

REQUEST FOR PROPOSALS

WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)

TITLE I ADULT, DISLOCATED WORKER, AND YOUTH SERVICES

April 1, 2022 to June 30, 2023

Submission Deadline

March 17, 2022 | 4:30 P.M.

Late submissions will not be accepted

Northwest Iowa Local Workforce Development Board

Resource Materials4

Section I- Background and General Information5

 Purpose 5

 Background 6

SECTION II- Procurement Processes & Requirements8

 Eligible Organizations..... 8

 Questions about the RFP and the Mandatory Bidders Conference..... 8

 Addenda to RFP..... 9

 Ex-Parte Communication 9

 Right to Cancel 9

 Termination Due to Non-Availability of Funds 10

SECTION III- Statement of Work 11

 Integrated Service Delivery Model 12

 Outreach and Branding 13

 Eligibility Guidelines 13

 Enrollment 15

 Adult and Dislocated Worker Program Design 16

 Youth Program Design 20

 Career Pathways 25

 Performance Indicators and Goals..... 25

 Poor Performance 26

 Staff Training and Development 26

 Data Management and Reporting 27

 Contract Oversight and Evaluation 28

SECTION IV- Proposal Guidelines30

 How to Apply..... 30

 Proposal Requirements..... 30

 Attachments..... 35

 Review and Selection Process..... 35

SECTION IV- Terms and Conditions38

Appendix A – Cover Sheet40

Appendix B – Budget Documents41
 Budget Summary, Detail & Narrative Instructions 46

Appendix C – Assurances and Certifications.....47

Appendix D – Evaluation Criteria.....48

Resource Materials

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

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

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

Section I- Background and General Information

Purpose

The Northwest Iowa Local Workforce Development Board (“LWDB”) is issuing this solicitation to fund a proposal that provides workforce development services to Workforce Innovation and Opportunity Act (WIOA) eligible adults, dislocated workers, in-school youth (ISY) and out-of-school youth (OSY), ages 16 – 24, in the Northwest Iowa Local workforce development area (LWDA) comprised of the following counties: Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, O’Brien, Osceola, Palo Alto, and Sioux. For purposes of this Request for Proposal and any proposals submitted in response thereto, LWDB refers to the Northwest Iowa Local Workforce Development Board and LWDA refers to the Northwest Iowa Local Workforce Development Area.

Proposals should present innovative and creative strategies that enhance a customer’s ability to move into self-sustaining employment, resulting in an upwardly mobile career path and higher earnings potential, as well as focus on assisting eligible out-of-school and in-school youth with barriers to employment prepare for post-secondary education and employment opportunities, attain educational and/or skills training credentials, and secure employment with career/promotional opportunities. 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 LWDB. In-school youth (14 – 21); and Out-of-school youth (16-24) eligible for services under WIOA and other services categories under the purview of the LWDB |
| Start Date: | April 1, 2022 |
| End Date: | June 30, 2023 |
| Type of Contract: | Cost-Reimbursement Contract |
| Option to Extend (if applicable): | LWDB may extend the contract up to an additional three (3) years, in increments of one year, depending on program performance, availability of funds, and if it is determined to be in the best interests of the LWDB. |

| | |
|-----------------|--|
| Contact for RFP | Heather Garcia, Executive Director heather@workforcedevelopmentboards.com 515-669-0998 |
|-----------------|--|

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

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

Funds awarded must be utilized to service WIOA eligible adult, dislocated workers, and youth 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, dislocated workers, and youth. 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>. For more information on specific WIOA Youth Programs please visit <https://www.dol.gov/agencies/eta/youth/wioa-formula>.

Northwest Iowa Workforce Development Board

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

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

development in LWDA. It provides leadership to the local workforce system by promoting the delivery of comprehensive employment and training services, providing guidance, and exercising independent oversight regarding activities under WIOA and other programs within the Iowa **WORKS** offices. The NWIWDB prioritizes serving persons with disabilities as well as ensuring needed services to all underserved individuals with barriers to employment within the local area.

