

Western Iowa Workforce Development Board

Request for Proposals (RFP)

Workforce Innovation and Opportunity Act (WIOA)

One-Stop Operator

Release Date

This RFP was released on October 4, 2021

Proposal Submission Details

Please submit ONE electronic proposal and attachments to
kwilson@caasiouxland.org

Due Date

November 5, 2021 – 4:30 p.m.

Contract Period

January 1, 2022 to June 30, 2023
Possible extension for up to three (3) years

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

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Request for Proposals Timeline

- October 1 WIWD Executive Board Approves RFP for One Stop Operator for the period of time from January 1, 2022 to June 30, 2023
- October 4 Release/post RFP for a One Stop Operator on WIWD and IWD websites
- November 5 Request for Proposals are due by 4:30 PM
- Nov. 15-16 WIWD Executive Committee reviews and scores proposals received
- Nov. 18-19 At the discretion of the Executive Committee, meetings may be scheduled with RFP respondents
- December 1 Executive Committee makes the decision on One-Stop Operator and makes a recommendation to full board
- December 15 WIWD board convenes to approve a One Stop Operator
- December 16 Notice of Intent to Award sent to all participants and the Fiscal Agent to issue a contract
- December 20 Contract executed and signed
- January 1, 2022 – June 30, 2023: Period of performance

All times shown are Central Standard Time (CST). The Western Iowa Workforce Development Board (WIWDB) 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 WIWDB Administrative email (kwilson@caasiouxland.org) by the dates and times shown above. The prospective bidder is solely responsible for assuring that anything sent to the WIWDB is on time.

Resource Information

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

<http://on.workforcegps.org>

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

Iowa Workforce Development Policies are available at:

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

Western Iowa Development Board Procurement Policy:

www.westerniowaworkforce.com

SECTION 1- Introduction and Background

Introduction

Western Iowa Workforce Development Board is one of nine Workforce Development Boards in Iowa designated by the Governor under the Workforce Innovation and Opportunity Act. For the purposes of this Request for Proposal (RFP), Western Iowa Workforce Development Board will be referred to as WIWDB. The Western Iowa Workforce Area oversees the workforce services in the counties of Audubon, Carroll, Cass, Cherokee, Crawford, Fremont, Greene, Guthrie, Harrison, Ida, Mills, Monona, Page, Plymouth, Pottawattamie, Sac, Shelby and Woodbury.

The Local Area American Job Centers (also referred to as One-Stop Centers/Iowa**WORKS**) are designed to provide a full range of services and assistance opportunities to job seekers and employers under one roof. Established under the Workforce Innovation and Opportunity Act the American Job Centers offer referrals to employment, work-based learning opportunities, career counseling, job listings, recruitment and incentive services to employers, access to training programs and similar employment-related services. The three American Job Centers in the Western Iowa Workforce Area (WIWA) are located in Council Bluffs, Denison and Sioux City. Currently there are no affiliate sites in the Local Area but this is subject to change.

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

The WIWDB's vision is all residents of the 18 counties in the WIWA particularly those with barriers to employment, will have access to innovative workforce services, integrated training and education programs, and direct support services. This collaboration between Core Partners will provide the required knowledge, skills, and credentials necessary for securing sustainable employment that strengthens the local economy and meets the needs of our local business community.

The WIWDB aims to foster a dynamic, integrated, and ever-improving workforce development system in which employers and individuals have ready access to a network of information and services responsive to their unique employment needs. To provide local area residents with access to the literacy, education, vocational rehabilitation programs, and workplace skills necessary for self-sufficient employment and advancement. Further, WIWDB aims to empower WIWA youth with the knowledge, skills, and behaviors necessary for employment and economic independence in high-skilled, high-wage careers, and lifelong learning.

The three hallmarks of WIOA include:

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

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

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

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

Background

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

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

The terms and conditions of this RFP may change based on WIOA legislation. The successful respondent to this RFP will be expected to remain informed on WIOA regulations and requirements. For more information on WIOA please visit <http://www.doleta.gov/wioa>.

