

Northeast Iowa Workforce Development Board

Request for Proposals (RFP) Workforce Innovation and Opportunity Act (WIOA)

Title I Adult and Dislocated Worker Services

Release Date: January 26, 2024

Proposal Submission Details

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

Submission Deadline

February 23, 2024 | 12:00 p.m.
Late submissions will not be accepted

Contract Period: July 1, 2024 to June 30, 2025

*Equal opportunity employer/program.
Auxiliary aids and services are available upon request for individuals with disabilities.*

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Request for Proposals Timeline

January 26, 2024	Solicitation for Proposals Released – Available at https://www.iowawdb.gov/northeast-iowa/home
January 26, 2024-February 1, 2024	Question Period. Written questions regarding RFP scope, content, or need for clarification accepted. Email questions to taylor@northeastiawdb.org
February 8, 2024	Answers to all questions received regarding the RFP will be posted on the Board website at https://www.iowawdb.gov/northeast-iowa/home
February 23, 2024	Proposals due by Noon CST, incomplete or late proposals will not be accepted.
February 28-29, 2024	Interviews will be conducted with respondents if deemed necessary by NEIWDB Review Team.
April 25, 2024	The NEIWDB and CEOs will select awardee(s) during a regularly scheduled meeting.
July 1, 2024-June 30, 2025	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 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:

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>

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>

Northeast Iowa Workforce Development Board Policies: <https://www.iowawdb.gov/northeast-iowa/policies>

Section I- Background and General Information

Purpose

The Northeast Iowa Workforce Development Board (“NEIWDB”) 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 Northeast Iowa Local Workforce Development Area (LWDA) comprised of the following counties: Allamakee, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Floyd, Franklin, Grundy, Hancock, Howard, Mitchell, Winnebago, Winneshiek, and Worth. For purposes of this Request for Proposal and any proposals submitted in response thereto, NEIWDB refers to the Northeast Iowa Local Workforce Development Board and LWDA refers to the Northeast 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 IowaWORKS centers in the area. 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 NEIWDB.
Start Date:	July 1, 2024
End Date:	June 30, 2025
Type of Contract:	Cost-Reimbursement Contract
Option to Extend (if applicable):	NEIWDB 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 NEIWDB.
Contact for RFP	Taylor Williams, Executive Director taylor@northeastiawdb.org

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 U.S. Department of Labor, the State of Iowa and policies set forth by the NEIWDB.

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

Funds awarded must be utilized to service WIOA eligible adult and dislocated workers with allowable activities 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 employment opportunities 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 as they pertain to adults and dislocated workers. 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>.

Northeast Iowa Workforce Development Board

The NEIWDB provides policies, guidance, and oversight for the WIOA programs in the Northeast Iowa Local Workforce Development Area (LWDA). 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 LWDA. It provides leadership to the local workforce system by promoting the delivery of comprehensive employment and training services, providing guidance, and exercising independent oversight regarding activities under WIOA and other programs within the IowaWORKS offices.

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 Northeast Iowa LWDA at the local level. Bidders should use the estimates below when crafting their

proposal. Final contracted funding levels for program year (PY) 2024, defined as July 1, 2024 – June 30, 2025, will be adjusted based on actual allotments received.

Funding Stream	Program Year 2023 Contracted Funds
WIOA Title I – Adult	\$354,924
WIOA Title I – Dislocated Worker	\$336,363

Adult and Dislocated Worker funds must serve eligible adults and dislocated workers. As defined by WIOA and state policy, not more than:

- 10% of the combined Adult and Dislocated Worker funds may be used for Transitional Jobs
- 10% of the combined Adult and Dislocated Worker funds may be used for Pay-for-Performance
- 20% of the combined Adult and Dislocated Worker funds may be used for Incumbent Worker Training

Eligibility criteria for adults and dislocated workers are defined in “Eligibility Guidelines” section below.

SECTION II- Procurement Processes & Requirements

Eligible Organizations

The NEIWDB is soliciting proposals from qualified organizations to direct U.S. Department of Labor (USDOL) WIOA Title I Adult and Dislocated Worker Program Funds and other categories of funding that may become available toward career and training services. Organizations eligible to submit proposals for this RFP include:

- ▶ private for-profit businesses
- ▶ not-for-profit organizations must have been incorporated for at least two 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 February 1, 2024. 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/northeast-iowa/home> no later than February 8, 2024. Email or mail all questions to Taylor Williams.

- ▶ Email: taylor@northeastiawdb.org
- ▶ Mail: Attn: Taylor Williams, 600 S. Pierce Ave., Mason City, Iowa 50401

The respondent must include the RFP title ***“Adult/Dislocated Worker Provider Proposal [Organization Name]”*** 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 NEIWDB website or <https://www.iowawdb.gov/northeast-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 NEIWDB to prohibit ex-parte communication with any NEIWDB member, NEIWDB 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 NEIWDB 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.

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 the "Conflict of Interest Certification for Request for Proposal" stating they have not communicated or collaborated with any respondent.

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, and to award the contracts in whole or in part as is deemed to be in the best interest of the NEIWDB. 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.

Termination Due to Non-Availability of Funds

Should a contract be awarded based on this proposal, the LWDA, notwithstanding anything in the signed Agreement to the contrary, and subject to limitations, conditions, and procedures set forth below, the LWDA, 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.

Anticipated WIOA Authorization Changes

Due to anticipated changes in WIOA Authorization, prospective bidders are advised that the current RFP language may impact the terms and conditions of the future contract. As such, all interested parties are urged to stay informed about potential modifications and updates related to the WIOA Authorization. Any changes that may affect this RFP or subsequent contract terms will be communicated promptly to all bidders. It is the responsibility of each bidder to monitor official channels and updates from the relevant authorities to ensure compliance with any revised requirements.

