
Northeast Iowa Workforce Development Board

Request for Proposals (RFP)

Workforce Innovation and Opportunity Act (WIOA)

One-Stop Operator

Release Date

This RFP was released on September 22, 2023

Proposal Submission Details

Please submit ONE electronic proposal and attachments to
taylor@northeastiawdb.org

Due Date

October 23, 2023 by Noon Central Time

Contract Period

December 1, 2023 to June 30, 2024

NEIWDB will have the option to renew the contract for up to three (3) additional one-year periods contingent upon successful performance.

Equal opportunity employer/program.

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

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Request for Proposals Timeline

September 22, 2023	Solicitation for Proposals Released – Available at https://www.iowawdb.gov/northeast-iowa/home
September 22-September 28, 2023	Question Period. Written questions regarding RFP scope, content, or need for clarification accepted. Email questions to taylor@northeastiawdb.org
October 5, 2023	Answers to all questions received regarding the RFP will be posted on the Board website at https://www.iowawdb.gov/northeast-iowa/home
October 23, 2023	Proposals due by Noon CST, incomplete or late proposals will not be accepted.
October 25, 2023	Interviews will be conducted with respondents if deemed necessary by NEIWDB Evaluators.
October 26, 2023	The LWDB and CEOs will select awardee(s) during a regularly scheduled meeting.
December 1, 2023 – June 30, 2024	Period of performance, with a possible extension of up to three years.

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

Resource Information

The United States Department of Labor has a WIOA Online Community of Practice that provides information sharing needed to implement and maintain WIOA at:

<http://on.workforcegps.org>

WIOA law and regulations can be found at: www.doleta.gov/wioa/

Iowa Workforce Development Policies are available at:

<https://epolicy.iwd.iowa.gov/Policy/Home>

Northeast Iowa Workforce Development Board Policies:

<https://www.iowawdb.gov/northeast-iowa/policies>

IWD One-Stop Certification Process Documentation:

<https://iowawdb.gov/lwdb-information>

SECTION I- Introduction and Background

Introduction

Northeast Iowa Workforce Development Board is one of nine Workforce Development Boards in Iowa designated by the Governor under the Workforce Innovation and Opportunity Act. For the purposes of this Request for Proposal (RFP), Northeast Iowa Workforce Development Board will be referred to as NEIWDB. The Northeast Iowa Workforce Development Area oversees the workforce services in the counties of Allamakee, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Floyd, Franklin, Grundy, Hancock, Howard, Mitchell, Winnebago, Winneshiek, and Worth.

The Local Area American Job Centers (also referred to as One-Stop Centers/Iowa**WORKS**) are designed to provide a full range of services and assistance opportunities to job seekers and employers under one roof. Established under the Workforce Innovation and Opportunity Act the American Job Centers offer referrals to employment, work-based learning opportunities, career counseling, job listings, recruitment and incentive services to employers, access to training programs and similar employment-related services. The American Job Center in the Northeast Iowa Workforce Development Area is located in Dubuque, Decorah, Mason City and Waterloo.

In addition, American Job Centers have business service staff comprised of professionals who work directly with employers to meet their specific staff needs at no cost to the employer. Services available to employers include online posting of job vacancies, screening of applicants, job seeker resume searches, applicant referrals, individual hiring events and job fairs, and Rapid Response assistance to employers dealing with layoffs or company closure.

The NEIWDB's vision is all residents of the twenty counties in the Northeast Iowa Workforce Development Area particularly those with barriers to employment, will have access to innovative workforce services, integrated training and education programs, and direct support services. This collaboration between Core Partners will provide the required knowledge, skills, and credentials necessary for securing sustainable employment that strengthens the local economy and meets the needs of our local business community.

The NEIWDB aims to foster a dynamic, integrated, and ever-improving workforce development system in which employers and individuals have ready access to a network of information and services responsive to their unique employment needs. To provide local area residents with access to literacy, education, vocational rehabilitation programs, and workplace skills necessary for self-sufficient employment and advancement. Further, NEIWDB aims to empower Northeast Iowa Workforce Development Area youth with the knowledge, skills, and behaviors necessary

for employment and economic independence in high-skilled, high-wage careers, and lifelong learning.

The three hallmarks of WIOA include:

1. The needs of businesses and workers drive workforce solutions, and local boards are accountable for this within the communities they serve.
2. One-Stop Centers provide excellent customer-centric services and focus on continuous improvement; and,
3. The workforce system supports strong local economies and plays an active role in community and workforce development.

