

Northeast Iowa Workforce Development Board (NEIWDB)

Request for Proposals (RFP)

WIOA Title I Adult, Dislocated Worker, and Youth Services

Questions & Answers

Question Period Closed: April 23, 2026

Issued: April 24, 2026

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

1. What is the staffing model for the Youth and ADW programs?

The NEIWDB has not prescribed a required staffing model; however, respondents are expected to propose a structure that ensures effective and consistent service delivery across the Local Workforce Development Area.

Currently, the staffing model includes two Title I Director roles—one overseeing Dubuque/Decorah and one overseeing Mason City/Waterloo. Moving forward, the Board has a preference for a more unified structure that includes:

- One Title I Director overseeing the entire Local Workforce Development Area to ensure consistency in service delivery, communication, and performance
- Workforce Consultants located at each Comprehensive and Affiliate IowaWORKS Center
- A minimum of two full-time Workforce Consultants at each Comprehensive Center

In addition, the Board would like to see a dedicated staff position focused on business engagement. This role would:

- Lead Rapid Response activities in the local area
- Collaborate with business engagement staff and partners across the region
- Serve as the primary point of contact for business services, including employer engagement, On-the-Job Trainings (OJT), and work-based learning opportunities

Final staffing models, including customer-to-staff ratios, will be evaluated as part of the proposal review and may be further refined during contract negotiation.

2. Are training dollars included in the total anticipated funding amount?

Yes. Training funds are included within the total anticipated funding amounts provided in the RFP.

For Adult and Dislocated Worker programs, training services are funded through WIOA Title I allocations and are managed by the selected provider, primarily through mechanisms such as

Individual Training Accounts (ITAs), based on participant need, eligibility, and funding availability.

Training services are not a separate allocation but are part of the overall program budget and must be used in accordance with federal, state, and local policies.

Additionally, the RFP establishes funding guidance that:

- No more than 60% of total funding should be allocated to staff and administrative costs
- At least 40% should be allocated to direct participant costs, which include training and supportive services
- Respondents should propose budgets that align with program design and service delivery needs. Alternative allocations may be considered with appropriate justification and are subject to NEIWDB review and approval.

For Youth programs, training-related activities (including occupational skills training and work-based learning) are also funded within the total allocation, with specific expenditure requirements such as work experience minimums.

3. Have the existing program staff been issued laptops by the current service provider? If so, will those laptops transition to the new provider?

Laptops used by Title I program staff are issued through Iowa Workforce Development (IWD) to the service provider.

All existing laptops currently in use will be re-imaged and re-issued to the selected provider. Equipment necessary to support program operations will be transitioned to the new provider by July 1, 2026.

4. Can the board share the expected local performance benchmarks for Adult & DW programs for the items listed on page 28 & 29?

The NEIWDB has established a framework of local performance measures and expectations to guide Adult and Dislocated Worker program service delivery and outcomes; however, specific numeric benchmarks or targets have not been predefined within the RFP.

As outlined, performance will be evaluated across a range of indicators, including enrollments, job placements, training participation, measurable skill gains, credential attainment, and employment outcomes.

Specific performance targets—such as enrollment levels, service benchmarks, and activity expectations—will be established during contract negotiation and will take into consideration factors such as:

- Available funding levels

- Proposed service delivery model
- Local labor market conditions
- Target populations and service strategies

The selected provider will be expected to meet or exceed agreed-upon performance benchmarks, and performance will be monitored on an ongoing basis to ensure alignment with NEIWDB priorities and program goals.

Respondents should propose realistic and effective service strategies that demonstrate their ability to deliver high-quality services, achieve strong employment outcomes, and align resources with participant and employer needs.

5. Can the board clarify decision-making between the service provider, Board Staff, particularly service design, operational changes, and employer engagement?

The Northeast Iowa Workforce Development Board (NEIWDB) serves as the strategic leader of the workforce system, providing oversight through policy setting, priority development, and ensuring alignment with federal, state, and local requirements.

