated workers, as defined by the Workforce Innovation & Opportunity Act (WIOA). Organizations eligible to submit proposals for this RFP include-

- private for-profit businesses
- private not-for-profit organizations (including faith and community-based organizations)
- governmental entities (including the public-school system, community colleges, local government and other public sector organizations)
- a collaboration of these organizations

Any not-for-profit entity **MUST** have been incorporated for at least two (2) years (as evidenced by a letter from the governing body certifying proof of incorporation) and be designated as a 501(c)(3) tax-exempt organization by the Internal Revenue Service.

Any for-profit entity must have been incorporated at least two (2) years.

D. Funding Availability

Because contract amounts will be based on WIOA allocations that have not yet been made, the exact amounts available for the contract to be awarded through this RFP process have not been determined. Proposers should be advised that the LWDB will retain funds out of this allocation for other system-wide expenses. Additionally, contractors' administrative costs will be negotiated with the LWDB during the contract process, and will also be included in this proposed funding level. At this time, the LWDB has set aside up to the following annual amount for contracts to be awarded under this RFP:

WIOA Adult Program: up to	\$583,413.03
WIOA Dislocated Worker Program up to	\$562,561.88

All contracts are subject to the availability of funds to LWDB. This RFP does not commit the LWDB to fund any proposals submitted before execution of a contract. LWDB reserves the right to accept or

reject any or all proposals received or to negotiate terms of the proposal with a qualified proposer. The Board also reserves the right to request additional information, documentation, or oral discussion in support of written proposals. No contracts will be awarded as a result of this RFP without approval of the LWDB. Further, LWDB reserves the right to withdraw from negotiations at any time before a contract is executed. Funding availability and subsequent contract amounts are subject to change for subsequent program years. If funds awarded for a contract year are not fully expended by a contractor by the end of a contract year (June 30), unexpended funds may revert back to the LWDB for disposition and may or may not be available for subsequent, if any, contract year expenditures. Annual WIOA allocations have a two-year time period in which they may be expended. Because there are often delays at the federal level in releasing these annual allocations, LWDB budgets each year for a certain amount of carryover dollars in order to fund basic operations until annual allocations are released. We expect any successful bidder to likewise budget sufficient carryover funds in order to provide for basic operations for at least one full quarter.

Since the LWDB and CEOB may select one or more applicants to deliver services under these programs, no minimum budget is guaranteed for such operations. Applicants should submit proposals under the assumption that the entire program budget will be available for this purpose. However, the Board may select more than one potential Service Provider as a result of the RFP, and subsequently enter negotiations with those entities to establish a final budget or budget share for such operations. Subsequent to that action, a contractual agreement will be finalized with the selected provider(s). Service providers must accept liability for all aspects of any services conducted under contract with the LWDB. Service providers will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.

Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a service provider fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state governments.

E. Right to Cancel

The LWDB is not responsible for any costs incurred by the respondent in the preparation of responses to this RFP. The LWDB reserves the right to delay, amend, reissue, or cancel, all or any part of this RFP at any time without prior notice. LWDB also reserves the right to modify the RFP process and timeline as deemed necessary. Subject to guidance being issued by US Department of Labor and/or Iowa Workforce Development and the issuance of final regulations this RFP and/or any subsequent sub-awards will be modified to ensure compliance.

F. Cost and Price Analysis

All proposals will be evaluated on the basis of obtaining the most cost-effective price possible while achieving the highest quality service delivery. A cost price analysis will be conducted on the proposed costs during the proposal review process. Agencies are encouraged to submit their best offer for providing the services solicited and to thoroughly describe and justify the costs. The cost and price analysis shall be conducted to ensure that the proposed costs are necessary, fair, and reasonable; to determine if the proposed costs are allowable and allocable; to determine if there is a duplication of costs with other programs; to ensure that the costs are directly associated with carrying out only the proposed services; and to ensure that the proposed costs will benefit the program.

G. Type of Contract

Selected bidders will enter into a cost reimbursement contract. A Cost Reimbursement Contract is one that establishes an estimate of total costs for the purpose of obligating funds and a ceiling that the service provider may not exceed. A line item budget shall be based on all legitimate costs to be incurred by the service provider in carrying out the services. Contractors will be reimbursed for payroll expenditures on a regular basis after submittal of source documentation and payment vouchers to the fiscal agent. All other expenditures will require source documentation and approval of payment vouchers to be sent to the fiscal agent for payment processing as instructed in the contract. Contractor will work closely with the fiscal agent, and the LWDB on the payment process.

Contractors will be required to submit to the LWDB an annual budget for each contract year. The LWDB will provide the contractor with budget parameters (including required timelines) based on preliminary/final allocation awards on an annual basis. LWDB will conduct quarterly budget monitoring through its fiscal agent, but such monitoring does not relieve the contractor from performing its own internal monitoring.

The funding period for contracts awarded under this solicitation will be from July 1, 2020 through June 30, 2021, provided performance remains acceptable during that period. Any contract awarded from this RFP will include an option to renew for up to three (3) additional year periods, contingent upon successful performance and availability of funds.

This RFP is a competitive solicitation method being used by the Mississippi Valley Workforce Area to maximize the likelihood of selecting high performing, competent provider(s) of workforce development activities to Adults and Dislocated Workers. Notice of this RFP will be distributed to organizations on the LWDB Bidder's List and will be published on our website, under the "Request for Proposals" tab. The Request for Proposal will be available for download from the website.

H. Questions/Restrictions on Communication

Any questions regarding this RFP should be addressed only to the Issuing Officer. All questions must be submitted via email no later than 4:00 p.m., on May 19th, 2020 to Miranda Swafford. Questions will be responded to in writing and posted on the website. This website can be accessed at: www.iowawdb.gov. Staff supporting the daily operations of the Centers are not able to assist or answer questions related to this RFP. Only the responses on the website are considered clarifications to the instructions contained in this RFP. In the event that responses modify any of the terms, conditions, or provisions of this RFP, documentation will be given via a subsequent amendment to the RFP. Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFP, e.g. WIOA information, changes to performance measures, and revisions to the timeline.

It is the policy of the LWDB to prohibit ex-parte communication with any LWDB member, LWDB staff, consultants, or other persons serving as an evaluator during the procurement process. Respondents that directly contact Board members or evaluators risk elimination of their proposals from further consideration. Any communication by telephone, email, letter, face-to-face conversation, or other off-the- record contact is strictly prohibited. Any discovered ex-parte communication will be provided to the Chair of the LWDB and

Chief Lead Elected Official for review and appropriate action. Bidders who improperly influence the proposal review and evaluation process in any way will be subject to disqualification.

I. Transition and Serving Adults and Dislocated Workers Enrolled in WIOA Activities

In the event that WIOA Funds are awarded to new contractors in any or all of the counties in the Mississippi Valley Workforce Area, beginning July 1, 2020, it is expected that new contractor staff will arrange for the following meetings (at minimum) in order to better serve Adults and Dislocated Workers who are continuing on in WIOA: an in-person meeting with previous contractor staff to discuss cases and an orientation meeting/ open house for WIOA to introduce staff, explain any changes in the delivery of services, and address questions and concerns. Meetings described above are expected to occur within 3 weeks of award notification for Program Year 2020.

J. Subcontracts

If a bidder anticipates using subcontractors to provide any service proposed, the proposal must clearly identify those subcontractors, their specific responsibilities, and the planned budget. The service provider shall not subcontract all services and activities required by this RFP. Copies of the sub-agreements negotiated with a subcontractor must be approved by the LWDB prior to signature on the contract and execution of services. Subcontractors, prior to LWDB approval, must meet all licensing requirements and provide all required documents, certifications and insurance as required by the lead Contractor/Bidder, and shall agree to comply with the Standard General Provisions and all Federal, State regulations and all State and WDB policies and procedures. Any failure by the Subcontractor to meet all licensing requirements or to provide all required documents, certifications or insurance by the Contract date shall be considered a violation of the RFP and the Contract shall not be awarded until such violation is cured after ten (10) days written notice, or then at the option of the LWDB, the Contract may be awarded to the next ranked Proposer recommended for funding, if any.