SECTION III- Statement of Work

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

The selected bidder will implement an innovative and proven workforce development model to ensure eligible adults and dislocated workers receive designated program services, which focus on assisting them with one or more of the following:

- barrier removal
- preparation for post-secondary education
- employment opportunities,
- attainment of educational and/or skills training credentials and
- securing of employment

The proposed model must align with evidenced based and high-quality services for a diverse audience of adults and dislocated workers beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations such as pre-apprenticeships or internships and culminating with a securing employment along an industry career pathway, enrollment in postsecondary education, or a Registered Apprenticeship.

As a key partner in the local workforce system, the selected bidder will align all services and activities with the WIOA One-Stop Partner Memorandum of Understanding (MOU) for the LWDA as well as the LWDA's Local Plan.

Work performed under any agreement resulting from this RFP will include but is not limited to delivery of adult and dislocated worker services as defined by the Workforce Innovation and Opportunity Act (WIOA) and all its implementing guidelines and regulations. The services described in this RFP must be delivered in the IowaWORKS locations detailed in the table below. Delivery of services in additional locations are encouraged and must be approved by the NEIWDB. The locations of IowaWORKS centers are listed below and subject to change.

In addition, the provider of WIOA Adult and Dislocated Worker 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.*

Comprehensive Center Name	iowaWORKS Center- Mason City
Center Manager Name and Title	Todd Oesterle, Operations Manager
Mailing Address	600 S. Pierce Avenue, Mason City, Iowa 50401
Operating Hours	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
Phone	641-422-1543
Email	MasonCityIowaWorks@iwd.iowa.gov
Website	https://www.iowaworkforcedevelopment.gov/mason-city

Comprehensive Center Name	iowaWORKS Center- Waterloo
Center Manager Name and Title	Karen Siler, Operations Manager
Mailing Address	3420 University Avenue, Waterloo, Iowa 50701
Operating Hours	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
Phone	319-235-2123
Email	WaterlooIowaWorks@iwd.iowa.gov
Website	https://www.iowaworkforcedevelopment.gov/waterloo

Comprehensive Center Name	iowaWORKS Center- Dubuque
Center Manager Name and Title	Marla Loecke, Operations Manager
Mailing Address	680 Main Street, 2 nd Floor, Dubuque, Iowa 52001
Operating Hours	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
Phone	563-556-5800
Email	DubuqueIowaWorks@iwd.iowa.gov
Website	https://www.iowaworkforcedevelopment.gov/dubuque

Affiliate Site Name	iowaWORKS Satellite Office- Decorah
Center Manager Name and Title	Marla Loecke, Operations Manager
Mailing Address	312 Winnebago Street, Decorah, Iowa 52101
Operating Hours	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
Phone	563-382-0457
Email	DubuqueIowaWorks@iwd.iowa.gov
Website	https://www.iowaworkforcedevelopment.gov/decorah

Integrated Service Delivery Model

A characteristic of WIOA is an emphasis on Integrated Service Delivery (ISD) to align and better serve customers. As the provider of WIOA Title I Adult and Dislocated Worker services in the LWDA, the

selected bidder will actively participate with the NEIWDB in shaping and informing the local workforce development system. As such, the selected bidder will maintain current knowledge of and expertise in:

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

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

- [TEGL 4-15: Vision for the One-Stop Delivery System](#)
- [TEGL 10-16: Performance Accountability Guidance for WIOA](#)
- [TEGL 16-16: One-Stop Operations Guidance for the American Job Center Network](#)
- [TEGL 19-16: Guidance on Services provided through the Adult and Dislocated Worker Programs](#)

Critical components of the selected bidder's work include-

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

As a core partner of IowaWORKS and provider of WIOA Title I services in the LWDA, the selected bidder is required to follow procedures outlined in the IowaWORKS Standard Operating Guide. Additionally, the selected bidder may be asked by the NEIWDB 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 jobseekers and employers and other stakeholders of services and resources available through IowaWORKS and Title I of WIOA and the larger workforce development system to ensure a steady pipeline of customers utilizing the IowaWORKS system. As an integral partner of IowaWORKS, the selected bidder will participate in similar activities led by IowaWORKS partners and ensure all activities are carefully coordinated with such partners, in support of an integrated and unified system of workforce development. Outreach and communications will include but not be limited to arrangement of and participation in career and community resource fairs and job recruitment events, both onsite at IowaWORKS centers and offsite at partner locations, where the selected bidder will represent Adult and Dislocated Worker service programs and the broader IowaWORKS system.

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

The Northeast Iowa LWDB expects the bidder to brand as IowaWORKS. The LWDB recognizes the significance of a unified and positive customer experience within the AJC's, the selected bidder is expected to align with and utilize the branding of the state agency (IWD). The following must be followed:

- **Branding Consistency:** The selected bidder is required to align all external and internal communications with the established branding guidelines of Iowa Workforce Development. This includes, but not limited to, signage, promotional materials, online presence, email signatures and business cards.
- **Unified Customer Service Approach:** The selected bidder shall ensure a unified and positive customer service experience for all individuals accessing services within the AJC. Staff members are expected to embody the values and messaging consistent with Iowa Workforce Development's brand, fostering a welcoming and cohesive environment for job seekers and program participants.

Eligibility Guidelines

Funds awarded through this Request for Proposals (RFP) will be used for WIOA eligible adults and dislocated workers. The selected bidder must follow WIOA guidelines, state policies, and NEIWDB policies in making eligibility determinations and enrolling participants in Title I services.

In accordance with WIOA, an eligible adult or dislocated workers is defined as an individual who, at the time of program participation, is-

Adult

- 18 years of age or older
- A citizen of the United States or U.S. Territory, a U.S. permanent resident, or an alien/refugee lawfully admitted to the U.S.
- Registered with Selected Service if applicable
- For those moving to individualized career services additional requirements must be met including priority of service

Dislocated Worker

- 18 years of age or older
- A citizen of the United States or U.S. Territory, a U.S. permanent resident, or an alien/refugee lawfully admitted to the U.S.
- Registered with Selected Service if applicable

Additional Eligibility Categories:

- An individual who has been terminated or laid off, or who has received a notice of termination or layoff from employment, including separation from active military service (other than dishonorable discharge) and;
 - Is eligible for or has exhausted entitlement to unemployment compensation and is unlikely to return to a previous industry or occupation; or
 - Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law and is unlikely to return to a previous industry or occupation.
- An individual who:
 - Has been terminated or laid off, or has received a notice of termination; or
 - is employed at a facility at which the employer has made a general announcement that such facility or military installation will close within 180 days; or
 - for purposes of eligibility to receive services other than training services, individualized career services or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.
- An individual who was self-employed (including employment as a farmer, rancher, or fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters, as defined by Local Workforce Development Boards (WDBs). This includes family members and farm workers or ranch hands.
- Is a displaced homemaker
- Is the spouse of:

- a member of the Armed Forces on active duty who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
- a member of the Armed Forces on active duty and who meets the criteria for displaced homemaker.