WIOA is built around the following key principles:

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

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

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

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

One-Stop Operator Roles and Responsibilities

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

Responsibilities

- Develop an in-depth understanding of all one-stop partner programs, services and performance requirements.
- Hold monthly core partner meetings.
- Hold quarterly required partner meetings.
- Implement relationship building activities to assist in the integration of one-stop partner programs.
- Implement a customer survey for continuous improvement.
- Perform program monitoring (if the winning bidder is a current service provider or consortium other responsibilities will be assigned during contract negotiations)
- Implement and oversee the referral process between partners, including follow-up, tracking, reports, and continuous improvement.
- Ensure cross training of staff for core partner programs.
- Be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and satellite One-Stop Centers.
- Collaborate with Workforce Development Partners on job fairs, recruitment events and other related activities
- Assist in the development of an overall system-wide outreach plan and outreach strategies, including giving presentations to local organizations.
- Manage the social media presence of the WIWA per Iowa Workforce Development Policy.
- Assist the board in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).
- The one-stop operator will be responsible for familiarizing themselves with the State of Iowa one-stop certification criteria and assisting the board through the certification process.
- Submit written reports to the board and CLEOs, and participate in committee meetings.
- Hold ongoing meetings with the WIWDB executive board, as requested.
- Implement strategies to improve information sharing among partner programs.
- Stay on time and in budget.
- Keep appropriate records in an auditable manner as required by federal or state statutes and regulations, or WIWDB requirements.

One-Stop Operator Budget

Proposals must include a budget detailing all costs related to one-stop operator services. Based on responsibilities assigned to the one-stop operator, it has been determined that all costs are program costs. In the event a proposal is submitted on behalf of/by a consortium, the budget must clearly show how any proposed shared costs of the one-stop operator will be funded. All proposals must include a lead staff person and associated expenses including wages, benefits and other costs. Staffing costs should consider the percentage of time an individual will spend on one-stop operator responsibilities. The one-stop operator staff must work a minimum of 25 hours a week, full-time is preferred, and must be housed in an Iowa **WORKS** office.

Indirect costs and allocated costs can be charged to the contract(s) only if the bidder has an approved indirect cost plan or cost allocation plan included with the budget. The budget should be presented for the period of time that is shown in the Dates and Deadlines section of this RFP. Budget forms are provided in the attachments of this RFP. The provided forms are to be used to present the proposed budget.

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

- Staff Salaries
- Staff Fringe Benefits
- Staff Travel and Training
- Insurance
- Supplies
- Equipment
- Contract Management/Indirect Rate
- Audit

Key Performance Indicators

One-stop operators are expected to meet key performance indicators and report out indicators on a quarterly basis. The determination of contract extensions will be based on meeting the key performance indicators during the contract period. One-stop operator responsibilities will not be waived due to other organizational commitments or responsibilities.

Key Indicators of Performance

1. Document at least 5 hours quarterly learning partner programs.
2. Coordinate 3 core partner meetings quarterly.
3. Coordinate 1 required partner meeting quarterly.
4. Implement and maintain a customer satisfaction survey of at least 85%.
5. Perform program monitoring no less than annually as directed by the WIWDB.
6. Provide updates on strategies to improve information sharing among partner programs.
7. Provide updates on relationship building activities to assist in the integration of one-stop partner programs.
8. Show quarterly progress on the implementation of a referral process.
9. Provide monthly reports on referral tracking, and follow up activities.

10. Coordinate a minimum of 2 cross training activities each quarter.
11. Demonstrate collaboration on workforce partner activities.
12. Provide updates on outreach strategies progress.
13. Provide updates on social media strategies.
14. Provide updates regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and satellite One-Stop Centers.
15. Submit monthly reports to the board and CLEOs.
16. Attend committee meetings monthly as designated by the board.
17. Meet with the board support staff, as needed.

The determination of whether or not one-stop operator performance measures have been met will be made on a quarterly basis by the executive committee.

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 WIWDB or designated representatives will work with the selected bidder to improve performance. However, especially in cases of chronic underperformance, the WIWDB may implement corrective measures or terminate any agreement resulting from this RFP upon notice to the selected bidder.

SECTION III- General Terms and Conditions

Qualifications

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

1. Bidder must be able to identify and provide a single staff person that can be identified as and will fulfill the role of the one-stop operator and who can be held accountable for accomplishing the deliverables. Staff should have a Bachelor's Degree or higher in Human Services, Communications, Project Management, Business Operations or a related field, experience may substitute education.
2. The individual assigned to serve as the one-stop operator will be expected to work a minimum of 25 hours a week, full-time is preferred. A defined schedule will be established for the individual or entity selected. The person assigned must be housed in an IowaWORKS Center in the WIWA and will be expected to travel to other offices on a regular basis.
3. Preferred mediation or negotiation experience.

4. Preferred experience in operating workforce programs.
5. Preferred experience in public relations.
6. Preferred experience in bringing groups together and facilitating agency interactions where the goals and objectives may be similar but do not directly align.
7. Proposal must specify how the individual assigned to serve as the one-stop operator fits into bidder's organization. Please include an organizational chart indicating the chain of command for the one-stop operator.
8. If applicable, proposals must identify a lead staff person and indicate how the lead is compliant with firewall requirements between administration and Center operations as defined in the Workforce Innovation and Opportunity Act.
9. A consortium must identify a lead agency and a lead staff person that is ultimately responsible for the contract and performance. The proposal should also identify the lead staff person representing each of the entities of the consortium.
10. The one-stop operator will be expected to provide written progress reports in a format approved by the WIWDB on a monthly basis and participate in meetings as applicable.

Eligible Organizations

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

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

Type of Contract, Payment Process and Terms

The Board will use a cost-reimbursement contract. A line-item budget shall be based on all legitimate costs to be incurred by the sub-recipient in carrying out the services. The selected sub-recipient will be reimbursed for allowable actual service delivery costs on a monthly basis after submittal and approval of payment vouchers to the fiscal agent as instructed in the contract. The sub-recipient will work closely with the fiscal agent, and the WIWDB on the payment process and schedule.

Sub-recipients will be required to submit to the WIWDB an annual budget for each contract year. The WIWDB will provide the Sub-recipient with budget parameters (including required timelines) based on preliminary/final allocation awards on an annual basis.

The contract and/or agreement resulting from this Request for Proposal begins January 1, 2022 and will be for a 18-month pro-rated period ending on June 30th, 2023, with the potential of three renewable one-year terms through June 30th, 2026 based on achieved performance levels.

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

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

This RFP is a competitive solicitation method being used by the WIWA to maximize the likelihood of selecting a high performing, competent one-stop operator. Notice of this RFP will be distributed to organizations on the WIWDB Bidder's List and will be published on our website, under the "Request for Proposals" tab. The Request for Proposal will be available for download from the website.

Funds Available

Funding for each program year is determined by the US Department of Labor based on an established formula for WIOA State Formula Funds awarded to states by no later than June of each year. Program Year 2022 and Fiscal Year 2023 amounts are subject to change, based upon the actual amount allocated to the Local Area and available carry-over funds. It is understood that funds will fluctuate from year-to-year. The contract agreement shall be modified to increase or decrease funding as needed to reflect actual federal funds received during the contract period. The successful sub-recipient will be awarded a cost-reimbursement contract. The Board may expand the scope of the contract to include other workforce programs, funding or requirements that the Board deems necessary and appropriate. All agreements are subject to the availability of funds to the WIWA.

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

Termination Due to Non-Availability of Funds

Should a contract be awarded based on this proposal, the WIWDB, notwithstanding anything in the signed Agreement to the contrary, and subject to limitations, conditions, and procedures set forth below, the WIWDB, 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/sub-recipient as a result of any of the following:

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

Addenda to RFP

If it becomes necessary to revise any part of this RFP, an addendum will be posted on the WIWDB website. Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFP, e.g. WIOA information, changes to key performance indicators and revisions to the timeline.

Questions/Restrictions on Communication

Any questions regarding this RFP should be addressed only to the Issuing Officer. All questions will be responded to in writing and posted on the website. This website can be accessed at: www.westerniowaworkforce.com. Staff supporting the daily operations of the One-Stop Centers are not able to assist or answer questions related to this RFP. Only the responses on the website are considered clarifications to the instructions contained in this RFP. In the event that responses modify any of the terms, conditions, or provisions of this RFP, documentation will be given via a subsequent amendment to the RFP.

It is the policy of the WIWDB to prohibit ex-parte communication with any WIWDB member, WIWDB staff, CLEOs, 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 WIWDB and Chief Local Elected Official for review and appropriate action. Bidders who improperly influence the proposal review and evaluation process in any way will be subject to disqualification.

Right to Cancel

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

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

Incorporation of RFP into Contract

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

Additional Terms and Conditions

1. Any work sought through this RFP may not occur prior to the start date of the contract period.
2. In the event of a conflict or ambiguity between the rules, terms, and conditions set forth in the RFP and any applicable statutes or laws the WIWDB shall be responsible for making all determinations in this regard.

Section IV Sub-Recipient Responsibilities and Requirements

Records and Access

The selected bidder shall cooperate fully with any reviews or audits of the activities under any agreement resulting from this RFP by authorized representatives of the WIWDB or federal or state agencies and the selected bidder agrees to ensure to the extent possible the cooperation of its

agents, employees and board members in any such reviews and audits. This provision shall survive the expiration or termination of any agreement resulting from this RFP.

The selected bidder must retain, secure and ensure the accuracy of all files and records, in compliance with WIOA requirements, related federal and state regulations, and the WIWDB's record retention requirements. Bidder(s) will assure that all records pertaining to this agreement, including financial, statistical, property, and supporting documentation, shall be retained for a period of five (5) years from the date of: 1) final payment under this agreement, and 2) when all audits and litigation are complete and resolved. The selected bidder must allow the WIWDB, its designated fiscal agent, and representatives of other regulatory authorities' access to all WIOA records.

The selected bidder is responsible for maintaining and securing files at all times, as well as ensuring privacy and protection of all personal information collected from participants per applicable laws, regulations and state policies. Confidentiality of participant information must be maintained and properly stored in a secured space with limited staff access. Each staff member who has contact with participants or participant information must receive training on confidentiality requirements. The selected bidder acknowledges that the use or disclosure of participant information for purposes other than the effective delivery of the services described in this RFP is strictly prohibited. Staff of the selected bidder may have access to this information only on a "need to know" basis. The selected bidder must inform employees that inappropriate use of such information may result in disciplinary action, including discharge, or criminal prosecution if the employee knowingly uses the information for fraudulent purposes.

Audit

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

Contract Oversight and Evaluation

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

WIWDB Responsibilities: monitor, evaluate and provide guidance and direction to the selected bidder in the conduct of services performed under any agreement resulting from this RFP. WIWDB has the responsibility to determine whether the selected bidder expends funds in accordance with applicable laws and regulations, including federal audit requirements and will

monitor the activities of the selected bidder to ensure such requirements are met. WIWDB may require the selected bidder to take corrective action if deficiencies are found.

Insurance

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

Insurance Limits

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

Data Management System

When applicable the selected bidder will be required to utilize the IowaWORKS data management system as the information system of record and must ensure that all data is entered accurately and in a timely manner, adhering to all applicable data rules, regulations, and entry time requirements. Staff must be fully competent in utilizing IowaWORKS data management system, including querying and producing reports from the system regarding the WIWDB. The WIWDB will utilize data from the IowaWORKS data management system, as well as data collected from other sources, to determine program compliance and evaluate performance of the selected bidder. The selected bidder will adhere to the IowaWORKS data management system Process Guide and the IowaWORKS data management system Standard Operating Procedure Guide for guidance on proper documentation for WIOA and other IowaWORKS data management system participation. The bidder will participate in quality and compliance activities, as well as regular meetings and review of performance reports and other written reports when requested. The selected bidder will identify staff members whose work requires access to IowaWORKS and submit applications for IowaWORKS access per local protocols. 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.

Subcontracts

If a bidder anticipates using subcontractors to provide any service proposed, the proposal must clearly identify those subcontractors, their specific responsibilities, and the planned budget. The one-stop operator 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 WIWDB prior to signature on the contract and execution of services. Subcontractors, prior to WIWDB approval, must meet all licensing requirements and provide all required documents, certifications and insurance as required by the lead sub-recipient/bidder, and shall agree to comply with the standard general provisions and all federal and state regulations as well as all state and WIWDB 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 WIWDB, the contract may be awarded to the next ranked bidder recommended for funding, if any.

Conflict of Interest

All bidders must disclose the name of any officer, director or employee who is a member of the WIWDB. All bidders must disclose the name of any WIWDB employee who owns, directly or indirectly, any interest in the bidder's business or any of its branches.

Compliance

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

Section V Proposal Guidelines

This section provides instructions for preparing and submitting a proposal in response to this RFP, including required proposal contents and format, and important dates and deadlines. Before preparing and submitting a proposal, interested and qualified applicants are highly encouraged to read all other sections of this RFP and key source documents referenced throughout, especially the one-stop operator responsibilities and key performance indicators, to gain a full understanding of the services requested and provider characteristics and competencies sought.

All proposals must be submitted to the WIWDB electronically via email to kwilson@caasiouxland.org. Proposals may not be sent by Fax, US Mail, Courier or hand-delivered. All proposals must be received by Kim Wilson no later than 4:30 p.m. on Friday, November 5, 2021, in order to be considered. Emails must have the subject line “WIOA Title I One-Stop Operator Proposal.” Late proposals will not be accepted. The WIWDB shall not be responsible for Bidder’s failure to meet responsiveness, date, time, delivery and location deadlines due to computer or electronic transmission issues.

Proposal Requirements

The proposal may not be considered if page limitations and formatting requirements are not met. Your proposal must contain all the content below in the same order illustrated. Strong proposals will demonstrate a full understanding of the requirements described throughout this RFP and establish the capacity, expertise and program design needed to meet the required standards and goals. The proposal, as well as any reference materials presented, must be typed in English in 12-point Times New Roman font, single spaced, and must be on standard portrait 8 ½ “x 11” in size with no less than 1-inch margins, and in a Microsoft Word or PDF document, all proposals must be fully accessible.

The RFP Response Package

Proposal Application

Completed Proposal Application (Attachment B) The RFP is written in MS Word. Complete the attached Application by responding to all the questions immediately below the question. The space will expand to accept Bidder’s response. Respond to every question asked. Do not omit any questions. If a question asks for a yes or no answer place the yes/no response at the beginning of your answer and provide the narrative information requested on the next line. Do not reorder the question numbers as the rating sheet is keyed to the question numbers. Do not respond to a question by cross referring to another question. Page length for this section is 20 pages maximum.

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

Number each page of the response sequentially. The page number should be in a footer with the name of the organization submitting the response, and WIWDB - RFP. Footers should be printed in an 8 pitch. Page numbers should be consecutive from beginning to end. Proposals are not to be paginated by sections.

Budget

Provide a budget including all program-related costs, using the required budget template provided in this RFP. All costs must be allowable according to applicable federal, state and local regulations, including but not limited to the Uniform Guidance and regulations of the funding source, and allocable to the proposed program. Effective budgets will enable the proposed program to meet the intent and requirements of the contract, while being realistic, reasonable and prudent, avoiding unnecessary or unusual expenditures.

Budget Narrative

Provide a narrative to accompany the budget that describes the purpose of each cost, explains how all costs were estimated and justifies the need for all costs in meeting contract requirements. In your narrative, be sure to clearly communicate the calculation for personnel salaries, personnel benefits, mileage, travel, direct costs, management fee/indirect rate and other costs necessary to perform the services described in this RFP. A strong budget narrative will minimize or eliminate the need for clarifications from evaluators reading the proposal. If your proposal includes leveraged resources of your organization or another organization, use the budget narrative to describe the actual or estimated value of the leveraged resources. If applicable, also attach a letter of support from any organization providing leveraged resources in support of your proposal. Budget narrative should not exceed two pages in length.

Proposals must follow the following sequence:

1. Cover Sheet (Attachment A)
2. Proposal Application (Attachment B, maximum 20 pages)
3. Budget and Budget Narrative (Attachment C, narrative not to exceed 2 pages)
4. Reference Form (Attachment D)
5. Signed Assurances and Certification (Attachment E)

Required Attachments

6. A project management schedule showing when various activities including performance will occur.
7. Resume or job description of the one-stop operator.
8. If bidder is not a single consultant or there is more than one employee in Bidder's organization bidder must include an organizational chart showing the chain of command for the individual who will serve as the one-stop operator.
9. Incorporation/Certification of Existence
10. If bidder is a consortium a legally binding MOU must be submitted. The MOU must identify the lead entity that will be financially and contractually responsible to the contract, and which staff who will perform each role.
11. Signed Conflict of Interest Statement (Attachment F)
12. Audit

Selection Process

All proposals received by the submission deadline will be initially reviewed for responsiveness and compliance with the specifications and requirements contained in this RFP. Proposals passing the initial review will be scored with attention to clarity, completeness and quality. High scoring proposals will clearly demonstrate an ability and likelihood to effectively perform the responsibilities and meet the key performance indicators and intended outcomes of this RFP.

All proposals submitted will be evaluated against all other proposals using the rating criteria, which is a part of this RFP package. Proposals will be rated and then ranked by the WIWDB Executive Committee.

Select bidders **MAY** be requested to participate in presentations or discussions with proposal evaluators, Chief Local Elected Officials of the WIWA, the WIWDB, and/ or representatives of the WIWDB. Award recommendations of the evaluators will be presented to the Board for final decision. Selection of a proposal for contract award will be subject to successful contract negotiations. The WIWDB will vote on the final selection with the Chief Local Elected Officials approving the selection.

Additional selection terms:

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

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

Western Iowa Workforce Development Board
Contract Period: 1/1/2022– 6/30/2023

Name of Organization: _____

Type of Organization: _____

Address: _____ City: _____ State: ____ Zip Code: _____

Contact Person's Name and Title: _____

Contact Person's Email Address: _____

Contact Person Phone Number: _____

Amount Requested \$ _____

Proposing Organization Information

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

Printed Name of Authorized Representative

Title of Authorized Representative

Signature of Authorized Representative

Date

Attachment B Proposal Application

Proposal Questions

1. Describe the basic organizational description, including but not limited to year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget and number of full-time staff, administrative and fiscal capacity, including but not limited to your organization's proven ability to provide fiscal support and oversight, utilize information systems, manage resources and personnel, and produce timely and accurate program reports.
2. Describe Bidder's experience with public relations, mediation and negotiation, bringing disparate groups together, and facilitating agency interactions where the goals and objectives may be similar but do not directly align.
3. Describe Bidder's plan to coordinate all three one-stops and workforce programs to ensure services are uniform and effectively serve its customers.
4. Describe the qualifications of the individual who will serve as the one-stop operator.
5. Provide two (2) examples of Bidder's history of demonstrated effectiveness to evidence Bidder's capability to fulfill the role of one-stop operator.
6. Describe Bidder's activities during the first ninety days following contract execution.
7. How will bidder familiarize themselves with the one-stop partner programs, performance requirements and one stop certification?
8. Describe three relationship building activities bidder plans to implement that will assist in the integration of one-stop partner programs.
9. Define continuous improvement in a one-stop system environment. Describe the interactive process of plan, do, check, act as it would apply to the one-stop system.
10. Describe how you would assist the board in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).
11. Describe strategies on how you would coordinate core partner monthly and quarterly partner meetings.
12. Describe the steps you would take to implement a customer survey for continuous improvement, or provide a sample survey. Describe what data will be collected and how it will be used.

13. Describe how your organization would implement and oversee the referral process for partners.
14. Describe strategies to increase partner referrals and co-enrollments.
15. Describe how you would approach cross training of staff for core partner programs.
16. Describe the strategies you would suggest and implement to improve information sharing among partner programs.
17. Describe how you would encourage collaboration on job fairs, recruitment, events, and other related activities.
18. Describe what a successful outreach strategy looks like.
19. Describe what a successful social media presence looks like.
20. Briefly describe your internal processes for staying in budget and keeping appropriate records in an auditable manner.
21. Provide the headings that would appear in the monthly one-stop reports.
22. Describe how you plan to meet the key performance indicators identified in this RFP.
23. Describe what success would look like for the one-stop operator.
24. Describe how you are compliant with firewall requirements between administration and Center operations as defined in the Workforce Innovation and Opportunity Act, if your organization is currently part of the workforce delivery system in any capacity in Western Iowa. If your organization is not currently part of the workforce system in Western Iowa, describe how you will avoid conflicts of interest as you carry out your duties under this RFP.