K. Additional Requirements

All Title I and Title III IowaWORKS partners will work together as a collaborative team to provide meaningful services to all customers by following the provisions of the IowaWORKS Standard Operating Guide, including the integrated delivery model outlined within. This includes, but not limited to, scheduled time to assist customers on Welcoming and Exploratory, facilitating workshops, assisting with employer events, hiring sessions, business services outreach, job fairs and other projects or events.

All Title I and Title III IowaWORKS partners will follow the same work schedule and holiday schedule as the State of Iowa. This includes the severe weather policy, Continuity of Operations Guide and in-service training days on Columbus and President's Day, to ensure services are delivered consistently during hours of operation of the IowaWORKS centers. (Offices are closed on the following holidays: New Year's Day, Dr. Martin Luther King Jr.'s Birthday, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving, the Friday after Thanksgiving, and Christmas Day). While selected service providers may be the employee of record of a specific entity, the provider is contracted to provide employment and training services through the local area workforce development system and within the IowaWORKS centers in the

local area. As such, providers are required to be present during business hours.

All Title I and Title III IowaWORKS partners will follow the business casual dress code in the Iowa Workforce Development Work Rules handbook for field operations, to include IowaWORKS name badges.

All Title I and Title III service providers will utilize a provided @iwd.iowa.gov email address

PART 2. SPECIFICATIONS

A. Statement of Work

The selected bidder will implement an innovative and proven workforce development model, driven by the needs of employers and availability of career opportunities, to deliver Adult and Dislocated Worker Services and support in the LWDA. The proposed model must align with the principles and requirements of WIOA and the LWDB's vision of a world-class workforce development system, the primary goal of which is to match the labor demands of employers with the skills and talents of job seekers, helping businesses thrive and creating viable career pathways for residents of our area. As a key partner in the local workforce system, the selected bidder will align services and activities with the WIOA One-Stop Partner Memorandum of Understanding (MOU) for the LWDA.

Work performed under any Agreement resulting from this RFP will include but is not limited to delivery of Adult and Dislocated Worker Services as defined by the Workforce Innovation and Opportunity Act (WIOA) and all its implementing guidelines and regulations. The services described in this RFP must be delivered in the IowaWORKS locations. Additional locations are encouraged and must be approved by the LWDB. The locations of IowaWORKS centers are subject to change.

B. Integrated Service Delivery Model

As the provider of WIOA Title I Adult and Dislocated Worker services in the LWDA, the selected bidder will actively participate with the LWDB in shaping and informing the local workforce development system. As such, the selected bidder will maintain current knowledge of and expertise in:

- Federal, state, and local policies, including WIOA and its implementing guidance
- Evidence-based workforce development practices and viable career pathways
- Local workforce development programs, social service agencies and related resources
- Local labor market information, including workforce and employer dynamics

Successful delivery of services solicited by this RFP will require close adherence to the criteria of key Training and Employment Guidance Letters (TEGLs) from the US Department of Labor, including but not limited to the following:

- TEGL 4-15: Vision for the One-Stop Delivery System
- TEGL 10-16: Performance Accountability Guidance for WIOA

- TEGL 16-16: One-Stop Operations Guidance for the American Job Center Network
- TEGL 19-16: Guidance on Services provided through the Adult and Dislocated Worker Programs

Critical components of the selected bidder's work include-

- A public workforce system that leverages multiple agencies and funding streams, and ensures full access for a broad and diverse range of stakeholders, including individuals with barriers to employment
- Employer engagement to determine human capital needs and match with desired skills and abilities
- Comprehensive outreach and recruitment strategies designed to engage a diverse range of job seekers
- Use of best practices and career pathways to enhance service delivery to job seekers
- A level of contact and engagement with job seekers that ensures needs are met and outcomes achieved
- Leveraged technology to support effective service delivery, innovation and continuous improvement
- Strong command of data and information systems, including IowaWORKS, Iowa's integrated workforce development data management system
- Identification of strategy and policy improvements that can shape the work of the one-stop centers
- Adherence to local and state workforce plans and MOUs, including but not limited to
 - WIOA One-Stop Partner MOU
 - Multi-Year Local Workforce Development Plan for the LWDA
 - Iowa WIOA Unified State Plan

As a core partner of IowaWORKS and provider of WIOA Title I services in the LWDA, the selected bidder is required to follow procedures outlined in the IowaWORKS Standard Operating Guide. Additionally, the selected bidder may be asked by the LWDB to participate in special projects and initiatives within the statement of work defined by this RFP and related to the selected bidder's primary role within the one stop system.

C. Outreach and Branding

The selected bidder will conduct regular and broad outreach, communication and recruitment activities to inform job seekers, employers and other stakeholders of services and resources available through IowaWORKS and Title I of WIOA and the larger workforce development system to ensure a steady pipeline of customers utilizing the IowaWORKS system. As an integral partner of IowaWORKS, the selected bidder will participate in similar activities led by IowaWORKS partners and ensure all activities are carefully coordinated with such partners, in support of an integrated and unified system of workforce development. Outreach and communications will include but not be limited to arrangement of and participation in career and community resource fairs and job recruitment events, both onsite at IowaWORKS centers and offsite at partner locations, where the selected bidder will represent the Adult and Dislocated Worker programs and the broader IowaWORKS system.

Services offered through the One-Stop System and funded by WIOA, including Title I Adult and Dislocated Worker services, shall be promoted under the “IowaWORKS” brand and the federal identifier, “*partner in the American Job Centers Network.*” In keeping with our vision of offering integrated services to both job seekers and employers, promotional and outreach materials (including printed brochures, media releases, flyers, brochures, advertising, social media sites) must only include IowaWORKS branding and the American Job Center identification. All promotional and outreach materials will be approved by the IWD Communications Director. The IWD Communications Director will ensure all stationary, brochures, signage, business cards, and advertising meets the branding requirements of WIOA.

D. Enrollment

The selected bidder must follow WIOA guidelines, state policies, and LWDB policies in making eligibility determinations and enrolling job seekers in Adult and Dislocated Worker Services. Enrollment refers to the completed process by which an eligible participant has been referred for WIOA services and for whom required documents have been completed and entered into the IowaWORKS system. If an individual is not eligible or suitable for WIOA services, he or she should be referred to an appropriate vocational, educational or social service agency for assistance. The selected bidder may be asked to provide WIOA screening and enrollment services for other WIOA programs administered by the LWDB, on an as-needed basis. The selected bidder will comply with all federal, state, and local guidance and regulations regarding priority of service and track the number of individuals served that meet each criterion for priority service and related participant outcomes achieved.

The LWDB is committed to ensuring an efficient, customer-centered approach to enrollment and orientation for IowaWORKS and WIOA Title I Services. The selected provider will employ enrollment practices in accordance with applicable regulations, policies, and procedures and assess/prepare candidates for WIOA activities, but do not impose unneeded requirements on job seekers and employers. The enrollment process should consist of only reasonable and necessary requirements for job seekers and employers, minimizing barriers to enrollment and orientation, and streamlining steps to meaningful participation.

E. Career Services

The selected bidder will deliver high quality Adult and Dislocated Worker Services, as defined by WIOA, that create opportunities for economic and career success, and connect jobseekers with employer-driven placement, education, and training options. The selected bidder will facilitate services with other IowaWORKS partners, including following established statewide co-enrollment procedures, and work with partner organizations in the IowaWORKS sites to promote the development of integrated intake, case management and reporting.

Every IowaWORKS customer will have access to a set of employment-related career services. The selected bidder will move individuals through the array of career services defined in Section 134(c)(2) of WIOA, based on their individual skills and needs, providing basic, individualized, and follow-up career services. Basic and individualized career services do not have to follow a sequence; rather, they are defined to allow

a varied approach to services that meets the needs of a range of job seekers. In planning and delivering career services, the selected bidder will employ an evidence-based triage process that effectively assesses jobseekers to determine and provide the most appropriate career services.