The selected Program Service Provider must ensure that any applicants who do not meet the WIOA eligibility criteria or who cannot be served by the program are referred for assistance to appropriate programs that meet their basic skills and training needs.

Enrollment

Enrollment refers to the completed process by which an eligible participant arrives at and/ or has been referred for WIOA services and for whom required documents have been completed and entered into the IowaWORKS system. As part of the enrollment process, the following must occur-

- Determination of eligibility
- Provision of an objective assessment
- For Adult and Dislocated Workers, participation in a program service that triggers inclusion as a participant

The selected bidder will comply with all federal, state, and local guidance and regulations regarding priority of service and track the number of individuals served that meet each criterion for priority service and related participant outcomes achieved.

Adult and Dislocated Worker Program Design

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

Every IowaWORKS customer will have access to a set of employment-related career services. The selected bidder will move individuals through the array of career services defined in Section 134(c)(2) of WIOA, based on their individual skills and needs, providing basic, individualized, and follow-up career services. Basic and individualized career services do not have to follow a sequence; rather, they are defined to allow a varied approach to services that meets the needs of a range of job seekers. In planning and delivering career services, the selected bidder will employ an evidence-based triage process that effectively assesses jobseekers to determine and provide the most appropriate career services.

Basic career services

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

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

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 provide workshops to job seekers at the IowaWORKS centers in the LWDA as part of their career services offerings and participate in workshops conducted by IowaWORKS partner agencies. Workshops will cover but not be limited to job search and soft skills, such as interviewing techniques, resume preparation, networking, effective communications skills, conflict resolution, computer literacy and job readiness training.

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

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

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 NEIWDB that is driven by the needs of local employers and aligned with viable career pathways, in accordance with the WIOA vision of career pathways (see WIOA Sec. 3, Def. 7). The emphasis will be on supporting occupational clusters and high priority occupations that are in-demand by employers and offer self-sustaining wages.

The selected bidder will not directly provide occupational training services but will coordinate Individual Training Accounts (ITA) for participants who are eligible and suitable for ITAs, pending availability of funding. ITAs are tuition vouchers to be redeemed by eligible training providers. Occupational training will be conducted by providers with programs included on the Eligible Training Provider List (ETPL). The selected bidder will facilitate the ITA application and selection process with job seekers and coordinate participation in occupational training programs, including counseling job seekers on training opportunities and related career pathways and maintaining close communication with training providers. The selected bidder will follow all required guidance and regulations regarding the use of ITAs, including related state and local policies. The selected bidder will also maintain a current working knowledge of available, effective training programs connected to in-demand occupations for the Northeast Iowa local area 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 NEIWDB 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 childcare, 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 IowaWORKS office, the selected bidder will begin coordinating efforts with IowaWORKS partner programs and partner agencies to provide information and services to those affected. Through the use of Rapid Response funds, Rapid Response Additional Assistance dollars may be made available to the LWDA in the event of increased unemployment due to natural disasters, mass layoffs, or other events, for the provision of direct career services to affected participants. While participating in Rapid Response services, additional reporting to the NEIWDB may be required by the selected provider.

National Dislocated Worker Grants/TAA/Competitive Grants

If National Dislocated Worker Grants (NDWGs) are awarded to the local area, the selected 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 NEIWDB may negotiate a modification to the service provider's contract for any additional costs that are required in providing these services. If the NEIWDB receives any other grants that include services being delivered in a one-stop environment, the service provider and NEIWDB 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. The TAA program expired on 7/1/2022 and has remained in termination status since that date. Participants that are currently being served or whom are eligible under a certified petition are still eligible for and are entitled to services, regardless of the current TAA program status. These workers meet the definition of dislocated workers and must be co-enrolled with the Title I Dislocated Worker program.

In Iowa's current policy it states that all Trade Adjustment Assistance (TAA) Act participants must be co-enrolled into 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 NEIWDB's commitment to create a thriving local workforce and economically viable region. The NEIWDB is focused on demand-driven partnerships with businesses to better connect job seekers with employment opportunities and sustainable careers. The selected bidder will inform, participate in and align all activities with IowaWORKS business engagement efforts and sector strategies. The selected bidder will work closely with IowaWORKS partner programs to develop, promote, and deliver quality business services that assist employers and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy. To support area employers and industry sectors most effectively, the selected bidder will have a clear understanding of industry skill needs; identify appropriate strategies for assisting employers; and employ an integrated business services strategy that aligns with the efforts of IowaWORKS and workforce system partners.

Partner Collaboration and Referrals

The NEIWDB 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 IowaWORKS centers and the LWDA as a whole. The selected bidder will work closely with partner agencies to determine the best ways to triage clients, ask appropriate questions and make effective referrals, ensuring participants can make informed decisions about the network of referral services made available through the selected bidder. The selected bidder will use the 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 NEIWDB 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.

Career Pathways

WIOA places a strong emphasis on career pathways as defined as a combination of rigorous and high-quality education, training, and other services that accomplish the following:

- Aligns with the skill needs of industries in the economy of the State or LWDA
- Prepares an individual to be successful in any of a full range of secondary or postsecondary education options
- Includes counseling to support an individual in achieving the individual's education and career goals
- Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
- Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable
- Enables an individual to attain a secondary school diploma or its recognized equivalent and at least one recognized postsecondary credential
- Helps an individual enter or advance within a specific occupation or occupational cluster

Performance Indicators and Goals

The selected bidder will meet or exceed the negotiated performance goals for each WIOA Primary Indicator of Performance, benchmarks, and objectives outlined in this RFP. 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 and the NEIWDB.

Program Year 2023 Negotiated Performance Goals

WIOA Primary Indicator of Performance	Adult	Dislocated Worker
Employment 2nd Quarter after Exit	73%	81.5%
Employment 4th Quarter after Exit	67%	82%
Median Income 2nd Quarter after Exit	\$6,100	\$9,000
Credential Attainment	66%	69.5%
Measurable Skills Gains	44%	44%
Effectiveness in Serving Employers	Baseline	Baseline

Apart from the performance metrics outlined above for adult and dislocated worker services, the chosen bidder will also be held responsible for demonstrating effectiveness in catering to the needs of employers. Indicators used by NEIWDB to measure such effectiveness may include but are not limited to the following-

- Employer satisfaction
- Repeat business customers
- Employer penetration rate
- Timely fulfillment of employer workforce needs
- Successful placement and retention of workers
- Employer feedback and testimonials
- Collaboration and partnership building with local businesses
- Contribution to the growth of the local workforce
- Alignment of services with industry demands and trends
- Partner with IWD Employer Services Team to avoid duplication of services

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

Throughout the program year, assessment of performance will be based on the following criteria:

1. Compliance with NEIWDB policies and procedures, sound file maintenance including thorough eligibility documentation, accurate and substantive case notes, validated

employment and/ or training information, signed forms in situations where customer documentation is necessary.

2. Quarterly evaluations of the subrecipient's performance, focusing on the following areas:
 - a. Total number of active clients served
 - b. number that entered into employment
 - c. number that entered and completed training
 - d. number that retained employment (based on participants' entrance into the workforce)
 - e. actual expenditures versus budget allocation
 - f. number that enrolled into the program during the quarter
 - g. number that exited program for the quarter

Poor Performance

In the event the selected bidder's performance of the services described in this RFP does not result in the goals defined above, the 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, modify, or terminate any agreement resulting from this RFP upon notice to the selected bidder.

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 NEIWDB. 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 and demand
- initiatives, programs, and services of the NEIWDB and the broader workforce development system in Iowa
- 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

Learning Management System

The selected bidder is expected to utilize the Iowa Workforce Development's Learning Management System (LMS) for accessing required trainings. Utilizing the Learning Management System ensures

consistency and compliance with state guidelines. The selected bidder must adhere to IWD's single sign-on process. The Northeast Iowa LWDB can assign additional trainings as needed.

Office Hours and Technical Assistance (TA) Sessions

The selected bidder is required to actively participate in any scheduled office hours or TA sessions organized by the state agency or the Northeast Iowa LWDB. Staff members responsible for program implementation should attend relevant sessions to stay informed about updates, policy changes, and best practices.

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 NEIWDB with timely reports and supporting documentation, as requested by the NEIWDB, that clearly demonstrate program enrollment, participation, progress, outputs, and outcomes. The NEIWDB or staff of the NEIWDB, 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 NEIWDB 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. Staff must be fully competent in utilizing IowaWORKS, including querying and producing reports from IowaWORKS regarding the LWDA. The NEIWDB will utilize data from IowaWORKS, as well as data collected from other sources, to determine program compliance and evaluate the performance of the selected bidder. The selected bidder will adhere to the IowaWORKS Process Guide and the IowaWORKS Standard Operating Procedure Guide for guidance on proper documentation for WIOA Title I and other IowaWORKS 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. A unique email address will be required for all users within the IowaWORKS system for program communication. Employer of record email address will be utilized for correspondence outside of the system (e.g., internal emails, board support, etc.)

IowaWORKS Single Sign-On Process

The selected bidder must adhere to our state agency's (Iowa Workforce Development) requirements for single sign-on capabilities. Single sign-on is part of the state of Iowa's overall efforts to improve security in its programs. Iowa Workforce Development has implemented advanced security measures for IowaWORKS and Iowa Workforce Development. The single sign-on system is an integral part of our program, promoting efficiency and enhancing the user experience for both staff members and program participants. Key requirements include but are not limited to:

- ▶ **Single Sign-On Integration:** The selected bidder must demonstrate the ability to integrate with our state's designated single sign-on process. This integration should allow for secure, unified access to the various platforms and systems utilized in the delivery of WIOA Title I Adult/Dislocated Worker Program services. This will allow everyone to access state resources using the same username and password.
- ▶ **User Authentication and Authorization:** The single sign-on solution should ensure robust user authentication and authorization mechanisms, aligning with our state's security standards. This is crucial for safeguarding sensitive information and maintaining the integrity of the program. The authentication method used with the state (Okta) will be utilized to access IowaWORKS.
- ▶ **Compliance with State Agency Policies:** It is essential that the selected bidder familiarizes itself with and adheres to Iowa Workforce Development as well as Northeast Iowa's policies and guidelines concerning cybersecurity, data protection, and user access management.

Records and Documentation

The selected bidder must retain, secure, and ensure the accuracy of all program files and records, whether related to job seekers, businesses, or general operations, in compliance WIOA requirements, related federal and state regulations, and the NEIWDB's record retention requirements. Case files are the property of the NEIWDB 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 NEIWDB reports final expenditures to the funding source. The selected bidder must allow the NEIWDB, 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.

Adhere to Policies

At any time, the US Department of Labor or the State of Iowa may issue Training and Employment Guidance Letters (TEGL) or implement other policy changes. Additionally, the Northeast Iowa Workforce Development Board retains the authority to modify its policies without prior notice. These policy adjustments may or may not lead to changes in fiscal or operational procedures, but all bidders are required to adhere to the latest policies. Bidders are responsible for complying with all current and modified laws, rules, regulations, guideline requirements, policies, procedures, and local changes. It is crucial that bidders stay informed and adjust their practices accordingly. The Northeast Iowa Workforce Development Board will receive and disseminate all policies directly to the service provider to ensure timely and accurate communication of any updates.

Assurances and Certifications

Personally Identifiable Information (PII)

The selected bidder must comply with the Northeast Iowa's PII Policy, as required by WIOA. All customer PII will be properly secured in accordance with the NEIWDB policy and procedures regarding the safeguarding of PII. The Northeast Iowa PII policy can be found at <https://www.iowawdb.gov/northeast-iowa/policies>.

The selected bidder and their staff members are required to complete the security training annually through IWD's Learning Management System. Additionally, the Northeast Iowa LWDB has a PII training that must be reviewed by all staff members annually and sign the required PII Policy Acknowledgement Form. The forms must be stored in personal files and provided upon request.

Veteran's Priority Provisions

The Jobs for Veterans Act (Public Law 107-288) requires recipients to provide priority services to veterans and spouses of certain veterans for the receipt of employment, training and placement services in any job training program directly funded, in whole or in part, by the DOL. The regulations implementing this priority of service can be found at 20 CFR part 1010. In circumstances where a grant recipient must choose between two qualified candidates for a service, one of whom is a veteran or eligible spouse, the veterans' priority of service provisions require that the grant recipient give the veteran or eligible spouse priority of service by first providing him or her that service. To obtain priority of service, a veteran or spouse must meet the program's eligibility requirements. Recipients must comply with the DOL guidance on veterans' priority. ETA's Training and Employment Guidance Letter (TEGL) No. 10-09 (issued November 10, 2009) provides guidance on implementing priority of service for veterans and eligible spouses in all qualified job training programs funded in whole or in part by DOL. TEGL No. 10-09 is available at https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2816.

Lobbying

None of the funds provided under this Agreement shall be used for lobbying and/or propaganda purposes designed to support or defeat legislation pending before the Congress of the United States of America, the Legislature of the State of Iowa, or any local governments. SUBRECIPIENT shall comply with the provisions of 29 CFR Part 93 restricting lobbying. In the event the grand total of the Agreement is in excess of \$100,000, the SUBRECIPIENT agrees to complete a Federal lobbying certification form.

Affirmative Action Plan

For federal contractors and subcontractors, affirmative action must be taken by covered employers to recruit and advance qualified minorities, women, persons with disabilities, and covered veterans. Affirmative actions include training programs, outreach efforts, and other positive steps. These procedures should be incorporated into the company's written personnel policies. A copy of its Affirmative Action Plan Statement, and if appropriate a plan containing goals and time specifications.

Per CFR 41 part 60-2.1 (Executive Order 11246, as amended) all non-construction contractors and subcontractors are required to have an updated Affirmative Action Plan, if it meets any one of the following:

- Has a contract of \$50,000 or more; or
- Has Government bills of lading which in any 12-month period, total or can reasonably be expected to total \$50,000 or more; or
- Serves as a depository of Government funds in any amount; or
- Is a financial institution which is an issuing and paying agent for U.S. savings bonds and savings.

Equal Opportunity and Civil Rights Compliance

Each contract, agreement, or application for financial assistance under Title I of WIOA will include, in its entirety without changes, the following EO/nondiscrimination assurance language found at 29 CFR § 38.25(a)(1)(i) and (ii):

As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal

opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance:

- Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I- financially assisted program or activity
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

Contract Oversight and Evaluation

Northeast Iowa Workforce Development Board 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 Northeast Iowa Workforce Development Board comply with such requirements and sustain highly effective workforce development programming.

Northeast Iowa Workforce Development Board responsibilities will 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 Northeast Iowa Workforce Development Board 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. Northeast Iowa Workforce Development Board may require the selected bidder to take corrective action if deficiencies are found.

Subrecipients Responsibilities

The selected bidder will permit Northeast Iowa Workforce Development Board 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 Northeast Iowa Workforce Development Board 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. Organization-wide or program-specific audits shall be performed in accordance with the Single Audit Act Amendments of 1996. Recipients that expend \$750,000 or more in a year in Federal awards shall have an audit conducted for that year in accordance with the requirements contained in 2 CFR 200.501. The provisions of 2 CFR Subpart F, Audit Requirements, will apply to audits of non-Federal entity fiscal years beginning on or after December 26, 2014. The revised audit requirements are not applicable to fiscal years beginning prior to that date.

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 Northeast Iowa Workforce Development Board, 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 SEVEN (7) 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 Northeast Iowa Workforce Development Board.

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

Subcontracts

Bidders may have subcontracts to fulfill all or part of the services to be provided, but the intentions to have subcontracts must clearly be stated in the response to the RFP. 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 NEIWDB prior to signature on the contract and execution of services. Subcontractors, prior to NEIWDB approval, must meet all licensing requirements and provide all required documents, certifications and insurance as required by the lead subrecipient/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 NEIWDB, the Contract may be awarded to the next ranked Proposer recommended for funding, if any.

Additional Program Requirements

| Career Planner Ratio

To ensure the effective delivery of services, the Northeast Iowa Local Area requires service providers to maintain a customer-to-career planner ratio that will provide program staff sufficient time to provide an effective service to customers. Monthly career planner and program supervisor meetings to work on continuous improvement initiatives and conduct professional development training will also be required. Total number of participants or caseload will be determined at the time of contract negotiation and may be subject to change.

| Outreach Goals Based on County Population

To ensure equal distribution of our Title I Adult/Dislocated Worker funds across all counties within the Northeast Iowa local area, we have established outreach goals based on county population. This will comply with the requirement and guarantees that services are extended to every county in our jurisdiction. Outreach is a critical aspect to ensuring that workforce development services reach populations effectively.