Available Funds

Funding for this opportunity is provided through WIOA Title I, which is administered through the U.S. Department of Labor at the federal level, Iowa Workforce Development at the state level, and the Northwest Iowa LWDA at the local level. Bidders should use the estimates below when crafting their proposal. Final funding levels for the remaining program year (PY) 2022, defined as April 1, 2022 – June 30, 2022, will be adjusted based on actual funding available.

| Funding Stream | Program Year 2022 |
|---|--------------------------|
| WIOA Title I – Adult | Up to \$48,940 |
| WIOA Title I – Dislocated Worker | Up to \$122,877 |
| WIOA Title I – Youth | Up to \$100,000 |

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

Youth funds must serve eligible youth with a focus on assisting ISY ages 14-21 and OSY ages 16-24 with a comprehensive array of youth services leading to employment, post-secondary education, or the attainment of skills training leading to a credential. While WIOA programming may fund both in-school and out-of-school youth programs, no more than 25% of WIOA Youth funds will fund in-school youth services. A minimum of 20% of WIOA Youth funds must be spent on work experience expenditures, including staff time spent supporting work experience.

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

SECTION II- Procurement Processes & Requirements

Eligible Organizations

The LWDB is soliciting proposals from qualified organizations to direct U.S. Department of Labor (USDOL) WIOA Title I Adult, Dislocated Worker, and Youth 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
- private not-for-profit organizations (including faith and community-based organizations) incorporated for at least two (2) years
- 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 telephone. Questions pertaining to this RFP must be submitted in writing no later than February 21, 2022. Questions received after this deadline will not be answered. Responses to these additional questions will be distributed by email to prospective bidders and will be available at <https://www.iowawdb.gov/northwest-iowa/home> no later than February 25, 2022. Email all questions to Heather Garcia at:

Email: heather@workforcedevelopmentboards.com

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

NOTE: Verbal questions will not be accepted.

Staff supporting the daily operations of the Centers are not able to assist or answer questions related to this RFP.

Only the responses on the website are considered clarifications to the instructions contained in this RFP. In the event that responses modify any of the terms, conditions, or provisions of this RFP, documentation will be given via a subsequent amendment to the RFP.

Addenda to RFP

If it becomes necessary to revise any part of this RFP, an addendum will be posted on the LWDB website (<https://www.iowawdb.gov/northwest-iowa/home>). Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFP, e.g. WIOA information, changes to performance measures, and revisions to the timeline.

Ex-Parte Communication

It is the policy of the LWDB to prohibit ex-parte communication with any LWDB member, LWDB staff, consultants, or other persons serving as an evaluator during the procurement process. Respondents that directly contact Board members or evaluators risk elimination of their proposals from further consideration.

Any communication by telephone, email, letter, face-to-face conversation, or other off-the-record contact is strictly prohibited. Any discovered ex-parte communication will be provided to the Chair of the LWDB and Chief Lead Elected Official 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 LWDB reserves the right to delay, amend, reissue, or cancel all or any part of this RFP at any time without prior notice. The LWDB also reserves the right to modify the RFP process and timeline as deemed necessary.

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

Termination Due to Non-Availability of Funds

Should a contract be awarded based on this proposal, 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

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, Dislocated Worker, and Youth Services and support in the LWDA. The proposed model must align with the principles and requirements of WIOA and the LWDB's vision of a world-class workforce development system, the primary goal of which is to match the labor demands of employers with the skills and talents of job seekers, helping businesses thrive and creating viable career pathways for residents of our area.

The selected bidder will implement an innovative and proven workforce development model to ensure eligible adults, dislocated workers, and youth 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, dislocated workers, and youth 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, dislocated worker, and youth 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 Iowa**WORKS** locations detailed in the table below. Delivery of services in additional locations are encouraged and must be approved by the LWDB. The locations of Iowa**WORKS** centers are listed below and subject to change.

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

Integrated Service Delivery Model

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

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

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

- [TEGL 4-15: Vision for the One-Stop Delivery System](#)
- [TEGL 10-16: Performance Accountability Guidance for WIOA](#)
- [TEGL 16-16: One-Stop Operations Guidance for the American Job Center Network](#)
- [TEGL 19-16: Guidance on Services provided through the Adult and Dislocated Worker Programs](#)
- [TEGL 23-14: WIOA Youth Program Transition](#)
- [TEGL 21-16: WIOA Title I Youth Formula Program Guidance](#)
- [TEGL 22-19: Technical Assistance Resources for the WIOA Youth Program](#)

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

Outreach and Branding

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

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

Eligibility Guidelines

Funds awarded through this Request for Proposals (RFP) will be used for WIOA eligible adults, dislocated workers, and out of school youth ages 16-24 and/ or in school youth ages 14-21. The selected bidder must follow WIOA guidelines, state policies, and LWDB 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

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.