F. Basic Career Services

Basic career services are universally accessible and must be made available to all individuals seeking employment and training services at IowaWORKS. Generally, these services involve less staff time and involvement. Basic career services include but are not limited to eligibility determinations; outreach, intake and orientation; initial skill assessments; labor exchange services such as job search, placement assistance, and career counseling; provision of information and assistance regarding the labor market, available training programs, unemployment compensation and supportive services; and program referrals.

The successful bidder will also facilitate self-directed career services for job seekers, available through Exploratory Services (as defined in the IowaWORKS Standard Operating Guide) including current job listings; local labor market information; information on job search methods; lists of current training opportunities; information on partner community services and resources; computers for internet job search; workstations for resume preparation; telephones and fax machines for employer contacts; and a schedule of workshops, job fairs, and other events.

G. Individualized Career Services

Individualized career services must be provided when staff determine that such services are required to retain or obtain employment. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include but are not limited to comprehensive and specialized assessments of skill levels and service needs, in-depth interviewing and evaluation to identify employment barriers, customized career counseling, short-term pre-vocational skills, work experiences, etc. These services also include development of an individual employment plan (IEP) to identify appropriate career pathways, employment goals, related objectives, and combination of services for the participant to achieve goals.

H. Follow-up Career Services

The selected bidder must provide follow-up services for adults and dislocated worker participants who are placed in unsubsidized employment for up to 12 months after the first day of employment. Follow-up services may include but are not limited to contact to determine work status; counseling regarding the workplace; additional career planning and counseling; job re-placement; and referral to supportive services. Follow-up services must include more than just an attempted contact.

I. Workshops

In conjunction with other WIOA partners, the selected bidder will provide workshops to job seekers at the IowaWORKS centers in the LWDA as part of their career services offerings and participate in workshops

conducted by IowaWORKS partner agencies. Workshops will cover but not be limited to job search and soft skills, such as interviewing techniques, resume preparation, networking, effective communications skills, conflict resolution, computer literacy and job readiness training.

Additional services, if determined appropriate for obtaining or retaining employment as identified by assessment, skill deficiency, or length of unemployment may consist of, but are not limited to:

- Group, individual, and career counseling which may include networking and job clubs.
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct.
- Internships and work experiences linked to career pathways.
- Provision of information and referral to additional services as appropriate including financial literacy services and English language acquisition programs.

J. Training Services

Training services can be critical to the employment success of many adults and dislocated workers. The selected bidder will be responsible for implementing an approach to training services in close coordination and consultation with the LWDB that is driven by the needs of local employers and aligned with viable career pathways, in accordance with the WIOA vision of career pathways (see WIOA Sec. 3, Def. 7). The emphasis will be on supporting occupational clusters and high priority occupations that are in-demand by employers and offer self-sustaining wages.

The selected bidder will not directly provide occupational training services but will coordinate Individual Training Accounts (ITA) for participants who are eligible and suitable for ITAs, pending availability of funding. ITAs are tuition vouchers to be redeemed by eligible training providers. Occupational training will be conducted by providers with programs included on the Eligible Training Provider List (ETPL). The selected bidder will facilitate the ITA application and selection process with job seekers and coordinate participation in occupational training programs, including counseling job seekers on training opportunities and related career pathways and maintaining close communication with training providers. The selected bidder will follow all required guidance and regulations regarding the use of ITAs, including related state and local policies. The selected bidder will also maintain a current working knowledge of available, effective training programs connected to in-demand occupations and related career pathways.

The selected bidder will work closely with area employers to identify and supply participants for work-based training opportunities, including On-the-Job Training (OJT) and Customized Training (CUS). Staff of the selected bidder may determine training services are appropriate, regardless of whether the individual has received basic or individualized career services first. Training services may be provided if the staff of the selected bidder determine, after conducting an interview, evaluation, or assessment that an eligible individual is unlikely or unable to obtain or retain employment through career services alone; is in need of training services to obtain or retain employment; and has the qualifications to successfully participate in a program of training that is directly linked to employment in the local area.

K. Supportive Services

Job seekers commonly face a wide variety of barriers that make it difficult to achieve and retain meaningful employment. The selected bidder will think critically and creatively about how to accommodate job seekers with such barriers and provide or connect job seekers with supportive services, as appropriate. The selected bidder will provide supportive services in accordance with IWD and the LWDB Supportive Services Policy when

- The participant is enrolled and receiving WIOA career or training services
- Supportive services are necessary to enable the participation in services
- The participant is unable to obtain similar services from another source

The selected bidder will also build and maintain an effective referral network of service agencies to ensure participants have access to the basic supports needed to fully participate in all services procured through this RFP, especially individuals with barriers to employment, as defined in WIOA Section 3, including but not limited to displaced homemakers; low-income individuals; individuals with disabilities; older individuals; ex-offenders; homeless individuals; youth who are in or have aged out of the foster care system; English language learners and individuals facing substantial cultural barriers; individuals who have low levels of literacy; single parents (including single pregnant women); and long-term unemployed individuals. The selected bidder will also maintain and provide information relating to such services and assistance, including but not limited to child care, child support, medical assistance, the Supplemental Nutrition Assistance Program (SNAP), the Earned Income Tax Credit, PROMISE JOBS, transportation, tax preparation, mental and behavioral health services, financial counseling, housing assistance and other supportive services, as appropriate.

L. Rapid Response

The selected bidder will develop strategies and employ practices for recruiting and effectively serving dislocated workers, as defined by WIOA sec. (3)(15) and State and local Adult/Dislocated Worker Eligibility Policies. Such strategies and practices must consider the distinct experiences of dislocated workers and customize career, training and supportive services appropriately.

The selected bidder will actively participate in Rapid Response Services to assist employers and workers affected by permanent or substantial layoffs or business closures. Upon notification of a forthcoming layoff or plant closure (Worker Adjustment and Retraining Notification - WARN notice) or employer notification to the local IowaWORKS office, the selected bidder will begin coordinating efforts with IowaWORKS partner programs and partner agencies to provide information and services to those affected. Through the use of Rapid Response funds, Rapid Response Additional Assistance dollars may be made available to the LWDA in the event of increased unemployment due to natural disasters, mass layoffs, or other events, for the provision of direct career services to affected participants. While participating in Rapid Response services, additional reporting to the LWDB may be required by the selected provider.

It is Iowa's policy to co-enroll all Trade Adjustment Assistance (TAA) Act participants with the Title I Dislocated Worker program and, as such, the selected bidder must agree to adhere to this policy.

M. National Dislocated Worker Grants/TAA/Competitive Grants

If National Dislocated Worker Grants (NDWGs) are awarded; the service provider must provide services to those new dislocated workers under the NDWG. If new grants are received which require additional staffing to provide services, the service provider and the LWDB may negotiate a modification to the service provider contract(s) for any additional costs that are required in providing these services. If the LWDB receives any other grants that include services being delivered in a one-stop environment, the service provider and LWDB and/ or the Fiscal Agent of the LWDB may negotiate a modification to the existing contract(s) for any additional costs required in providing these services.

The Trade Adjustment Assistance Act (TAA) is a federal program that assists workers who have lost or may lose their jobs due to impacts of foreign trade. These workers meet the definition of dislocated workers and must be co-enrolled with the Title I Dislocated Worker program.

N. Business Services

Strong connections with employers are pivotal to the LWDB's commitment to create a thriving local workforce and economically viable region. The LWDB is focused on demand-driven partnerships with businesses to better connect job seekers with employment opportunities and sustainable careers. The selected bidder will inform, participate in and align all activities with IowaWORKS business engagement efforts and sector strategies. The selected bidder will work closely with IowaWORKS partner programs to develop, promote, and deliver quality business services that assist employers and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy. To support area employers and industry sectors most effectively, the selected bidder will have a clear understanding of industry skill needs; identify appropriate strategies for assisting employers; and employ an integrated business services strategy that aligns with the efforts of IowaWORKS and workforce system partners.

O. Partner Collaboration and Referrals

The LWDB is committed to effectively leading the workforce development system in the local area. The selected bidder will work closely with other WIOA programs in the local area and with the One Stop Operator to collaborate and coordinate activities with the stakeholders and initiatives that comprise the larger workforce development system. Such initiatives include but are not limited to programs funded by

- WIOA
- TANF
- other public and private funds
- core partner agencies providing WIOA Title II, Title III and Title IV Services
- signatories of the One-Stop Partner MOU

To facilitate collaboration and coordination of activities, the selected bidder will:

- Coordinate service delivery with partner programs to increase efficiency and reduce duplication, including career services, training services, business services and supportive services
- Participate in meetings, conference calls, pilot programs and recruitment events organized by IWD, the One Stop Operator, and the one-stop system.

To ensure all job seekers have access to the services that best meet their needs, the selected bidder will readily embrace collaboration and coordination with partner agencies, providing referrals to partner agencies appropriately, including but not limited to programs within the Iowa *WORKS* centers and the LWDA as a whole. The selected bidder will work closely with partner agencies to determine the best ways to triage clients, ask appropriate questions and make effective referrals, ensuring participants can make informed decisions about the network of referral services made available through the selected bidder. The selected bidder will use the Iowa *WORKS* data management system to track referrals made by and received from core partner programs and community partners to identify trends and opportunities for system improvements.

The LWDB supports customer participation in multiple programs and services, referred to as co-enrollment, when such participation provides an added value to the customer and complies with applicable rules and regulations. Co-enrollment is not supported when participation in multiple programs and services results in duplication of efforts or inefficient use of resources. The selected bidder will encourage and facilitate co-enrollment for customers in cases when the services and resources of programs are complimentary, efficiently delivered and add value to the customer's progress toward program goals. Co-enrollment is especially encouraged among required partner programs of the one-stop system defined by WIOA.

P. Staff Training and Development

The selected bidder must employ highly qualified and professional staff at all levels throughout the period of performance whose quality of work is reflective of the world-class workforce development system sought by the LWDB. Staff are required to maintain current knowledge and expertise in the following:

- Career counseling and customer service best practices
- Labor market information, including characteristics of supply (labor) and demand (employers)
- Initiatives, programs and services of the LWDB and the broader workforce development system
- Availability of industry and employer-recognized training and educational programs and opportunities
- Iowa *WORKS* data management system
- Local resources and services to assist individuals facing barriers to employment
- Culturally competent and accessible service delivery

Q. Primary Indicators of Performance

The selected bidder will meet or exceed the negotiated performance goals for each WIOA Primary Indicator of Performance. Performance across the WIOA Primary Indicators of Performance will be evaluated according to definitions, calculations and guidance from the U.S. Department of Labor, including but not limited to TEGL 10-16, Change 1, as well as related WIOA guidance and directives from the Iowa Workforce Development.

As of the date of this RFP, performance goals have not yet been negotiated for PY20. A summary of the Iowa PY19 goals is included for your information.

WIOA Primary Indicator of Performance	Adult	Dislocated Worker
Employment 2nd Quarter after Exit	72%	73%
Employment 4th Quarter after Exit	70%	71%
Median Income 2nd Quarter after Exit	\$4,900	\$6,100
Credential Attainment	67%	67%
Measurable Skills Gains	Baseline	Baseline
Effectiveness in Serving Employers	Baseline	Baseline

In addition to the above performance measures related to job seeker services, the selected bidder will also be accountable to effectiveness in serving employers. Indicators used by LWDB to measure such effectiveness may include but are not limited to the following-

- Employer satisfaction
- Repeat business customers
- Employer penetration rate

R. Poor Performance

In the event the selected bidder's performance of the services described in this RFP does not result in the goals defined above, the LWDB or designated representatives will work with the selected bidder to improve performance; however, especially in cases of chronic underperformance, the LWDB may implement corrective measures or terminate any agreement resulting from this RFP upon notice to the selected bidder.

S. Data Management and Reporting

Selected bidders must regularly track and monitor data related to participation and outcomes, using observations and evaluation to ensure continuous program improvement. Such efforts must be supported by strong internal systems and applications. The selected bidder is required to provide the LWDB with timely reports and supporting documentation, on a monthly basis, that clearly demonstrate program enrollment, participation, progress, outputs, and outcomes. The LWDB or staff of the LWDB, along with IWD, will work with the selected bidder to understand reporting requirements and program exiting procedures, and to determine the appropriate template for reporting outcomes and performance. Reporting frequency and content are subject to change at the discretion of the LWDB and such may be impacted by changes required from IWD or the US Department of Labor.

T. IowaWORKS Data Management System

The selected bidder will be required to utilize the IowaWORKS data management system as the information system of record for all participant and employer communication, service provision, and other program activity and must ensure that all data is entered accurately and in a timely manner, adhering to all applicable data rules, regulations, and entry time requirements. Staff must be fully competent in utilizing IowaWORKS data management system, including querying and producing reports from the system regarding the LWDA.

The LWDB will utilize data from the IowaWORKS data management system, as well as data collected from other sources, to determine program compliance and evaluate performance of the selected bidder. The selected bidder will adhere to the IowaWORKS data management system Process Guide and the IowaWORKS data management system Standard Operating Procedure Guide for guidance on proper documentation for WIOA Title I and other IowaWORKS data management system participation. In addition, the selected bidder will follow established protocols for uniformed and detailed case notes to ensure clear and consistent tracking and documentation of progress throughout the program. The selected bidder will participate in quality and compliance activities, as well as regular meetings and review of performance reports and other written reports when requested.

The selected bidder will identify staff members whose work requires access to IowaWORKS and submit applications for IowaWORKS access per local protocols. Appropriate staff members to receive IowaWORKS access include career planners (case managers) and other staff members who have regular contact with participants or whose work requires monitoring and oversight of participant data maintained in IowaWORKS. IowaWORKS account credentials and login information may not be shared between staff members or other individuals. The selected bidder must submit notification if any staff member with IowaWORKS access is terminated, voluntarily or involuntarily, within 24 hours of termination. Failure to do so may result in revocation of IowaWORKS access for the selected bidder and contract termination.

U. Records and Documentation

The selected bidder must retain, secure and ensure the accuracy of all program files and records, whether related to job seekers, businesses or general operations, in compliance WIOA requirements, related federal

and state regulations, and the LWDB's record retention requirements. Case files are the property of the LWDB and must contain a variety of documentation including, but not limited to

- program eligibility
- suitability and assessment data
- Individual Employment Plans (IEPs)
- regular customer contacts and updates
- progress reports
- time and attendance sheets (training services)
- case notes

Files must be retained for five years after the LWDB reports final expenditures to the funding source. The selected bidder must allow the LWDB, its designated Fiscal Agent, and representatives of other regulatory authorities' access to all WIOA records, program materials, staff, and participants.

The selected bidder is responsible for maintaining and securing participant case files at all times, as well as ensuring privacy and protection of all personal information collected from participants per applicable laws, regulations and state policies. Confidentiality of participant information must be maintained and all case files must be properly stored in a secured space with limited staff access. Each staff member who has contact with participants or participant information must receive training on confidentiality requirements.

The selected bidder acknowledges that the use or disclosure of participant information for purposes other than the effective delivery of the services described in this RFP is strictly prohibited. Staff of the selected bidder may have access to this information only on a "need to know" basis. The selected bidder must inform employees that inappropriate use of such information may result in disciplinary action, including discharge, or criminal prosecution if the employee knowingly uses the information for fraudulent purposes.

Part 3. ADMINISTRATIVE REQUIREMENTS

A. Oversight

The LWDA is responsible for all levels of program monitoring, compliance and evaluation for WIOA Adult and Dislocated Worker activities. The selected bidder will be required to keep good records and collect data that will help the LWDA comply with such requirements and sustain highly effective workforce development programming.

LWDA Responsibilities: monitor, evaluate and provide guidance and direction to the selected bidder in the conduct of services performed under any agreement resulting from this RFP. LWDA has the responsibility to determine whether the selected bidder has spent funds in accordance with applicable laws and regulations, including federal audit requirements and will monitor the activities of the selected bidder to ensure such requirements are met. LWDA may require the selected bidder to take corrective action if deficiencies are found.

B. Contractor Responsibilities

The selected bidder will permit the LWDA to carry out monitoring and evaluation activities, including any performance measurement system required by applicable law, regulation, and funding source guidelines, and the selected bidder agrees to ensure, to the greatest extent possible, the cooperation of its agents, employees and board members in such monitoring and evaluation efforts. This provision shall survive the expiration or termination of any agreement resulting from this RFP.

The selected bidder shall cooperate fully with any reviews or audits of the activities under any agreement resulting from this RFP by authorized representatives of the LWDA or federal or state agencies and the selected bidder agrees to ensure to the extent possible the cooperation of its agents, employees and board members in any such reviews and audits. This provision shall survive the expiration or termination of any agreement resulting from this RFP.

The selected bidder understands that all books and records pertaining to any agreement resulting from this RFP, including payroll and attendance records of participating employees, are subject to inspection by the LWDA, federal or state agencies and others for auditing, monitoring or investigating activities pursuant to any agreement resulting from this RFP. Said books and records shall be maintained for a period of five (5) years beyond the completion of any agreement resulting from this RFP. If the selected bidder receives notice of any litigation or claim involving the grant award or otherwise relating to any agreement resulting from this RFP, the selected bidder shall retain records until otherwise instructed by the LWDB.

C. Records Retention

The following records and documents must be maintained for WIOA-funded participants and employees. They must be available for monitoring and review by the LWDB and Iowa Workforce Development Staff and must be retained, subject to audit, for five (5) years following the final audit of the contract.

- General ledger or equivalent;
- Cash receipts and cash disbursements journals/reports or equivalent;
- Bank statement, reconciliation, deposit slips and canceled checks for each bank account through which WIOA funds were received or disbursed;
- All contracts with the LWDB including all amendments;
- All financial reports and documentation supporting requests for reimbursement;
- Payroll records including Individual Earnings Record, Employee Withholding Authorization (W-4), FICA reporting forms, Federal and State withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plans;
- Invoices and/or supporting data for non-payroll disbursements; and
- Customers' records including participant data forms, verification/documentation items, assessments tests and results, the Individualized Service Strategy and documentation

D. Bonding and Insurance Requirements

Each awarded entity must obtain and submit, prior to final execution of any contract, proof of insurance

coverage, including general liability, property loss, worker's compensation and bonding. The U.S. Department of Labor, the Iowa Workforce Development, and the LWDB assume no liability with respect to bodily injury, illness, or any other damages or losses, or with respect to any claims arising out of any activities undertaken as a result of the awarded contract. The awarded bidder shall ensure or otherwise protect itself concerning activities under the contract. Proof of the insurance and worker's compensation must be provided annually prior to any extensions, should the LWDB exercise renewal option(s).

Any individual who is authorized to act on behalf of the winning bidder for the purpose of receiving or depositing Agreement funds into Program accounts or issuing financial documents, checks, or other instruments of payment for Program costs must be covered by a fidelity bond. The minimum amount of the bond must be at least the lower of either one hundred thousand dollars (\$100,000) or the amount of the highest advance on reimbursement received through checks or drawdown during the term of Agreement.

Insurance Limits

- Commercial General Liability - Combined Single Limit not less than \$1,000,000 per occurrence, with an annual aggregate of not less than \$2,000,000
- Worker's Compensation - Employers' Liability, \$1,000,000
- Automobile Liability coverage - Combined Single Limit of \$1,000,000

E. Authority to Re-Capture and Re-Distribute Funds:

Iowa Workforce Development and/or the LWDB has the authority to re-capture and re-distribute funds based on the following criteria not being met:

- Staffing levels
- Enrollments
- Caseloads
- Spending levels

F. Property Management Requirements

The applicant agrees to maintain careful accountability of all WIOA purchased non-expendable property (property with a life expectancy of one year or more and a unit cost of \$500.00 or more) and to maintain an inventory of all properties acquired with WIOA funds. Acquisition of non-expendable property with a unit cost of \$1,500.00 or more must be approved by the LWDB, prior to the purchase. Any disposal of WIOA property must be according to applicable federal, state and local disposal procedures. Any revenues derived from the sale of property purchased with WIOA funds must be used in WIOA service delivery for the program(s) which funded the original purchase.

The WIOA contractor will be responsible for maintaining an accurate inventory of all WIOA property in their possession. A copy of the updated annual inventory shall be submitted to the LWDB upon completion. The LWDB will maintain a fixed-asset listing to be verified for physical location and serviceability at the WIOA contractor facility at least annually.

In the event property purchased with WIOA funds is stolen or destroyed by criminal act, the applicant will notify appropriate law enforcement officials immediately. The LWDB must be notified within three (3) working days of discovering the loss or damage. A copy of the police report will be maintained as documentation of loss, and a copy forwarded to the LWDB.

The applicant agrees to pay for or replace any property purchased with WIOA funds that is lost, damaged or destroyed through negligence.

The contractor shall safeguard assets and shall assure they are used solely for authorized purposes. Title to all equipment procured under a WIOA grant or other grant covered under this RFP remains with the LWDB.

G. Budgets and Invoices

The amounts on the funding availability are intended to be used as guidelines for applicants and are subject to revision based upon final notification of WIOA funding availability from Iowa Workforce Development. The budget worksheet will provide a summary of the proposed cost by line item with a budget narrative to provide back-up detail of projected budgets. It is understood that customer expenses will be difficult to accurately predict at this time; however, a projection of these expenses based on plans for services to customers is requested. More detailed budgets will be developed after the applicant is selected and allocation amounts are more defined.

Proposed budgets must be within the amounts indicated and must be reasonable based on proposed staffing, service levels, and service delivery plans. The amount awarded will be determined on a competitive basis, but not necessarily based on the lowest proposed cost. Subsequent revisions and negotiations of final contract budgets may be required due to funding award decisions. Since this is a reimbursement contract, the applicant will be expected to incur the costs for payroll expenses, then report each month's expenses on itemized invoices for submission to the LWDB through a fiscal agent. All other expenses will be paid by the fiscal agent directly as outlined in the contract with selected bidders.

All payroll functions will be the responsibility of the contractor(s) in compliance with rules, regulations, and instructions issued by the U.S. Department of Labor, State of Iowa Department of Labor and the LWDB. Therefore, the contractor(s) shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc., and agrees to indemnify, save, and hold the State of Iowa and the LWDB, its officers, agents, and employees, harmless from and against, any and all loss; cost (attorney fees); and damage of any kind related to such matters.

Since the program year and fiscal year runs from July 1st through the following June 30th, final payment for each program year's WIOA expenses will occur with the June invoice that will be submitted by the applicant to the LWDB during the month of July along with end of year Financial Closeout documents. Applicants are expected to expend at least 80% of their contracted funds by the end of each program year.

Part 4- Proposal Guidelines

This section provides instructions for preparing and submitting a proposal in response to this RFP, including required proposal contents and format, important dates and deadlines, and how to find out more about the RFP. Before preparing and submitting a proposal, interested and qualified applicants are highly encouraged to read all other sections of this RFP and key source documents referenced throughout, especially the Statement of Work, to gain a full understanding of the services requested and provider characteristics and competencies sought.

How to Apply

All proposals must be submitted to the LWDB electronically via email to region16workforceboard@gmail.com and physically to 1000 N Roosevelt Ave, Burlington, IA 52601. Both electronic and physical proposals must be identical and follow the formatting requirements outlined in the chart below. All proposals must be received by Miranda Swafford no later than 4:00 p.m. on Wednesday, June 3rd, 2020, in order to be considered. Emails must have the subject line “Adult/ Dislocated Worker Service Provider [Organization name].” Late proposals will not be considered.

Font	12-point – Times New Roman
Pages	Single-sided on 8.5 x 11 paper
Margins	One (1) inch – This applies to all margins
Spacing	Single-spaced
Footer	Name of organization submitting the proposal and page number on each page
Proposal Packaging	Use a clamp to secure the proposal together
Required Copies	Original and 5 copies (6 total)

Proposal Requirements

Your proposal may not be considered if page limitations and formatting requirements are not met. Your proposal must contain all the content below in the same general order illustrated. Strong proposals will demonstrate a full understanding of the requirements described throughout this RFP and establish the capacity, expertise and program design needed to meet the required standards and goals.

I. Cover Sheet – Use template provided in Attachment A

II. Executive Summary – Include each of the following: (maximum 2 pages)

1. Overview of the organization’s qualifications and alignment with the services sought by this RFP.
2. Organization’s philosophy and approach to workforce development programs and services.
3. Concise description of the proposed program.
4. The amount of WIOA funding requested per funding stream for the period beginning on July 1, 2020 and ending on June 30, 2021. See *General Information, Funding Streams* for further information on sources of funding made available through this RFP.

III. Organization Overview – Describe each of the following for your organization: (maximum 3 pages)

1. Basic organizational description, including but not limited to year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget and number of full-time staff.
2. Past experience in managing quality workforce development programs similar in size and scope to that required by this RFP, including but not limited to individuals served, services and activities delivered, contract values and related performance outcomes. The LWDB reserves the right to consider any previous performance data from workforce development programs.
3. Administrative and fiscal capacity, including but not limited to your organization's proven ability to provide fiscal support and oversight, utilize information systems, manage resources and personnel, and produce timely and accurate program reports.

IV. Program Narrative – maximum 15 pages

Bidders should directly respond to each of the sections below; however, strong program descriptions will clearly demonstrate how the bidder will effectively meet all the standards, expectations and desired outcomes found in this RFP. Responses will also be strengthened by connecting proposed program components with evidence-based practices or well-established success in other projects. Applicants must think creatively and strategically in developing program design, exceeding basic requirements and incorporating innovative ideas and technologies. Attach a flow chart depicting program entry, participation, progress and exit that clearly connects the services and activities of your proposal with desired outcomes aligned with the existing IowaWORKS integrated service delivery model.

4. **IowaWORKS locations:** Bidders should state their commitment to deliver adult and dislocated worker services within the existing IowaWORKS offices. If your proposal includes providing services at locations in addition to IowaWORKS locations, any associated costs must be clearly noted in your budget documents.
5. **Staffing plan:** Describe your proposed staffing plan to support the programmatic and executive components of the program. Attach an organizational chart to your proposal illustrating all positions with substantive involvement in the proposed program and lines of authority and responsibility. Use this section of the narrative to clearly describe the organizational chart, including brief job descriptions for key positions. Also attach staff resumes or minimum qualifications for key positions of your proposed model involving director-level responsibilities. In your response, be sure to address how you will accomplish the following:
 - a. Employ professional staff with the knowledge and expertise in the Statement of Work.
 - b. Provide training and professional development relevant to the services sought by this RFP.
 - c. Ensure a high level of staff performance, competency and quality customer service.
 - d. Maintain regular and clear communication between proposed staff and the LWDB and/ or those acting on behalf of the LWDB.

If you are not currently providing Adult and Dislocated Worker Services in IowaWORKS centers in the LWDA, see the below section on transition planning for further guidance on staffing.

6. **Outreach and communications:** Describe your proposed strategies, plans and technologies for outreach, communication and recruitment, ensuring strong participation of job seekers in IowaWORKS center activities and Adult and Dislocated Worker Services. Be sure to address how you will employ distinct plans to recruit, enroll and effectively engage Dislocated Workers.

7. **Career services:** Describe your proposed model for effectively delivering career services to job seekers (see Statement of Work). Highly rated responses will clearly demonstrate how the proposed program components connect job seekers with opportunities in quality, sustainable careers. In your response, be sure to address how you will accomplish the items below and describe any other components vital to the success of your proposed model:
 - a. Assist job seekers in navigating IowaWORKS resources and Title I services.
 - b. Ensure a professional level of customer service and positive interaction for all job seekers.
 - c. Recruit and enroll job seekers into Adult and Dislocated Worker Services.
 - d. Employ distinct strategies to recruit and serve Dislocated Workers.
 - e. Assess participants and create individualized plans and goals accordingly.
 - f. Ensure an optimal level and frequency of meaningful engagement with job seekers.
 - g. Provide quality career counseling and provision of current labor market information.
 - h. Establish and connect job seekers to employer-driven career pathways.
 - i. Provide timely, quality follow-up services that encourage job retention and advancement.
8. **Training Services:** Describe your proposed model for effectively delivering training services to job seekers (see Statement of Work) that are driven by the needs of local employers and aligned with viable career pathways, in accordance with the WIOA vision of career pathways (see WIOA Sec. 3, Def. 7). In your response, be sure to address how you will ensure training funds are used efficiently and strategically. Also describe how you will accomplish the items below and describe any other components vital to the success of your proposed model:
 - a. Determine training suitability and provide counseling to participants regarding training.
 - b. Ensure consumer choice for participants determined to benefit from training.
 - c. Ensure utilization of Individual Training Accounts (ITA) following established state and local policies.
 - d. Ensure training participation is driven by employer needs and proven job outcomes.
 - e. Support and document participation in ITAs and occupational training programs, including completion of such programs and obtainment of related credentials and skills gains.
 - f. Assist job seekers in finding quality, sustainable jobs related to their area of training.
9. **Barriers to employment and supportive services:** Job seekers commonly face a wide variety of barriers that make it difficult to achieve and retain meaningful employment. The LWDA is committed to meeting the needs of individuals with barriers to employment, as described in WIOA Sec. 3 (Def.24-25), as well as individuals identified by WIOA Priority of Service, as described in WIOA Sec. 134(b)(3)(E). Describe how you will engage and effectively serve individuals with barriers to employment, how you will identify and help customers address such barriers, and how you will provide or connect individuals with supportive services, as appropriate.
10. **Partnership and referrals:** Describe how you will collaborate, coordinate, and establish strong relationships with the stakeholders and initiatives comprising the larger workforce development and social service systems in the LWDA, including key partners of IowaWORKS. Include in your response, how you will ensure coordination with youth and young adult programs administered by the LWDA, as well as other programs and initiatives led by the LWDA. Be sure to address how you will promote and facilitate referrals from your proposed program to other partners and from other partners to your program. Include specific examples of agencies you have worked with that provide services and supports beneficial to IowaWORKS customers, including your process for identifying such partners and integrating them into your program model.

- 11. Business services:** Describe how you will work closely with all WIOA core program partners to inform, participate in, and align all activities with IowaWORKS business engagement efforts and sector strategies. Be sure to address how you will effectively accomplish the items below and describe any other components vital to the success of your proposed model:

 - a. Collaborate with IowaWORKS partner programs to ensure business engagement is closely coordinated.
 - b. Recruit and place participants in job openings to meet the hiring needs of employers.
 - c. Recruit and place participants in work-based training programs, such as On-the-Job Training (OJT) and Customized Training (CUS).
- 12. Performance:** Describe the strategies and mechanisms you will use to ensure success and meet or exceed the performance goals described in the Statement of Work. Be sure to address how you will effectively accomplish the items below and describe any other components vital to the success of your proposed model:

 - a. Align your program model to consistently meet or exceed the WIOA Primary Indicators of Performance for the LWDA.
 - b. Employ outreach and engagement strategies to achieve enrollment that meets or exceeds the required WIOA registration and active participation goals.
 - c. Utilize an employer-driven job placement and retention model that enables your program to meet or exceed the required placement and wage goals.
 - d. Facilitate access to and participation in quality training programs that result in meeting or exceeding the required training-related performance goals.
 - e. Track performance and regularly communicate status of required standards and goals, including related key performance indicators, to LWDB and other stakeholders.
 - f. Utilize data to continuously monitor operations and inform and improve your program.
- 13. Technology:** Describe the technology you will use and how you will use to support service delivery, program reporting and other key elements of your proposed model. Be sure to address how you will utilize IowaWORKS and other information systems to track customer participation in WIOA activities. Also describe how you will ensure clear policies and procedures are in place to enter and validate data in IowaWORKS and other information systems.
- 14. Administration:** Describe how you will utilize the administrative capacity of your agency to carry- out the work described in this RFP. Be sure to address how you will use fiscal and technical competence, financial and administrative resources, and information systems to support the proposed program model.
- 15. Transition plan (if applicable):** Should the outcome of this procurement result in a change of the current Title I Provider at IowaWORKS centers in the LWDA centers, the LWDB reserves the right to negotiate a transition period during which incoming and outgoing Title I providers work concurrently to ensure a smooth transition and minimize disruptions to job seekers and employers. If you are not currently providing Adult and Dislocated Worker Services in IowaWORKS centers in the LWDA, describe how you would handle the transition of services and responsibility from the existing Title I provider if your proposal is selected, including establishing relationships with IowaWORKS stakeholders, potential employment of existing Title I staff members, and transfer of important data and documentation. Selected bidders will be required to fully serve participants already enrolled in the Adult and Dislocated Worker programs as of {insert date here}. The LWDB expects parties involved in a transition will work together to ensure that services to customers are not negatively affected and that the selected

bidder will give first consideration in employment to current employees providing services in the career centers who may be displaced because of this procurement.

Budget

Provide a budget including all program-related and administrative costs, using the required budget template provided in this RFP. Note that your total budget will be allocated across funding streams according to your program model and in proportions similar to those described in the *Background and General Information*, section. All costs must be allowable according to applicable federal, state and local regulations, including but not limited to the Uniform Guidance and regulations of the funding source, and allocable to the proposed program. Effective budgets will enable the proposed program to meet the intent and requirements of the contract, while being realistic, reasonable and prudent, avoiding unnecessary or unusual expenditures. Your budget should include tuition and related costs of occupational and work-based training for participants such as ITAs or OJTs. See *Statement of Work* section on *Training Services* for further information. Refer to the appropriate regulations per the funding source in conjunction with the uniform guidance to identify disallowed costs associated with this grant. See Attachment B for further guidance regarding the budget and budget narrative.

Budget narrative (maximum 3 pages) –

Provide a narrative to accompany the budget that describes the purpose of each cost, explains how all costs were estimated and justifies the need for all costs in meeting contract requirements. In your narrative, be sure to clearly communicate the calculation for personnel salaries, personnel benefits, mileage, travel, direct costs, participant costs, profit costs and any other costs necessary to perform the services described in this RFP. A strong budget narrative will minimize or eliminate the need for clarifications from evaluators reading the proposal. If you are submitting a proposal to provide services at more than one center in the LWDA system, your budget narrative must clearly allocate all costs of your proposal to each center. See Attachment B for further guidance regarding the budget and budget narrative. If your proposal includes leveraged resources of your organization or another organization, use the budget narrative to describe the actual or estimated value of the leveraged resources. If applicable, also attach a letter of support from any organization providing leveraged resources in support of your proposal.

Attachments

16. Required attachments

- a. Cover sheet
- b. Budget and budget narrative
- c. Service flow chart. See *Program Narrative*.
- d. Program organizational chart. See *Program Narrative, Staffing Plan*.
- e. Key staff resumes or minimum qualifications. See *Program Narrative, Staffing Plan*.
- f. Certificate of Existence
- g. Assurances

17. Optional attachments

- a. Letters of support. Only attach letters of support attesting to partnerships and relationships with other organizations, including related services and resources, that you plan to leverage or involve directly in your program model, as described in your proposal. Strong letters of support will agree with the description of the support in your proposal and

quantify the value of services or resources leveraged in support of your proposed program.

Review and Selection Process

All proposals received by the submission deadline will be initially reviewed for responsiveness and compliance with the specifications and requirements contained in this RFP. Proposals passing the initial review will be scored by internal and external evaluators, according to the criteria below, with attention to clarity, completeness and quality. High scoring proposals will clearly demonstrate an ability and likelihood to effectively perform the Statement of Work and meet the standards and intended outcomes of this RFP. Select bidders may be requested to participate in presentations or discussions with proposal evaluators, Chief Elected Officials of the LWDA, the LWDB, and/ or representatives of the LWDB. Award recommendations of the evaluators will be presented to the Board for final decision. Selection of a proposal for contract award will be subject to successful contract negotiations. Scoring for the required sections of the proposal will be assigned as follows:

Proposal Review Scoring Rubric	
Cover Sheet	Required, but not scored
Executive Summary	Required, but not scored
Organization Overview	20 points
Program Narrative	55 points
Budget & Budget Narrative	15 points
Attachments	10 points; will also support the scores of related proposal sections
Total points available	100 points

Bidders must receive a score of 50 points or higher to be eligible to be awarded a contract. The selected bidder will be invited to negotiate a contract for services based on the project described in the proposal and stipulations of the funding source.

Provisions

- This Request for Proposals (RFP) does not commit the LWDB to award a contract.
- The LWDB may select a firm based on its initial proposal received, without discussion of the proposal. Accordingly, each proposal should be submitted on the most favorable terms, from a price and technical standpoint. The LWDB may, however, have discussions with those firms it deems in its discretion to fall within a competitive range.
- The LWDB reserves the right to request additional information from any applicant, request oral presentations from bidders, or conduct site visits from any bidder before a contract award.
- The LWDB reserves the right to fund portions of a proposal, or to reject any and all proposals in whole or in part. Rejection of a portion of a proposal does not necessarily negate the entire proposal.
- The LWDB may, at its discretion, adjust the level of funding provided to successful bidders under this RFP and/or consider the funding of proposals not initially funded under this RFP at a later date.
- No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies.
- All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to the LWDB and be subject to disclosure under the Freedom of Information Act or other applicable legislation.
- The contract award will not be final until the LWDB and the successful bidder have executed a mutually satisfactory contractual agreement. The LWDB reserves the right to make an award without further discussion of the proposal submitted. No activity may begin prior to final approval of the award by the LWDB and execution of a contractual agreement between the successful bidder and the LWDB and/ or the designated fiscal agent of the LWDB.
- The submission of the proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.
- Bidders are advised that most documents in the possession of the LWDB are considered public records and subject to disclosure. The LWDB reserves the right to issue additional RFPs if and when it is in its best interest to do so and, may elect to negotiate and issue multi-year contracts to successful bidders under this or subsequent RFPs.
- All programs and activities are designated as equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities.
- The LWDB reserves the right to reject any and all proposals. Notwithstanding anything to the contrary in this document or in any addendums to this document, the LWDB reserves the right to negotiate changes of any nature with any firm proposing to do the work with respect to any term, condition, or provision in this document and/or in any proposals, whether or not something is stated to be mandatory and whether or not it is said that a proposal will be rejected if certain information or documentation is not submitted with it.
- Contact staff to request assistance with access to this RFP.

Part 5 - Terms and Conditions

Modification to Proposal

In the event policy, procedure, program design, law, or regulatory changes occur, bidding organizations may be requested to modify program design or the delivery of services. Should a request for a change in program design or services occur, representatives of the LWDB will be available to assist bidding organizations or service providers with the interpretation and suggestions for policy or program redesign.

Signature

The proposal shall be signed by an official authorized to bind the agency and shall contain a statement to the effect that the proposal is a firm bid until withdrawn in writing by the submitting organization. The proposal shall also provide the name, title, address, e-mail, and telephone number of the individual(s) with authority to negotiate during the period of contract negotiations.

Any evidence of fraud in the proposal or in the performance of the ensuing contract will be turned over to the proper authorities for enforcement.

Renewal

Based on successful performance, timeliness of start-up, compliance to local area monitoring and quality of service, the LWDB will have the option to renew an additional one-year (annual) contract for up to three years, based on review and approval of the LWDB and based on performance and funding availability. The LWDB therefore reserves the right to adjust award amounts based on the final allocation figures. The LWDB may increase or decrease funding at any time based on funding availability and on contractor performance.

Fraud

Any evidence of fraud in the proposal or in the performance of the ensuing contract will be turned over to the proper authorities for enforcement.

Incorporation/Certificate of Existence

The proposal must include a Certificate of Existence or a Letter of Incorporation signed by the Iowa Secretary of State.

Non-Discrimination and Terminations

No customer will be discriminated against based on race, color, religion, sex, national origin, age, handicap, political affiliation, or belief, or citizenship. No enrollee may be terminated without prior written authorization.