1. Allamakee County
 - Population: 13,960
 - Outreach Goal: 3%
2. Black Hawk County
 - Population: 130,274
 - Outreach Goal: 25%
3. Bremer County
 - Population: 25,259
 - Outreach Goal: 5%
4. Buchanan County
 - Population: 20,714
 - Outreach Goal: 4%
5. Butler County
 - Population: 14,269
 - Outreach Goal: 3%
6. Cerro Gordo County
 - Population: 42,409
 - Outreach Goal: 8%
7. Chickasaw County

- Population: 11,716
- Outreach Goal: 2%
- 8. Clayton County
 - Population: 17,027
 - Outreach Goal: 3%
- 9. Delaware County
 - Population: 17,568
 - Outreach Goal: 3%
- 10. Dubuque County
 - Population: 98,677
 - Outreach Goal: 19%
- 11. Fayette County
 - Population: 19,294
 - Outreach Goal: 4%
- 12. Floyd County
 - Population: 15,337
 - Outreach Goal: 3%
- 13. Franklin County
 - Population: 9,916
 - Outreach Goal: 2%
- 14. Hancock County
 - Population: 10,685
 - Outreach Goal: 2%
- 15. Howard County
 - Population: 9,533
 - Outreach Goal: 2%
- 16. Grundy County
 - Population: 12,356
 - Outreach Goal: 2%
- 17. Mitchell County
 - Population: 10,532
 - Outreach Goal: 2%
- 18. Winnebago County
 - Population: 10,617
 - Outreach Goal: 2%
- 19. Winneshiek County
 - Population: 19,974
 - Outreach Goal: 4%
- 20. Worth County
 - Population: 7,319
 - Outreach Goal: 1%

Proposals should include a rationale for the proposed funding distribution, demonstrating an understanding of each county's unique needs and demographics.

Funding Allocation Guidelines for Adult and Dislocated Worker Services

In the allocation of Adult and Dislocated Worker funding to your organization, the Board has established clear guidelines to ensure a balanced and impactful utilization of resources. We request that no more than 60% of the allocated funds be directed towards staff and overhead expenses, while a minimum of 40% should be dedicated to direct participant costs. This breakdown should be followed within your budget.

Allocation Breakdown

1. Direct Participant Costs: At Least 40%

It is our collective goal to enhance the direct benefits and services provided to participants. Therefore, we ask that a minimum of 40% of the allocated funding be designated for direct participant costs. This includes any expenses directly tied to improving and enriching the experience of program beneficiaries.

2. Staff and Overhead: Not to Exceed 60%

To ensure fiscal responsibility and efficiency, we request that staff and overhead expenses do not surpass 60% of the total funding allocation. This category encompasses salaries, benefits, and any administrative costs associated with running the program. Striking this balance is crucial to optimizing the impact of the services provided.

Flexibility and Collaboration

While these guidelines serve as a framework, we understand that unique circumstances may arise. We remain open to discussions that address individual needs, ensuring a collaborative approach that aligns with both your organizational objectives and the overarching success of the Adult and Dislocated Worker program.

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 Northeast Iowa Workforce Development Board electronically in both Microsoft Word and PDF formats via email to taylor@northeastiawdb.org. A hardcopy may be mailed via USPS to Taylor Williams, 600 S. Pierce Dr., Mason City, Iowa 50401. All proposals must follow the formatting requirements outlined in the chart below. All proposals must be received by 12:00 p.m. (noon) on February 23, 2024 to be considered. Emails must have the subject line “**Adult/Dislocated Worker Provider Proposal [Organization name].**” **Late proposals will not be considered.**

Font	12-point – Times New Roman
Pages	Single-sided on 8.5 x 11 paper
Margins	One (1) inch – This applies to all margins
Spacing	Single-spaced
Footer	Name of organization submitting the proposal and page number on each page
Required Copies	One Microsoft Word file and one PDF 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 – Use template provided in 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 July 1, 2024 and ending on June 30, 2025. See *General Information, Funding Streams* for further information on sources of funding made available through this RFP.

III. *Organizational 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 Northeast Iowa Workforce Development Board reserves the right to consider any previous performance data from workforce development programs.
3. Administrative and fiscal capacity, including but not limited to your organization’s proven ability to provide fiscal support and oversight, utilize information systems, manage resources and personnel, and produce timely and accurate program reports.

IV. *Program Narrative (maximum 15 pages)*

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

1. **IowaWORKS locations:** Bidders should state their commitment to deliver adult and dislocated worker services within the existing IowaWORKS offices. If your proposal includes providing services at locations in addition to IowaWORKS locations, any associated costs must be clearly noted in your budget documents.
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 resumes or minimum qualifications for key positions of your proposed model involving director-level responsibilities. In your response, be sure to address how you will accomplish the following:
 - a. Employ professional staff with 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 NEIWDB.

If you are not currently providing adult or dislocated worker services in IowaWORKS centers in the Northeast Iowa local area, 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 adult and dislocated workers in IowaWORKS center activities and services. Be sure to address how you will employ distinct plans to recruit, enroll and effectively engage diverse participants.
- 4. Services:** Describe your proposed model for effectively delivering career services to adults and dislocated workers (see Statement of Work). Highly rated responses will clearly demonstrate how the proposed program components connect adult and dislocated workers 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 adults and dislocated workers in navigating IowaWORKS resources and Title I services.
 - b.* Ensure a professional level of customer service and positive interaction for all job seekers.
 - c.* Recruit and enroll job seekers into Adult and Dislocated Worker Services.
 - d.* Employ distinct strategies to recruit and serve adults and dislocated workers with barriers to employment.
 - e.* Assess participants and create individualized plans and goals accordingly.
 - f.* Ensure an optimal level and frequency of meaningful engagement with participants.
 - g.* Provide quality career counseling and provision of current labor market information.
 - h.* Establish and connect adults and dislocated workers 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 educational and training services to adults and dislocated workers (see Statement of Work) that are driven by the needs of local employers, aligned with viable career pathways, and assist students in bridging their skill level to meeting employers needs 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 LWDA is committed to meeting the needs of individuals with barriers to employment, as described in WIOA Sec. 3 (Def.24-25), as well as individuals identified by WIOA Priority of Service, as described in WIOA Sec. 134(b)(3)(E). Describe how you will engage and effectively serve individuals with barriers to employment, how you will identify and help customers address such barriers, and how you will provide or connect individuals with supportive services, as appropriate.
- 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 Northeast Iowa local area, including key partners of IowaWORKS. Include in your response, how you will ensure coordination of adult and dislocated worker programs with youth programs administered by the LWDB, as well as other programs and initiatives led by the LWDA. Be sure to address how you will promote and facilitate referrals from your proposed program to other partners and from other partners to your program. Include specific examples of agencies you have worked with that provide services and supports beneficial to IowaWORKS customers, including your process for identifying such partners and integrating them into your program model. Leveraging and braiding between funding sources shall ensure there is no duplication of resources, maximum efficiency is achieved, and the requirements and goals of each funded/partner program is taken into consideration. Describe your experience and past success engaging in productive partnerships with other organizations to facilitate referrals or co-enrollments to/with other programs. How will you leverage this experience to collaborate for the provision of services?
- 8. Business services:** Describe how you will work closely with all WIOA core program partners to inform, participate in, and align all activities with IowaWORKS business engagement efforts and sector strategies. Be sure to address how you will effectively accomplish the items below and describe any other components vital to the success of your proposed model:
- a.* Collaborate with IowaWORKS partner programs to ensure business engagement is closely coordinated.
 - b.* Recruit and place participants in job openings to meet the hiring needs of employers.
 - c.* Recruit and place participants in work-based training programs, such as On-the-Job Training (OJT) and Customized Training (CUS).

- 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 Northeast Iowa Workforce Development Board.
 - 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 the NEIWDB 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 to support service delivery, program reporting and other key elements of your proposed model. Be sure to address how you will utilize IowaWORKS and other information systems to track customer participation in WIOA activities. Also describe how you will ensure clear policies and procedures are in place to enter and validate data in IowaWORKS and other information systems.
- 11. Administration:** Describe how you will utilize the administrative capacity of your agency to carry-out the work described in this RFP. Be sure to address how you will use fiscal and technical competence, financial and administrative resources, and information systems to support the proposed program model. 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 in the Northeast Iowa local area centers, the NEIWDB 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 adult and dislocated worker participants and employers. If you are not currently providing Adult or Dislocated Worker Services in the Northeast Iowa local area IowaWORKS centers, 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 July 1, 2024. The NEIWDB 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. The cost per WIOA participant of the proposed program is evaluated to determine if it is fair and reasonable. 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. Bidders must fully comply with the requirements of all federal and state regulations applicable to welfare programs.

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 NEIWDB 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 resumes or minimum qualifications. See *Program Narrative, Staffing Plan*.
 - d. Copy of Annual Audit Report
 - e. Current Certificate of Liability

- f. W-9
 - g. Certification Regarding Debarment
 - h. Certification Regarding Lobbying
 - i. Conflict of Interest
 - j. Certification of Affirmative Action Plan
 - k. 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 by the NEIWDB 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 Northeast Iowa, the NEIWDB, and/or other representatives of the local board. Award recommendations of the evaluators will be presented to the Board for final decision. Selection of a proposal for subrecipient award is contingent upon the successful completion of contract negotiations.

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

Proposal Review Scoring Rubric	
Cover Sheet	Required, but not scored
Executive Summary	Required, but not scored
Organization Overview	20 points
Program Narrative	80 points
Budget & Budget Narrative	15 points
Attachments	20 points; will also support the scores of related proposal sections
Total points available	135 points

Bidders must receive a score of 90 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	January 26, 2024
Final day to submit written questions	February 1, 2024
Proposals due	February 23, 2024 (Proposals due by noon)
Selection of provider	April 25, 2024 (At regularly scheduled NEIWDB/CEO Joint Quarterly Meeting)

Provisions

- This Request for Proposals (RFP) does not commit the NEIWDB to award a contract.
- The NEIWDB may select a firm based on its initial proposal received, without discussion of the proposal. Accordingly, each proposal should be submitted on the most favorable terms, from a price and technical standpoint. The NEIWDB may, however, have discussions with those firms it deems in its discretion to fall within a competitive range.
- The NEIWDB 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 NEIWDB 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 NEIWDB 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 NEIWDB and be subject to disclosure under the Freedom of Information Act or other applicable legislation.
- The contract award will not be final until the NEIWDB and the successful bidder have executed a mutually satisfactory contractual agreement. The NEIWDB reserves the right to make an award without further discussion of the proposal submitted. No activity may begin prior to final NEIWDB approval of the award and execution of a contractual agreement between the successful bidder and the NEIWDB.
- 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 NEIWDB are considered public records and subject to disclosure. The NEIWDB reserves the right to issue additional RFPs if and when it is in the NEIWDB 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 NEIWDB 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 NEIWDB reserves the right to negotiate changes of any nature with any firm proposing to do the work with respect to any term, condition, or provision in this document and/or in any proposals, whether or not something is stated to be mandatory and whether or not it is said that a proposal will be rejected if certain information or documentation is not submitted with it.
- Contact staff to request assistance with access to this RFP.

SECTION IV- Terms and Conditions

Modification to Proposal

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

Signature

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

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

Renewal

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

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 NEIWDB 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 NEIWDB 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 subrecipients 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 NEIWDB, 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.

Appendix A – Cover Sheet

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

Northeast Iowa Workforce Development Board

Contract Period: 7/1/2024 – 6/30/2025

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. Our organization agrees to comply with all local, state, and federal regulations if a contract is awarded.

Printed Name of Authorized Representative

Title of Authorized Representative

Signature of Authorized Representative

Date

Appendix B – Proposal Transmittal Form

Organization: _____

Address: _____

City/State/Zip: _____

Agency Type: (Check all that apply)

- Government
- Private, For Profit
- Private, Not for Profit
- Government
- Community College
- School District
- Community-Based Organizations
- Collaboration of these Organizations
- Other (Specify) _____

IRS Number or Employer Identification Number _____

Legal Authority for Organization _____

Number of Years in Business _____

Appendix C – Budget Documents

Budget Summary

Operational Costs	Amount Requested
Salaries	
Personnel Benefit/Fringe	
Mileage	
Travel	
Direct	
Profit	
Total Operational	\$

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

Total of Operational and Participant Costs	Amount Requested
Operational	
Participant Cost	
Total Amount Requested	\$

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

Budget Detail

Salary Detail

Staff Title	Salary	% of Time Charged to WIOA	Total charged to WIOA
A.			
B.			
C.			
D.			
E.			
F.			
G.			
Total Amount Requested			\$

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	\$									\$
Total Fringe Requested										\$

*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

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

Profit Cost Detail

%	Base Amount	Total
	\$	\$

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 C to reflect the total cost of your project and the amounts by category. Also include any amounts by category donated by the consultant. 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 month's times (x) what is allowed per mile by your agency.
4. **Travel:** Enter the amount you are requesting for travel. Travel would be considered meetings, events, etc. that will be. 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 B. 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 C.
 - 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 C.
 - 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 C, provide justification and description of other item(s) requested.

Appendix D – Assurances and Certifications

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

We will meet all applicable Federal, State, and local compliance requirements. These include, but are not limited to:

- Maintaining records that accurately reflect actual performance.
- Maintaining record confidentiality, as required.
- Reporting financial, participant, and performance data, as required.
- Complying with Federal and State non-discrimination provisions.
- Meeting requirements of Section 504 of the Rehabilitation Act of 1973.
- Meeting all applicable labor law, including Child Labor Law standards.
- Adhering to the Northeast Iowa Workforce Development Board marketing guidelines and committing to using the required funding statements on all materials, including those for outreach.
- Accepting funding for and working within the guidelines of other funding opportunities provided by Northeast Iowa Workforce Development Board.

Print or Type Name of Authorized Representative

Signature of Authorized Representative

Date

Appendix E – Compliance Checklist: WIOA Title I Services

Upon award of the Contract, Northeast Iowa Workforce Development Board will require written certification of the following documents. Prior to the commencement of any program funded with monies under the jurisdiction of NEIWDB, a monitoring visit will be scheduled to verify adherence to certain requirements, including compliance with all physical and assistance devices as required by the Americans with Disabilities Act (ADA).

Prior to the award of any funding, the Contractor will be required to attend an Invoice Training with NEIWDB Fiscal Agent. Specific reports are due on a monthly basis. Specific documentation must be included in Contractor’s monthly invoices, including the specific itemization of staff time charged to WIOA Title I contracts, and provide supporting documentation for how each cost is charged to the grant. A yearly budget will be provided before the commencement of the Contract and upheld to facilitate effective budget management within the Title I Adult and Dislocated Worker program.

It is important for a potential Contractor to know before submitting a proposal:

1. Inability to provide the required reports and invoices each month of the Contract will result in the termination of the Contract and may result in the Contractor’s repayment of WIOA funds issued up to the date of contract termination.

The following documents will be required to be submitted at the time of the contract award; please check each box and initial on each line, thereby acknowledging your organization’s ability/consent to provide:

- ADA Compliance Certification _____
- Single Audit Act; OMB Circular A-133, Compliance _____
- Debarment, Suspension & Ineligibility Documentation _____
- Certification Regarding Disclosure of Lobbying Activities _____
- Drug-Free Workplace Certification _____
- Compliance with Section 504 of the Rehabilitation Act of 1973 _____
- Equal Opportunity Employer Certification _____
- Copy of Latest Audit _____
- Insurance Certificate listing Northeast Iowa _____
- Conflict of Interest _____

Name of Organization:			
Authorized Signatory:			
Title:		Date:	

Appendix F – Evaluation Criteria

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

- Ability of the program to help the {insert name here} 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 worker programs.

Bidders must receive a score of 90 points or higher to be eligible to be awarded a contract. Proposals will be evaluated using the assigned point totals for the following criteria:

Category	Criteria	Score
Cover Sheet	Required, not scored	--
Executive Summary	Required, not scored	--
Organizational Overview (maximum of 20 points)	<p>Proposal provides an overview of the lead organization including- year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget, and number of full-time staff.</p> <p>The proposal provides evidence of program success consisting of past program performance and integration of principles and practices in program design of program success.</p> <p>Proposal describes the organization’s knowledge, expertise and experience working with under-served and targeted populations and the challenges within the workforce development system.</p> <p>Proposal describes what systems are in place to ensure administrative and fiscal support and oversight.</p>	
Program Narrative (maximum of 80 points)	<p>Proposal clearly demonstrates how the applicant will effectively meet all the standards, expectations, and desired outcomes found in this RFP.</p> <p>Proposal includes a clear staffing plan to support the programmatic and executive components of the program.</p> <p>Proposal describes plans for outreach, communication, and recruitment of adults and dislocated workers.</p> <p>Proposal describes a model for effective delivery of Career Services, clearly demonstrating how job seekers will be connected to opportunities in quality, sustainable careers. All items included in the statement of work should be addressed.</p>	

	<p>Proposal describes a model for effective delivery of Training Services, including the efficient and strategic use of training funds. All items included in the statement of work should be addressed.</p> <p>Proposal describes efforts that will support sector strategies in the local area.</p> <p>Proposal describes plans for serving those with barriers to employment and ensuring WIOA Priority of Service is followed.</p> <p>Proposal clearly describes how supportive services will be utilized to assist participants.</p> <p>Proposal describes plans for coordination and collaboration with partner programs and agencies. This description should include information on facilitating referrals to partner programs and agencies.</p> <p>Proposal should describe how business engagement will be coordinated with all IowaWORKS partners.</p> <p>Proposal describes, in detail, the strategies to be used to ensure success and meet or exceed established performance goals. All items included in the statement of work should be addressed.</p> <p>Proposal describes the use of technology to enhance service delivery, program reporting and other elements of your proposal. This should include the use of the IowaWORKS system to enter, track, and validate WIOA data.</p> <p>If applicable, this proposal should include detailed transition plans to ensure the seamless transition and minimize disruption of services to job seekers and employers.</p>	
Budget and Budget Narrative (maximum of 15 points)	<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>	
Attachments (maximum of 20 points)	<p>All required attachments are included and support the associated narrative sections.</p>	
	Total Score	