In accordance with WIOA, an eligible youth is defined as an individual who, at the time of program participation, is-

In school youth

- Attending school
- Between ages 14 and 21
- Low income and one or more of the following:
 - Basic skills deficient
 - English language learner

- Offender
- Homeless
- Foster care
 - Currently in
 - Aged out
 - Age 16 and left foster care for kinship guardianship or adoption
- Pregnant or parenting
- Has a disability
- Requires additional assistance to complete an educational program or to obtain or maintain employment

Out of school youth

- Not attending school
- Between the ages of 16 and 24 (at time of enrollment)
- One or more of the following:
 - Withdrew from school before obtaining a diploma or high school equivalency
 - Within the age of compulsory attendance but has not attended for the past six months
 - Has a secondary school diploma or equivalent and
 - Is low income and
 - Basic skills deficient or
 - English language learner
 - Offender
 - Homeless or runaway
 - Foster care
 - Currently in
 - Aged out
 - Age 16 and left foster care for kinship guardianship or adoption
 - Pregnant or parenting
 - Has a disability
 - Low income and requires additional assistance to enter or complete an educational program or to obtain or maintain employment

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 Iowa**WORKS** 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
- For Youth, development of an Individual Service Strategy (ISS) and participation in any of the 14 WIOA youth program service elements.

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

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

Basic career services

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

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

Individualized career services

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

Follow-up career services

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

Workshops

In conjunction with other WIOA partners, the selected bidder will provide workshops to job seekers at the Iowa**WORKS** centers in the LWDA as part of their career services offerings and participate in workshops conducted by Iowa**WORKS** partner agencies. Workshops will cover but not be limited to job search and soft skills, such as interviewing techniques, 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 LWDB that is driven by the needs of local employers and aligned with viable career pathways, in accordance with the WIOA vision of career pathways (see WIOA Sec. 3, Def. 7). The emphasis will be on supporting occupational clusters and high priority occupations that are in-demand by employers and offer self-sustaining wages.

The selected bidder will not directly provide occupational training services but will coordinate Individual Training Accounts (ITA) for participants who are eligible and suitable for ITAs, pending availability of funding. ITAs are tuition vouchers to be redeemed by eligible training providers. Occupational training

will be conducted by providers with programs included on the Eligible Training Provider List (ETPL). The selected bidder will facilitate the ITA application and selection process with job seekers and coordinate participation in occupational training programs, including counseling job seekers on training opportunities and related career pathways and maintaining close communication with training providers. The selected bidder will follow all required guidance and regulations regarding the use of ITAs, including related state and local policies. The selected bidder will also maintain a current working knowledge of available, effective training programs connected to in-demand occupations and related career pathways.

The selected bidder will work closely with area employers to identify and supply participants for work-based training opportunities, including On-the-Job Training (OJT) and Customized Training (CUS).

Staff of the selected bidder may determine training services are appropriate, regardless of whether the individual has received basic or individualized career services first. Training services may be provided if the staff of the selected bidder determine, after conducting an interview, evaluation, or assessment that an eligible individual is unlikely or unable to obtain or retain employment through career services alone; is in need of training services to obtain or retain employment; and has the qualifications to successfully participate in a program of training that is directly linked to employment in the local area.

Supportive Services

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

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

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

Rapid Response

The selected bidder will develop strategies and employ practices for recruiting and effectively serving dislocated workers, as defined by WIOA sec. (3)(15) and State and local Adult/Dislocated Worker

Eligibility Policies. Such strategies and practices must consider the distinct experiences of dislocated workers and customize career, training and supportive services appropriately.

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

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

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 LWDB may negotiate a modification to the service provider's contract for any additional costs that are required in providing these services. If the LWDB receives any other grants that include services being delivered in a one-stop environment, the service provider and LWDB may negotiate a modification to the existing contract(s) for any additional costs required in providing these services.

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

Business Services

Strong connections with employers are pivotal to the LWDB's commitment to create a thriving local workforce and economically viable region. The LWDB is focused on demand-driven partnerships with businesses to better connect job seekers with employment opportunities and sustainable careers. The selected bidder will inform, participate in and align all activities with Iowa**WORKS** business engagement efforts and sector strategies. The selected bidder will work closely with Iowa**WORKS** partner programs to develop, promote, and deliver quality business services that assist employers and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the 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 Iowa**WORKS** and workforce system partners.