The selected service provider is responsible for the day-to-day operations and delivery of services in accordance with the RFP and resulting contract. This includes program implementation, staff supervision, service delivery, and achievement of performance outcomes.

Service design and operational approaches are developed by the provider, with the expectation that they align with NEIWDB policies, priorities, and established performance goals. The Board does not direct daily operations but maintains an oversight role to ensure services are effective, compliant, and responsive to community needs.

Significant system or service changes are coordinated with NEIWDB staff to support alignment, continuity of services, and overall system effectiveness. Ongoing communication between the provider and NEIWDB staff is expected to support continuous improvement.

Employer engagement activities are conducted as part of the broader IowaWORKS system. The provider plays a key role in delivering business services and works in coordination with NEIWDB staff, Iowa Workforce Development, and other partners to ensure a consistent, aligned, and demand-driven approach.

Overall, the relationship is intended to be a partnership, with clear distinction between the Board's role in strategy and oversight and the provider's role in implementation and service delivery.

6. What elements of the current service delivery model does the Board want to see improved or redesigned through this procurement?

Through this procurement, the NEIWDB is seeking opportunities to strengthen and enhance service delivery across the Local Workforce Development Area. Key areas of focus include:

- Consistent and equitable service delivery across the entire local area, ensuring all individuals—regardless of location—have access to services and opportunities
- Improved access to services, including strategies to effectively serve rural communities and expand outreach across all counties
- Consistency in service delivery across all locations, including alignment in processes, communication, and customer experience
- Staffing stability and coverage, ensuring consistent in-person presence and continuity of services at all Comprehensive and Affiliate Centers
- Improved case management practices, including timely service delivery, documentation, and participant engagement
- Enhanced coordination and communication among staff, Board staff, and system partners to support an integrated service delivery model
- Stronger employer engagement and business services, including proactive outreach, responsiveness to employer needs, and expansion of work-based learning opportunities
- Effective referral processes and follow-through, ensuring customers and partners experience timely, coordinated service access across programs
- Increased utilization of training and supportive services to better align participant needs with available funding and improve outcomes
- Performance management and accountability, including consistent tracking of outcomes, data quality, and continuous improvement practices

The Board is seeking a provider that can demonstrate a strong, collaborative approach to service delivery, with a focus on responsiveness, communication, and continuous improvement to meet the needs of job seekers, employers, and partners across the region.

7. Are there specific priority populations the board is seeking to target and/or improve outcomes for?

The NEIWDB is committed to serving individuals with barriers to employment, as defined under WIOA, and is particularly interested in strategies that improve access, engagement, and outcomes for priority populations.

Key populations of focus include:

- Youth populations, including justice-involved youth and opportunity youth (youth who are not connected to school or work)
- Individuals with barriers to employment, including those who are low-income, basic skills deficient, individuals with disabilities, or facing other challenges to employment
- Dislocated workers, with an emphasis on increasing enrollment and engagement in the Dislocated Worker program

The Board is especially interested in approaches that strengthen outreach, engagement, and service strategies for youth across the region, as well as innovative methods to connect with and serve dislocated workers.

Respondents should demonstrate how their proposed service delivery model will effectively identify, engage, and serve these populations, while improving overall program outcomes.

8. Are there current in-demand occupational clusters or high priority occupations that the board wants to specifically focus on?

Yes. The NEIWDB has identified priority industry sectors and in-demand occupations based on regional labor market data, employer input, and workforce partner analysis.

Current priority industry sectors include:

- Healthcare and Social Assistance
- Manufacturing
- Educational Services
- Transportation and Warehousing
- Accommodation and Food Services
- Finance and Insurance
- Construction

Training investments and service strategies are expected to align with occupations within these sectors that demonstrate sustained demand, growth potential, and opportunities for self-sufficient wages.

The NEIWDB maintains and regularly updates a local In-Demand Occupations List, which is used to guide training decisions and ensure alignment with regional workforce needs.