The NEIWDB is seeking proposals for a public, private, non-profit entity or consortium of entities to serve as one-stop operator (the subrecipient) for the comprehensive, affiliate, and satellite One-Stop Centers in the Northeast Iowa Workforce Development Area. This Request for Proposal was prepared based upon the Workforce Innovation and Opportunity Act of 2014 (WIOA) and associated U.S. Department of Labor Regulations and guidance. WIOA was implemented to consolidate, coordinate, and improve employment, training, literacy, and vocational rehabilitation programs in the United States. WIOA provides the framework for a national workforce preparation system that is flexible, responsive, customer- focused, and locally managed. Mandatory core program partners include: Adult/ Dislocated Worker/Youth, Wagner-Peyser, Adult Education and Literacy, and Vocational Rehabilitation, along with required partners specified in the Act.

Required Program Partners must participate in the Memorandum of Understanding (MOU) process and provide coordinated services with the comprehensive One-Stop Centers. Required Program Partners include the four Core Program Partners as well as Career and Technical Education, Title V Older Americans, Job Corps, Native American Programs, Migrant Seasonal Farmworkers, Veterans, YouthBuild, Trade Act, Community Services Block Grant, HUD, Unemployment Compensation, Second Chance, and TANF. In the event any of the required partners do not have funding in the Northeast Iowa Workforce Development Area, their participation is waived.

Offerors are strongly encouraged to read Training and Employment Guidance Letter 04-15 issued by the U.S. Department of Labor that outlines the vision for the One-Stop system under WIOA.

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 please visit <http://www.doleta.gov/wioa>.

WIOA is built around the following key principles:

- Increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market.
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages, and to provide employers with the skilled workers they need to succeed in a global economy.
- Promote improvement in the structure and delivery of services to better address the employment and skill needs of workers, jobseekers, and employers.
- Increase the prosperity of workers and employers and the economic growth of communities, local areas, and states, and the global competitiveness of the United States.
- Provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants.

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

Through collaborative partnerships, the NEIWDB is the local policy organization responsible for the planning, oversight, and coordination of workforce development initiatives that help support

economic development in the Northeast Iowa Workforce Development Area. NEIWDB 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.

SECTION II- One-Stop Operator Responsibilities, Budget, and Performance

One-Stop Operator Roles and Responsibilities

The primary role of the one-stop operator is to coordinate the service delivery of core and required one-stop partners and other community partners working with the comprehensive, affiliate, and satellite One-Stop Centers within Northeast Iowa. This includes managing partner responsibilities that are outlined in the local Memorandum of Understanding (MOU). The WIOA MOU serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system. This includes the sharing of resources, referral agreements, etc. In the end, the overall goal is to ensure efficiency within the Northeast Iowa Workforce Development Area.

General Duties

The One-Stop Operator will develop positive and collaborative mutual working relationships with One-Stop Partner staff in a matrix-based leadership environment, this includes having a physical presence on-site at the job center 50% of the time. This individual will facilitate integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the AJC. Additionally, the One-Stop Operator will develop and implement operational policies that reflect an integrated system of performance, and communication, and use technology to achieve integration and expanded service offerings.

Responsibilities

- Develop an in-depth understanding of the one-stop partner programs, services, and performance requirements.
- Coordinate internal communication with core and required partners through regular meetings, face-to-face, and other forms of oral and written communication.
- Responsible for monthly core partner meetings and quarterly required partner meetings.
- Evaluate customer satisfaction survey data and propose service strategy changes to the NEIWDB based on findings. Maintain an 85% customer satisfaction rate.
- Develop and facilitate center in-service days and cross-training of staff for partner programs and promote educational opportunities.
- Assist the board in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).

- Oversee and manage the referral process and recommend and assist in the development of strategies to increase partner referrals and co-enrollments.
- Implement strategies to create a workforce culture where information is shared across partners, and system technological barriers are overcome.
- Manage the One-Stop certification continuous improvement process for the Iowa **WORKS** American Job Center.
- Assist in the development of a systemwide outreach strategy and educate partners on brand standard requirements for outreach materials and publications.
- Use technological solutions to implement tracking systems, improve external communication and improve systemwide outcomes and data collection.
- Submit written reports to the board and CEOs and participate in those meetings.
- Participate in committee meetings as assigned and prepare reports as needed.
- Participate in bi-weekly meetings with the NEIWDB executive director.
- Keep appropriate records in an auditable manner as required by federal or state statutes and regulations, or NEIWDB requirements.

The contracted One-Stop Operator will not assist in the preparation and submission of Regional or Local plans; however, they may be asked for input on specific workforce system topics. They cannot manage or assist in future competitive processes for selecting or terminating the One-Stop Operator, Adult & Dislocated Worker services providers, or Youth services providers. The One-Stop Operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the NEIWDB. The NEIWDB is responsible for negotiating performance measures, strategic planning, budgets, and One-Stop Operator oversight (including monitoring).