Partner Collaboration and Referrals

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

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

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

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

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

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

Youth Program Design

The services to be provided under this proposal include objective assessment, intake/ enrollment, case management, development of an Individual Service Strategy (ISS), placement, and follow up for all eligible youth seeking services. Based on the needs of each individual as identified in the objective assessment and ISS development, the selected bidder must make each of the following services available:

1. Tutoring and Study Skills Training

Program services must include tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to the completion of the requirements for a secondary school diploma or its recognized equivalent must be made available by the selected providers. Services may also recognize certificates of attendance or similar document for individuals with disabilities.

2. Alternative Secondary School Services

Providers should provide access to either alternative secondary school services or dropout recovery services to enrolled youth. Alternative secondary school services must assist youth who struggled in a traditional education setting. Dropout recovery services are to engage those youths who dropped out of the school system. Programs will offer both services to assist youth in re-engaging in education as a means of completing a recognized high school equivalent certificate.

3. Leadership Development Opportunities

Select bidders will provide opportunities to engage youth in leadership development opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors. Opportunities may include but are not limited to

- Exposure to postsecondary educational opportunities
- Community and service-learning projects
- Peer-centered mentoring and tutoring
- Organizational and team leadership training
- Training in decision making and problem solving
- Citizenship training including life skills training such as parenting, work behavior training, and budgeting for resources
- Other leadership activities that place youth in leadership roles such as serving on youth leadership committees, such as a Standing Youth Committee

Positive social behaviors focus on areas that may include the following:

- Positive attitudinal development
- Openness to working with individuals from diverse racial and ethnic backgrounds
- Maintaining healthy lifestyles including being alcohol and drug free
- Maintaining positive relationships with responsible adults and peers, and contributing to the well-being of one's community including voting
- Maintaining a commitment to learning and academic success
- Self-esteem building
- Avoiding delinquency
- Postponed and responsible parenting
- Positive job attitudes and work skills

4. Adult Mentoring

The selected bidder must provide adult mentoring opportunities for a period of not less than 12 months. This includes pairing a youth with a caring adult in a one-to-one which generally serves the following broad purposes:

- Education/academic: Helps mentored youth improve overall academic achievement.
- Career: Helps mentored youth develop the necessary skills to enter or continue on a career path or where they assist in matching a youth participant with an employer or employee of a company.
- Personal development: Supports mentored youth during times of personal or social stress and provides guidance for decision-making.

Typically, mentors become advocates for the youth, working in consultation with the youth's teacher(s), supervisor, and/ or counselor/ case worker, and parent(s)/ guardian(s). Adult mentoring, if provided, is for the duration of at least 12 months that may occur both during and after program participation.

5. Paid and Unpaid Work Experiences

The selected bidder must establish opportunities for participating youth which lead to paid or unpaid work experiences that have academic and occupational education as a component of the work experience. Paid or unpaid work experiences may include-

- summer employment opportunities as well as available
- employment throughout the school
- pre-apprenticeship
- internships
- job shadowing
- on-the-job training opportunities

At a minimum, 20% of youth expenditures must be for work experience activities.

6. Occupational Skills Training

Selected bidders must give priority consideration to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area. Such training must-

- Be outcome-oriented and focused on an occupational goal specified in the individual service strategy
- Be of sufficient duration to impart the skills needed to meet the occupational goal
- Lead to the attainment of a recognized postsecondary credential

7. Supportive Services

Supportive services for youth, as defined in WIOA sec. 3(59), are services that enable an individual to participate in WIOA activities. These services include, but are not limited to, the following:

- Linkages to community services
- Assistance with transportation
- Assistance with childcare and dependent care
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for youth with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certification.

8. Comprehensive Guidance and Counseling

Youth programs must include comprehensive guidance and counseling services to participants. Provision of services may include drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate. Providers must ensure the continuity of service to participants when it becomes necessary to coordinate additional guidance and counseling to other organizations and programs. Services may require counseling beyond the scope of most WIOA staff training and should be provided through referrals to appropriate health agencies.

9. Follow-Up Services

Follow up services are required for a minimum 12-month period after the completion of the program. The select bidder must demonstrate their ability to provide follow-up services. Follow-up is critical following a youth's exit from the program to help ensure the successful employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related programs that arise. Follow-up services may also include, but is not limited to, -

- provision of supportive services
- connection to adult mentoring
- financial literacy education

10. Financial Literacy Education

Programs must demonstrate the ability to provide youth with financial literacy education as a part of program services. Activities to support financial literacy must include-

- Support participants ability to create budgets, initiate checking and savings accounts at banks and make informed financial decisions
- Support youth in learning how to effectively manage spending, credit, and debt including student loans, consumer credit, and credit cards
- Teach youth about the significance of credit reports and credit scores

- Support participants ability to understand, evaluate and compare financial products, services, and opportunities
- Educate participants about identity theft, ways to protect themselves from identity theft, and how to resolve cases of identity theft
- Support activities that address the particular financial literacy needs of non-English speakers including the development of multilingual educational materials
- Support activities that address the financial literacy needs of youth with disabilities including connecting them to benefits planning and work incentive counseling; and
- Provide and implement as necessary additional financial education as appropriate to gain the knowledge, skills, and confidence to make informed financial decisions to attain greater financial health.