Respondents should demonstrate how their proposed service delivery model will:

- Align training and career pathways with in-demand industries and occupations
- Incorporate labor market data and employer engagement into service strategies
- Support participants in achieving employment in high-demand, high-wage occupations

Exceptions to the in-demand list may be considered on a case-by-case basis with appropriate justification and Board approval.

9. Is there a target or historical cost-per participant range the Board has recommended or approved?

The NEIWDB has not established a specific target or required cost-per-participant range.

Respondents are expected to propose a service delivery model and corresponding budget that effectively aligns resources with participant needs, service strategies, and performance outcomes.

As outlined in the current contract, funding is provided as a total program allocation across Adult, Dislocated Worker, and Youth programs, and expenditures must align with WIOA requirements and program goals.

10. Can the Board share the expected level of performance benchmarks for Youth programs for the items listed on page 30-31?

The NEIWDB has established a framework of local performance measures and expectations to guide Youth program service delivery and outcomes; however, specific numeric benchmarks or targets have not been predefined within the RFP.

As outlined, performance will be evaluated across a range of indicators, including enrollment, engagement, work experience participation, measurable skill gains, credential attainment, placement, and retention outcomes.

Specific performance targets—such as enrollment levels, service benchmarks, and activity expectations—will be established during contract negotiation and will take into consideration factors such as:

- Available funding levels
- Service delivery model proposed
- Local labor market conditions
- Target populations and service strategies

The selected provider will be expected to meet or exceed agreed-upon performance benchmarks, and performance will be monitored on an ongoing basis to ensure alignment with NEIWDB priorities and program goals.

Respondents should propose realistic and achievable service strategies that demonstrate their ability to effectively engage youth, deliver high-quality services, and achieve strong performance outcomes.

11. What geographic or access challenges (ie: rural service delivery, transportation barriers, etc.) should providers prioritize and what level of flexibility exists for virtual or hybrid services?

The Northeast Iowa Local Workforce Development Area is largely rural, and providers should prioritize strategies that effectively address geographic and access-related challenges across the region.

Key barriers include:

- Transportation, particularly in rural areas with limited or no public transit options
- Childcare availability and affordability, which impacts participation and employment outcomes
- Geographic distance, which can limit consistent access to in-person services

The Board is seeking service delivery approaches that improve access and reduce barriers for individuals across all counties in the local area.

There is flexibility for providers to incorporate virtual and hybrid service delivery models, where appropriate, to expand access and engagement. However, these approaches should be balanced with the need to maintain a consistent in-person presence at Comprehensive and Affiliate Centers, as well as meaningful engagement with customers and partners.

Respondents should demonstrate how they will:

- Ensure equitable access to services across rural communities
- Utilize a combination of in-person, virtual, and outreach strategies to meet customer needs
- Address transportation and childcare barriers through supportive services and partnerships
- Maintain strong communication and coordination across the local area

12. Are staff required to be physically present at all four IowaWORKS locations (Mason City, Waterloo, Dubuque, and Decorah) on every business day, or can coverage be distributed across sites?

The NEIWDB expects consistent and reliable Title I staff presence across all IowaWORKS locations to ensure access to services for customers and partners.

Mason City, Waterloo, and Dubuque are designated Comprehensive Centers and are expected to maintain a consistent in-person Title I staff presence during normal business hours to support full service delivery and integration within the one-stop system.

Decorah is an Affiliate Center, and while the level of onsite staffing may differ from Comprehensive Centers, the provider must ensure regular and reliable access to Title I services, either through scheduled in-person coverage, coordinated outreach, or direct linkage.

The Board recognizes that staffing models may vary and allows flexibility in how coverage is structured across sites. However, respondents must demonstrate how they will:

- Ensure consistent access to in-person services at Comprehensive Centers
- Provide reliable and clearly communicated coverage at Affiliate Centers
- Maintain service continuity during staff absences or transitions
- Utilize direct linkage and/or virtual services appropriately, without replacing the need for meaningful in-person engagement

Final staffing coverage expectations, including minimum onsite presence and schedules, will be established during contract negotiation.

13. Will staff have center-specific responsibilities, such as floor coverage?

Yes. Title I staff are expected to have center-specific responsibilities, including participation in IowaWORKS center operations such as floor coverage and direct customer assistance.

Staff are expected to support an integrated service delivery model, including providing assistance to customers, participating in workshops and partner activities, and contributing to a unified customer service approach within IowaWORKS centers.

Respondents should describe how their staffing model will support these responsibilities while ensuring effective service delivery, customer engagement, and coordination with system partners.

14. What is the current staffing level and positions on the contract?

The current staffing structure includes:

- Two (2) Title I Directors, with one serving the Dubuque/Decorah area and one serving the Mason City/Waterloo area
- Workforce Consultants (Career Planners) located at each IowaWORKS Comprehensive and Affiliate Center across the Northeast Iowa local area

Staffing levels and specific positions may vary based on service delivery needs and available funding.

Respondents are encouraged to propose a staffing structure that effectively supports service delivery across the entire local area and aligns with the goals outlined in the RFP.

15. Will the current provider be required to share staff rosters with the incoming provider prior to July 1, 2026, to allow the awardee to fulfill the first consideration of employment? What is the first consideration considered; interview, first right of refusal, automatic offers?

The NEIWDB expects the current provider to cooperate in good faith during the transition process, which may include sharing relevant staffing information, consistent with applicable policies and regulations.

“First consideration” means that qualified incumbent staff should be given the opportunity to be considered for employment by the selected provider prior to external candidates. This typically includes an opportunity to apply and be interviewed for available positions.

The selected provider will be responsible for all hiring decisions and employment practices, in accordance with their organizational policies and applicable laws. “First consideration” does not require automatic offers of employment.

16. Will there be a transition period if a new provider is selected to hire and onboard new staff at the start of the contract?

Yes. The NEIWDB anticipates a transition period leading up to the contract start date of July 1, 2026.

The selected provider will be expected to utilize this time to support staff hiring, onboarding, and training, as well as coordination with the current provider and NEIWDB to ensure continuity of services.

NEIWDB will work collaboratively with the selected provider to support a smooth transition process.

17. The RFP does not mention requirement for staff background check requirements, child abuse registry checks, sex offender registry checks, drug testing for staff , or any other state-specific pre-employment screening. Is there a requirement or is it left up to the awarded contractor to determine?

The NEIWDB does not prescribe specific pre-employment screening requirements within the RFP.

The selected provider is responsible for establishing and implementing appropriate hiring and screening practices in accordance with their organizational policies, as well as all applicable federal, state, and local laws and regulations.

Respondents should ensure that their hiring practices support the delivery of safe, professional, and compliant workforce services.

18. Who is the Employer of Record for paid work experience participants?

The Title I service provider will serve as the Employer of Record for paid work experience participants.

19. Will federal per diem or state of Iowa per diem rate be applicable to travel on the contract?

Travel costs must comply with applicable federal regulations and the State of Iowa travel policies for Executive Branch employees, as outlined in the Department of Administrative Services' State Accounting Policy and Procedures Manual.

20. If an audit is not available at time of award, what would be accepted as this financial documentation?

If a current audit is not available at the time of award, the NEIWDB will accept alternative financial documentation that demonstrates the organization's financial stability and capacity to manage federal funds.

Acceptable documentation may include, but is not limited to:

- Most recent financial statements (e.g., balance sheet and income statement)

- IRS Form 990 (for nonprofit organizations), if applicable
- Internal financial reports or statements
- Documentation of financial policies and procedures
- Other relevant financial documentation that demonstrates fiscal integrity and internal controls

The NEIWDB reserves the right to request additional documentation or clarification, as needed, to assess financial capacity and risk.

21. Please clarify what qualifies as incumbent worker training.

Incumbent Worker Training (IWT) is designed to meet the specific needs of employers by providing training to currently employed workers to help them retain employment, avert layoffs, or advance within the company. This type of training is typically intended to increase the skills, wages, and competitiveness of both the employee and the employer.

IWT may include training that:

- Supports skill advancement or career progression for existing employees
- Helps employers retain a skilled workforce or prevent layoffs
- Leads to increased wages, new credentials, or enhanced job responsibilities

Incumbent Worker Training is administered by the NEIWDB and is not the responsibility of the Title I service provider under this procurement.

22. Please clarify what qualifies as a transitional job.

A Transitional Job (TJ) is a time-limited, wage-paid, and subsidized work experience designed for individuals with barriers to employment, particularly those who are chronically unemployed or have an inconsistent work history.

Transitional jobs are intended to:

- Help participants establish or rebuild a work history
- Develop workplace skills and experience
- Demonstrate success in a work environment
- Support entry into and retention in unsubsidized employment

These positions:

- Are typically subsidized and temporary
- May occur in the public, private, or nonprofit sectors
- Must be combined with career services and supportive services
- Are not required to result in permanent employment, though that is a desired outcome

Transitional Jobs are an allowable service under WIOA and may be utilized as part of the Adult and Dislocated Worker service strategy, consistent with state and local policy.

For additional information please go to:

<https://epolicy.iwd.iowa.gov/Policy/Index?id=155&Version=1>

23. What was the number of participants during PY23, PY 24, and PY 25 to date?

Program	PY23	PY24	PY25 to Date
Adult	65	44	81
Dislocated Worker	24	33	48
Youth	71	52	104
Total	160	129	233

24. On the budget documents for both Youth and Adult/DW RFPs, there is not a space provided for indirect expenses? Where can bidders include indirect expenses?

Indirect costs may be included within the proposed budget and should be incorporated into the administrative and/or personnel cost categories provided in the budget template.

Respondents should clearly identify any indirect costs within the budget narrative, including the basis for the cost and the approved indirect cost rate, if applicable.

All proposed costs, including indirect, must align with the funding guidelines outlined in the RFP.

25. Are laptops provided by the WFDB for both Youth and Adult/DW contracts?

Yes. Laptops are provided through Iowa Workforce Development (IWD) for use by Title I service provider staff supporting both Youth and Adult/Dislocated Worker programs.

26. Do bidders need to budget for laptop computers for staff?

No

27. Is there an estimate for rent, utilities, and maintenance?

Estimated facility and infrastructure costs vary by location and are subject to change. Based on current expenditures, respondents should anticipate monthly facility-related costs (including rent, utilities, custodial, and maintenance) ranging approximately from \$2,000 to \$5,000 per comprehensive center, with lower costs for affiliate locations.

Additional shared or infrastructure-related expenses may be invoiced periodically (e.g., quarterly) and should also be considered when developing budgets.

These figures are intended to provide a general estimate, and actual costs may vary.

28. The budget lists "Telephone" as a line item. Are there landline phones available at the offices or is this a line for smart-phones?

IowaWORKS centers utilize a cloud-based phone system provided through Iowa Workforce Development (IWD). Staff will have access to this system for business-related communications.

The "Telephone" line item in the budget may be used for any additional communication-related expenses necessary to support service delivery, such as mobile phones or other communication tools, as proposed by the provider.

Providers may be responsible for certain costs associated with phone usage (e.g., long-distance charges), and should budget accordingly

29. Are there any shared resources such as printers/copiers/scanners?

Yes.

30. Is there an expected total cost/participant cost ratio to meet?

The NEIWDB has not established a specific target or required cost-per-participant range.

Respondents are expected to propose a service delivery model and corresponding budget that effectively aligns resources with participant needs, service strategies, and performance outcomes.

As outlined in the current contract, funding is provided as a total program allocation across Adult, Dislocated Worker, and Youth programs, and expenditures must align with WIOA requirements and program goals.

31. The RFP references administrative costs, and the budget references direct costs. Are the two terms the same?

No. Administrative costs and direct costs are not the same.

- Administrative costs generally refer to expenses associated with the overall management and oversight of the program, such as administrative staff, fiscal management, reporting, and general operations.
- Direct costs refer to expenses directly tied to participant services and program delivery, including training, supportive services, work-based learning, and staff time dedicated to serving participants.

Respondents should ensure that costs are appropriately categorized in alignment with WIOA requirements and the funding guidelines outlined in the RFP.

32. In the Youth RFP, "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," - Is the WEX of 20% included as part of the 20% expectation?

Yes. Work Experience (WEX) expenditures are included as part of the direct participant costs.

However, the 20% minimum Work Experience expenditure requirement is a separate federal requirement for Youth program funds. Providers must ensure that at least 20% of Youth funds are spent on work experience activities, in addition to meeting the overall expectation that at least 40% of funding be allocated to direct participant costs.

The 60/40 funding guidance is intended to support a balanced approach to staffing and direct service delivery. The Board recognizes that some flexibility may be necessary based on proposed service strategies; however, any deviation from this guidance should be clearly justified in the proposal and aligned with program goals and performance outcomes.

33. Please confirm the allowable de minimis rate?

Organizations without a federally negotiated indirect cost rate may elect to use the de minimis rate of up to 10% of Modified Total Direct Costs (MTDC), in accordance with 2 CFR Part 200.

All costs must be allowable, reasonable, and allocable under WIOA and applicable federal and state regulations.

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

34. The Youth RFP presents a single consolidated budget, while also requiring that at least 75% of Youth funds be expended on Out-of-School Youth (OSY) (Youth RFP, Section I: Program Requirements; Section III: Statement of Work). Should proposers submit two distinct budget breakouts—one for OSY and one for ISY—to demonstrate compliance, or is a single consolidated budget with narrative explanation sufficient?

Proposers should submit a single consolidated budget, as outlined in the RFP.

Respondents should clearly describe in the budget narrative and/or program design how they will meet the requirement that at least 75% of Youth funds be expended on Out-of-School Youth (OSY). NEIWDB will assess compliance with this requirement through the proposal narrative and ongoing contract monitoring.

35. The RFPs require service delivery at designated IowaWORKS locations , Section III: Statement of Work – IowaWORKS Locations), but do not specify cost responsibility. Are proposers expected to budget for any IFA costs at IowaWORKS locations, such as rent, utilities, custodial services, or facility-related expenses?

Yes. Service providers are expected to contribute to IowaWORKS center infrastructure costs in accordance with the local Infrastructure Funding Agreement (IFA) and applicable state and federal guidance.

Proposers should account for these costs within their proposed budgets, as appropriate. Additional details regarding cost allocation and specific amounts will be provided and finalized through the IFA process.

**36. Both RFPs include numerous required attachments (budget templates, certifications, checklists).
Can the required attachment templates for both the Youth and Adult/Dislocated Worker RFPs be provided in editable Word and/or Excel format?**

37. The Youth RFP lists both “noon” and “4:30 PM” as submission deadlines in the “How to Apply” section (Youth RFP, page 37). Can you confirm the correct proposal submission deadline time?

4:30 PM

38. Can the Board provide the number of participants served in the most recent program year, by program:

- a. Youth (ISY and OSY)
- b. Adult
- c. Dislocated Worker

Program	PY24	PY25 to Date
Adult	44	81
Dislocated Worker	33	48
Youth	52	104
Totals	129	233

Youth Breakdown	PY24	PY25 to Date
In-School Youth	29	56
Out-of-School Youth	23	48
Total	52	104

39. Can the Board share total program-year expenditures to date, by funding stream (Adult/DW/Y)?

Program	Title I Service Provider
Adult	\$107,732.92
Dislocated Worker	\$119,282.95
Youth	\$226,924.64
Totals	\$453,940.51

40. What level of funding has been allocated to and spent on Youth Work Experience activities in the current or most recent program year?

20% Allocated = \$110,799.42

	Total
In-School Youth	\$40,260.68
Out-of-School Youth	\$24,391.56
Totals	\$64,652.24

- 41. Can the Board provide recent performance results compared to negotiated targets for:**
- Youth ISY**
 - Youth OSY?**
 - Adult**
 - Dislocated Worker**

Adult - Q3	Current	Previous	Negotiated
1. Employment Rate (Q2)	59.00%	66.60%	75.50%
2. Employment Rate (Q4)	65.60%	74.50%	76%
3. Median Earnings	\$8,748.94	\$9,335.24	\$6,600
4. Credential Rate	63.10%	80.00%	68%
5. Measurable Skill Gains	72.00%	68.40%	63.50%
Dislocated Worker - Q3	Current	Previous	Negotiated
1. Employment Rate (Q2)	81.20%	77.70%	83.50%
2. Employment Rate (Q4)	66.60%	77.20%	85%
3. Median Earnings	\$13,666.80	\$15,434.64	\$11,500.00
4. Credential Rate	75.00%	87.50%	74%
5. Measurable Skill Gains	64.00%	60.80%	63%
Youth - Q3	Current	Previous	Negotiated
1. Employment, Education or Training Placement Rate (Q2)	63.10%	70.30%	74%
2. Employment, Education or Training Placement Rate (Q4)	74.30%	69.20%	73%
3. Median Earnings	\$5,939.15	\$6,908.07	\$3,800
4. Credential Rate	33.30%	44.80%	58.50%
5. Measurable Skill Gains	65.90%	41.80%	55%

- 42. What is the Board's preferred Career Planner-to-job seeker ratio, by program if applicable?**

Youth *ONLY* Consultant: 35

Adult/Dislocated Worker *ONLY* Consultant: 50

Youth/Adult/Dislocated Worker Consultant: 40

- 43. Will the selected operator be required to provide staff email accounts and Microsoft (or similar) productivity tools as part of the contract budget, or are these services provided centrally?**

Staff supporting Title I programs will be issued an Iowa Workforce Development (IWD) email account for use in program operations and communication.

Microsoft Office (or similar productivity tools) may also be provided through the State of Iowa.

Any additional technology, software, or tools beyond what is provided through IWD or the State should be included in the provider's proposed budget, as appropriate.

44. Based on the posted IowaWORKS office hours, are Wednesday mornings (8:00–9:00 AM) designated for staff meetings or administrative time? Additionally, are staff expected to work a standard 40-hour workweek, or align strictly with public office hours?

Wednesday mornings from 8:00–9:00 AM are designated for staff meetings and/or training activities, and staff are expected to be present during this time.

Staff are generally expected to work a full-time schedule consistent with program and service delivery needs. Work schedules should align with IowaWORKS center hours of operation while also accommodating required meetings, trainings, and other program responsibilities.

45. Can you share the breakdown of staff by location?

Current staffing is distributed across the local area as follows:

- Mason City (Comprehensive Center): 2 Workforce Consultants
- Waterloo (Comprehensive Center): 2 Workforce Consultants and 1 Title I Director
- Dubuque (Comprehensive Center): 1 Workforce Consultant and 1 Title I Director
- Decorah (Affiliate Center): 1 Workforce Consultant
- Additional Staffing: 2 staff members who split time (approximately 50% Title I / 50% PACE/GAP) at the community college- located in Dubuque

Staffing levels and assignments may vary based on service delivery needs and funding.

46. Who is the current service provider for Youth services, and how long have they served the local area?

Consortium between NIACC/NICC. They have been the provider since July 1, 2024.

47. Who is the current service provider for Adult/Dislocated Worker services, and how long have they served the local area?