Attachment C Budget and Budget Narrative

Create an annual budget with the understanding that this first period will be pro-rated to reflect the time period of January 1, 2022 – June 30, 2023. If no amount is indicated in a line item, please record \$0. It is expected that the one-stop operator should work a minimum of 25 hours a week, full-time is preferred.

A. Salaries and Wages:

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

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

A. Total Salary and Wages _____

B. Fringe Benefits

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

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

B. Total Fringe Benefits _____

C. Program Line Items:

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

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

Program Management: These are the costs associated with the overhead cost in administering the contract(s). These costs would typically include the cost of required insurances, audit, a communications need, accounting functions and other necessary administrative costs. The proposed cost should be documented and explained in the budget narrative. If the organization has an approved indirect rate, then their proposed indirect cost would be shown on this line.

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

C. Total Program Line Items _____

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

Budget Narrative

Please complete written descriptions for every line item listed above.

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

Attachment D Reference Form

Provide the following reference information:

Reference 1

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

Reference 2

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

Reference 3

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

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

Attachment E Assurances and Certifications

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

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

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.

Print or Type Name of Authorized Representative

Signature of Authorized Representative

Date

Attachment F Conflict of Interest Form

Conflict of Interest Certification

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

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

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

I _____, _____
(Name) (Title)

of _____
(Name of Bidder's entity)

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

(Name of Bidder's entity)

Signature

Date

Attachment G Evaluation Sheet

Evaluation of One-Stop Operator Proposal

Period: January 1, 2022 to June 30, 2023

The criteria, which will be used to evaluate proposals, are listed below along with their point values. A total of 160 points is possible. An application must achieve a minimum score of 123 points in order to be considered for funding. The RFP committee will use an average score to develop a final score and take other factors into consideration for their recommendation to the full board.

Bidder:	
Committee Member Name:	
Date:	

Pts	Question	Score
5	Describe the basic organizational description, including but not limited to year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget and number of full-time staff, Administrative and fiscal capacity, including but not limited to your organization's proven ability to provide fiscal support and oversight, utilize information systems, manage resources and personnel, and produce timely and accurate program reports.	
5	Describe Bidder's experience with public relations, mediation and negotiation, bringing disparate groups together, and facilitating agency interactions where the goals and objectives may be similar but do not directly align.	
5	Describe Bidder's plan to coordinate all three one-stops and workforce programs to ensure services are uniform and effectively serve its customers.	
5	Describe the qualifications of the individual who will serve as the one-stop operator.	
5	Provide two (2) examples of Bidder's history of demonstrated effectiveness to evidence Bidder's capability to fulfill the role of one-stop operator.	
5	Describe Bidder's activities during the first ninety days following contract execution	
5	How will bidder familiarize themselves with the one-stop partner programs and performance requirements.	
5	Describe three relationship building activities bidder plans to implement that will assist in the integration of one-stop partner programs.	

5	How would bidder define continuous improvement in a one-stop system environment? Describe the interactive process of plan, do, check, act as it would apply to the one-stop system.	
5	Describe how you would assist the board in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).	
5	Describe strategies on how you would coordinate core partner monthly and quarterly partner meetings.	
5	Describe the steps you would take to implement a customer survey for continuous improvement.	
5	Describe how your organization would implement and oversee the referral process for partners.	
5	Describe strategies to increase partner referrals and co-enrollments.	
5	Describe how you would approach cross training of staff for core partner programs.	
5	Describe the strategies you would suggest and implement to improve information sharing among partner programs.	
5	Describe how you would encourage collaboration on job fairs, recruitment events and other related activities	
5	Describe what a successful outreach strategy looks like.	
5	Describe what a successful social media presence looks like.	
5	Briefly describe your internal processes for staying in budget and keeping appropriate records in an auditable manner.	
5	Provide the headings that would appear in the monthly one-stop reports.	
5	Describe how you plan to meet the key performance indicators identified in this RFP.	
5	Describe what success would look like for the one-stop operator.	
5	Describe how the lead is compliant with firewall requirements between administration and Center operations as defined in the Workforce Innovation and Opportunity Act, if a current part of workforce delivery system in WIWA. If not part of WIWA, describe how conflict of interest would be avoided.	
15	Budget	
15	Budget Narrative	
10	Includes all attachments and followed instructions	
	Total	

Evaluators Comments: