

**REQUEST FOR PROPOSALS**

**WORKFORCE INNOVATION & OPPORTUNITY  
ACT (WIOA)**

**TITLE I ADULT AND DISLOCATED WORKER  
SERVICES**

**January 1, 2021 to June 30, 2021**

**Submission Deadline**

**4:00 p.m. November 2, 2020**

***Late submissions will not be accepted***

**Northwest Iowa Workforce Development Board  
NWIWDB**

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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>

## Section I – Background and General Information

### Purpose

The Northwest Iowa Workforce Development Board (NWIWDB) is issuing this solicitation to fund a proposal that provides workforce development services to Workforce Innovation and Opportunity Act (WIOA) eligible adults and dislocated workers in the Iowa local workforce development area (LWDA) comprised of the following counties: Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, Obrien, Osceola, Palo Alto and Sioux. ***For purposes of this Request for Proposal and any proposals submitted in response thereto, LWDB refers to the Northwest Iowa Local Workforce Development Board and LWDA refers to the Northwest Iowa Local Workforce Development Area.*** 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 Iowa **WORKS** centers in the area and proactive strategies to involve employers in design of service strategies and implementation of the program. Respondents are invited to submit a proposal for the following:

|                                   |  |
|-----------------------------------|--|
| Target Population:                | Adults and dislocated workers eligible for services under WIOA and other services categories under the purview of the LWDB   |
| Start Date:                       | January 1, 2021  |
| End Date:                         | June 30, 2021  |
| Type of Contract:                 | Cost-Reimbursement Contract  |
| Option to Extend (if applicable): | LWDB may extend the contract up to an additional three (3) years, in increments of one year, depending on program performance, availability of funds, and if it is determined to be in the best interests of the LWDB. |
| Contact for RFP                   | Heather Garcia, Executive Director<br><a href="mailto:Heather@workforcedevelopmentboards.com">Heather@workforcedevelopmentboards.com</a><br>(515) 669-0998   |

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 Northwest Iowa Workforce development Board.

The successful bidder will be selected based on demonstrated abilities, past performance, a sound proposal, collaboration and partnerships, and cost-effective service delivery. The LWDB expects bidders to propose to provide services in the Adult and Dislocated Worker Services classification.

Funds awarded must be utilized to service WIOA eligible adults and dislocated workers with allowable activities including but not limited to career services, supportive services, training services, and business services.

## 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>.

### ***Northwest Iowa Workforce Development Board***

The LWDB provides policies, guidance, and oversight for the WIOA programs in the Local Workforce Development Area (LWDA). 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 Iowa **WORKS** offices. The NWIWDB prioritizes serving persons with disabilities as well as ensuring needed services to all underserved individuals with barriers to employment within the local area.

### ***Available Funds***

Funding for this opportunity is provided through WIOA Title I, which is administered through the U.S. Department of Labor at the federal level, Iowa Workforce Development at the state level, and the Northwest Iowa Workforce Development Board at the local level. Bidders should use the estimate below

when crafting their proposal. Final funding levels for program year (PY) 2020, defined as July 1, 2020 – June 30, 2021, will be adjusted based on actual allotments received.

| <b>Funding Stream</b>                   | <b>Estimated available funding<br/>12/31/2020 – 6/30/2021</b> |
|---|---|
| <b>WIOA Title I - Adult</b>             | \$32,106  |
| <b>WIOA Title I - Dislocated Worker</b> | \$72,976  |

## SECTION II – Procurement Process & Requirements

### Eligible Organizations

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
- not-for-profit organizations incorporated for at least two (2) years (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

### ***Bonding***

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.

### Questions about the RFP

Questions relating to this RFP will not be answered by Zoom/telephone. Questions pertaining to this RFP must be submitted in writing no later than October 2, 2020. Questions received after this deadline will not be answered. Responses to these additional questions will be distributed by email to prospective bidders and will be available at <https://www.iowawdb.gov/northwest-iowa/home> no later than October 9, 2020. Email or mail all questions to Heather Garcia:

- Email: [Heather@workforcedevelopmentboards.com](mailto:Heather@workforcedevelopmentboards.com)
- Mail: Heather Garcia, P.O. Box 965, Waukee, IA 50263

The respondent must include the RFP title “*WIOA Adult/Dislocated Worker Services RFP*” in the email subject line. It is the respondent’s responsibility to check the website on a regular basis for updated information and written responses to all questions submitted.

**NOTE:** Verbal questions will not be accepted.

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.

## Addenda to RFP

If it becomes necessary to revise any part of this RFP, an addendum will be posted on the LWDB website or <https://www.iowawdb.gov/northwest-iowa/home>. 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.

## Ex-Parte Communication

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 (CLEO) for review and appropriate action. Bidders who improperly influence the proposal review and evaluation process in any way will be subject to disqualification.

**NOTE:** Under no circumstances may an individual who is a proposal evaluator collaborate and/or communicate with any respondent. Evaluators will be asked to sign a “Conflict of Interest Certification for Request for Proposal” stating they have not communicated nor collaborated with any respondent.

## Right to Cancel

The LWDB reserves the right to delay, amend, reissue, or cancel all or any part of this RFP at any time without prior notice. The LWDB also reserves the right to modify the RFP process and timeline as deemed necessary.

This RFP does not commit the LWDB to accept any proposal, nor is the LWDB responsible for any costs incurred by the respondent in the preparation of responses to this RFP. The LWDB reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, and to award the contracts in whole or in part as is deemed to be in the best interest of the LWDB. The LWDB reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interests of the LWDB.

## Termination Due to Non-Availability of Funds

Should a contract be awarded based on this proposal, notwithstanding anything in the signed Agreement to the contrary, and subject to limitations, conditions, and procedures set forth below, the LWDB, through its designated fiscal agent, shall have the right to terminate the Agreement without penalty by giving sixty (60) days written notice to the winning bidder/ service provider as a result of any of the following:

1. U.S. Congress fails to appropriate funds sufficient to allow the IWD to operate as required and to fulfill its obligations under this Agreement.
2. If funds are de-appropriated or not allocated.

## SECTION III – Statement of Work

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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 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 LWDB.

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 one-stop center of the local area. Delivery of services in additional locations are encouraged and must be approved by the LWDB. The location of the one-stop center is subject to change.

In addition, the provider of WIOA Adult and Dislocated Workers and Programs is a mandated partner in the One-Stop System, the successful bidder will deliver the respective WIOA program services through sites as identified in the workforce development area. The successful bidder must agree to provide services on all business days except those identified as a holiday by the State of Iowa.

### Integrated Service Delivery Model

As the provider of WIOA Title I Adult and Dislocated Worker services in the LWDB, 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 LWDB
  - Iowa WIOA Unified State Plan

As a core partner of Iowa**WORKS** and provider of WIOA Title I services in the LWDB, the selected bidder is required to follow procedures outlined in the Iowa**WORKS** 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.

### ***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 Iowa**WORKS** and Title I of WIOA and the larger workforce development system to ensure a steady pipeline of customers utilizing the Iowa**WORKS** system. As an integral partner of Iowa**WORKS**, the selected bidder will participate in similar activities led by Iowa**WORKS** 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 Iowa**WORKS** centers and offsite at partner locations, where the selected bidder will represent the Adult and Dislocated Worker programs and the broader Iowa**WORKS** system.

Services offered through the One-Stop System and funded by WIOA, including Title I Adult and Dislocated Worker services, shall be promoted with the "Iowa**WORKS**" 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) will include Iowa**WORKS** branding and the American Job Center identification. All promotional and outreach materials will be approved by the NWIWDB Executive Director. The Executive Director will ensure all stationary, brochures, signage, business cards, and advertising meets the branding requirements.

## 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 Iowa**WORKS** 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.

The LWDB is committed to ensuring an efficient, customer-centered approach to enrollment and orientation for Iowa**WORKS** 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.

## 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 Iowa**WORKS** partners, including following established statewide co-enrollment procedures, and work with partner organizations in the Iowa**WORKS** sites to promote the development of integrated intake, case management and reporting.

Every Iowa**WORKS** 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.

### ***Basic career services***

Basic career services are universally accessible and must be made available to all individuals seeking employment and training services at Iowa**WORKS**. 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 Iowa**WORKS** 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.

### ***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.

### ***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.

### ***Workshops***

In conjunction with other WIOA partners, the selected bidder will assist in the facilitation of workshops to job seekers at the Iowa**WORKS** centers in the LWDB as part of their career services offerings and participate in workshops conducted by Iowa**WORKS** partner agencies. Workshops will cover but not be limited to job search and soft skills, such as interviewing techniques, resumé 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

## 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 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.

## 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.

## 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 Iowa**WORKS** office, the selected bidder will begin coordinating efforts with Iowa**WORKS** 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.

## 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's contract 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 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.

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.

## Business Services

Strong connections with employers are pivotal to the LWDB's commitment to create a thriving local workforce and economically viable local area. 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 Iowa **WORKS** business engagement efforts and sector strategies. The selected bidder will work closely with Iowa **WORKS** 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 local 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 Iowa **WORKS** and workforce system partners.

### *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 LWDB 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 IowaWORKS 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.

## 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
- IowaWORKS data management system
- Local resources and services to assist individuals facing barriers to employment
- Culturally competent and accessible service delivery

## Performance Indicators and Goals

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.

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

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

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

| Performance Measure      | Definition  |
|--------------------------|---|
| WIOA Enrollments         | Number of new participants enrolled in A/DW services.   |
| Job Placements           | Number of placements from A/DW services to employment. Determined by all instances of an employment start date.     |
| Individuals Placed       | Number of individuals placed from A/DW services to employment.  |
| Self-Sufficiency Wage    | Percentage of job placements that meet or exceed \$14.59 per hour—LWDA’s self-sufficiency wage (subject to change). |
| ITA Participants         | Number of cases granted an ITA voucher. <i>(Dependent on funding from LWDB)</i>                                     |
| ITA Skills Gains         | Percentage of ITA participants who obtained a measurable skills gain related to participation in training.          |
| ITA Credentials Attained | Percentage of ITA participants who received an industry-recognized credential related to participation in training. |

|                               |   |
|-------------------------------|---|
| <b>ITA Completions</b>        | <b>Percentage of ITA participants who completed their training program.</b>                                       |
| <b>ITA-Related Placements</b> | <b>Percentage of ITA participants who achieved job placement in related employment.</b>                           |
| <b>OJT Participants</b>       | <b>Number of cases granted an OJT voucher</b>   |
| <b>OJT Skills Gains</b>       | <b>Percentage of OJT participants who received a measurable skills gain related to their OJT activities</b>       |
| <b>OJT Completions</b>        | <b>Percentage of OJT participants who completed their OJT.</b>  |
| <b>OJT Retention</b>          | <b>Percentage of OJT participants who retained employment in their OJT position beyond expiration of the OJT.</b> |

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

## Poor Performance

In the event the selected bidder' 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.

## 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, as requested by the LWDB, that clearly demonstrate program enrollment, participation, progress, outputs, and outcomes. The 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.

### ***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. 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.

### ***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 with 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.

## Contract Oversight and Evaluation

The LWDB 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 LWDB comply with such requirements and sustain highly effective workforce development programming.

LWDB 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. The LWDB 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. The LWDB may require the selected bidder to take corrective action if deficiencies are found.

### ***Contractor Responsibilities***

The selected bidder will permit the LWDB 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 LWDB 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 LWDB, 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.

All proposals must describe in detail, how your agency or organization will effectively provide all required services stated above. Your agency or organization program staff does not necessarily need to provide all services, but where services are not provided by your agency or organization's program staff, your agency or organization must have an agreement with a subcontractor to provide those services to its customers.

### ***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.

## SECTION IV – 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 in both Microsoft Word and PDF formats via email to [Heather@workforcedevelopmentboards.com](mailto:Heather@workforcedevelopmentboards.com). A hardcopy may be mailed via USPS to Heather Garcia, P.O. Box 965, Waukee, IA 50263. All proposals must be received by 4:00 p.m. on November 2, 2020 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 or Arial                                       |
| 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 |
| Required Copies | One PDF file and one Microsoft Word file (2 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 –Appendix 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 January 1, 2021 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 Iowa**WORKS** integrated service delivery model.

1. **IowaWORKS locations:** Bidders should state their commitment to deliver adult and dislocated worker services within the existing Iowa**WORKS** offices. If your proposal includes providing services at locations in addition to Iowa**WORKS** locations, any associated costs must be clearly noted in your budget documents.
2. **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 resumés 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 Iowa**WORKS** centers in the LWDB, see the below section on transition planning for further guidance on staffing.

- 3. Outreach and communications:** Describe your proposed strategies, plans and technologies for outreach, communication and recruitment, ensuring strong participation of job seekers in Iowa**WORKS** 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.
- 4. 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 Iowa**WORKS** 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.
- 5. 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.
- 6. 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 LWDB 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.

- 7. 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 LWDB, including key partners of Iowa**WORKS**. Include in your response, how you will ensure coordination with youth and young adult programs administered by the LWDB, as well as other programs and initiatives led by the LWDB. 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 Iowa**WORKS** customers, including your process for identifying such partners and integrating them into your program model.
- 8. Business services:** Describe how you will work closely with all WIOA core program partners to inform, participate in, and align all activities with Iowa**WORKS** 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 Iowa**WORKS** 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).
- 9. 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 LWDB.
  - 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.
- 10. Technology:** Describe the technology you will use and how you will use it to support service delivery, program reporting and other key elements of your proposed model. Be sure to address how you will utilize Iowa**WORKS** 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.

- 11. Administration:** Describe how you will utilize the administrative capacity of your agency to carry out the work described in this RFP to serve all counties in the area. 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. The selected bidder must also meet the administrative requirements described in Appendix C.
- 12. 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 LWDB 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 LWDB, 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 12/31/2020. 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.

## **V. 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 APPENDIX 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 LWDB system, your budget narrative must clearly allocate all costs of your proposal to each center. See APPENDIX 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

1. Required attachments
  - a. Service flow chart. See *Program Narrative*.
  - b. Program organizational chart. See *Program Narrative, Staffing Plan*.
  - c. Key staff resumés or minimum qualifications. See *Program Narrative, Staffing Plan*.
  - d. Proof of licensing or proof of non-profit status.
2. 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 LWDB, 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.

The proposal evaluators will score each proposal independently and the scoring of all evaluations will be averaged. Scoring for the required sections of the proposal will be assigned as follows:

| <b>Proposal Review Scoring Rubric</b> |   |
|---------------------------------------|---|
| <b>Cover Sheet</b>                    | <b>Required, but not scored</b>   |
| <b>Executive Summary</b>              | <b>Required, but not scored</b>   |
| <b>Organization Overview</b>          | <b>20 points</b>  |
| <b>Program Narrative</b>              | <b>70 points</b>  |
| <b>Budget &amp; Budget Narrative</b>  | <b>16 points</b>  |
| <b>Attachments</b>                    | <b>12 points; will also support the scores of related proposal sections</b> |
| <b>Total points available</b>         | <b>118 points</b>   |

Bidders must receive a score of 88 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.

**Procurement Process Timeline** (all dates are subject to change):

|                                       |                  |
|---------------------------------------|------------------|
| Release of RFP                        | October 5, 2020  |
| Final day to submit written questions | October 9, 2020  |
| Proposals due                         | November 2, 2020 |
| Selection of provider                 | December 2020    |

**Provisions**

- This Request for Proposals (RFP) does not commit the LWDB to award a contract.
- The LWDB may select a bidder 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 bidders 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 bidder 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.

## **SECTION V – Terms and Conditions**

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### ***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 your 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.

### ***Equal Employment Opportunity (EEO)/ Affirmative Action (AA)***

Fully comply with the Iowa Civil Rights Act of 1965 as amended, Iowa Executive Order 15 (1973), as amended by Iowa Executive Order 34 (1988). The winning bidder must assure it has on file a copy of its Affirmative Action Statement and, if appropriate, a plan containing goals and time specifications. The winning bidder shall provide state or federal agencies with appropriate reports as required to ensure compliance with equal employment laws and regulations.



### ***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 to the local workforce development board or an entity designated by the local workforce development board, such as the fiscal agent, operating on behalf of the local workforce development board.

### ***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**

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***Local Workforce Development Area: Northwest Iowa***

***Contract Period: 1/1/2021 – 6/30/2021***

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**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.

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Printed Name of Authorized Representative

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Title of Authorized Representative

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Signature of Authorized Representative

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Date

## Appendix B- Budget Documents

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### *Budget Summary*

| <b>Operational Costs</b>        | <b>Amount Requested</b> |
|---------------------------------|-------------------------|
| <b>Salaries</b>                 |                         |
| <b>Personnel Benefit/Fringe</b> |                         |
| <b>Mileage</b>                  |                         |
| <b>Travel</b>                   |                         |
| <b>Direct</b>                   |                         |
| <b>Profit</b>                   |                         |
| Total Operational               | \$                      |

| <b>Participant Costs</b> | <b>Amount Requested</b> |
|--------------------------|-------------------------|
| <b>Tuition</b>           |                         |
| <b>Books/Supplies</b>    |                         |
| <b>Uniforms/Tools</b>    |                         |
| <b>Teaching Aids</b>     |                         |
| <b>Assessment(s)</b>     |                         |
| <b>Support</b>           |                         |
| <b>Incentives</b>        |                         |
| <b>Work Experience</b>   |                         |
| Total Participant Costs* | \$                      |

| <b>Total of Operational and Participant Costs</b> | <b>Amount Requested</b> |
|---|-------------------------|
| <b>Operational</b>                                |                         |
| <b>Participant Cost</b>                           |                         |
| Total Amount Requested                            | \$                      |

*\*Funds for this category will be added during contract negotiations.*

**Budget Detail**

Salary Detail

| <b>Staff Title</b><br><i>Add lines to table, as needed.</i> | <b>Salary</b> | <b>% of Time Charged to WIOA</b> | <b>Total charged to WIOA</b> |
|---|---------------|----------------------------------|------------------------------|
| A.  |               |                                  |                              |
| B.  |               |                                  |                              |
| C.  |               |                                  |                              |
| D.  |               |                                  |                              |
| E.  |               |                                  |                              |
| F.  |               |                                  |                              |
| G.  |               |                                  |                              |
| <b>Total Amount Requested</b>                               |               |                                  | <b>\$</b>                    |

Personnel Benefit Detail

| Position                      | Base Salary | FICA/Medicare | Workers Comp | UI | Health Insurance | Life Insurance | Holiday/Leave | Retirement | Total % | Total Fringe \$ |
|-------------------------------|-------------|---------------|--------------|----|------------------|----------------|---------------|------------|---------|-----------------|
| A                             | \$          |               |              |    |                  |                |               |            |         | \$              |
| B                             | \$          |               |              |    |                  |                |               |            |         | \$              |
| C                             | \$          |               |              |    |                  |                |               |            |         | \$              |
| D                             | \$          |               |              |    |                  |                |               |            |         | \$              |
| E                             | \$          |               |              |    |                  |                |               |            |         | \$              |
| F                             | \$          |               |              |    |                  |                |               |            |         | \$              |
| G                             | \$          |               |              |    |                  |                |               |            |         | \$              |
| H                             | \$          |               |              |    |                  |                |               |            |         | \$              |
| <b>Total Fringe Requested</b> |             |               |              |    |                  |                |               |            |         | \$              |

\*Enter each benefit as a % of base salary.

Mileage Detail

| # of Miles              | Per Mile Charge | Total |
|-------------------------|-----------------|-------|
|                         |                 | \$    |
| Total Mileage Requested |                 | \$    |

Travel Detail

| Amount | Detail/Explanation of Travel |
|--------|------------------------------|
| \$     |                              |

Direct Cost(s) Detail

| <b>Line Item</b>                            | <b>Amount Requested</b> |
|---|-------------------------|
| Materials & Supplies (Non-Training Related) | \$                      |
| Telephone                                   | \$                      |
| Postage                                     | \$                      |
| Rent  | \$                      |
| Utilities                                   | \$                      |
| Maintenance                                 | \$                      |
| Bond  | \$                      |
| Advertising                                 | \$                      |
| Audit                                       | \$                      |
| Other (Specify)                             | \$                      |
| Other (Specify)                             | \$                      |
| <b>Total Direct Costs</b>                   | <b>\$</b>               |

Profit Cost Detail

| <b>%</b> | <b>Base Amount</b> | <b>Total</b> |
|----------|--------------------|--------------|
|          | \$                 | \$           |

Participant Costs - Training

| Line Item                                  | Amount Requested | Details |
|--|------------------|---------|
| Books/Supplies                             | \$               |         |
| Teaching Aids                              | \$               |         |
| Assessment(s)                              | \$               |         |
| Tuition                                    | \$               |         |
| Other (Specify)                            | \$               |         |
| Other (Specify)                            | \$               |         |
| Total Participant Training Costs Requested |                  | \$      |

Participant Costs – Support

| Line Item                           | Amount Requested | Details/Notes |
|-------------------------------------|------------------|---------------|
| Support*                            | \$               |               |
| Total Participant Support Requested |                  | \$            |

Participant Costs – Work Experience

| Line Item                       | Amount Requested | Details/Notes |
|---------------------------------|------------------|---------------|
| Work Experience                 | \$               |               |
| Total Participant WEX Requested |                  | \$            |

## Budget Summary, Detail & Narrative Instructions

Complete Appendix B to reflect the total cost of your project and the amounts by category. Also include any amounts by category donated by the contractor. All funds are program funds; therefore, costs do not have to be classified by type. All funds requested must be necessary, reasonable, allocable and allowable.

1. **Personnel Salaries:** List each position title; the annualized salary; the percentage of time to be charged to the WIOA project; and the total amount per position requested. The total amount requested should match your total on the Budget Summary page. Use additional copies of this section/page if necessary.
2. **Personnel Benefits:** Provide the percentage (%) and the base used to determine the benefits requested for each individual listed in the Salary portion of the Budget Detail. Note that the positions listed in the benefits section should correspond to the positions listed in the Salary Detail section. The total amount requested should match your total on the Budget Summary page. Use additional copies of this section/page if necessary.
3. **Mileage:** Provide the total number of miles times (x) the number of months times (x) what is allowed per mile by your agency.
4. **Travel:** Enter the amount you are requesting for travel. Travel would be considered meeting, events, etc. In the details explain what and why travel will be required. Amount(s) should include hotel/motel, per diem, registration, etc. Give greater detail on this item in the budget narrative.
5. **Direct:** Provide the amount requested for the listed items, if applicable. Information on direct costs is provided in Appendix E. If your agency does not require funding for a line item leave it blank. If your agency will provide any of the line items at no charge please provide detail in the Budget Narrative, Appendix B.
  - a. **Materials & Supplies (Non-Training Related):** Specify the amount of non-training materials and supplies requested, if applicable. Provide justification in the Budget Narrative, Appendix B.
  - b. **Telephone:** Specify the amount requested for telephone, if applicable.
  - c. **Other:** Specify the amount requested for any other direct items not listed. In the Budget Narrative, Appendix B, provide justification and description of other item(s) requested.



## Appendix C – Assurances and Certifications

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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:

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization and representative possess legal authority to offer the attached proposal.
3. 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.
4. A drug free workplace will be maintained in accordance with the State of Iowa requirements.
5. The proposing organization has all appropriate insurance coverage, and will produce a certificate of such, as requested.

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Print or Type Name of Authorized Representative

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Signature of Authorized Representative

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Date

## Appendix D – Evaluation Criteria

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

- Ability of the program to 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 |
|---|---|-------|
| <b>Cover Sheet</b>                                    | Required, not scored  | --    |
| <b>Executive Summary</b>                              | Required, not scored  | --    |
| <b>Organizational Overview (maximum of 20 points)</b> | <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> |       |
| <b>Program Narrative (maximum of 70 points)</b>       | <p>Proposal clearly demonstrates how the applicant will effectively meet all the standards, expectations, and desired outcomes found in this RFP to serve each of the counties in the local area.</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 benefits planning services.</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 Iowa<b>WORKS</b> 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> |  |
| <b>Budget and Budget Narrative (maximum of 16 points)</b> | <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>   |  |
| <b>Attachments (maximum of 12 points)</b>                 | <p>All required attachments are included and support the associated narrative sections.</p>   |  |
| <b>118 Possible Points</b>                                | <b>Total Score</b>  |  |

## Appendix E- Estimates of Fixed Costs per Center

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| Line Item                                   | Amount Requested |
|---|------------------|
| Materials & Supplies (Non-Training Related) | \$               |
| Telephone                                   | \$               |
| Postage                                     | \$               |
| Rent  | \$               |
| Utilities                                   | \$               |
| Maintenance                                 | \$               |
| Bond  | \$               |
| Advertising                                 | \$               |
| Audit                                       | \$               |
| Other (Specify)                             | \$               |
| Other (Specify)                             | \$               |
| Total Direct Costs                          | \$               |