Consortium between NIACC/NICC. They have been the provider since July 1, 2024.

48. Is there a preferred or expected transition period if a new provider is selected?

The NEIWDB anticipates a transition period leading up to the contract start date of July 1, 2026.

The selected provider will be expected to work collaboratively with the current provider and NEIWDB staff to ensure a smooth and seamless transition of services, including staff, participants, data, and operations, as applicable.

Respondents may include a proposed transition plan and timeline within their proposal to demonstrate their approach to ensuring continuity of services.

49. Are there specific milestones or deliverables the Board expects to see in the transition plan beyond what is outlined in the RFP?

The NEIWDB does not prescribe specific additional milestones or deliverables beyond what is outlined in the RFP.

However, respondents are encouraged to include a clear and comprehensive transition plan that demonstrates their approach to ensuring continuity of services. This may include, but is not limited to:

- Staff transition and onboarding
- Participant and case file transition
- Data system access and continuity
- Coordination with IowaWORKS partners and stakeholders
- Operational readiness by the contract start date

NEIWDB will work collaboratively with the selected provider to finalize transition expectations during the contracting process.

50. For new entities or entities without existing local partners, would the Board accept customer satisfaction survey results (e.g., Executive Director customers or employers) in lieu of traditional Letters of Support?

NEIWDB recognizes that some respondents, particularly new entities, may not have established local partnerships within the Northeast Iowa service area.

While Letters of Support are encouraged, respondents may provide alternative documentation that demonstrates their ability to effectively engage partners and deliver high-quality services. This may include customer satisfaction survey results, references, or other relevant documentation.

Respondents should clearly demonstrate their approach to building partnerships and collaborating with local stakeholders as part of their proposal.

51. Can you provide additional information about the courses currently offered through the Iowa Workforce Development Learning Management System (LMS)?

The Iowa Workforce Development (IWD) Learning Management System (LMS) provides required and supplemental training to support staff in delivering WIOA services and ensuring compliance with state and federal requirements.

Current required trainings include, but are not limited to:

- Cyber Safe – PII Fundamentals
- Cyber Safe – Security Awareness Training

Additional trainings may be available and assigned based on role, program requirements, and updates from IWD. The LMS course offerings are subject to change, and staff are expected to complete all required trainings as assigned.

52. The Adult/Dislocated Worker RFP lists separate estimated funding amounts for Adult and Dislocated Worker programs but requires submission of a single budget template (Adult/DW RFP, Section I: Available Funds; Appendix C). Should proposers submit two budgets or budget schedules to clearly distinguish Adult and Dislocated Worker costs, or should all costs be presented in one consolidated budget with internal allocation detail?

Proposers should submit one consolidated budget, as outlined in the RFP.

Respondents should clearly describe in the budget narrative and/or proposal how costs will be allocated between the Adult and Dislocated Worker programs to ensure alignment with funding levels and program requirements.

53. In regard to the certifications listed in the RFP, can you please provide links or attachments to those forms, or are these general statements of attestation to each category.

- **Certificate Regarding Debarment**
- **Certificate Regarding Lobbying**
- **Conflict of Interest**
- **Certification of Affirmative Action Plan**

The certifications referenced in the RFP are standard federal and state required assurances associated with WIOA-funded contracts.

At the proposal stage, respondents are expected to acknowledge and attest to their ability to comply with these requirements.

As outlined in the RFP, the selected provider will be required to submit formal documentation and certifications at the time of contract award, including but not limited to:

- Debarment, Suspension & Ineligibility Documentation
- Certification Regarding Disclosure of Lobbying Activities
- Conflict of Interest
- ADA Compliance Certification
- Equal Opportunity Employer Certification
- Drug-Free Workplace Certification
- Copy of Latest Audit
- Insurance Certificate

- Other required compliance documentation

These forms and documentation will be collected and verified as part of the contracting and pre-implementation process, including monitoring to ensure compliance prior to service delivery.