One-Stop Operator Budget

Proposals must include a budget detailing all costs related to one-stop operator services. Based on responsibilities assigned to the one-stop operator, it has been determined that all costs are program costs. In the event a proposal is submitted on behalf of/by a consortium, the budget must clearly show how any proposed shared costs of the one-stop operator will be funded. All proposals must include a lead staff person and associated expenses including wages, benefits, and other costs. Staffing costs should consider the percentage of time an individual will spend on one-stop operator responsibilities.

If indirect costs are charged to the contract(s) an approved negotiated indirect cost rate agreement (NICRA) must be included with the budget. The budget should be presented for the period of time that is shown in the Dates and Deadlines section of this RFP. Budget forms are provided in the attachments of this RFP. The provided forms are to be used to present the proposed budget.

Proposers should include costs such as, but not limited to:

- Staff Salaries
- Staff Fringe Benefits

- Staff Travel and Training
- Insurance
- Supplies
- Equipment
- Contract Management Fee/Profit
- Indirect Rate/De minimis Rate
- Audit (if applicable)

Key Performance Indicators (KPI)

Key Performance Indicators

- Maintain board One-Stop Certification requirements and provide updates on strategies for continuous improvement activities.
- Provide updates on outreach strategy and recommend additional opportunities.
- Provide reports on the number of referrals for the local area and suggest process improvements.
- Report on the number and type of cross-training and educational opportunities provided.
- Suggest regular process improvements to improve the customer service experience.
- Provide updates on strategies to improve communication and relationships across partners.
- Report on activities for continuous learning on all system partners and programs.
- Provide suggestions on technological solutions to improve the system.
- Coordinating regular core and required partner meetings.
- Submit quarterly reports to the board and CEOs and committee reports by designated deadlines.
- Participate in bi-weekly scheduled meetings with the NEIWDB executive director.
- Participate in full board and committee meetings as assigned.

Performance

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

SECTION III- General Terms and Conditions

Qualifications

To meet the WIOA requirements the NEIWDB is seeking an entity which will fulfill the role of a coordinator among the one-stop partners. Entities submitting a response to this RFP must be capable of carrying out the duties of the one-stop operator as described in Section II of this RFP. The entity selected to serve as the operator should:

1. Proposer must be able to identify and provide a single staff person that can be identified as and will fulfill the role of the one-stop operator and who can be held accountable for accomplishing the deliverables. Staff should have a bachelor's degree or higher in Human Services, Communications, Project Management, Business Operations or a related field, experience may substitute education.
2. The individual assigned to serve as the one-stop operator will be expected to devote up to 20 hours a week to this initiative, with at least 50% of the time on-site at one of the Iowa **WORKS** centers in Northeast Iowa. A defined schedule will be established for the individual or entity selected.
3. The ideal individual will be analytical, have the ability to bring multiple people together across multiple programs, influence change, and promote continuous improvement in a team-based approach model.
4. Proficiency in using software, including Microsoft 365, Outlook, and other technology to create, develop, and maintain reports. Ability to use data and implement technology across systems to improve efficiency and promote continuous improvement required.
5. Proposal must specify how the individual assigned to serve as the one-stop operator fits into bidder's organization. Please include an organizational chart indicating the chain of command for the one-stop operator.
6. If applicable, proposals must identify a lead staff person and indicate how the lead is compliant with firewall requirements between administration and Center operations as defined in the Workforce Innovation and Opportunity Act.
7. If a consortium is identified a legally binding MOU must be submitted. A lead entity must be identified that will be contractually responsible for the contract, and which staff will perform each role.
8. The one-stop operator will be expected to provide written progress reports in a format approved by the NEIWDB on a monthly basis and participate in meetings as applicable.

Eligible Organizations

The one-stop operator must be a public, private, nonprofit entity or a consortium of entities in the Local Workforce Development Area. A consortium must include at least three or more of the required one-stop partners. Entities selected and serving as one-stop operators are sub-recipients of a Federal award; therefore, they must follow the Uniform Guidance.

The types of entities that may serve as one-stop operators include, but are not limited to:

- A public, private, for-profit, or nonprofit organization
- An institution of higher education
- Non-traditional public secondary schools, night schools, adult education schools, career, and technical education schools
- An employment service state agency established under the Wagner-Peyser Act
- A government agency
- A local workforce development board
- Local chambers of commerce, business organizations, or labor organizations
- Indian Tribes

Exceptions

No entity may compete for funds if (1) the entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (2) the entity's previous contracts with the NEIWDB have been terminated for cause; (3) the entity has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services.

For-profit entities that are sub-recipients of a Federal award as a One-Stop Operator must adhere to the Uniform Guidance, including any requirements identified by the Department of Labor under 2 CFR part 2900.

Additional Requirements: Local boards shall ensure that in carrying out activities under this title, One-Stop Operators:

1. Disclose any potential conflicts of interest arising from the relationships of the operators with training service providers or other service providers. An entity serving as One-Stop Operator may also serve a different role within the One-Stop System and perform some or all these functions when acting in its other role if it has established sufficient firewalls and conflict of interest policies and procedures.
2. Do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and
3. Respondents must comply with Section 504 of the Rehabilitation Act of 1973, the Federal Drug-Free Workplace Act of 1988, and the Americans with Disabilities Act to be eligible.

Type of Contract, Payment Process and Terms

NEIWDB will use a cost-reimbursement contract. The selected subrecipient will be reimbursed for allowable actual service delivery costs on a monthly basis after submittal and approval of payment vouchers to the fiscal agent as instructed in the contract. The subrecipient will work closely with the fiscal agent, and the NEIWDB on the payment process and schedule.

Subrecipients will be required to submit to the NEIWDB an annual budget for each contract year. The NEIWDB will provide the subrecipient with budget parameters (including required timelines) based on preliminary/final allocation awards on an annual basis.

The contract and/or agreement resulting from this Request for Proposal begins December 1st, 2023 and will be for a 6-month period ending on June 30th, 2024, with the potential of three renewable one-year terms through June 30th, 2027 based on achieved performance levels. This contract also has the potential for future contract extensions to expand beyond the current 20 hours a week requirement.

Once the contract and/or agreement has been awarded, the NEIWDB, in collaboration with the Chief Elected Officials, reserves the right to modify delivery design. In the event the modification requires additional labor hours on the part of the one-stop operator terms will be negotiated and the contract and/or one-stop operator agreement modified. The Board also reserves the right to de-obligate funds from the one-stop operator if contractual and/or agreement requirements are not met.

The successful bidder will be required to agree to the contract and/or agreement general terms and conditions, have all controls securely in place, and agree to comply with any policies created by the NEIWDB and any applicable federal or state policies, regulations, or laws. The successful bidder to this request for proposal may be expected to participate in contract negotiations to establish the exact services to be provided and the costs of those services if a proposal needs clarification. The final negotiated proposal narrative and budget schedule will constitute the Statement of Work for the contract and/or agreement. Applicants are advised that most documents in the possession of the NEIWDB are considered public records and subject to disclosure under Iowa Public Records Law.

This RFP is a competitive solicitation method being used by the Northeast Iowa Workforce Development Area to maximize the likelihood of selecting a high performing, competent one-stop operator. Notice of this RFP will be published on the NEIWDB website. The Request for Proposal will be available for download from the website.

Funds Available

Funding for each program year is determined by the US Department of Labor based on an established formula for WIOA State Formula Funds awarded to states by no later than June of each year. Program Year 2023 amounts are subject to change, based upon the actual amount

allocated to the local area and available carry-over funds. It is understood that funds will fluctuate from year-to-year. The contract agreement shall be modified to increase or decrease funding as needed to reflect actual federal funds received during the contract period. The successful subrecipient will be awarded a cost-reimbursement contract. The Board may expand the scope of the contract to include other workforce programs, funding, or requirements that the Board deems necessary and appropriate. All agreements are subject to the availability of funds to the Northeast Iowa Workforce Development Area.

Bidders should use the estimate below when crafting their proposal.

- Annually \$51,000 is available to fund this initiative depending on the entity's time, experience, and capability for the time period of December 1st, 2023-June 30th, 2024. The amount will be prorated based on actual start date.
- Up to 20 hours a week

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

Termination Due to Non-Availability of Funds

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

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

Addenda to RFP

If it becomes necessary to revise any part of this RFP, an addendum will be posted on the NEIWDB website. 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 the Scope of Work, and revisions to the timeline.

Questions/Restrictions on Communication

Any questions regarding this RFP should be addressed only to the Issuing Officer. All questions must be submitted via email no later than 4:00 p.m., on September 28, 2023 to Taylor Williams at taylor@northeastiwdb.org. Questions will be responded to in writing and posted on the website. This website can be accessed at <https://www.iowawdb.gov/northeast-iowa/home>. Staff supporting the daily operations of the One-Stop 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.

It is the policy of the NEIWDB to prohibit ex-parte communication with any NEIWDB member, NEIWDB staff, CEOs, consultants, or other persons serving as an evaluator during the procurement process. Respondents that directly contact Board members or evaluators risk elimination of their proposals from further consideration. Any communication by telephone, email, letter, face-to-face conversation, or other off-the-record contact is strictly prohibited. Any discovered ex-parte communication will be provided to the Chair of the LWDB and Chief Lead Elected Official for review and appropriate action. Bidders who improperly influence the proposal review and evaluation process in any way will be subject to disqualification.

Right to Cancel

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

This RFP does not commit the NEIWDB to accept any proposal, nor is the NEIWDB responsible for any costs incurred by the respondent in the preparation of responses to this RFP. The NEIWDB reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal. The NEIWDB 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 NEIWDB.