Presentation and Negotiations

The LWDB reserves the right to request additional data in support of the proposal or ask the proposer to make a presentation detailing delivery of program services. The LWDB may require that successful proposers participate in negotiations and submit any budget, technical, or other revisions of the proposal prior to executing a contract.

Liability Insurance

Organizations must provide proof of general liability insurance, auto insurance, and workers compensation by the time of grant award naming the LWDB or designated fiscal agent.

Licensing or Proof of Non-Profit Status

Organizations must provide proof of non-profit status or an appropriate business license prior to being awarded a contract. All prospective bidders (except governmental entities) are required to have current business registration with the Iowa Secretary of State as well as obtaining any and all appropriate county and/ or municipal business certifications and/ or licenses.

Monitoring Access

In accordance with Section 183 and 184 of the WIOA, bidders/proposed contractors agree to cooperate with any monitoring, inspection, audit, or investigation of activities related to WIOA contracts. Iowa Workforce Development, the U.S. Department of Labor, the LWDB, or their designated representatives may conduct these activities. This cooperation includes access to the premises for the purpose of interviewing employees or participants and permitting the examination of, and/or photocopying of books, records, files, or other documents related to the contractual agreement and activities around the contract.

**Proposal for
Workforce Innovation and Opportunity Act
(WIOA) Title I Adult/Dislocated Worker
Services**

*Local Workforce Development Area: Mississippi Valley Workforce Board
Contract Period: 7/1/2020 – 6/30/2021*

Name of Organization: _____

Street Address: _____

City, State, Zip: _____

Contact Person/ Title: _____

Phone: _____

Email: _____

Proposing Organization Information:

I certify that the above-named organization is legally authorized to submit this application, that the contents of the application are truthful and accurate, and that the above-named organization agrees to comply with all requirements of the RFP. Our organization understands this program operates on a reimbursement model, and we are prepared to front costs related to said program until requirements for reimbursement are met and funds are available for reimbursement.

Printed Name of Authorized Representative

Title of Authorized Representative

Signature of Authorized Representative

Date

ATTACHMENT B - Budget

Do not include overhead expenses for rent, utilities, telephone, audit, maintenance, materials and supplies (non-training related), postage, and advertising. The bidder’s portion of center shared expenses will be determined and allocated out of the funding levels provided.

**Budget Detail
Salaries and Wages**

Provide a breakdown of your staff costs by completing the following:

Position/Title	Hourly Rate/ Salary	Hours/ Week	Total Cost, WIOA Adult	Total Cost, WIOA Dislocated Worker

Total Salaries:
Adult Program _____ **Dislocated Worker** _____

Fringe Benefits
 Represents payments other than salaries and wages, made to staff or paid in behalf of or on their account, e.g., pensions, insurance, etc.

Fringe Benefit	Benefit, Percent of Salaries	Total Cost, WIOA Adult	Total Cost, WIOA Dislocated Worker
FICA			
Worker Compensation			
Health Insurance			
Retirement			
Other			

Total Fringe Benefits:
Adult Program _____ **Dislocated Worker** _____

Other Line Items

List your proposed cost for reach additional line item wherever applicable. Indicate the total cost proposed for each line item by listing it under the Total WIOA cost for each program. Please note that the line items listed below reflect the types of costs that have historically been proposed. You are not limited to these, nor are you required to propose a cost for each one.

Cost Category	Line Item Cost Adult Program	Line Item Cost Dislocated Worker
Travel/Mileage		
Equipment		
Books and Supplies		
Assessments		
Communications		
Teaching Aids		
Support Services (Client Transportation, Childcare, etc.)		
Work-Experience		
Tuition		
Other (Printing, etc.)		
Other (Professional Services)		
Proposed Profit		

Total Other Line Items:

Adult Program _____ Dislocated Worker _____

GRAND TOTAL:

Adult Program _____ Dislocated Worker _____

ATTACHMENT C - Budget Narrative

Budget Narrative

(Maximum of 3 pages)

1. Please use this section to describe your budget assumptions, sources of leveraged funds if any, unique expenditures, or other budget information you would like the evaluation committee to know. Provide written justification for the proposed expenses by line item for the first year of the project. The Budget Narrative should provide enough information that proposal evaluators need not seek clarification of the Contractor's budget proposal.
2. Please use this document to add information related to your Planned Enrollments as they relate to planned expenditures within your line item budget as appropriate.

ATTACHMENT D – Assurances and Certifications

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Innovation and Opportunity Act, Workforce Development Board, and any other applicable laws and regulations.

In addition, the authorized representative assures, certifies and understands that:

18. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
19. The proposing organization and representative possess legal authority to offer the attached proposal.
20. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
21. A drug free workplace will be maintained in accordance with the State of Iowa requirements.
22. The proposing organization has all appropriate insurance coverage, and will produce a certificate of such, as requested.

Print or Type Name of Authorized Representative

Signature of Authorized Representative

Date

APPENDIX A – Evaluation Criteria

The Evaluation Team will use the following guiding principles to assess submitted proposals:

- Ability of the program to help the Mississippi Valley Workforce Area meet performance goals
- Reasonableness and affordability of the unit price
- How well the program will collaborate with other organizations in the community
- Organizational capacity and experience in providing programs for Adult and Dislocated Workers

Bidders must receive a score of 50 points or higher to be eligible to be awarded a contract. Proposals will be evaluated using the assigned point totals for the following criteria:

Category	Criteria	Score
Cover Sheet	Required, not scored	--
Executive Summary	Required, not scored	--
Organizational Overview (maximum of 20 points)	<p>Proposal provides an overview of the lead organization including-year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget, and number of full-time staff.</p> <p>The proposal provides evidence of program success consisting of past program performance and integration of principles and practices in program design of program success.</p> <p>Proposal describes the organization’s knowledge, expertise and experience working with under-served and targeted populations and the challenges within the workforce development system.</p> <p>Proposal describes what systems are in place to ensure administrative and fiscal support and oversight.</p>	
Program Narrative (maximum of 55 points)	<p>Proposal clearly demonstrates how the applicant will effectively meet all the standards, expectations, and desired outcomes found in this RFP.</p> <p>Proposal includes a clear staffing plan to support the programmatic and executive components of the program.</p> <p>Proposal describes plans for outreach, communication, and recruitment of adults and dislocated workers.</p> <p>Proposal describes a model for effective delivery of Career Services, clearly demonstrating how job seekers will be connected to opportunities in quality, sustainable careers. All items included in the statement of work should be addressed.</p>	

	<p>Proposal describes a model for effective delivery of Training Services, including the efficient and strategic use of training funds. All items included in the statement of work should be addressed.</p> <p>Proposal describes efforts that will support sector strategies in the local area.</p> <p>Proposal describes plans for serving those with barriers to employment and ensuring WIOA Priority of Service is followed.</p> <p>Proposal clearly describes how supportive services will be utilized to assist participants.</p> <p>Proposal describes plans for coordination and collaboration with partner programs and agencies, including the WIOA Title I Youth program. This description should include information on facilitating referrals to partner programs and agencies.</p> <p>Proposal should describe how business engagement will be coordinated with all IowaWORKS partners.</p> <p>Proposal describes, in detail, the strategies to be used to ensure success and meet or exceed established performance goals. All items included in the statement of work should be addressed.</p> <p>Proposal describes the use of technology to enhance service delivery, program reporting and other elements of your proposal. This should include the use of the IowaWORKS system to enter, track, and validate WIOA data.</p> <p>If applicable, this proposal should include detailed transition plans to ensure the seamless transition and minimize disruption of services to job seekers and employers.</p>	
<p>Budget and Budget Narrative (maximum of 15 points)</p>	<p>Budget is reasonable and well-defined for collaborative service delivery.</p> <p>Budget Narrative justifies the need for all costs built into the line-item detail and the methodology used to derive each cost.</p>	
<p>Attachments (maximum of 10 points)</p>	<p>All required attachments are included and support the associated narrative sections.</p>	
	<p>Total Score</p>	