11. Entrepreneurial Skills Training

Through participation in youth program service, participants will gain exposure to entrepreneurial skills training and education. Entrepreneurial skills training and education must provide an introduction to the value and basics of starting and running a business. Program curriculum should guide youth through the development of business plans and may include the simulation of business start-up and operation.

12. Access to Labor Market Information

Participants of youth services must have access to labor market and employment information. Labor market information must provide current information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services. The selected bidder is required to coordinate the provision of labor market information with the Iowa **WORKS** office(s).

13. Postsecondary Education and Training Transition Services

The selected provider will provide necessary activities that prepare youth to transition from postsecondary education and training. Local programs have the discretion to determine what specific services a participant receives, based on each participant's objective assessment and ISS.

14. Concurrent Education and Workforce Preparation

Programs must provide access to education opportunities which are offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster. Programs must reflect an integrated approach to education and training demonstrating in the same time frame workforce preparation, basic academic skills, and hand-on occupational skills training.

Work-Based Learning

WIOA requires that not less than 20% of funds allocated to the local area be spent on activities supporting paid and unpaid work experiences which have as a component academic and occupational education. This may include summer employment, year around employment, pre-apprenticeship, internship, job shadowing, and on the job training opportunities.

According to [TEGL 23-14: Operating Guidance for the Workforce Innovation and Opportunity Act](#), "program expenditures on the work experience program element include wages as well as staffing costs

for the development and management of work experience.” These work- based learning strategies must serve as a next step in career development whether the desired outcome is employment or enrollment in post- secondary education or advanced training.

All proposals must describe in detail how the bidder will effectively provide all required services stated above. Staff of the selected bidder does not necessarily need to provide all services, but where services are not provided by the selected bidder, the agency must have an agreement with another entity to provide those services.

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. 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 Northwest Iowa LWDB.

Program Year 2020 Negotiated Performance Goals

| WIOA Primary Indicator of Performance | Adult | Dislocated Worker | Youth |
|---|-------|-------------------|-------|
| Employment 2 nd Quarter after Exit | 72% | 85% | 73% |
| Employment 4 th Quarter after Exit | 70% | 83% | 72% |

| | | | |
|--|----------|----------|----------|
| Median Income 2nd Quarter after Exit | \$5,400 | \$8,400 | \$3,600 |
| Credential Attainment | 67% | 68% | 59% |
| Measurable Skills Gains | 44% | 30% | 41% |
| Effectiveness in Serving Employers | Baseline | Baseline | Baseline |

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

- Employer satisfaction
- Repeat business customers
- Employer penetration rate

Poor Performance

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

Staff Training and Development

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

- career counseling and customer service best practices
- labor market information including characteristics of supply and demand
- initiatives, programs, and services of the LWDB and the broader workforce development system in Iowa
- availability of industry an employer recognized training and educational programs and opportunities
- Iowa **WORKS** data management system
- local resources and services to assist individuals facing barriers to employment
- culturally competent and accessible service delivery
- youth service delivery and the issues and barriers youth face

Data Management and Reporting

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

lowaWORKS Data Management System

The selected bidder will be required to utilize the lowa**WORKS** 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 lowa**WORKS**, including querying and producing reports from lowa**WORKS** regarding the LWDA. The LWDB will utilize data from lowa**WORKS**, 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 lowa**WORKS** Process Guide and the lowa**WORKS** Standard Operating Procedure Guide for guidance on proper documentation for WIOA Title I and other lowa**WORKS** 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 lowa**WORKS** and submit applications for lowa**WORKS** access per local protocols. Appropriate staff members to receive lowa**WORKS** 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 lowa**WORKS**. lowa**WORKS** account credentials and login information may not be shared between staff members or other individuals. The selected bidder must submit notification if any staff member with lowa**WORKS** access is terminated, voluntarily or involuntarily, within 24 hours of termination. Failure to do so may result in revocation of lowa**WORKS** access for the selected bidder and contract termination.