Incorporation of RFP into Contract

All conditions contained in this Request for Proposals and completed forms and any statements contained in the Request for Proposals will be incorporated into any contract regarding this matter. Failure of the contracting organization to accept these obligations may result in the cancellation of the selection. The subrecipient shall assume responsibility for all services offered in their bid proposal whether or not they were produced. The subrecipient will be responsible for all material errors and omissions in the performance of the contract.

Additional Terms and Conditions

1. Implementation of this program may not occur prior to the start date of the contract period.
2. In the event of a conflict or ambiguity between the rules, terms, and conditions set forth in the RFP and the statutes, laws, Iowa Workforce Development (IWD) policies and regulations, the statutes, laws, IWD policies and regulations shall prevail. The NEIWDB shall be responsible for making all determinations in this regard.

SECTION IV Subrecipient Responsibilities and Requirements

Records and Access

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 NEIWDB 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 must retain, secure, and ensure the accuracy of all files and records, in compliance with WIOA requirements, related federal and state regulations, and the NEIWDB's record retention requirements. Bidder(s) will assure that all records pertaining to this agreement, including financial, statistical, property, and supporting documentation, shall be retained for a period of five (five) years from the date of: 1) final payment under this agreement, and 2) when all audits and litigation are complete and resolved. The selected bidder must allow the NEIWDB, its designated fiscal agent, and representatives of other regulatory authorities' access to all WIOA records.

The selected bidder is responsible for maintaining and securing 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 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.

Audit

All organizations funded whether public or private, commercial, or not-for-profit, receiving at least \$750,000.00 annually through federal grants regardless of the funding source will be required to conduct and submit an annual audit.

Contract Oversight and Evaluation

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

NEIWDB 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. NEIWDB has the responsibility to determine whether the selected bidder expends 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. NEIWDB may require the selected bidder to take corrective action if deficiencies are found.

Insurance

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

Insurance Limits

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

Data Management System

When applicable the selected bidder will be required to utilize the Iowa **WORKS** data management system as the information system of record and must ensure that all data is entered accurately and in a timely manner, adhering to all applicable data rules, regulations, and entry time requirements. Staff must be fully competent in utilizing Iowa **WORKS** data management system, including querying, and producing reports from the system regarding the NEIWDB. The NEIWDB will utilize data from the Iowa **WORKS** 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 Iowa **WORKS** data management system Process Guide and the Iowa **WORKS** data management system Standard Operating Procedure

Guide for guidance on proper documentation for WIOA and other Iowa**WORKS** data management system participation. The 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 Iowa**WORKS** and submit applications for Iowa**WORKS** access per local protocols. Iowa**WORKS** 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 Iowa**WORKS** access is terminated, voluntarily or involuntarily, within 24 hours of termination. Failure to do so may result in revocation of Iowa**WORKS** access for the selected bidder and contract termination.

Subcontracts

Subcontracting is not permitted under this RFP.

Conflict of Interest

All bidders must disclose the name of any officer, director or employee who is a member of the NEIWDB. All bidders must disclose the name of any NEIWDB employee who owns, directly or indirectly, any interest in the bidder's business or any of its branches. A conflict of interest can arise when actions taken or may appear to be taken by any entity or individual involved in more than one role, when the performance of that entity or individual affects the interest of the other role, thereby making it difficult for the entity or individual to perform the procurement process objectively and impartially.

To ensure appropriate firewalls and avoid any conflict of interest during the One-Stop Operator procurement process. Proper firewalls, in accordance with Firewalls, must be in place to ensure the transparency and integrity of the procurement process, and to demonstrate that the selection process was unbiased and free of preferential treatment toward the awardee.

Compliance

The bidder(s) will fully comply with the applicable requirements of the Acts under which funds are received. The bidder also assures compliance with directives issued by IWD and federal statutes applicable to this agreement.

SECTION V Proposal Guidelines

This section provides instructions for preparing and submitting a proposal in response to this RFP, including required proposal contents and format, and important dates and deadlines. 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 one-stop operator responsibilities and key performance indicators, to gain a full understanding of the services requested and provider characteristics and competencies sought.

All proposals must be submitted to the NEIWDB electronically via email to: taylor@northeastiadwdb.org. Proposals may not be sent by Fax, US Mail, Courier or hand delivered. Proposals must follow the below formatting requirements:

All proposals must be received by Taylor Williams no later than Noon on Monday, October 23, 2023, in order to be considered. Emails must have the subject line “WIOA Title I One-Stop Operator Proposal.” Late proposals will not be accepted. The NEIWDB shall not be responsible for proposer’s failure to meet responsiveness, date, time, delivery, and location deadlines due to computer or electronic transmission issues.

Proposal Requirements

The 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 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. The proposal, as well as any reference materials presented, must be typed in English in 12-point times new roman font, single spaced, and must be on standard portrait 8 ½ “x 11” size with no less than 1-inch margins.

