

Northeast Iowa Workforce Development Board

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

Title I Adult and Dislocated Worker Services

Release Date: April 17, 2026

Proposal Submission Details

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

Submission Deadline

May 5, 2026 | 4:30 PM

Late submissions will not be accepted

Contract Period: July 1, 2026 to June 30, 2027

Equal opportunity employer/program.

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

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Request for Proposals Timeline

April 17, 2026	Solicitation for Proposals Released – Available at https://neiaworkforce.org/procurement-rfps/
April 17-April 23, 2026	Question Period. Written questions regarding RFP scope, content, or need for clarification accepted. Email questions to taylor@northeastiawdb.org
April 24, 2026	Answers to all questions received regarding the RFP will be posted on the Board website at https://neiaworkforce.org/procurement-rfps/
May 5, 2026	Proposals due by 4:30 PM CST. Late or incomplete proposals will not be accepted.
May 6-8, 2026	Proposal Review Period conducted by the NEIWDB Review Team
May 11- May 12, 2026	Interviews will be conducted with respondents if deemed necessary by NEIWDB Review Team.
May 13, 2026	Review Committee will vote on a recommended awardee(s) to be reviewed and forwarded to the full NEIWDB and CEOs.
May 15, 2026	The NEIWDB and CEOs will select awardee(s).
May 18, 2026	Notice of Intent to Award Letter emailed to all respondents and posted on the board website.
May 18- June 13, 2026	Contracts negotiated, executed, and signed.
July 1, 2026-June 30, 2027	Period of performance, with a possible extension of up to three (3) additional years based on performance and funding availability.

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

Resource Materials

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

The United States Department of Labor has a WIOA Online Community of Practice that provides information sharing needed to implement and maintain WIOA at: <http://on.workforceegps.org>

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

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

Northeast Iowa Workforce Development Board Policies: <https://neiaworkforce.org/documents/policies/>

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

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

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

Section I- Background and General Information

Purpose

The Northeast Iowa Workforce Development Board (NEIWDB) is issuing this Request for Proposals (RFP) to solicit qualified providers to deliver Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker services within the Northeast Iowa Local Workforce Development Area.

The purpose of this RFP is to identify a provider that can deliver high-quality, customer-centered services that support individuals in obtaining and retaining employment, advancing along career pathways, and achieving economic self-sufficiency. The NEIWDB seeks proposals that demonstrate the ability to effectively serve adults and dislocated workers, particularly those facing barriers to employment, through comprehensive career, training, and supportive services.

Services funded through this RFP are intended to go beyond basic program participation and instead produce meaningful, measurable outcomes. This includes assisting participants in developing in-demand skills, earning industry-recognized credentials, engaging in work-based learning opportunities, and securing employment that offers opportunities for career advancement and self-sufficient wages.

The NEIWDB is committed to a service delivery approach that emphasizes accessibility, coordination, and results. Providers are expected to collaborate with employers, training institutions, and community partners to ensure services are aligned with regional labor market needs and delivered as part of an integrated workforce system.

Through this RFP process, the NEIWDB seeks to partner with an organization that demonstrates innovation, strong partnerships, and the capacity to deliver impactful services that improve outcomes for adults and dislocated workers and contribute to a high-performing workforce system. The selected provider must ensure consistent and effective service delivery across all IowaWORKS comprehensive and affiliate sites and provide equitable access to services throughout the 20-county Local Workforce Development Area.

Proposals should demonstrate the ability to deliver consistent, high-quality services across a large geographic area, while maintaining strong local partnerships and responsiveness to regional workforce needs.

Introduction

The Northeast Iowa Workforce Development Board (NEIWDB) serves as the strategic leader and convener of the public workforce system across the Northeast Iowa Local Workforce Development Area. Through partnerships with employers, education, economic development, and community-based organizations, the NEIWDB is responsible for shaping a workforce system that is responsive, coordinated, and aligned with the needs of both job seekers and businesses.

Northeast Iowa NEIWDB

The NEIWDB's role extends beyond the administration of Workforce Innovation and Opportunity Act (WIOA) programs. The Board is charged with building and sustaining an integrated workforce system that supports economic growth, strengthens communities, and creates pathways to quality, self-sufficient employment. This includes aligning workforce, education, and support services; leveraging partnerships and resources; and continuously improving service delivery to meet the evolving demands of the regional economy.

As part of this effort, the NEIWDB is committed to a service delivery model that emphasizes accessibility, accountability, and outcomes. Services are designed to meet individuals where they are, address barriers to employment, and connect participants to career pathways that lead to long-term success. At the same time, the system prioritizes strong engagement with employers to ensure workforce strategies are demand-driven and aligned with high-growth industries and occupations.

The NEIWDB is seeking a service provider that will operate as a key partner within this system—one that brings innovation, flexibility, and a commitment to high-quality service delivery. The selected provider will not only deliver WIOA Title I Adult and Dislocated Worker services, but also contribute to the broader workforce system by strengthening partnerships, supporting continuous improvement, and advancing strategies that improve outcomes for both job seekers and businesses.

Over the coming years, the NEIWDB will continue to enhance and evolve the workforce system to better meet regional needs. This includes strengthening career pathways, expanding work-based learning opportunities, improving system coordination, and increasing access to services across all counties in the Local Workforce Development Area. Providers responding to this RFP should be prepared to operate within a dynamic environment that values collaboration, innovation, and measurable results.

Through this Request for Proposals, the NEIWDB seeks qualified organizations capable of delivering effective, customer-centered services while contributing to a high-performing, integrated workforce system that supports economic mobility and regional prosperity.

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.

Northeast Iowa NEIWDB

The terms and conditions of this RFP may change based on WIOA legislation. The successful respondent to this RFP will be expected to remain informed on WIOA regulations and requirements as they pertain to adults and dislocated workers. For more information on WIOA and specific information on the seven (7) WIOA job-driven elements found in Training and Employment Guidance Letter 3-14, please visit <http://www.doleta.gov/wioa>.

Workforce development services for adults and dislocated workers are a critical component of the regional economy. The NEIWDB recognizes the importance of connecting job seekers to employment opportunities that align with the needs of local employers while supporting individuals in overcoming barriers to employment and achieving long-term career success.

Across Northeast Iowa, employers continue to face challenges in recruiting and retaining a skilled workforce, while many individuals require additional support, training, and guidance to successfully enter or re-enter the workforce. WIOA Adult and Dislocated Worker programs play a key role in addressing these challenges by providing access to career services, training opportunities, work-based learning, and supportive services that lead to employment and career advancement.

The NEIWDB prioritizes strategies that strengthen career pathways, align training with in-demand industries, and increase access to services for individuals with barriers to employment. Providers are expected to understand regional labor market dynamics and deliver services that are responsive, coordinated, and aligned with workforce and economic development priorities.

Northeast Iowa Workforce Development Board

The Northeast Iowa Workforce Development Board (NEIWDB) serves as the strategic leader and convener of the public workforce system within the Northeast Iowa Local Workforce Development Area (LWDA). The Board is responsible for planning, oversight, and coordination of workforce development initiatives that support regional economic growth and strengthen communities.

Through collaborative partnerships with employers, education, economic development, and community-based organizations, the NEIWDB works to align workforce, education, and support services to meet the needs of both job seekers and businesses. The Board provides leadership to the local workforce system by promoting high-quality, integrated service delivery, establishing policy and strategic direction, and ensuring accountability for outcomes across WIOA and partner programs within the IowaWORKS system.

Available Funds

Funding for this opportunity is provided through WIOA Title I and is administered through the U.S. Department of Labor at the federal level, Iowa Workforce Development at the state level, and the Northeast Iowa Local Workforce Development Area (LWDA) at the local level.

WIOA Title I funds are allocated to states and local workforce development areas through a federally mandated formula based on economic and demographic factors, including unemployment levels and population characteristics. As a result, funding levels may vary from year to year.

Funding for the contract period beginning July 1, 2026 (Program Year 2026) will include a combination of new allocations and carryover funds from prior program years. In accordance with federal requirements, funds are available for expenditure over a multi-year period, allowing for continuity of services across program years.

Final funding levels for PY26 are not yet available and will be based on federal and state allocations. The funding amounts listed below are provided for planning purposes only and reflect recent contracted funding levels.

Estimated Funding Levels

- **WIOA Title I – Adult Program:** approximately \$233,492.00
- **WIOA Title I – Dislocated Worker Program:** approximately \$330,642.00

Actual contract amounts will be determined through the procurement and negotiation process and may vary based on available funding, carryover, program design, and performance. Bidders should develop proposed budgets that align with these anticipated funding levels and demonstrate effective and efficient use of funds.

All contracts are contingent upon the availability of federal and state funds. Funding levels are subject to federal appropriations and state allocation processes and may change based on legislative or administrative actions. The NEIWDB reserves the right to adjust funding based on allocations, program needs, and performance outcomes

Program Requirements

Adult and Dislocated Worker funds must be used to serve eligible individuals in accordance with WIOA and applicable federal and state policy. Funding limitations include, but are not limited to:

- Not more than 10% of combined Adult and Dislocated Worker funds may be used for Transitional Jobs
- Not more than 10% may be used for Pay-for-Performance contracts
- Not more than 20% may be used for Incumbent Worker Training

Eligibility criteria for adults and dislocated workers are defined in the “Eligibility Guidelines” section of this RFP.

SECTION II- Procurement Processes & Requirements

Eligible Organizations

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

- ❑ private for-profit businesses
- ❑ not-for-profit organizations must have been incorporated for at least two years (including faith and community-based organizations)
- ❑ governmental entities (including the public-school system, community colleges, local government and other public sector organizations)
- ❑ a collaboration of these organizations

Any not-for-profit entity must be legally incorporated and in good standing, as evidenced by documentation from the appropriate governing body. Not-for-profit organizations must be designated as a 501(c)(3) tax-exempt organization by the Internal Revenue Service.

The NEIWDB reserves the right to request documentation verifying organizational status, including proof of incorporation and tax-exempt designation, as part of the proposal review and contract award process.

The selected provider must be prepared to support transition activities, if applicable, to ensure continuity of services.

Program and Funding Overview

Type of Contract

The NEIWDB anticipates awarding a cost-reimbursement contract for services procured through this RFP.

Funding Availability

Funding for this opportunity is provided through WIOA Title I and is subject to availability of federal and state funds. Final award amounts may vary based on actual allocations and program performance.

Profit and Program Income

Funds awarded under this contract are intended to support program services. Any profit or program income must be reasonable, allowable, and in accordance with applicable federal, state, and local regulations.

Contract Period

The anticipated contract period is July 1, 2026 through June 30, 2027.

Option to Extend

The NEIWDB reserves the right to extend the contract for up to three (3) additional one-year periods, based on program performance, funding availability, and the needs of the workforce system.

Procurement Procedures

Questions about the RFP

Questions relating to this RFP will not be answered by Zoom/telephone. Questions pertaining to this RFP must be submitted in writing no later than April 23, 2026. 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://neiaworkforce.org/procurement-rfps/> no later than April 24, 2026. Email or mail all questions to Taylor Williams.

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

The respondent must include the RFP title “***Adult/Dislocated Worker Provider Proposal [Organization Name]***” in the email subject line. It is the respondent’s responsibility to check the website on a regular basis for updated information and written responses to all questions submitted.

NOTE: Verbal questions will **NOT** be accepted.

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

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

Addenda to the RFP

If it becomes necessary to revise any part of this RFP, an addendum will be posted on the NEIWDB website or <https://neiaworkforce.org/procurement-rfps/>. Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFP, e.g. WIOA information, changes to performance measures, and revisions to the timeline.

Ex-Parte Communication

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

Any communication by telephone, email, letter, face-to-face conversation, or other off-the-record contact is strictly prohibited. Any discovered ex-parte communication will be provided to the Chair of the NEIWDB and Chief Lead Elected Official for review and appropriate action. Bidders who improperly influence the proposal review and evaluation process in any way will be subject to disqualification.

NOTE: Under no circumstances may an individual who is a proposal evaluator collaborate and/or communicate with any respondent. Evaluators will be asked to sign the “Conflict of Interest Certification for Request for Proposal” stating they have not communicated or collaborated with any respondent.

General Conditions

Right to Cancel

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

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

Termination Due to Non-Availability of Funds

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

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

Financial and Administrative Requirements

Financial Management

The selected provider must maintain sound financial management systems that ensure proper tracking, accountability, and reporting of all funds received under this contract.

The provider must comply with all applicable federal, state, and local fiscal requirements, including those outlined in the Uniform Guidance (2 CFR Part 200). The NEIWDB reserves the right to review financial systems, internal controls, and documentation to ensure compliance and effective use of funds.

Budget and Invoice Requirements

The selected provider will operate under a cost-reimbursement contract and must submit a detailed budget and budget narrative as part of the proposal process. Budgets must reflect all reasonable and necessary costs associated with delivering the services described in this RFP.

The provider will be reimbursed for allowable expenditures upon submission of itemized invoices and supporting documentation, in a format prescribed by the NEIWDB. Invoices must be submitted on a regular basis (typically monthly) and must accurately reflect actual costs incurred during the reporting period.

The NEIWDB reserves the right to review, approve, and negotiate final budgets prior to contract execution. All costs must be allowable, allocable, and reasonable in accordance with federal, state, and local regulations.

Failure to submit timely, accurate, and complete invoices may result in delayed reimbursement or other corrective action.

Audit Requirements

The selected provider must comply with all applicable federal and state audit requirements. Organizations expending \$750,000 or more in federal funds annually must conduct a Single Audit in accordance with 2 CFR Part 200, Subpart F.

Audit reports must be made available to the NEIWDB upon request.

Records Retention and Documentation

The selected provider must maintain accurate and complete records related to all program and financial activities conducted under this contract. Records must be retained in accordance with federal and state requirements for a minimum of five (5) years after final expenditure reporting, or longer if required due to audit, litigation, or other review.

All records must be made available to the NEIWDB, Iowa Workforce Development, the U.S. Department of Labor, and other authorized entities for monitoring, auditing, or evaluation purposes.

The provider is responsible for ensuring the confidentiality and security of all participant and program data, in compliance with applicable laws, regulations, and policies.

Monitoring and Oversight

The NEIWDB is responsible for monitoring and evaluating all activities conducted under contracts resulting from this RFP to ensure compliance with applicable laws, regulations, and performance expectations.

The selected provider will be required to cooperate with all monitoring activities, including on-site reviews, file reviews, data validation, and performance evaluations. The provider must provide access to staff, records, and systems as requested.

If deficiencies are identified, the provider may be required to implement corrective actions within a specified timeframe. Continued noncompliance or failure to meet performance expectations may result in additional corrective measures, including modification or termination of the contract.

Property Management

Any equipment or property purchased with WIOA funds must be managed in accordance with federal, state, and NEIWDB policies. The provider must maintain an inventory of all such property and ensure it is used solely for authorized program purposes.

The NEIWDB reserves the right to review and approve any equipment purchases and to verify the location, condition, and use of such property during monitoring activities.

Bonding

Any individual authorized to act on behalf of the selected provider for the purpose of receiving, managing, or disbursing program funds must be covered by a fidelity bond.

The minimum amount of the bond must be the lesser of one hundred thousand dollars (\$100,000) or the amount of the highest advance or reimbursement expected during the contract period.

Proof of bonding must be provided prior to contract execution and maintained throughout the duration of the contract.

Insurance Requirements

The selected provider must obtain and maintain appropriate insurance coverage throughout the duration of the contract. At a minimum, the provider shall carry:

- Commercial General Liability insurance with a minimum of \$1,000,000 per occurrence and \$2,000,000 aggregate
- Workers' Compensation insurance in compliance with State of Iowa requirements
- Automobile Liability insurance (if applicable) with a minimum of \$1,000,000 combined single limit

The Northeast Iowa Workforce Development Board (NEIWDB) shall be named as an additional insured on the General Liability policy. Proof of insurance must be provided prior to contract execution and maintained throughout the contract period.

Failure to maintain required insurance coverage may result in termination of the contract.

The NEIWDB reserves the right to require additional insurance coverage based on the scope of services.

Adherence to Policies, Assurances, and Certifications

The selected provider must comply with all applicable federal, state, and local laws, regulations, policies, and procedures, including those established under the Workforce Innovation and Opportunity Act (WIOA). The provider must adhere to all required assurances, certifications, and contractual requirements as specified by the NEIWDB, Iowa Workforce Development, and the U.S. Department of Labor.

SECTION III- Statement of Work

The NEIWDB intends to award a single provider to deliver services across all comprehensive and affiliate sites. The selected bidder will implement an innovative and proven workforce development model to ensure eligible adults and dislocated workers receive designated program services, which focus on assisting them with one or more of the following:

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

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

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

Work performed under any agreement resulting from this RFP will include, but is not limited to, delivery of adult and dislocated worker services as defined by the Workforce Innovation and Opportunity Act (WIOA) and all its implementing guidelines and regulations. Services must be delivered in the

Northeast Iowa NEIWDB

IowaWORKS locations detailed in the table below. Delivery of services in additional locations is encouraged and must be approved by the NEIWDB. IowaWORKS center locations are subject to change.

As a mandated partner in the One-Stop System, the selected bidder will deliver WIOA program services through sites identified within the workforce development area and must provide services on all business days except those designated as State of Iowa holidays.

The selected provider must be prepared to support a transition of services, if applicable, to ensure continuity of services for participants and employers. This includes coordination with the current provider and NEIWDB to facilitate a smooth and timely transition of operations, staff, and participant services.

Comprehensive Center Name	IowaWORKS Center- Mason City
Mailing Address	600 S. Pierce Avenue, Mason City, Iowa 50401
Operating Hours	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed

Comprehensive Center Name	IowaWORKS Center- Waterloo
Mailing Address	3420 University Avenue, Waterloo, Iowa 50701
Operating Hours	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed

Comprehensive Center Name	IowaWORKS Center- Dubuque
Mailing Address	680 Main Street, 2 nd Floor, Dubuque, Iowa 52001
Operating Hours	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed

Affiliate Site Name	IowaWORKS Satellite Office- Decorah
Mailing Address	312 Winnebago Street, Decorah, Iowa 52101
Operating Hours	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed

System Alignment

The selected provider must operate as a key partner within the IowaWORKS system and adhere to all applicable federal, state, and local policies, including those established by Iowa Workforce Development and the NEIWDB.

The provider is expected to support and participate in the integrated service delivery model described in this RFP and collaborate with system partners to ensure coordinated, customer-centered services.

Integrated Service Delivery Model

A characteristic of WIOA is an emphasis on Integrated Service Delivery (ISD) to align and better serve customers. As the provider of WIOA Title I Adult and Dislocated Worker services in the LWDA, the selected bidder will actively participate with the NEIWDB in shaping and informing the local workforce development system. As such, the selected bidder will maintain current knowledge of and expertise in:

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

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

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

Critical components of the selected bidder's work include-

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

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

IowaWORKS Data Management System

The selected provider is required to utilize the IowaWORKS data management system as the system of record for all participant and employer activities, including service delivery, case management, and reporting.

All data must be entered accurately and in a timely manner, in accordance with applicable policies, procedures, and data entry requirements. The provider must ensure that staff are properly trained and proficient in the use of the system.

The provider must comply with all data security, confidentiality, and access requirements, including safeguarding participant information and ensuring that access to the system is limited to authorized staff.

Failure to maintain accurate, timely, and complete data in the IowaWORKS system may result in corrective action, including impacts to performance evaluation and contract status.

Data Management and Reporting

The selected provider must track and report program performance, participation, and outcomes in a manner prescribed by the NEIWDB. This includes providing regular reports that demonstrate progress toward performance goals, service delivery outcomes, and outreach activities.

Reporting requirements, including frequency, format, and required data elements, will be established by the NEIWDB and may be modified as needed to align with federal, state, and local requirements.

The provider is expected to utilize data to monitor program effectiveness, identify areas for improvement, and support continuous program improvement efforts.

Service Delivery Expectations

The selected provider must deliver services in alignment with the NEIWDB's vision of a coordinated, customer-centered workforce system. Services must be accessible to individuals across the Local Workforce Development Area and delivered consistently across all IowaWORKS comprehensive and affiliate sites.

The provider is expected to collaborate with system partners, support coordinated service delivery, and contribute to a positive and unified customer experience across all service locations.

Partner Collaboration, Referrals, and Co-Enrollment

The NEIWDB is committed to effectively leading a coordinated and integrated workforce development system across the Local Workforce Development Area. The selected provider will work closely with WIOA core programs, the One-Stop Operator, and other partner organizations to align services and support a seamless customer experience.

Key partners include, but are not limited to:

- WIOA Title I, II, III, and IV programs
- Temporary Assistance for Needy Families (TANF)
- Other public and private workforce and social service programs
- Signatories of the One-Stop Partner Memorandum of Understanding (MOU)

To support system coordination and effectiveness, the selected provider will:

- Coordinate service delivery with partner programs to increase efficiency and reduce duplication across career, training, business, and supportive services
- Participate in meetings, conference calls, recruitment events, and other system-wide initiatives led by Iowa Workforce Development, the One-Stop Operator, and workforce system partners
- Collaborate with partners to effectively triage customers, make appropriate referrals, and ensure individuals have access to the full range of available services
- Utilize the IowaWORKS data management system to track referrals made and received, identify trends, and support continuous system improvement

The NEIWDB supports co-enrollment of participants in multiple workforce and partner programs when it enhances service delivery and improves participant outcomes. The selected provider is expected to actively identify and pursue co-enrollment opportunities in coordination with system partners.

Co-enrollment should be implemented when it adds value to the participant, expands access to services and resources, and aligns with program requirements. The provider must ensure that co-enrollment efforts are efficient, do not duplicate services, and comply with all applicable regulations and policies.

Through strong collaboration, effective referrals, and strategic co-enrollment, the provider will support shared customers, streamline service delivery, and contribute to a fully integrated, high-performing workforce system.

Compliance and Continuous Improvement

The selected provider must comply with all applicable federal, state, and local regulations and policies governing WIOA programs. The provider will be required to participate in monitoring, evaluation, and compliance activities conducted by the NEIWDB and other oversight entities.

This includes cooperation with program reviews, data validation efforts, and implementation of corrective actions, if required. The provider is expected to use performance data and evaluation results to inform continuous improvement and enhance service delivery.

Outreach and Branding

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

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

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

- ❑ Branding Consistency: The selected bidder is required to align all external and internal communications with the established branding guidelines of Iowa Workforce Development. This includes, but not limited to, signage, promotional materials, online presence, email signatures and business cards.
- ❑ Unified Customer Service Approach: The selected bidder shall ensure a unified and positive customer service experience for all individuals accessing services within the AJC. Staff members

are expected to embody the values and messaging consistent with Iowa Workforce Development's brand, fostering a welcoming and cohesive environment for job seekers and program participants.

Eligibility Guidelines

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

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

Adult

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

Dislocated Worker

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

Additional Eligibility Categories:

- ❑ An individual who has been terminated or laid off, or who has received a notice of termination or layoff from employment, including separation from active military service (other than dishonorable discharge) and;
 - Is eligible for or has exhausted entitlement to unemployment compensation and is unlikely to return to a previous industry or occupation; or
 - Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law and is unlikely to return to a previous industry or occupation.
- ❑ An individual who:
 - Has been terminated or laid off, or has received a notice of termination; or
 - is employed at a facility at which the employer has made a general announcement that such facility or military installation will close within 180 days; or

- for purposes of eligibility to receive services other than training services, individualized career services or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.
- ▣ An individual who was self-employed (including employment as a farmer, rancher, or fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters, as defined by Local Workforce Development Boards (WDBs). This includes family members and farm workers or ranch hands.
- ▣ Is a displaced homemaker
- ▣ Is the spouse of:
 - a member of the Armed Forces on active duty who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
 - a member of the Armed Forces on active duty and who meets the criteria for displaced homemaker.

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

Enrollment

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

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

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

Adult and Dislocated Worker Program Design

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

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

Basic career services

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

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

Individualized career services

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

Follow-up career services

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

Workshops

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

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

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

Training Services

Training services can be critical to the employment success of many adults and dislocated workers. The selected bidder will be responsible for implementing an approach to training services in close coordination and consultation with the NEIWDB that is driven by the needs of local employers and aligned with viable career pathways, in accordance with the WIOA vision of career pathways (see WIOA Sec. 3, Def. 7). The emphasis will be on supporting occupational clusters and high priority occupations that are in-demand by employers and offer self-sustaining wages.

The selected bidder will not directly provide occupational training services but will coordinate Individual Training Accounts (ITA) for participants who are eligible and suitable for ITAs, pending availability of funding. ITAs are tuition vouchers to be redeemed by eligible training providers. Occupational training will be conducted by providers with programs included on the Eligible Training Provider List (ETPL). The selected bidder will facilitate the ITA application and selection process with job seekers and coordinate participation in occupational training programs, including counseling job seekers on training opportunities and related career pathways and maintaining close communication with training providers. The selected bidder will follow all required guidance and regulations regarding the use of ITAs, including related state and local policies. The selected bidder will also maintain a current working knowledge of available, effective training programs connected to in-demand occupations for the Northeast Iowa local area and related career pathways.

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

Staff of the selected bidder may determine training services are appropriate, regardless of whether the individual has received basic or individualized career services first. Training services may be provided if the staff of the selected bidder determine, after conducting an interview, evaluation, or assessment that an eligible individual is unlikely or unable to obtain or retain employment through career services alone; is

in need of training services to obtain or retain employment; and has the qualifications to successfully participate in a program of training that is directly linked to employment in the local area.

Supportive Services

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

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

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

Rapid Response

The selected bidder will develop strategies and employ practices for recruiting and effectively serving dislocated workers, as defined by WIOA sec. (3)(15) and State and local Adult/Dislocated Worker Eligibility Policies. Such strategies and practices must consider the distinct experiences of dislocated workers and customize career, training, and supportive services appropriately.

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

National Dislocated Worker Grants/TAA/Competitive Grants

If National Dislocated Worker Grants (NDWGs) are awarded to the local area, the selected service provider must provide services to those new dislocated workers under the NDWG. If new grants are received which require additional staffing to provide services, the service provider and the NEIWDB may negotiate a modification to the service provider's contract for any additional costs that are required in providing these services. If the NEIWDB receives any other grants that include services being delivered in a one-stop environment, the service provider and NEIWDB may negotiate a modification to the existing contract(s) for any additional costs required in providing these services.

The Trade Adjustment Assistance Act (TAA) is a federal program that assists workers who have lost or may lose their jobs due to impacts of foreign trade. The TAA program expired on 7/1/2022 and has remained in termination status since that date. Participants that are currently being served or whom are eligible under a certified petition are still eligible for and are entitled to services, regardless of the current TAA program status. These workers meet the definition of dislocated workers and must be co-enrolled with the Title I Dislocated Worker program.

In Iowa's current policy it states that all Trade Adjustment Assistance (TAA) Act participants must be co-enrolled into the Title I Dislocated Worker program and, as such, the selected bidder must agree to adhere to this policy.

Business Services

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

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 provider will be expected to meet or exceed 100% of the negotiated performance goals for each WIOA Primary Indicator of Performance, as well as any additional benchmarks and objectives established by the NEIWDB. Performance will be evaluated in accordance with definitions, calculations, and guidance established by the U.S. Department of Labor, including but not limited to TEGL 10-16, Change 1, and related guidance issued by Iowa Workforce Development.

The performance levels included in this RFP reflect current negotiated levels for the Northeast Iowa Local Workforce Development Area and are provided as a reference. Final performance goals for the contract period may be adjusted based on future negotiations with Iowa Workforce Development.

Program Year 2025 Negotiated Performance Levels

WIOA Performance Indicator	Adult	Dislocated Worker
Employment 2nd Quarter after Exit	75.5%	83.5%
Employment 4th Quarter after Exit	76%	85%
Median Earnings 2nd Quarter after Exit	\$6,600	\$11,500
Credential Attainment Rate	68%	74%
Measurable Skill Gains	63.5%	63%

Employer Engagement Performance

In addition to performance metrics outlined for Adult and Dislocated Worker services, the selected provider will be responsible for demonstrating effectiveness in serving employers and supporting the workforce needs of the region.

Indicators used by the NEIWDB to measure employer engagement may include, but are not limited to:

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

Employer engagement performance will be considered as part of the overall evaluation of provider effectiveness.

Local Performance Measures

In addition to federally required performance indicators, the NEIWDB will utilize the following local performance measures to assess program effectiveness and service delivery:

Performance Measure	Definition
WIOA Enrollments	Number of new participants enrolled in A/DW services.
Job Placements	Number of placements from A/DW services to employment. Determined by all instances of an employment start date.
Individuals Placed	Number of individuals placed from A/DW services to employment.
Self-Sufficiency Wage	Percentage of job placements that meet or exceed \$14.59 per hour—LWDA’s self-sufficiency wage (subject to change).
ITA Participants	Number of cases granted an ITA voucher. (Dependent on funding availability from NEIWDB)
ITA Skills Gains	Percentage of ITA participants who obtained a measurable skills gain related to participation in training.
ITA Credentials Attained	Percentage of ITA participants who received an industry-recognized credential related to

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

Local Performance Expectations

The selected provider will be expected to meet local performance expectations that support strong program outcomes and effective service delivery. These expectations may include, but are not limited to:

- Enrollment levels and service penetration across the Local Workforce Development Area
- Timeliness of participant engagement and service delivery
- Participation in training, work-based learning, and career services
- Measurable skill gains and progress toward credential attainment
- Employer engagement and job placement activity
- Quality, accuracy, and completeness of case management and documentation

Local performance expectations will be monitored on an ongoing basis and may be adjusted by the NEIWDB based on program needs and performance trends.

Specific local performance targets, including enrollment levels, service benchmarks, and activity expectations, will be established during contract negotiation. The selected provider will be expected to meet or exceed these targets, and performance will be monitored regularly to ensure alignment with NEIWDB priorities and program goals.

Geographic Performance Expectations

The selected provider must ensure equitable access to services and demonstrate performance outcomes across the entire Northeast Iowa Local Workforce Development Area. Services must be delivered in a manner that effectively reaches both rural and urban populations.

Performance may be reviewed by county, region, or service area to ensure appropriate service distribution and access. The provider is expected to implement strategies that address disparities in service delivery and outcomes across geographic areas.

Performance Monitoring and Review

The NEIWDB will monitor provider performance on a regular basis to assess progress toward established goals and expectations. Performance reviews may occur monthly, quarterly, or at other intervals as determined by the NEIWDB.

Performance Evaluation Criteria

Throughout the program year, assessment of provider performance will include, but is not limited to, the following criteria:

1. Compliance and Case Management Quality
 - Adherence to NEIWDB policies and procedures
 - Accurate and complete eligibility documentation
 - Thorough and timely case notes
 - Verified employment and/or training outcomes
 - Properly completed and signed documentation, where required
2. Program Performance and Activity Levels
 - Total number of active participants served
 - Number of participants entering employment
 - Number of participants entering and completing training
 - Number of participants retaining employment
 - Number of enrollments during the reporting period
 - Number of exits during the reporting period
3. Fiscal and Program Management
 - Actual expenditures compared to budget allocation
 - Effective use of funds to support program goals

Performance will be reviewed on a regular basis, including quarterly evaluations, to assess progress, identify trends, and support continuous improvement.

Monitoring activities may include review of performance data, case files, service delivery practices, and reporting accuracy. The provider is expected to actively participate in performance review processes and respond to feedback or identified issues in a timely manner.

Performance and Funding

Provider performance will be considered in decisions related to contract funding, service delivery strategies, and future funding opportunities. The NEIWDB reserves the right to adjust funding levels, reallocate resources, or modify contracts based on performance outcomes and demonstrated effectiveness.

Sustained high performance may be considered in decisions regarding contract extensions or renewals, while failure to meet expectations may result in corrective action, reduced funding, or other contractual actions as deemed appropriate by the NEIWDB.

Performance Expectations and Corrective Action

The selected provider is expected to meet all performance goals, service delivery expectations, and compliance requirements established by the NEIWDB, Iowa Workforce Development, and the U.S. Department of Labor.

Performance will be evaluated based on established metrics, including but not limited to program outcomes, service delivery effectiveness, data quality, timeliness of reporting, and overall contract compliance.

If the provider fails to meet performance expectations or compliance requirements, the NEIWDB may require corrective action. This may include, but is not limited to, the development and implementation of a corrective action plan, participation in technical assistance, or modification of service delivery strategies. The NEIWDB may implement progressive corrective actions based on the severity and duration of performance issues.

Failure to demonstrate improvement or continued noncompliance may result in additional actions, including contract modification, reduction of funding, suspension of services, or termination of the contract.

The NEIWDB reserves the right to take appropriate action to ensure program integrity, effective service delivery, and compliance with all applicable requirements. Performance expectations may be adjusted based on funding levels, economic conditions, or system priorities.

Customer Experience and Service Quality

The selected provider is expected to deliver high-quality, customer-centered services to both job seekers and employers. This includes demonstrating responsiveness, professionalism, and a commitment to meeting customer needs.

Customer experience may be evaluated through feedback, engagement levels, and overall service effectiveness. The provider is expected to use this information to improve service delivery and enhance participant and employer satisfaction.

Staff Training and Development

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

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

Learning Management System

The selected bidder is expected to utilize the Iowa Workforce Development's Learning Management System (LMS) for accessing required trainings. Utilizing the Learning Management System ensures consistency and compliance with state guidelines. The selected bidder must adhere to IWD's single sign-on process. The Northeast Iowa LWDB can assign additional trainings as needed.

Office Hours and Technical Assistance (TA) Sessions

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

Subcontracts

Bidders may propose the use of subcontractors to carry out a portion of the services described in this RFP. All proposed subcontractors must be clearly identified in the proposal, including their roles, responsibilities, and associated costs.

The selected provider will remain fully responsible for the performance of all services, including those provided by subcontractors. The provider may not subcontract the entire scope of work.

All subcontracts must receive prior written approval from the NEIWDB and must comply with all applicable federal, state, and local requirements.

Additional Program Requirements

| Career Planner Ratio

The selected provider must maintain a customer-to-career planner ratio that allows for effective service delivery and appropriate case management. Caseload expectations will be determined during contract negotiation and may be adjusted based on program needs and funding levels.

| Outreach and Service Distribution

The selected provider must implement outreach strategies to ensure equitable access to services across all counties within the Northeast Iowa Local Workforce Development Area. Outreach efforts should reflect an understanding of regional demographics, workforce needs, and populations facing barriers to employment.

Proposals should describe how services will be distributed across the service area to ensure accessibility and effective engagement in both rural and urban communities. Providers are expected to demonstrate a strategy for serving all counties within the LWDA.

| Funding Allocation Guidelines

The NEIWDB has established funding guidelines to ensure a balanced and effective use of resources. Providers are expected to allocate no more than 60% of total funding toward staff and administrative costs, and at least 40% toward direct participant costs.

Direct participant costs include expenses that directly support participant services, such as training, supportive services, and other program-related activities.

Providers may propose alternative allocations; however, justification must be clearly explained in the proposal and is subject to NEIWDB approval.

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. Proposals must demonstrate the bidder’s ability to ensure continuity of services beginning July 1, 2026, including transition planning, staffing readiness, and coordination with the current provider.

How to Apply

All proposals must be submitted to the Northeast Iowa Workforce Development Board electronically in both Microsoft Word and PDF formats via email to taylor@northeastiawdb.org. A hardcopy may be mailed via USPS to Taylor Williams, 600 S. Pierce Dr., Mason City, Iowa 50401. All proposals must follow the formatting requirements outlined in the chart below. All proposals must be received by 4:30 PM on May 5, 2026 to be considered. Emails must have the subject line “**Adult/Dislocated Worker Provider Proposal [Organization name].**” **Late proposals will not be considered.**

Font	12-point – Times New Roman
Pages	Single-sided on 8.5 x 11 paper
Margins	One (1) inch – This applies to all margins
Spacing	Single-spaced
Footer	Name of organization submitting the proposal and page number on each page
Required Copies	One Microsoft Word file and one PDF file (2 total)

Proposal Requirements

Your proposal may not be considered if page limitations and formatting requirements are not met. Your proposal must contain all the content below in the same general order illustrated. Strong proposals will demonstrate a full understanding of the requirements described throughout this RFP and establish the capacity, expertise and program design needed to meet the required standards and goals.

I. Cover Sheet – Use template provided in Appendix A

II. Executive Summary – Include each of the following: (maximum 2 pages)

1. Overview of the organization’s qualifications and alignment with the services sought by this RFP.
2. Organization’s philosophy and approach to workforce development programs and services.
3. Concise description of the proposed program.
4. The amount of WIOA funding requested per funding stream for the period beginning on July 1, 2026 and ending on June 30, 2027. See *General Information, Funding Streams* for further information on sources of funding made available through this RFP.

III. Organizational Overview – Describe each of the following for your organization: (maximum 3 pages)

1. Basic organizational description, including but not limited to year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget and number of full-time staff.
2. Past experience in managing quality workforce development programs similar in size and scope to that required by this RFP, including but not limited to individuals served, services and activities delivered, contract values and related performance outcomes. The Northeast Iowa Workforce Development Board reserves the right to consider any previous performance data from workforce development programs.
3. Administrative and fiscal capacity, including but not limited to your organization’s proven ability to provide fiscal support and oversight, utilize information systems, manage resources and personnel, and produce timely and accurate program reports.

IV. Program Narrative (maximum 15 pages)

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

1. **IowaWORKS locations:** Bidders should state their commitment to deliver adult and dislocated worker services within the existing IowaWORKS offices. If your proposal includes providing services at locations in addition to IowaWORKS locations, any associated costs must be clearly noted in your budget documents.
2. **Staffing plan:** Describe your proposed staffing plan to support the programmatic and executive components of the program. Attach an organizational chart to your proposal

illustrating all positions with substantive involvement in the proposed program and lines of authority and responsibility. Use this section of the narrative to clearly describe the organizational chart, including brief job descriptions for key positions. Also attach staff resumes or minimum qualifications for key positions of your proposed model involving director-level responsibilities. In your response, be sure to address how you will accomplish the following:

1. Employ professional staff with knowledge and expertise in the Statement of Work.
2. Provide training and professional development relevant to the services sought by this RFP.
3. Ensure a high level of staff performance, competency, and quality customer service.
4. Maintain regular and clear communication between proposed staff and the NEIWDB.

If you are not currently providing adult or dislocated worker services in IowaWORKS centers in the Northeast Iowa local area, see the below section on transition planning for further guidance on staffing.

3. **Outreach and communications:** Describe your proposed strategies, plans and technologies for outreach, communication and recruitment, ensuring strong participation of adult and dislocated workers in IowaWORKS center activities and services. Be sure to address how you will employ distinct plans to recruit, enroll and effectively engage diverse participants.
4. **Services:** Describe your proposed model for effectively delivering career services to adults and dislocated workers (see Statement of Work). Highly rated responses will clearly demonstrate how the proposed program components connect adult and dislocated workers with opportunities in quality, sustainable careers. In your response, be sure to address how you will accomplish the items below and describe any other components vital to the success of your proposed model:
 1. Assist adults and dislocated workers in navigating IowaWORKS resources and Title I services.
 2. Ensure a professional level of customer service and positive interaction for all job seekers.
 3. Recruit and enroll job seekers into Adult and Dislocated Worker Services.
 4. Employ distinct strategies to recruit and serve adults and dislocated workers with barriers to employment.
 5. Assess participants and create individualized plans and goals accordingly.
 6. Ensure an optimal level and frequency of meaningful engagement with participants.
 7. Provide quality career counseling and provision of current labor market information.
 8. Establish and connect adults and dislocated workers to employer-driven career pathways.
 9. Provide timely, quality follow-up services that encourage job retention and advancement.
5. **Training Services:** Describe your proposed model for effectively delivering educational and training services to adults and dislocated workers (see Statement of Work) that are driven by

the needs of local employers, aligned with viable career pathways, and assist students in bridging their skill level to meeting employers needs in accordance with the WIOA vision of career pathways (see WIOA Sec. 3, Def. 7). In your response, be sure to address how you will ensure training funds are used efficiently and strategically. Also describe how you will accomplish the items below and describe any other components vital to the success of your proposed model:

1. Determine training suitability and provide counseling to participants regarding training.
 2. Ensure consumer choice for participants determined to benefit from training.
 3. Ensure utilization of Individual Training Accounts (ITA) following established state and local policies.
 4. Ensure training participation is driven by employer needs and proven job outcomes.
 5. Support and document participation in ITAs and occupational training programs, including completion of such programs and obtainment of related credentials and skills gains.
 6. Assist job seekers in finding quality, sustainable jobs related to their area of training.
- 6. Barriers to employment and supportive services:** Job seekers commonly face a wide variety of barriers that make it difficult to achieve and retain meaningful employment. The LWDA is committed to meeting the needs of individuals with barriers to employment, as described in WIOA Sec. 3 (Def.24-25), as well as individuals identified by WIOA Priority of Service, as described in WIOA Sec. 134(b)(3)(E). Describe how you will engage and effectively serve individuals with barriers to employment, how you will identify and help customers address such barriers, and how you will provide or connect individuals with supportive services, as appropriate.
- 7. Partnership and referrals:** Describe how you will collaborate, coordinate, and establish strong relationships with the stakeholders and initiatives comprising the larger workforce development and social service systems in the Northeast Iowa local area, including key partners of IowaWORKS. Include in your response, how you will ensure coordination of adult and dislocated worker programs with youth programs administered by the LWDB, as well as other programs and initiatives led by the LWDA. Be sure to address how you will promote and facilitate referrals from your proposed program to other partners and from other partners to your program. Include specific examples of agencies you have worked with that provide services and supports beneficial to IowaWORKS customers, including your process for identifying such partners and integrating them into your program model. Leveraging and braiding between funding sources shall ensure there is no duplication of resources, maximum efficiency is achieved, and the requirements and goals of each funded/partner program is taken into consideration. Describe your experience and past success engaging in productive partnerships with other organizations to facilitate referrals or co-enrollments to/with other programs. How will you leverage this experience to collaborate for the provision of services?
- 8. Business services:** Describe how you will work closely with all WIOA core program partners to inform, participate in, and align all activities with IowaWORKS business engagement

efforts and sector strategies. Be sure to address how you will effectively accomplish the items below and describe any other components vital to the success of your proposed model:

1. Collaborate with IowaWORKS partner programs to ensure business engagement is closely coordinated.
2. Recruit and place participants in job openings to meet the hiring needs of employers.
3. 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:

1. Align your program model to consistently meet or exceed the WIOA Primary Indicators of Performance for the Northeast Iowa Workforce Development Board.
2. Employ outreach and engagement strategies to achieve enrollment that meets or exceeds the required WIOA registration and active participation goals.
3. Utilize an employer-driven job placement and retention model that enables your program to meet or exceed the required placement and wage goals.
4. Facilitate access to and participation in quality training programs that result in meeting or exceeding the required training-related performance goals.
5. Track performance and regularly communicate status of required standards and goals, including related key performance indicators, to the NEIWDB and other stakeholders.
6. Utilize data to continuously monitor operations and inform and improve your program.

10. Technology: Describe the technology you will use and how you will use to support service delivery, program reporting and other key elements of your proposed model. Be sure to address how you will utilize IowaWORKS and other information systems to track customer participation in WIOA activities. Also describe how you will ensure clear policies and procedures are in place to enter and validate data in IowaWORKS and other information systems.

11. Administration: Describe how you will utilize the administrative capacity of your agency to carry-out the work described in this RFP. Be sure to address how you will use fiscal and technical competence, financial and administrative resources, and information systems to support the proposed program model. The selected bidder must also meet the administrative requirements described in Appendix C.

12. Transition plan (if applicable): Should the outcome of this procurement result in a change of the current Title I Provider at IowaWORKS in the Northeast Iowa local area centers, the NEIWDB reserves the right to negotiate a transition period during which incoming and outgoing Title I providers work concurrently to ensure a smooth transition and minimize disruptions to adult and dislocated worker participants and employers. If you are not

currently providing Adult or Dislocated Worker Services in the Northeast Iowa local area IowaWORKS centers, describe how you would handle the transition of services and responsibility from the existing Title I provider if your proposal is selected, including establishing relationships with IowaWORKS stakeholders, potential employment of existing Title I staff members, and transfer of important data and documentation. Selected bidders will be required to fully serve participants already enrolled in the Adult and Dislocated Worker programs as of July 1, 2026. The NEIWDB expects parties involved in a transition will work together to ensure that services to customers are not negatively affected and that the selected bidder will give first consideration in employment to current employees providing services in the career centers who may be displaced because of this procurement.

V. **Budget**

Provide a budget including all program-related and administrative costs, using the required budget template provided in this RFP. Note that your total budget will be allocated across funding streams according to your program model and in proportions similar to those described in the *Background and General Information* section. All costs must be allowable according to applicable federal, state, and local regulations, including but not limited to the Uniform Guidance and regulations of the funding source, and allocable to the proposed program. Effective budgets will enable the proposed program to meet the intent and requirements of the contract, while being realistic, reasonable, and prudent, avoiding unnecessary or unusual expenditures. The cost per WIOA participant of the proposed program is evaluated to determine if it is fair and reasonable. Your budget should include tuition and related costs of occupational and work-based training for participants such as ITAs or OJTs. See *Statement of Work* Section on *Training Services* for further information. Refer to the appropriate regulations per the funding source in conjunction with the uniform guidance to identify disallowed costs associated with this grant. See APPENDIX B for further guidance regarding the budget and budget narrative. Bidders must fully comply with the requirements of all federal and state regulations applicable to welfare programs.

Budget narrative (maximum 3 pages) –

Provide a narrative to accompany the budget that describes the purpose of each cost, explains how all costs were estimated and justifies the need for all costs in meeting contract requirements. In your narrative, be sure to clearly communicate the calculation for personnel salaries, personnel benefits, mileage, travel, direct costs, participant costs, profit costs and any other costs necessary to perform the services described in this RFP. A strong budget narrative will minimize or eliminate the need for clarifications from evaluators reading the proposal. If you are submitting a proposal to provide services at more than one center in the NEIWDB system, your budget narrative must clearly allocate all costs of your proposal to each center. See APPENDIX B for further guidance regarding the budget and budget narrative. If your proposal includes leveraged resources of your organization or another organization, use the budget narrative to describe the actual or estimated value of the leveraged resources. If applicable, also attach a letter of support from any organization providing leveraged resources in support of your proposal.

Attachments

1. Required attachments

1. Service flow chart. See *Program Narrative*.
2. Program organizational chart. See *Program Narrative, Staffing Plan*.
3. Key staff resumes or minimum qualifications. See *Program Narrative, Staffing Plan*.
4. Copy of Annual Audit Report
5. Current Certificate of Liability
6. W-9
7. Certification Regarding Debarment
8. Certification Regarding Lobbying
9. Conflict of Interest
10. Certification of Affirmative Action Plan
11. Proof of licensing or proof of non-profit status.

2. Optional attachments

1. Letters of support. Only attach letters of support attesting to partnerships and relationships with other organizations, including related services and resources, that you plan to leverage or involve directly in your program model, as described in your proposal. Strong letters of support will agree with the description of the support in your proposal and quantify the value of services or resources leveraged in support of your proposed program.

Review and Selection Process

All proposals received by the submission deadline will be initially reviewed by the NEIWDB for responsiveness and compliance with the specifications and requirements contained in this RFP. Proposals passing the initial review will be scored by internal and external evaluators according to the criteria below, with attention to clarity, completeness, and quality. High scoring proposals will clearly demonstrate an ability and likelihood to effectively perform the Statement of Work and meet the standards and intended outcomes of this RFP. Select bidders may be requested to participate in presentations or discussions with proposal evaluators, Chief Elected Officials of Northeast Iowa, the NEIWDB, and/or other representatives of the local board. Award recommendations of the evaluators will be presented to the Board for final decision. Selection of a proposal for subrecipient award is contingent upon the successful completion of contract negotiations.

The NEIWDB reserves the right to consider past performance within the local workforce system as part of the evaluation process. The proposal evaluators will score each proposal independently and the scoring evaluations will be averaged. Scoring for the required sections of the proposal will be assigned as follows:

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

Bidders must receive a score of 90 points or higher to be eligible to be awarded a contract. The selected bidder will be invited to negotiate a contract for services based on the project described in the proposal and stipulations of the funding source.

Procurement Process Timeline (all dates are subject to change):

Release of RFP	April 17, 2026
Final day to submit written questions	April 23, 2026
Proposals due	May 5, 2026 (Proposals due by 4:30 PM)
Selection of provider	May 15, 2026

Provisions

- ❑ This Request for Proposals (RFP) does not commit the NEIWDB to award a contract.
- ❑ The NEIWDB may select a firm based on its initial proposal received, without discussion of the proposal. Accordingly, each proposal should be submitted on the most favorable terms, from a price and technical standpoint. The NEIWDB may, however, have discussions with those firms it deems in its discretion to fall within a competitive range.
- ❑ The NEIWDB reserves the right to request additional information from any applicant, request oral presentations from bidders, or conduct site visits from any bidder before a contract award.
- ❑ The NEIWDB reserves the right to fund portions of a proposal, or to reject any and all proposals in whole or in part. Rejection of a portion of a proposal does not necessarily negate the entire proposal.
- ❑ The NEIWDB may, at its discretion, adjust the level of funding provided to successful bidders under this RFP and/or consider the funding of proposals not initially funded under this RFP at a later date.
- ❑ No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies.
- ❑ All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to the NEIWDB and be subject to disclosure under the Freedom of Information Act or other applicable legislation.
- ❑ The contract award will not be final until the NEIWDB and the successful bidder have executed a mutually satisfactory contractual agreement. The NEIWDB reserves the right to make an award without further discussion of the proposal submitted. No activity may begin prior to final NEIWDB approval of the award and execution of a contractual agreement between the successful bidder and the NEIWDB.
- ❑ The submission of the proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.
- ❑ Bidders are advised that most documents in the possession of the NEIWDB are considered public records and subject to disclosure. The NEIWDB reserves the right to issue additional RFPs if and when it is in the NEIWDB best interest to do so and, may elect to negotiate and issue multi-year contracts to successful bidders under this or subsequent RFPs.
- ❑ All programs and activities are designated as equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities.
- ❑ The NEIWDB reserves the right to reject any and all proposals. Notwithstanding anything to the contrary in this document or in any addendums to this document, the NEIWDB reserves the right to negotiate changes of any nature with any firm proposing to do the work with respect to any term, condition, or provision in this document and/or in any proposals, whether or not something is stated to be mandatory and whether or not it is said that a proposal will be rejected if certain information or documentation is not submitted with it.
- ❑ Contact staff to request assistance with access to this RFP.

SECTION V- Terms and Conditions

Modification to Proposal

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

Signature

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

Renewal

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

Fraud

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

Incorporation/Certificate of Existence

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

Equal Business Opportunity Program

Fully comply with the Iowa Civil Rights Act of 1965 as amended, Iowa Executive Order 15 (1973), as amended by Iowa Executive Order 34 (1988). The winning bidder must assure it has on file a copy of its Affirmative Action Statement and, if appropriate, a plan containing goals and time specifications. The winning bidder shall provide state or federal agencies with appropriate reports as required to ensure compliance with equal employment laws and regulations.

Non-Discrimination and Terminations

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

Presentation and Negotiations

The NEIWDB reserves the right to reject any or all proposals, request additional information, negotiate terms, and make awards in whole or in part as deemed in the best interest of the Board.

Licensing or Proof of Non-Profit Status

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

Monitoring Access

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

Appendix A – Cover Sheet

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

Northeast Iowa Workforce Development Board

Contract Period: 7/1/2026 – 6/30/2027

Proposing Organization Information

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

Printed Name of Authorized Representative

Title of Authorized Representative

Signature of Authorized Representative

Date

Appendix B – Proposal Transmittal Form

Organization: _____

Address: _____

City/State/Zip: _____

Agency Type: (Check all that apply)

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

IRS Number or Employer Identification Number _____

Legal Authority for Organization _____

Number of Years in Business _____

Appendix C – Budget Documents

Budget Summary

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

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

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

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

Budget Detail

Salary Detail

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

Northeast Iowa NEIWDB

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
\$	

Northeast Iowa NEIWDB

Direct Cost(s) Detail

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

Profit Cost Detail

%	Base Amount	Total
	\$	\$

Participant Costs - Training

Line Item	Amount Requested	Details
Books/Supplies	\$	
Teaching Aids	\$	
Assessment(s)	\$	
Tuition	\$	
Other (Specify)	\$	
Other (Specify)	\$	
Total Participant Training Costs Requested		\$

Participant Costs - Support

Line Item	Amount Requested	Details/Notes
Support*	\$	
Total Participant Support Requested		\$

Participant Costs - Work Experience

Line Item	Amount Requested	Details/Notes
Work Experience	\$	
Total Participant WEX Requested		\$

Budget Summary, Detail & Narrative Instructions

Complete Appendix C to reflect the total cost of your project and the amounts by category. Also include any amounts by category donated by the consultant. All funds are program funds; therefore, costs do not have to be classified by type. All funds requested must be necessary, reasonable, allocable, and allowable. Proposals should demonstrate cost efficiency and alignment with NEIWDB funding priorities, including appropriate allocation of resources to direct participant services.

1. **Personnel Salaries:** List each position title; the annualized salary; the percentage of time to be charged to the WIOA project; and the total amount per position requested. The total amount requested should match your total on the Budget Summary page. Use additional copies of this section/page if necessary.
2. **Personnel Benefits:** Provide the percentage (%) and the base used to determine the benefits requested for each individual listed in the Salary portion of the Budget Detail. Note that the positions listed in the benefits section should correspond to the positions listed in the Salary Detail section. The total amount requested should match your total on the Budget Summary page. Use additional copies of this section/page if necessary.
3. **Mileage:** Provide the total number of miles' times (x) the number of month's times (x) what is allowed per mile by your agency.
4. **Travel:** Enter the amount you are requesting for travel. Travel would be considered meetings, events, etc. that will be. In the details explain what and why travel will be required. Amount(s) should include hotel/motel, per diem, registration, etc. Give greater detail on this item in the budget narrative.
5. **Direct:** Provide the amount requested for the listed items, if applicable. Information on direct costs is provided in Appendix B. If your agency does not require funding for a line item leave it blank. If your agency will provide any of the line items at no charge please provide detail in the Budget Narrative, Appendix C.
 1. **Materials & Supplies (Non-Training Related):** Specify the amount of non-training materials and supplies requested, if applicable. Provide justification in the Budget Narrative, Appendix C.
 2. **Telephone:** Specify the amount requested for telephone, if applicable.
 3. **Other:** Specify the amount requested for any other direct items not listed. In the Budget Narrative, Appendix C, provide justification and description of other item(s) requested.

Appendix D – Assurances and Certifications

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

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

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization and representative possess legal authority to offer the attached proposal.
3. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
4. A drug-free workplace will be maintained in accordance with the State of Iowa requirements.
5. The proposing organization has all appropriate insurance coverage, and will produce a certificate of such, as requested.

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

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

Print or Type Name of Authorized Representative

Signature of Authorized Representative

Date

Appendix E – Compliance Checklist: WIOA Title I Services

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

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

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

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

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

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

Name of Organization:	
Authorized Signatory:	

Title:		Date:	
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Appendix F – Evaluation Criteria

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

- ❑ Ability of the program to help the NEIWDB meet performance goals
- ❑ Reasonableness and affordability of the unit price
- ❑ How well the program will collaborate with other organizations in the community
- ❑ Organizational capacity and experience in providing programs for adult and dislocated worker programs.

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

Category	Criteria	Score
Cover Sheet	Required, not scored	--
Executive Summary	Required, not scored	--
Organizational Overview (maximum of 20 points)	<p>Proposal provides an overview of the lead organization including- year established, legal status, governance structure, mission, principal programs and services, executive leadership, annual budget, and number of full-time staff.</p> <p>The proposal provides evidence of program success consisting of past program performance and integration of principles and practices in program design of program success.</p> <p>Proposal describes the organization’s knowledge, expertise and experience working with under-served and targeted populations and the challenges within the workforce development system.</p> <p>Proposal describes what systems are in place to ensure administrative and fiscal support and oversight.</p>	

<p>Program Narrative (maximum of 80 points)</p>	<p>Proposal clearly demonstrates how the applicant will effectively meet all the standards, expectations, and desired outcomes found in this RFP.</p> <p>Proposal includes a clear staffing plan to support the programmatic and executive components of the program.</p> <p>Proposal describes plans for outreach, communication, and recruitment of adults and dislocated workers.</p> <p>Proposal describes a model for effective delivery of Career Services, clearly demonstrating how job seekers will be connected to opportunities in quality, sustainable careers. All items included in the statement of work should be addressed.</p> <p>Proposal describes a model for effective delivery of Training Services, including the efficient and strategic use of training funds. All items included in the statement of work should be addressed.</p> <p>Proposal describes efforts that will support sector strategies in the local area.</p> <p>Proposal describes plans for serving those with barriers to employment and ensuring WIOA Priority of Service is followed.</p> <p>Proposal clearly describes how supportive services will be utilized to assist participants.</p> <p>Proposal describes plans for coordination and collaboration with partner programs and agencies. This description should include information on facilitating referrals to partner programs and agencies.</p> <p>Proposal should describe how business engagement will be coordinated with all IowaWORKS partners.</p> <p>Proposal describes, in detail, the strategies to be used to ensure success and meet or exceed established performance goals. All items included in the statement of work should be addressed.</p> <p>Proposal describes the use of technology to enhance service delivery, program reporting and other elements of your proposal. This should include the use of the IowaWORKS system to enter, track, and validate WIOA data.</p> <p>The proposal must include a detailed transition plan demonstrating the ability to assume services on July 1, 2026 without disruption.</p>	
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Northeast Iowa NEIWDB

Budget and Budget Narrative (maximum of 15 points)	<p>Budget is reasonable and well-defined for collaborative service delivery.</p> <p>Budget Narrative justifies the need for all costs built into the line-item detail and the methodology used to derive each cost.</p>	
Attachments (maximum of 20 points)	<p>All required attachments are included and support the associated narrative sections.</p>	
	Total Score	