Records and Documentation

The selected bidder must retain, secure and ensure the accuracy of all program files and records, whether related to job seekers, youth, businesses or general operations, in compliance WIOA requirements, related federal and state regulations, and the LWDB's record retention requirements. Case files are the property of the LWDB and must contain a variety of documentation including, but not limited to

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

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

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

Contract Oversight and Evaluation

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

Northwest Iowa LWDB Responsibilities: Northwest Iowa LWDB 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. Northwest Iowa LWDB has the responsibility to determine whether the selected bidder has spent funds in accordance with applicable laws and regulations, including federal audit requirements and will monitor the activities of the selected bidder to ensure such requirements are met. Northwest Iowa LWDB may require the selected bidder to take corrective action if deficiencies are found.

Contractor Responsibilities

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

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

The selected bidder understands that all books and records pertaining to any agreement resulting from this RFP, including payroll and attendance records of participating employees, are subject to inspection by Northwest Iowa LWDB, federal or state agencies and others for auditing, monitoring or investigating activities pursuant to any agreement resulting from this RFP. Said books and records shall be maintained for a period of 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 Northwest Iowa LWDB.

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

Subcontractors may be considered with approval from the LWDB.

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 Northwest Iowa LWDB electronically via email to heather@workforcedevelopmentboards.com. Electronic proposals must follow the formatting requirements outlined in the chart below. All proposals must be received by Northwest Iowa LWDB no later than 4:30 PM on March 17, 2022, to be considered. Emails must have the subject line “Adult/Dislocated Worker/Youth Service 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 |

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 April 1, 2022 and ending on June 30, 2022. 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 page)*

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

IV. *Program Narrative (maximum 30 pages)*

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

1. **Iowa**WORKS** locations:** Bidders should state their commitment to deliver adult, dislocated worker, and youth services within the existing Iowa**WORKS** offices. If your proposal includes providing services at locations in addition to Iowa**WORKS** locations, any associated costs must be clearly noted in your budget documents.
2. **Staffing plan:** Describe your proposed staffing plan to support the programmatic and executive components of the program. Attach an organizational chart to your proposal illustrating all positions with substantive involvement in the proposed program and lines of authority and responsibility. Use this section of the narrative to clearly describe the organizational chart, including brief job descriptions for key positions. Also attach staff resumes or minimum qualifications for key positions of your proposed model involving director-level responsibilities. In your response, be sure to address how you will accomplish the following:
 - a. Employ professional staff with the knowledge and expertise in the Statement of Work.
 - b. Provide training and professional development relevant to the services sought by this RFP.

- c. Ensure a high level of staff performance, competency and quality customer service.
- d. Maintain regular and clear communication between proposed staff and the LWDB.

If you are not currently providing adult, dislocated worker, or youth Services in Iowa**WORKS** centers in the Northwest Iowa LWDA, 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, dislocated worker, and youth in Iowa**WORKS** 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, dislocated worker, and youth (see Statement of Work). Highly rated responses will clearly demonstrate how the proposed program components connect adult, dislocated worker, and youth 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, dislocated workers, and youth in navigating Iowa**WORKS** resources and Title I services.
 - b. Ensure a professional level of customer service and positive interaction for all job seekers.
 - c. Recruit and enroll job seekers into Adult and Dislocated Worker Services and youth into Youth Services.
 - d. Employ distinct strategies to recruit and serve adult, dislocated workers, and youth 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, dislocated workers, and youth 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 adult, dislocated worker, and youth (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 Northwest Iowa LWDA, including key partners of Iowa**WORKS**. Include in your response, how you will ensure coordination between adult, dislocated worker, and youth programs administered by Northwest Iowa LWDB, as well as other programs and initiatives led by Northwest Iowa LWDB. Be sure to address how you will promote and facilitate referrals from your proposed program to other partners and from other partners to your program. Include specific examples of agencies you have worked with that provide services and supports beneficial to Iowa**WORKS** customers, including your process for identifying such partners and integrating them into your program model.
- 8. Business services:** Describe how you will work closely with all WIOA core program partners to inform, participate in, and align all activities with Iowa**WORKS** business engagement efforts and sector strategies. Be sure to address how you will effectively accomplish the items below and describe any other components vital to the success of your proposed model:
- a. Collaborate with Iowa**WORKS** partner programs to ensure business engagement is closely coordinated.
 - b. Recruit and place participants in job openings to meet the hiring needs of employers.
 - c. Recruit and place participants in work-based training programs, such as On-the-Job Training (OJT) and Customized Training (CUS).
- 9. Performance:** Describe the strategies and mechanisms you will use to ensure success and meet or exceed the performance goals described in the Statement of Work. Be sure to address how you will effectively accomplish the items below and describe any other components vital to the success of your proposed model:
- a. Align your program model to consistently meet or exceed the WIOA Primary Indicators of Performance for Northwest Iowa LWDA.
 - b. Employ outreach and engagement strategies to achieve enrollment that meets or exceeds the required WIOA registration and active participation goals.

- c. Utilize an employer-driven job placement and retention model that enables your program to meet or exceed the required placement and wage goals.
 - d. Facilitate access to and participation in quality training programs that result in meeting or exceeding the required training-related performance goals.
 - e. Track performance and regularly communicate status of required standards and goals, including related key performance indicators, to the Northwest Iowa LWDB and other stakeholders.
 - f. Utilize data to continuously monitor operations and inform and improve your program.
- 10. Technology:** Describe the technology you will use and how you will use to support service delivery, program reporting and other key elements of your proposed model. Be sure to address how you will utilize Iowa**WORKS** and other information systems to track customer participation in WIOA activities. Also describe how you will ensure clear policies and procedures are in place to enter and validate data in Iowa**WORKS** 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 Iowa**WORKS** in the Northwest Iowa LWDA centers, the Northwest Iowa LWDB reserves the right to negotiate a transition period during which incoming and outgoing Title I providers work concurrently to ensure a smooth transition and minimize disruptions to adult, dislocated worker, and youth participants and employers. If you are not currently providing Adult, Dislocated Worker, or Youth Services in Iowa**WORKS** Northwest Iowa LWDA 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 Iowa**WORKS** 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, Dislocated Worker, and Youth programs as of April 1, 2022. Northwest Iowa LWDB expects parties involved in a transition will work together to ensure that services to customers are not negatively affected and that the selected bidder will give first consideration in employment to current employees providing services in the career centers who may be displaced because of this procurement.

V. **Budget**

Provide a budget including all program-related and administrative costs, using the required budget template provided in this RFP. Note that your total budget will be allocated across funding streams according to your program model and in proportions similar to those described in the *Background and General Information*, section. All costs must be allowable according to applicable federal, state and local regulations, including but not limited to the Uniform Guidance and regulations of the funding source, and allocable to the proposed program. Effective budgets will enable the proposed program to meet the intent and

requirements of the contract, while being realistic, reasonable and prudent, avoiding unnecessary or unusual expenditures. Your budget should include tuition and related costs of occupational and work-based training for participants such as ITAs or OJTs. See *Statement of Work* section on *Training Services* for further information. Refer to the appropriate regulations per the funding source in conjunction with the uniform guidance to identify disallowed costs associated with this grant. See APPENDIX B for further guidance regarding the budget and budget narrative.

Budget narrative (maximum 3 pages) –

Provide a narrative to accompany the budget that describes the purpose of each cost, explains how all costs were estimated and justifies the need for all costs in meeting contract requirements. In your narrative, be sure to clearly communicate the calculation for personnel salaries, personnel benefits, mileage, travel, direct costs, participant costs, profit costs and any other costs necessary to perform the services described in this RFP. A strong budget narrative will minimize or eliminate the need for clarifications from evaluators reading the proposal. If you are submitting a proposal to provide services at more than one center in the Northwest Iowa LWDA 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*.
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 Northwest Iowa LWDB 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 and other Northwest Iowa LWDB staff. Award recommendations of the evaluators will be presented to the Board for final decision. Selection of a proposal for contract award will be subject to successful contract negotiations.

Scoring for the required sections of the proposal will be assigned as follows:

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

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 | February 16, 2022 |
| Final day to submit written questions | February 21, 2022 |
| Proposals due | March 17, 2022 by 4:30 PM |
| Selection of provider | March 25, 2022 |

Provisions

- This Request for Proposals (RFP) does not commit Northwest Iowa LWDB to award a contract.
- Northwest Iowa LWDB may select a firm based on its initial proposal received, without discussion of the proposal. Accordingly, each proposal should be submitted on the most favorable terms, from a price and technical standpoint, that the bidder can submit to the Northwest Iowa LWDB. The Northwest Iowa LWDB may, however, have discussions with those firms it deems in its discretion to fall within a competitive range.
- Northwest Iowa LWDB reserves the right to request additional information from any applicant, request oral presentations from bidders, or conduct site visits from any bidder before a contract award.
- Northwest Iowa LWDB reserves the right to fund portions of a proposal, or to reject any and all proposals in whole or in part. Rejection of a portion of a proposal does not necessarily negate the entire proposal.

- Northwest Iowa LWDB may, at its discretion, adjust the level of funding provided to successful bidders under this RFP and/or consider the funding of proposals not initially funded under this RFP at a later date.
- No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies.
- All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to Northwest Iowa LWDB and be subject to disclosure under the Freedom of Information Act or other applicable legislation.
- The contract award will not be final until Northwest Iowa LWDB and the successful bidder have executed a mutually satisfactory contractual agreement. Northwest Iowa LWDB reserves the right to make an award without further discussion of the proposal submitted. No activity may begin prior to final Northwest Iowa LWDB approval of the award and execution of a contractual agreement between the successful bidder and Northwest Iowa LWDB.
- The submission of the proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.
- Bidders are advised that most documents in the possession of Northwest Iowa LWDB are considered public records and subject to disclosure. Northwest Iowa LWDB reserves the right to issue additional RFPs if and when it is in Northwest Iowa LWDB best interest to do so and, may elect to negotiate and issue multi-year contracts to successful bidders under this or subsequent RFPs.
- All programs and activities are designated as equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities.
- The LWDB reserves the right to reject any and all proposals. Notwithstanding anything to the contrary in this document or in any addendums to this document, the LWDB reserves the right to negotiate changes of any nature with any firm proposing to do the work with respect to any term, condition, or provision in this document and/or in any proposals, whether or not something is stated to be mandatory and whether or not it is said that a proposal will be rejected if certain information or documentation is not submitted with it.
- Contact staff to request assistance with access to this RFP.

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 LWDB will be available to assist bidding organizations or service providers with the interpretation and suggestions for policy or program redesign.

Signature

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

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

Renewal

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

Fraud

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

Incorporation/Certificate of Existence

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

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 insure compliance with equal employment laws and regulations.

Non-Discrimination and Terminations

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

Presentation and Negotiations

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

Liability Insurance

Organizations must provide proof of general liability insurance, auto insurance, and workers compensation by the time of grant award to the local workforce development board or an entity designated by the local workforce development board, such as the fiscal agent, operating on behalf of the local workforce development board.

Licensing or Proof of Non-Profit Status

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

Monitoring Access

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

Appendix A – Cover Sheet

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

Local Workforce Development Area: Northwest Iowa LWDB

Contract Period: 4/1/2022 – 6/30/2023

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

Appendix B – 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

IWD will work with LWDBs and CEOs to determine estimates for bidders to use in this section.

| 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 B 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 B.
 - a. **Materials & Supplies (Non-Training Related):** Specify the amount of non-training materials and supplies requested, if applicable. Provide justification in the Budget Narrative, Appendix B.
 - b. **Telephone:** Specify the amount requested for telephone, if applicable.
 - c. **Other:** Specify the amount requested for any other direct items not listed. In the Budget Narrative, Appendix B, provide justification and description of other item(s) requested.

Appendix C – Assurances and Certifications

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

Appendix D – Evaluation Criteria

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

- Ability of the program to help the LWDA 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, dislocated worker, and youth.

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

| Category | Criteria | Score |
|---|---|-------|
| Cover Sheet | Required, not scored | -- |
| Executive Summary | Required, not scored | -- |
| Organizational Overview (maximum of 20 points) | <p>Proposal provides an overview of the lead organization including- year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget, and number of full-time staff.</p> <p>The proposal provides evidence of program success consisting of past program performance and integration of principles and practices in program design of program success.</p> <p>Proposal describes the organization’s knowledge, expertise and experience working with under-served and targeted populations and the challenges within the workforce development system.</p> <p>Proposal describes what systems are in place to ensure administrative and fiscal support and oversight.</p> | |
| Program Narrative (maximum of 55 points) | <p>Proposal clearly demonstrates how the applicant will effectively meet all the standards, expectations, and desired outcomes found in this RFP.</p> <p>Proposal includes a clear staffing plan to support the programmatic and executive components of the program.</p> <p>Proposal describes plans for outreach, communication, and recruitment of adults, dislocated workers, and youth.</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 Iowa WORKS 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 Iowa WORKS 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 10 points) | All required attachments are included and support the associated narrative sections. | |
| | Total Score | |