

Northeast Iowa Workforce Development Board (NEIWDB)

Request for Proposals (RFP)

One-Stop Operator Services

Questions & Answers

Question Period Closed: May 11, 2026

Issued: May 4, 2026

This document contains official responses to questions received during the RFP question period. These responses are considered part of the RFP and should be incorporated into proposal submissions.

- 1. Will federal GSA schedule for travel/per diem or state of Iowa rate be applicable to travel on the contract?**

Travel expenses charged to the contract must comply with the NEIWDB Travel Policy and applicable federal regulations. Mileage and meal reimbursement shall follow the State of Iowa travel policies for Executive Branch employees as outlined in the Iowa Department of Administrative Services State Accounting Policy and Procedures Manual, Section 210. Lodging should follow the applicable local GSA per diem rate unless a negotiated conference rate is approved in advance. All travel costs must be necessary, reasonable, allocable, and supported by appropriate documentation.

- 2. Please confirm the allowable de minimis rate for indirect costs?**

Organizations without a federally negotiated indirect cost rate agreement (NICRA) may elect to use the de minimis indirect cost rate permitted under 2 CFR 200.414(f), which is currently 15% of Modified Total Direct Costs (MTDC), if eligible.

All costs charged to the contract must be allowable, reasonable, necessary, and allocable under WIOA and applicable federal and state regulations.

NEIWDB does not establish a separate de minimis rate beyond applicable federal guidance.

- 3. Do bidders need to budget for computers for staff? Is equipment purchased with contract funds the property of the contractor or the WF board?**

Bidders should include in their proposal any equipment, technology, and operational resources necessary to successfully perform the duties outlined in the RFP, unless otherwise specified.

At this time, NEIWDB does not guarantee that computers or other equipment will be provided to the selected operator. Any transition of existing equipment or technology resources will be addressed during contract negotiations and transition planning with the selected bidder.

Equipment purchased with contract funds shall be managed in accordance with WIOA, 2 CFR Part 200, and applicable NEIWDB property management requirements. Ownership and disposition of equipment purchased with contract funds will be determined by the terms of the final contract agreement.

4. Will a landline phone be available for OSO use in the onsite office location?

The One-Stop Operator (OSO) position is identified in the RFP as a full-time hybrid role requiring a “consistent on-site presence across all three comprehensive centers,” including a minimum of 2–3 days per week onsite with regular rotation between locations.

As outlined in the Scope of Work, the OSO will serve as the coordinating hub for service delivery among partners across the comprehensive and affiliate centers and is expected to support onsite collaboration, partner engagement, and integrated service delivery.

NEIWDB anticipates that reasonable workspace accommodations will be coordinated with center partners for onsite operations. However, bidders should include in their proposal any technology, communication, or operational resources necessary to effectively perform the duties of the OSO role unless otherwise specified. Availability of specific resources, such as landline phones, may vary by location and will be addressed during transition planning and contract negotiations with the selected provider.

5. Please clarify the requirements of auditable records. Are electronic records acceptable?

Yes. Electronic records are acceptable provided they are maintained in compliance with applicable federal, state, and local record retention, confidentiality, accessibility, and audit requirements.

As outlined in the RFP, the selected bidder must retain, secure, and ensure the accuracy of all records related to the contract, including financial, statistical, property, and supporting documentation, for the required retention period. Records must be accessible for monitoring, review, and audit purposes by authorized representatives of NEIWDB, Iowa Workforce Development, and other regulatory entities.

Electronic recordkeeping systems must maintain appropriate safeguards for confidentiality, security, and document integrity consistent with WIOA and applicable federal regulations.

6. The RFP requires the proposer to provide "a single staff person". Our proposal would provide strategic guidance, training and technical assistance to the one stop operation in addition to the day-to-day operator. Should the proposal be limited to the efforts of a single individual, or is that a minimum?

The RFP requires the proposer to identify a single lead staff person who will fulfill the role of the One-Stop Operator and be accountable for the required deliverables and coordination activities. This requirement is intended to ensure clear responsibility, communication, and operational continuity.

However, NEIWDB does not intend to limit proposers to the efforts of only one individual. Proposers may include additional organizational support, strategic guidance, technical assistance, training resources, or backup staffing as part of their proposed service delivery model.

Any additional staff or support structure should be clearly described in the proposal, including the role of each individual and how the lead One-Stop Operator will maintain primary responsibility and accountability for contract performance. Proposers should also address how their staffing structure supports continuity of operations and the on-site presence requirements outlined in the RFP.

7. Is there a computer available for that staff person or should that be provided by the proposer? Will they be assigned an email address?

At this time, NEIWDB does not guarantee that computers, email accounts, or other technology resources will be provided to the selected One-Stop Operator staff. Proposers should include in their proposal any equipment, technology, communication tools, and operational resources necessary to effectively perform the duties outlined in the RFP unless otherwise specified.

NEIWDB anticipates that reasonable workspace accommodations and coordination with center partners will occur as part of transition planning. Any availability or assignment of existing technology resources, including computers or email access, will be addressed during contract negotiations and implementation planning with the selected provider.

8. Is the proposer responsible for budgeting any lease/utilities/internet/IowaWORKS costs into the \$100,000 budget?

No. Proposers should not include lease, resource sharing agreement costs, or IowaWORKS center infrastructure costs within the proposed \$100,000 One-Stop Operator budget.

As outlined in Attachment C of the RFP, "Rent and resource sharing agreement costs should not be included in this budget and will be covered directly by NEIWDB."

However, proposers should include any operational costs necessary to perform the duties of the One-Stop Operator role that are not otherwise provided, including staffing, travel, technology, communication tools, supplies, and other direct program-related expenses necessary to fulfill the scope of work.

9. How many centers will the NEIWDB operate at the beginning of this contract?

At the beginning of the contract period, the Northeast Iowa Workforce Development Area will operate three (3) comprehensive IowaWORKS centers located in Dubuque, Mason City, and Waterloo, along with one (1) affiliate center located in Decorah. The One-Stop Operator will be responsible for coordinating activities across all center locations as outlined in the RFP.

10. What is the current mix (approximately) of in person and virtual services?

The Northeast Iowa workforce system currently utilizes a blend of in-person and virtual service delivery that may vary by program, partner, customer need, and location. In general, the system continues to maintain a strong in-person presence at the comprehensive and affiliate IowaWORKS centers while also leveraging virtual services and technology to improve accessibility and customer engagement across the region.

The One-Stop Operator should anticipate working within a flexible, hybrid service environment and supporting coordination between both in-person and virtual partner services. The specific balance of in-person and virtual services may continue to evolve based on operational needs, partner capacity, customer preferences, and workforce system priorities.

11. Who is the current One-Stop Operator, and how long have they served in this role?

The Northeast Iowa Workforce Development Board (NEIWDB) does not currently have an active contracted One-Stop Operator. Since June 2025, NEIWDB staff have fulfilled the coordination responsibilities associated with the One-Stop Operator role for the Northeast Iowa local area.

12. If a new provider is selected, does NEIWDB anticipate a formal transition period or overlap with the incumbent operator?

Yes. NEIWDB anticipates a structured transition and onboarding process following the selection of a One-Stop Operator. Because the OSO coordination responsibilities are currently being managed internally by NEIWDB staff, transition activities will occur directly between the selected provider and NEIWDB.

As outlined in the RFP, the selected OSO will be expected to support onboarding, documentation review, stakeholder engagement, system assessment activities, and continuity of operations during the transition and start-up period.

13. Will transition documentation (e.g., existing MOUs, referral workflows, certification materials) be made available to the awarded provider?

Yes. NEIWDB anticipates providing relevant transition and operational materials necessary to support continuity of operations and implementation of One-Stop Operator responsibilities. This may include existing MOUs, referral processes, One-Stop Certification materials, outreach plans, accessibility-related documentation, and other operational resources relevant to the scope of work.

Additional transition expectations and implementation activities will be coordinated collaboratively between NEIWDB and the selected provider during contract start-up.

14. What is the current status of One-Stop Certification for the comprehensive and affiliate centers (fully certified, provisionally certified, or in renewal)?

The Northeast Iowa Workforce Development Board (NEIWDB) is currently in the One-Stop Certification reassessment and renewal phase for the comprehensive and affiliate centers.

NEIWDB is actively conducting evaluations and reviewing certification requirements for all centers. Final certification status updates and recommendations will be presented to the full Board for consideration at the June special board meeting.

As outlined in the RFP, the selected One-Stop Operator will be expected to support the ongoing implementation, sustainability, and continuous improvement of One-Stop Certification standards across all centers.

15. Can NEIWDB share the approximate salary or fully loaded personnel cost (salary + fringe) budgeted for the current One-Stop Operator role?

Northeast Iowa Workforce Development Board (NEIWDB) does not currently have a contracted One-Stop Operator position and therefore does not have an established salary or fully loaded personnel cost specific to the OSO role.

As outlined in the RFP, proposers are responsible for developing and submitting a budget that reflects the staffing structure, operational approach, and resources necessary to successfully fulfill the scope of work and performance expectations of the One-Stop Operator role.

16. Is there an expected or preferred rotation schedule among the comprehensive centers (Dubuque, Mason City, Waterloo), or should bidders propose their own rotation based on system needs?

Bidders should propose their own on-site rotation schedule based on their assessment of system needs, operational priorities, and the requirements outlined in the RFP.

As stated in the RFP, the One-Stop Operator position is a hybrid role requiring a consistent on-site presence across all three comprehensive centers, including regular rotation between locations to ensure equitable support, visibility, and partner engagement. The RFP further requires bidders to include a proposed on-site schedule and rotation plan within their project management plan, subject to NEIWDB approval.

NEIWDB does not currently prescribe a specific rotation schedule but expects the proposed approach to demonstrate sufficient onsite engagement and responsiveness across all centers.

17. Will the One-Stop Operator have designated workspace at each comprehensive center, or will this be shared/hoteling space?

The One-Stop Operator is expected to maintain a consistent on-site presence across all comprehensive centers as outlined in the RFP. Accordingly, NEIWDB anticipates that workspace

accommodations will be available to support the OSO's required hybrid and onsite responsibilities.

At this time, however, NEIWDB cannot guarantee dedicated office space at each comprehensive center. NEIWDB is concurrently transitioning new Title I Adult, Dislocated Worker, and Youth service providers, and workspace configurations and availability may vary by location as center operations and staffing structures are finalized.

Bidders should anticipate a flexible work environment that may include shared or hoteling workspace arrangements depending on location and operational needs. Final workspace logistics and accommodations will be addressed during transition planning and contract negotiations with the selected provider.

18. Are mileage and in-state travel between centers considered allowable program costs under this contract?

Yes. Mileage and reasonable in-state travel costs related to carrying out the duties of the One-Stop Operator role are allowable program costs under this contract, provided such costs are necessary, reasonable, allocable, and properly documented in accordance with applicable federal and state requirements.

As outlined in the RFP, the One-Stop Operator is required to maintain a consistent on-site presence and regular rotation across the comprehensive centers. Accordingly, proposers should include anticipated travel-related expenses within their proposed budget.

Travel reimbursement and related costs must comply with applicable NEIWDB travel policies and federal cost principles.

19. Please clarify whether the 10% de minimis rate stated in the RFP is an intentional cap for this procurement, or if proposers may apply the federally allowable 15% de minimis indirect rate under 2 CFR §200.414(f).

NEIWDB does not establish a separate de minimis indirect cost rate beyond applicable federal guidance. Accordingly, organizations without a federally negotiated indirect cost rate agreement (NICRA) may elect to use the de minimis indirect cost rate currently permitted under 2 CFR 200.414(f), which is 15% of Modified Total Direct Costs (MTDC), if eligible.

All proposed indirect costs must be clearly identified within the submitted budget and are subject to NEIWDB review and approval as part of the procurement and contracting process.

20. Please confirm whether the 7% profit cap applies to total contract value inclusive of personnel and indirect costs.

Yes. As outlined in the RFP, the 7% profit limitation applies to the total proposed contract amount, inclusive of all proposed costs, including personnel, fringe, indirect, and other allowable direct costs.

Proposers should clearly identify any proposed profit within the budget submission and ensure the total profit amount does not exceed 7% of the total contract value.

21. Among the listed Year One Performance Priorities, are there 1-2 areas NEIWDB considers most critical for immediate focus?

NEIWDB considers all Year One Performance Priorities identified in the RFP to be important and interconnected components of successful One-Stop Operator performance. However, during the initial implementation period, NEIWDB places particular emphasis on strengthening partner coordination and communication across the workforce system, supporting consistency in service delivery across all centers, and advancing One-Stop Certification and continuous improvement activities.

Additionally, because this contract represents the establishment of a new OSO structure within the Northeast Iowa local area, NEIWDB views successful onboarding, relationship-building, and development of effective operational coordination processes as critical priorities during the first year of performance.

Bidders are encouraged to describe how their proposed approach will support both immediate operational stabilization and long-term system improvement.