The RFP Response Package

Proposal Application

Completed Proposal Application (Attachment B) The RFP is written in MS Word. Complete the attached Application by responding to all the questions immediately below the question. The space will expand to accept proposer’s response. Respond to every question asked. Do not omit any questions. If a question asks for a yes or no answer place the yes/no response at the beginning of your answer and provide the narrative information requested on the next line. Do not reorder the question numbers as the rating sheet is keyed to the question numbers. Do not respond to a question by cross referring to another question. Page length for this section is 15 pages maximum.

Include a resume or job description for the individual who will serve as the one-stop operator as an attachment, or a job description for the position if an individual has not yet been identified.

Number each page of the response sequentially. The page number should be in a footer with the name of the organization submitting the response, and NEIWDB - RFP. Footers should be printed

in an 8 pitch. Page numbers should be consecutive from beginning to end. Proposals are not to be paginated by sections.

Budget

Provide a budget including all program-related costs, using the required budget template provided in this RFP. 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.

Budget Narrative

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, management fee/indirect rate and 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 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.

Proposals must follow the following sequence:

1. Cover Sheet (Attachment A)
2. Proposal Application (Attachment B)
3. Budget and Budget Narrative (Attachment C)
4. Reference Form (Attachment D)
5. Assurances and Certification (Attachment E)
6. Conflict of Interest Form (Attachment F)
7. Certification Regarding Lobbying (Attachment G)

Required attachments:

8. A project management schedule showing when various activities including performance will occur.
9. Resume or job description of the One-Stop Operator.
10. If proposer is not a single consultant or there is more than one employee in proposer's organization, proposer must include an organizational chart showing the chain of command for the organization and individual who will serve as the one-stop operator. This chart must identify a lead organization and an individual who will serve as the primary contact.
11. Incorporation/Certification of Existence
12. If a consortium a legal MOU is required

-
13. Entities serving in more than one role in the workforce system must submit a Firewall Policy
 14. Audit (if applicable)

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, with attention to clarity, completeness, and quality. High scoring proposals will clearly demonstrate an ability and likelihood to effectively perform the responsibilities and meet the key performance indicators and intended outcomes of this RFP.

All proposals submitted will be evaluated against all other proposals using the rating criteria, which is a part of this RFP package. Proposals will be rated and then ranked by an RFP Review Committee appointed by the NEIWDB Board Chair.

Select bidders may be requested to participate in presentations or discussions with proposal evaluators, the Northeast Iowa Chief Elected Officials, the NEIWDB, and/ or representatives of the NEIWDB. 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 NEIWDB will vote on the final selection with the Chief Elected Officials approving the selection.

Additional selection terms:

- Proposals may not be funded at the funding levels requested.
- The highest-ranking numerical score does not assure a funding recommendation. Other factors which may be considered include, but are not limited to a risk assessment, cost, the likelihood of the proposed services resulting in successful outcomes of proposal deliverables, relevant experience and qualifications, financial viability, and stability of the agency.
- Proposer(s) are advised not to contact NEIWDB employees, board members or elected officials charged with oversight of these programs during the review process to avoid conflicts, the appearance of conflicts, or undue influence over the process. This could result in the disqualification of the proposal response submitted.

Attachment A Cover Sheet

**Proposal for
Workforce Innovation and Opportunity Act (WIOA)
One-Stop Operator**

Northeast Iowa Workforce Development Board

Contract Period: 12/1/2023 – 6/30/2024

Name of Organization: _____
Type of Organization: _____
Address: _____ City: _____ State: ___ Zip Code: _____
Contact Person's Name and Title: _____
Contact Persons Email Address: _____
Contact Person Phone Number: _____

Amount Requested \$ _____

Proposing Organization Information

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

Printed Name of Authorized Representative

Title of Authorized Representative

Signature of Authorized Representative

Date

Attachment B Proposal Application

Proposal Questions

1. Describe the 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, 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.
2. Describe proposer's experience with public relations, mediation, and negotiation, bringing disparate groups together, and facilitating agency interactions where the goals and objectives may be similar but do not directly align.
3. Explain proposer's understanding of the term "coordinate among the one-stop partners programs."
4. Provide two (2) examples of proposer's history of demonstrated effectiveness to evidence proposer's capability to fulfill the role of one-stop operator.
5. Describe proposer's activities during the first ninety days following contract execution.
6. How will proposers familiarize themselves with the one-stop partner programs and performance requirements?
7. Describe three strategies the proposer plans to implement that will assist in the integration of one-stop partner programs.
8. How would proposer define continuous improvement in a one-stop system environment? Describe the interactive process of plan, do, check, act as it would apply to the one-stop system.
9. Describe how you would assist the board in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).
10. Discuss how your organization as the One-Stop Operator will develop positive and collaborative mutual working relationships with one-stop partner staff in a matrix-based leadership environment.

-
11. How would your organization coordinate internal communication with core and required partners through regular meetings, face-to-face, and other forms of oral and written communication?
 12. What approach would your organization take to develop a systemwide outreach strategy and educate partners on brand standard requirements for outreach materials and publications?
 13. Describe the steps you would take to implement a customer survey for continuous improvement.
 14. Describe how you would approach cross training of staff for core partner programs.
 15. What strategies or approaches would your organization take to create a workforce culture where information is shared across partners, and system technological barriers are overcome?
 16. Describe strategies to increase partner referrals and co-enrollments.
 17. Briefly describe your internal processes for staying in budget and keeping appropriate records in an auditable manner.
 18. Describe how you plan to meet the key performance indicators identified in this RFP.
 19. Describe what success would look like for the one-stop operator.

Attachment C Budget and Budget Narrative

The budget should be based on the time period of December 1, 2023 – June 30, 2024. The total funds available under this RFP is \$51,000 for the 12-month period, will be prorated based on the start date. Complete the budget outlined below. If no amount is indicated in a line item, please record \$0. It is expected that the one-stop operator should dedicate up to 20 hours a week to this award. Rent and resource sharing agreement costs should not be included in this budget and will be covered directly by NEIWDB.

A. Salaries and Wages:

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

Position/Title	Hourly Rate	Total Hrs. Per Week	Hrs. per Week Charged to WIOA	# Weeks Charged to WIOA	Total WIOA Cost

A. Total Salary and Wages _____

B. Fringe Benefits

Represents payments other than salaries and wages, made to staff or paid on behalf of or on their account, e.g., pensions, insurance, etc. Important – government mandated fringe benefit components must be consistent with known or planned tax rates and the bases must be consistent with the ceilings on these. Non- tax generated benefits must be fully supported by your agency’s personnel manual.

Fringe Benefit	% Benefit is of Salaries	Total WIOA Cost
FICA		
Worker Compensation		
Health Insurance		
Retirement		
Other (Specify)		

B. Total Fringe Benefits _____

C. Program Line Items:

List your proposed cost for each additional line item wherever applicable. Indicate the total cost proposed for each line item by listing it under the Total WIOA Cost column. Line items paid for by other resources, either in part or in full, should have such costs represented in the Leveraged Funds Contribution column.

Please note that the line items listed below reflect the types of costs that have historically been proposed. You are not limited to these, nor are you required to propose a cost for each one.

Indirect Cost Rate/De minimis: These are the costs associated with the overhead cost in administering the contract(s). These costs would typically include the cost of required insurances, audit, a communications need, accounting functions and other necessary administrative costs. The proposed cost should be documented and explained in the budget narrative. If the organization has an approved indirect rate, then their proposed indirect cost would be shown on this line. De minimis rates are not allowed to exceed 10%.

	Total Agency Line Item Cost	% of Line Item Charged to WIOA	Total WIOA Cost	Leveraged Funds Contribution
Supplies				
Travel				
Equipment				
Staff Training				
Other (specify)				
Other (specify)				
Indirect				
Total				

C. Total Program Line Items _____

GRAND TOTAL (A+B+C) \$ _____

Budget Narrative

Please complete written descriptions for every line item listed above.

- **Salaries and Wages – Address the following** - Explain the justification for each staff position proposed. The number of hours per week and number of weeks proposed should correspond with the length of program operation. Bidders proposing several staff should complete a staff time schedule for each position proposed. Bidders proposing more than one staff position during the same time periods must explain why. Proposed wage rates must be justified (i.e., skill, experience, responsibility, seniority).
- **Fringe Benefits** – Fully explain each component of your fringe benefit package.
- **Program Line Items-** Fully explain and justify each proposed cost in the space provided. Be sure to include the rationale for each proposed cost. Use additional space if necessary.

Attachment D Reference Form

Provide the following reference information:

Reference 1

Organization Name:	
Contact Name:	
Address:	
City, State, Zip:	
Email Address:	
Phone:	
Description of Project or Assignment:	

Reference 2

Organization Name:	
Contact Name:	
Address:	
City, State, Zip:	
Email Address:	
Phone:	
Description of Project or Assignment:	

Reference 3

Organization Name:	
Contact Name:	
Address:	
City, State, Zip:	
Email Address:	
Phone:	
Description of Project or Assignment:	

NEIWDB reserves the right to contact one or all of the references listed.

Attachment E Assurances and Certifications

The undersigned party acknowledges and assures that (Provider Name) _____ and all its employees responsible for providing the services for which it has applied will abide and comply fully with all state, federal, and local, laws, ordinances, rules, regulations, and/or executive orders, including but not limited to provisions of the laws listed below:

- Section 188 of WIOA, which prohibits discrimination against all individuals in the United States based on race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and against beneficiaries based on either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity.
- Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the bases of race, color, and national origin in programs or activities that receive federal financial assistance.
- Title VII of the Civil Rights Act of 1964, as amended, prohibits employment discrimination on the bases of race, color, and national origin.
- Section 504 of the Rehabilitation Act of 1973, as amended, prohibits discrimination against qualified individuals with disabilities.
- The Americans with Disabilities Act, as amended, prohibits discrimination based on disability.
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination based on age; and
- Title IX of the Education Amendments of 1972, as amended, prohibits discrimination based on sex in educational programs.
- Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR § 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.52.20
- 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIOA Title I-financially assisted program or activity, and to all agreements the contractor makes to carry out the WIOA Title I- financially assisted program or activity. The undersigned understands that the United States has the right to seek judicial enforcement of this assurance.

Name of Applicant Organization

Signature of Certifying Official

Date

Name and Title of Authorized Representative

Attachment F Conflict of Interest Form

CONFLICT OF INTEREST CERTIFICATION

1. Proposer certifies that
 - a. They have not offered or cause to have offered or provided any gratuities, favors, or anything of monetary value to any member or individual employed by the NEIWDB or Chief Elected Officials for the purpose of influencing the selection of their proposal or any other proposal submitted hereunder.
 - b. They have not engaged in any activity to restrict or eliminate competition.
 - c. No manager, employee or paid consultant of proposer's company or spouse or child of any manager, employee of paid consultant is a member of the NEIWDB or Chief Elected Officials.
 - d. They have disclosed any interest, fact or circumstance which does or may present a potential conflict of interest below:

- e. If the answer to any of the above certifications is yes, proposer has disclosed the relationship or action below:

2. Violation of this provision may cause a proposer's bid to be rejected. This does not preclude partnerships, consortiums, or subcontracts.

I _____, _____
(Name) (Title)

of _____
(Name of proposer's entity)

am authorized to make the above Certifications and to submit this proposal on behalf of

(Name of Proposer's entity)

Signature

Date

Attachment G Certification Regarding Lobbying

The undersigned certifies, to the best of his or her knowledge and believes that:

- No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- If any funds other than Federally appropriated funds have been paid or will be paid to any person influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employer of a Member of Congress in connection with this Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, “Disclosure Form to Report Lobbying”, in accordance with its instructions.
- The undersigned shall require that the language of this certification is included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of the fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Name of Applicant Organization

Signature of Certifying Official

Date

Name and Title of Authorized Representative

Attachment H Evaluation Sheet

Evaluation of One-Stop Operator Proposal

Period: December 1, 2023 to June 30, 2024

The criteria, which will be used to evaluate proposals, are listed below along with their point values. A total of 155 points is possible. An application must achieve a minimum score of 80 points in order to be considered for funding. The Evaluation committee will use an average score to develop a final score for their recommendation to the full board.

Bidder:	
Committee Member Name:	
Date:	

Pts	Question	Score
15	Describe the 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, 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.	
15	Describe proposer’s experience with public relations, mediation, and negotiation, bringing disparate groups together, and facilitating agency interactions where the goals and objectives may be similar but do not directly align.	
5	Explain proposer’s understanding of the term “coordinate among the one-stop partners programs.”	
5	Provide two (2) examples of proposer’s history of demonstrated effectiveness to evidence proposer’s capability to fulfill the role of one-stop operator.	
5	Describe proposer’s activities during the first ninety days following contract execution.	
5	How will proposers familiarize themselves with the one-stop partner programs and performance requirements?	
5	Describe three strategies the proposer plans to implement that will assist in the integration of one-stop partner programs.	
5	How would proposer define continuous improvement in a one-stop system	

	environment? Describe the interactive process of plan, do, check, act as it would apply to the one-stop system.	
5	Describe how you would assist the board in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).	
5	Discuss how your organization as the One-Stop Operator will develop positive and collaborative mutual working relationships with one-stop partner staff in a matrix-based leadership environment.	
5	How would your organization coordinate internal communication with core and required partners through regular meetings, face-to-face, and other forms of oral and written communication?	
5	What approach would your organization take to develop a systemwide outreach strategy and educate partners on brand standard requirements for outreach materials and publications?	
5	Describe the steps you would take to implement a customer survey for continuous improvement.	
5	Describe how you would approach cross training of staff for core partner programs.	
5	What strategies or approaches would your organization take to create a workforce culture where information is shared across partners, and system technological barriers are overcome?	
5	Describe strategies to increase partner referrals and co-enrollments.	
5	Briefly describe your internal processes for staying in budget and keeping appropriate records in an auditable manner.	
5	Describe how you plan to meet the key performance indicators identified in this RFP.	
5	Describe what success would look like for the one-stop operator.	
15	Budget	
15	Budget Narrative	
10	Includes all attachments and in correct order	
	Total	

Evaluator's Comments:
