

NORTHEAST
INDIANA
WORKS



Request for Proposals

For

**Workforce Innovation and Opportunity Act
Adult and Dislocated Worker Services**

**Services to be Delivered
July 1, 2023 – June 30, 2025
1 year extension based upon performance**

Estimated RFP Timeline of Events:

RFP Issue Date	March 31, 2023
Optional Letter of Intent	April 3, 2023
Questions Due	April 7, 2023
Responses to Questions Posted	April 14, 2023
Proposals Due	May 8, 2023
Ratings conducted week of	May 8, 2023
Interviews for bidders	May 16-18, 2023
Board Recommendation	June 2, 2023
Estimated Time for Contract to begin	June 19, 2023

Northeast Indiana Works and WorkOne Northeast are equal opportunity employers and do not discriminate in the programs and services offered. Auxiliary aids and services are available upon request to individuals with disabilities. The TDD/TTY number is 1-800-743-3333.

Background and General Information

Northeast Indiana Works (NEINW), the region's non-profit workforce development organization, provides public and private financial and employment resources for education and skills training to meet the needs of regional industries. Each year, we serve more than 20,000 individuals and more than 1,700 employers in Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley counties.

We operate and staff northeast Indiana's 11 [WorkOne Northeast career centers](#); oversee two youth-oriented career development programs; fund and manage employer-focused training programs to enhance the skills of existing workers; and help facilitate community-based career pathway initiatives.

We are governed by a board of directors, which includes regional educators, business representatives, economic development officials, state and local government leaders, and organized labor. Our operational, funding and service delivery policies are guided by the federal Workforce Innovation and Opportunity Act (WIOA), which seeks to increase access to employment, education, training and support services for youth and adults. WIOA promotes work-based learning opportunities, such as apprenticeships and internships, and encourages the development of career pathway strategies.

The Board is comprised of representatives of business and industry, organized labor, community-based organizations, and economic development and educational agencies. More than 50 percent of each LWDB's membership must be comprised of the business community. In addition, LWDBs are required to have representation from local community colleges and other training providers, as well as elected officials and workforce program leaders. This ensures that current skill needs of local businesses are communicated to relevant training programs. Board meetings are subject to Open Door Laws and are open to the public to attend.

The purpose of this Request for Proposal (RFP) is to solicit competitive proposals for the delivery of services under WIOA for Adult and Dislocated Worker, programs in the 11-county region comprised of Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley counties in Indiana. The award will be made for a two-year contract with an option at the Board's discretion to extend an additional year.

The following is a snapshot of the regional labor market demographic and employment data:

Economic Growth Region 3

Counties

include: Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells, Whitley

Largest City: Fort Wayne (2021 population: 265,974)

Population per Square Mile: 180.0

Square Miles: 4,371.3

Population over Time	Number	Rank in State	Percent of State	Indiana
Yesterday (2010)	751,792	4	11.6%	6,484,050
Today (2021)	786,708	4	11.5%	6,813,532
Tomorrow (2030 projection)*	801,642	4	11.2%	7,143,795
Percent Change 2010 to Today	4.6%	4		5.1%

*Projection based on 2010 Census counts.

Sources: U.S. Census Bureau; Indiana Business Research Center

Components of Population Change, 2020-2021	Number	Rank of 12	Percent of State	Indiana
Net Domestic Migration	1,413	4		5,230
Net International Migration	294	6		15,490
Natural Increase (births minus deaths)	1,126	2	110.0%	1,024

Source: U.S. Census Bureau

Population Estimates by Age, 2021	Number	Rank of 12	Pct Dist. in Region	Pct Dist. in State
Preschool (0 to 4)	51,870	3	6.6%	6.0%
School Age (5 to 17)	144,027	4	18.3%	17.3%
College Age (18 to 24)	72,061	4	9.2%	9.7%
Young Adult (25 to 44)	195,789	4	24.9%	25.7%
Older Adult (45 to 64)	191,777	4	24.4%	24.9%
Seniors (65 and older)	131,184	3	16.7%	16.4%

Sources: U.S. Census Bureau; Indiana Business Research Center

Population Estimates by Race and Hispanic Origin, 2021	Number	Rank of 12	Pct Dist. in Region	Pct Dist. in State
American Indian or Alaska Native Alone	3,562	4	0.5%	0.4%
Asian Alone	22,530	3	2.9%	2.7%
Black Alone	54,364	4	6.9%	10.2%
Native Hawaiian and Other Pac. Isl. Alone	666	2	0.1%	0.1%
White	686,200	3	87.2%	84.2%
Two or More Race Groups	19,386	3	2.5%	2.3%
Hispanic or Latino Origin (can be of any race)				
Non-Hispanic	736,886	3	93.7%	92.3%
Hispanic	49,822	4	6.3%	7.7%

Source: U.S. Census Bureau

Household Types	Number	Rank of 12	Pct Dist. in Region	Pct Dist. in State
Households in 2021 (includes detail not shown below)	301,462	3	100.0%	100.0%

Married With Children	58,930	5	19.5%	18.2%
Married Without Children	92,062	1	30.5%	29.8%
Single Parents	27,570	1	9.1%	9.2%
Living Alone	84,762	2	28.1%	29.1%

Source: U.S. Census Bureau, American Community Survey 5-year estimates.

Housing	Number	Rank of 12	Pct Dist. in Region	Pct Dist. in State
Total Housing Units in 2021 (estimate)	337,239	4	100.0%	100.0%
Total Housing Units in 2021 (includes vacant units)	333,012	4	100.0%	100.0%
Owner Occupied (Pct. distribution based on all housing units)	221,929	3	66.6%	62.9%
Renter Occupied (Pct. distribution based on all housing units)	79,533	4	23.9%	27.2%

Source: U.S. Census Bureau, American Community Survey 5-year estimates.

Income and Poverty	Number	Rank of 12	Percent of State	Indiana
Per Capita Personal Income (annual) in 2021	\$52,204	8	92.4%	\$56,497
Welfare (TANF) Monthly Average Families in 2021	677	3	10.5%	6,453
Food Stamp Recipients in 2021	68,623	3	10.8%	636,675
Free and Reduced Fee Lunch Recipients in 2021/2022	51,730	4	10.7%	481,568

Sources: U.S. Bureau of Economic Analysis; U.S. Census Bureau; Indiana Family Social Services Administration; Indiana Department of Education

Health and Vital Statistics	Number	Rank of 12	Percent of State	Indiana
Births, 2019	10,458	3	12.9%	80,859
Births to Teens, 2017	640	2	12.4%	5,152
Deaths, 2019	7,824	4	11.9%	66,005

Source: Indiana State Department of Health

Labor Force, 2021	Number	Rank of 12	Percent of State	Indiana
Total Resident Labor Force	379,719	4	11.4%	3,321,548

Employed	367,448	4	11.5%	3,203,166
Unemployed	12,271	4	10.4%	118,382
Annual Unemployment Rate	3.2	7	88.9%	3.6
November 2022 Unemployment Rate	2.6	8	92.9%	2.8

Source: STATS Indiana, using data from the Indiana Department of Workforce Development

Employment and Earnings by Industry, 2021	Employment	Pct Dist. in Region	Earnings (\$000)	Pct Dist. In Region	Avg. Earnings Per Job
Total by place of work	464,993	100.0%	\$27,276,039	100.0%	\$58,659
Wage and Salary	370,107	79.6%	\$19,243,768	70.6%	\$51,995
Farm Proprietors	9,340	2.0%	\$560,328	2.1%	\$59,992
Nonfarm Proprietors	85,546	18.4%	\$3,034,542	11.1%	\$35,473
Farm	11,029	2.4%	\$616,658	2.3%	\$55,912
Nonfarm	453,964	97.6%	\$26,659,381	97.7%	\$58,726
Private	414,847	89.2%	\$24,195,569	88.7%	\$58,324
Accommodation, Food Serv.	29,076	6.3%	\$722,783	2.6%	\$24,858
Arts, Ent., Recreation	6,785	1.5%	\$108,152	0.4%	\$15,940
Construction	27,285	5.9%	\$1,977,390	7.2%	\$72,472
Health Care, Social Serv.	44,909*	9.7%*	\$3,444,333*	12.6%*	\$76,696*
Information	4,093*	0.9%*	\$281,020*	1.0%*	\$68,659*
Manufacturing	84,959	18.3%	\$6,737,858	24.7%	\$79,307
Professional, Tech. Serv.	13,396*	2.9%*	\$899,019*	3.3%*	\$67,111*
Retail Trade	46,806	10.1%	\$1,759,283	6.4%	\$37,587
Trans., Warehousing	21,016*	4.5%*	\$1,240,586*	4.5%*	\$59,031*
Wholesale Trade	13,655*	2.9%*	\$1,236,934*	4.5%*	\$90,585*
Other Private (not above)	97,451*	21.0%*	\$4,424,168*	16.2%*	\$45,399*
Government	39,117	8.4%	\$2,463,812	9.0%	\$62,986

Source: U.S. Bureau of Economic Analysis

* These totals do not include county data that are not available due to BEA non-disclosure requirements.

Residential Building Permits, 2021	Units	Pct Dist. in Region	Pct Dist. in State	Cost (\$000)	State Cost (\$000)
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Total Permits Filed	2,818	100.0%	100.0%	\$766,685	\$7,583,249
Single-Family	2,627	93.2%	74.4%	\$747,945	\$6,692,956
2-Family	164	5.8%	2.4%	\$15,612	\$117,031
3- and 4-Family	11	0.4%	0.4%	\$1,471	\$30,324
5+ Family	16	0.6%	22.7%	\$1,657	\$742,937

Notes: Detail cost may not sum to total due to rounding. Greene County does not currently issue building permits, so it is excluded.

Source: U.S. Census Bureau

Largest Cities and Towns in Economic Growth Region 3

Name	Population in 2021	Percent of Region
Auburn	13,593	1.7%
Bluffton	10,318	1.3%
Columbia City	9,990	1.3%
Decatur	9,918	1.3%
Fort Wayne	265,974	33.8%
Huntington	17,015	2.2%
Kendallville	10,205	1.3%
Marion	28,177	3.6%
New Haven	15,732	2.0%
Wabash	10,349	1.3%

Source: U.S. Census Bureau annual population estimates

NEINW vision and strategy for the region's talent development system includes:

Supporting the “Big Goal”: For nearly 10 years, NEINW has collaborated throughout the region to increase the percentage of northeast Indiana residents with high-quality degrees or credentials to 60%. With a target date of 2030, there is much work to do given that the attainment level is currently estimated at 41%. Reaching this goal is critical to developing, attracting, and retaining talent necessary for the success of business and growth of per capita income in the region.

Aligning with and supporting economic development: NEINW is committed to supporting economic development activities by working in close partnership with economic development organizations at both the regional and county levels. This includes continued co-location with the Indiana Economic Development Corporation (IEDC), the Northeast Indiana Regional Partnership and the Northeast Indiana Regional Chamber of Commerce and partnering with local economic development organizations at the county level.

Strong support of employer customers: NEINW maintains a strong commitment to addressing the skill needs of employers in the region. We view employers as the primary customer of the regional workforce system and know that the development of a regional talent pool will continue to support and drive growth of the regional economy. There are, and will be, aggressive efforts to support and facilitate employer-driven partnerships within prevalent industry sectors of the region. Through this approach, NEINW will align program and fiscal supports, recruitment tools and strategies, training programs and usage of technology to develop a qualified pool of individuals who are ready to enter and ascend in the labor market.

Driving collaboration: NEINW seeks to create greater efficiencies in the workforce system through collaboration by convening regional partners, identifying synergies, aligning fiscal supports, and sharing data. We will convene local partners to focus efforts on initiatives that strengthen the workforce system and its' benefit to all regional consumers. This includes the Workforce Innovation and Opportunity Act (WIOA) required partners, local community-based organizations, and other federally funded organizations with workforce development initiatives.

Focusing on youth initiatives: The support of youth initiatives to develop talent is critical in EGR3. Creating sustainable talent pipelines to drive industry sector growth and documenting expertise through credentialing will drive youth efforts. This will lead to a larger talent pool for employer partners to grow and expand their businesses, driving further economic expansion.

Additional information on the NEINW Regional WIOA LocalPlan can be reviewed at

<https://neinworks.org/other-documents/>

Bidders may submit proposals for the following under this RFP for all 11 counties of the workforce region for Adult and Dislocated Worker services. NEINW anticipates awarding one service provider contract. NEINW reserves the right to award contracts that provide greatest opportunity for serving customer needs and that align with our other strategic talent development objectives in the region. The Board will award a performance-based contract to any of the selected bidders. NEINW reserves the right to renegotiate the terms and conditions of any contract under this RFP.

Funding for these services will come from WIOA Title I formula allocations, awarded to the LWDB by the Indiana Department of Workforce Development (DWD). The following budget estimates are being provided for planning purposes:

Funding Category for Service Provision	Amount
WIOA Adult Planning Budget	\$800,000
WIOA Dislocated Worker Planning Budget	
RESEA Planning Budget	\$550,000
Total Budget ¹	\$1,350,000

These amounts are the total estimated amounts that NEINW may have for service provision and direct client to operate the WIOA Adult and Dislocated Worker programs in PY'23. Approximately, 10% may be for direct client funding.

NEINW anticipates contracting with entities that are familiar with and have experience with service delivery of WIOA programs and the organization selected should demonstrate the following characteristics:

- Customer centric service delivery with the flexibility and ability to adapt to changing community's needs and NEINW strategy.
- Creativity in the implementation of career and training services (talent development activities) and problem solving.
- Commitment to an integrated workforce development system and working in a team environment with multiple partner agencies and organizations.
- High quality leadership with sufficient support for local staff and ability to manage the day-to-day operation of NEINW WorkOne Career Centers.
- Expertise in management and delivery of WIOA Title I services and/or other related other workforce development programs.
- Able to attract and retain staff with a commitment to professional development.
- Outcome oriented, with knowledge of and determination to meet and exceed performance measures; with the ability to manage participant data with accuracy and integrity; and
- Demonstration of fiscal responsibility and reliability

¹ This projected budget is based on the estimated PY'23 allocation. Final budgets will be negotiated. NEINW reserves the right to adjust budgets based on funds available.

NEINW is charged under state policy to provide oversight, policy, monitoring, and assurance compliance for the local talent development system. The service provider is responsible for the delivery of integrated career and training services in the NEINW WorkOne Career Centers and maintaining operations in accordance with federal and state regulations, state and local policies, as well as aligning to state and local plans. State policies can be found at: <https://www.in.gov/dwd/compliance-policy/policy/>

The service provider also provides functional supervision of state employees of the Indiana DWD that work in the NEINW WorkOne. Supervision and may include other grants and programs required by DWD or theBoard, such as Rapid Response, RESEA, Trade Adjustment Assistance, and Next Level Jobs.

NEINW has 11 offices (one in each county) in Economic Growth Region 3 (EGR3). Of the 11, three (3) are comprehensive offices and eight (8) are affiliate offices, meaning that eight offices host a reduced staff and a reduced number of services versus those available at the comprehensive offices. NEINW currently staffs these offices with full time equivalents that have more than one “home” office, meaning they may work in 2 – 3 physical office locations throughout the week. Schedules for these offices are varied so that staff have the ability to cover different office locations as they are open throughout the week. NEINW are currently operating the following WorkOne (AJC) offices:

Comprehensive WorkOne Northeast Career Centers

Center Location	Hours of Operation	Contact Information
Allen County WorkOne 201 E. Rudisill Blvd., Suite 102 Fort Wayne, IN 46806	Monday, Tuesday, Wednesday & Friday 8:00am - 4:30pm Thursday 10:00am - 4:30pm	Phone: 260.745.3555 Fax: 260.745.7757
DeKalb County WorkOne 936 W. 15 th St., Suite 100 Auburn, IN 46706	Monday, Tuesday, Wednesday & Friday 8:00am - 4:30pm Thursday 10:00am -4:30pm	Phone: 260.925.0124 Fax: 260.925.5118
Grant County WorkOne 850 N. Miller Ave. Marion, IN 46952	Monday, Tuesday, Wednesday & Friday 8:00am - 4:30pm Thursday 10:00am - 4:30pm	Phone: 765.668.8911 Fax: 765.662.7499

Affiliate WorkOne Northeast Career Centers

Center Location	Hours of Operation	Contact Information
Adams County MERIT Center 1109 Dayton St. Room 6 Decatur, IN 46733	Wednesday 8:00am - 4:30pm	Phone: 260.301.5610 Fax: 765.662.7499
Huntington County Huntington Co. Community Learning Center 2201 N. Jefferson St. Huntington, IN 46750	Monday & Wednesday 8:00am - 4:30pm Thursday 10:00am - 4:30pm	Phone: 260.356.2858 Fax: 765.662.7499

<p>LaGrange County North Pointe Plaza 848 North Detroit St. LaGrange, IN 46761</p>	<p>Wednesday 8:00am - 4:30pm</p>	<p>Phone: 260.499.4835 Fax: 260.925.5118</p>
<p>Noble County 1607 Dowling St., Suite B3 Kendallville, IN 46755 <i>*Co-located with the IMPACT Institute</i></p>	<p>Monday & Wednesday 8:00am - 4:30pm Thursday 10:00am - 4:30pm</p>	<p>Phone: 260.599.1000 Fax: 260.925.5118</p>
<p>Steuben County 317 S. Wayne St., Suite 3F Angola, IN 46703</p>	<p>Tuesday & Friday 8:00am - 4:30pm</p>	<p>Phone: 260.624.2004 Fax: 260.925.5118</p>
<p>Wabash County Wabash County Community Learning Center 277 North Thorne St. Wabash, IN 46992</p>	<p>Tuesday 8:00am - 4:30pm</p>	<p>Phone: 260.563.8421 Fax: 765.662.7499</p>
<p>Wells County Commerce & Visitors Centre 211 Water St., Suite B Bluffton, IN 46714</p>	<p>Friday 8:00am - 4:30pm</p>	<p>Phone: 260.824.0855 Fax: 765.662.7499</p>
<p>Whitley County Marshall Community Center 107 N. Walnut St., Room A22 Columbia City, IN 46725</p>	<p>Tuesday & Friday 8:00am – 4:30pm</p>	<p>Phone: 260.248.8611 Fax: 260.925.5118</p>

Prospective bidders should evaluate and understand the flexibility of the One-Stop System. Please note, staffing should accommodate the office days and hours to maximize efficiency. Office locations and hours of operation are subject to change based on community needs, leasing terms, and/or funding.

[Transition of Current \(Carry-In\) WIOA Customers](#)

NEINW is committed to a seamless continuation of services to existing customers without interruption of services. Customers currently receiving services will continue to receive services from the provider awarded the contract through this RFP. NEINW expects contractors to accept “carry-in” WIOA customers and to continue providing appropriate WIOA services.

[WIOA Adult and Dislocated Worker Services](#)

Career services include all WIOA Adult and Dislocated Worker funding for staff who provide Basic and Individualized services to customers. Career services include staff who serve job seekers working within the NEINW WorkOne Centers, Affiliate/Partner Centers, and access sites.

Required Program Design Elements

Bidders must clearly detail and describe how the organization will develop and implement career service activities in these required program design elements.

1. **Integrated Service Delivery**

- a. Describe the organization's program plan to seamlessly integrate delivery of services with services provided by non-WIOA funded service providers. Integrated service delivery braids relevant resources and services of all NEINW WorkOne partners to seamlessly address the training and employment needs of customers in an individualized and personal way. Key components include:
 - Organization of staff around functions/customer needs;
 - Functional leadership/supervision to support both system and site teams;
 - Co-enrollment of customers, as appropriate for enhanced performance; and
 - Continuous quality improvement based on customer data/feedback.
 - b. Define your understanding of the NEINW integrated customer flow model under WIOA (including alignment with required and voluntary partners).
 - c. Describe customer service strategies this integrated service model prioritizes, and what results is the model designed to achieve. If your organization has yet to operate within an integrated service delivery environment, describe the benefits that you believe would be realized from operating in this manner. Detail any concerns and how you would resolve them.
 - d. Describe how your organization will support the full implementation of the NEINW WorkOne Career Center brand identity in the region. Successful bidders will not display any promotional materials, signage, cards, emails, customer forms, or brochures relative to other company services that provide a brand other than NEINW WorkOne Career Center.
2. **Accessibility** – Describe the organization's program plan to provide services to individuals who experience barriers to employment and increase outcomes for barrierred populations.
 3. **Innovative Design** – Describe the organization's program plan to enhance and add value to the NEINW WorkOne system by building on its best practices with innovation and demand-driven design, and how it will expand those best practices throughout the NEINW WorkOne system.
 4. **Customer Engagement** – Describe the organization's program plan to provide a quick greeting and engage jobseekers who walk through NEINW WorkOne office doors or contact NEINW WorkOne remotely. Intake services which include orientation and supplemental materials that explain the services available through the workforce system, this requires that all staff be well informed about the site and be prepared to present each customer with the full range of resources and tools available to help their job search.
 5. **Interactive Workshops and Learning Labs** – Describe the organization's program plan to deliver up to date, comprehensive career planning and exploration activities to serve groups of customers, and its ability to respond flexibly to customer requests for the development of additional group services.
 6. **Technology** – Describe the organization's program plan to continually increase career services staff knowledge, experience, and ability to use computerized and assisted device technology to best communicate with customers at the NEINW WorkOne sites and customers who contact NEINW WorkOne remotely. Please share any technological solutions you may bring to this project to serve the staff, stakeholders and/or clients of the WorkOne system. NEINW will provide and maintain technology

needs for the system staff (computers, Microsoft licensing, case management system, etc.).

7. **Community Outreach** – Outreach strategies to engage job seekers in need, especially those populations identified for priority of service, including veterans, adult learners with basic skills needs, TANF recipients, dislocated workers, individuals with disabilities, re-entry or returning citizens, and non-native Englishspeaking, unemployed, and underemployed, among others. Describe the organization’s program plan to flexibly meet customers in their communities and coordinate connections between NEINW WorkOne and other community-based organizations should the NEINW board want to implement this strategy. This should include a plan to connect job seekers with career services within the community.
8. **Work-Based Learning** – Describe the organization’s strategic plan to increase work-based learning opportunities tied to specific career pathways for both job seekers and employers, including on-the-job training and work-experience/paid internships.
9. **Career Pathways** – Describe clear career pathway models showing what services will be provided and by whom for program participants, including education, training, employment, and the provision of intensive case management services. Each customer receiving individualized career services must have a written career pathway plan that identifies specific steps and activities that will lead to placement into jobs or postsecondary education/training that align with the in-demand sectors identified in the region. Career pathway plans must provide clear advancement opportunities and transitions for customers.

Basic Career Services

- Initial determinations about eligibility based on WIOA eligibility criteria.
- Offer career services as identified in WIOA Sec. 134(A)(i) (xi) and Rules and Regulations part 680.
- Assessment tools available in both self-serve and staff-assisted formats that help determine skill and literacy levels, interests, aptitudes, and supportive service needs.
- Self-directed and staff-guided job search assistance using current labor market information.
- Resources that help customers understand labor market demand across high-growth industries and occupations.
- Access to job leads and open opportunities.
- Information about in-demand training, work-based learning (e.g., on-the-job training, internships, apprenticeships and more), education, and credentials in high-growth industries and occupations.
- Referrals to employment and supportive assistance offered by mandated and non-mandated partners.
- Assistance in accessing financial aid for training and post-secondary education.

Individualized Career & Training Services

- Specialized assessment tools and diagnostic testing to determine skill and literacy levels, interests, aptitudes, and supportive service needs.
- Interviewing and in-person evaluation of customer's employment goals and barriers to employment.
- Connections to or issuance of resources that help customers access supportiveservices such as transportation assistance, interview and/or work clothing, and other appropriate assistance as needed and authorized.
- Individualized career coaching.
- Group career coaching.
- Individual Employment Plan (IEP) development.
- Job readiness training.
- Intrapersonal and/or professional development training (directly or through partners) to help build skills.
- Job Search essentials including resume, cover letter development assistance, professional social media profile (LinkedIn), job interview preparation, job search and job application strategies, professional networking, and among others.
- Information about in-demand training, work-based learning (e.g., on-the-job training, internships, apprenticeships and more), education, and credentials in high-growth industries and occupations.
- Occupational Training and information about how to access eligible training providers and programs.
- Referrals to employment and supportive assistance offered by mandated and non-mandated partners.
- Assistance in accessing financial aid for training and post-secondary education out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training programs and referrals to Adult Basic Education and High School Equivalency (HSE) preparation activities, or bridge programs, connections to employment opportunities.
- Management of customer file including documentation of WIOA performance goals and case notes.
- Data management.
- Follow-up services to help support retention and career advancement.
- Sharing customer success stories and photographs for region-wide publications.

Business Services

The selected bidder(s) must coordinate and integrate all service strategies to align with the business service team programming and activities. NEINW currently and will continue to staff business service team and direct business services activities. Activities of the business service team include but are not limited to recruitment, job fairs, layoff assistance, business incentives, labor market information, and human resource consulting.

WIOA Performance Outcomes

The selected bidder(s) are expected to establish and maintain program performance standards that:

- Assure that negotiated performance measures are met or exceeded.
- Promote accountability and transparency, and
- Maximize return on investment of federal resources.

The selected bidder(s) will utilize case management and federal reporting systems as required by the Indiana DWD, as well as the portals required for data management for any special grants. The selected bidder(s) will be required to support statewide efforts around implementation for any case management systems, and other data management portals, as well as take part in training about how to use the integrated system.

WIOA Performance measures are defined in the following chart:

WIOA Title I Negotiated Levels of Performance: Region 3

Program Years: 2022 and 2023

State Levels

State Negotiated Levels of Performance								
PY22 and PY23								
Indicator	Adult		Dislocated Worker		Youth		Wagner Peyser	
	PY22	PY23	PY22	PY23	PY22	PY23	PY22	PY23
Employment 2Q	77.40%	77.40%	74.70%	74.70%	78.40%	78.40%	74.00%	74.00%
Employment 4Q	76.50%	76.50%	75.60%	75.60%	78.60%	78.60%	69.00%	69.00%
Median Earnings	\$6,760.00	\$6,760.00	\$8,098.00	\$8,098.00	\$3,341.00	\$3,341.00	\$ 7,500.00	\$ 7,500.00
Credential Rate	68.00%	68.00%	72.00%	72.00%	65.00%	65.00%	-	-
MSG	61.00%	63.00%	61.00%	63.00%	65.00%	65.00%	-	-

Local Levels

REG 03	Local Negotiated Levels of Performance					
	PY22 and PY23					
	Adult		Dislocated Worker		Youth	
	PY22	PY23	PY22	PY23	PY22	PY23
Employment 2Q	81.30%	81.30%	79.85%	79.85%	75.00%	75.00%
Employment 4Q	80.05%	80.05%	79.90%	79.90%	83.10%	83.10%
Median Earnings	\$7,405.50	\$7,405.50	\$7,910.50	\$7,910.50	\$3,610.00	\$3,610.00
Credential Rate	70.00%	70.00%	64.00%	68.10%	77.30%	77.30%
MSG	60.00%	61.00%	60.00%	63.00%	65.00%	65.00%

Eligible Bidders

Organizations eligible to submit proposals in response to this RFP include not-for-profit organizations, education institutions, government entities, for-profit businesses and other organizations that are not suspended, debarred, or otherwise prohibited from entering into a legal contract for WIOA youth funding. Proposals from community-based organizations, faith-based organizations, small businesses, and minority-owned businesses are encouraged.

All bidders must accept liability for all aspects of any WIOA program conducted under contract with Northeast Indiana Works. Bidders will be liable for any disallowed costs or illegal expenditures of funds for program operations conducted.

This Request for Proposals is not in itself an offer of work, nor does it commit Northeast Indiana Works to fund any proposals submitted. Northeast Indiana Works is not liable for any costs incurred in the preparation or research of proposals. NortheastIndiana Works reserves the right to make an award to any bidder or to make no awards, if that is deemed to serve the best interests of northeast Indiana.

RFP Provisions and Expectations

Northeast Indiana Works assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation & Opportunity Act; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. Northeast Indiana Works also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the WIOA Title I

financially assisted program or activity, and to all agreements that Northeast Indiana Works makes to carry out the WIOA Title I financially assisted program or activity. Any organization submitting a bid is also providing an assurance that they will comply with the above nondiscrimination and equal opportunity requirements.

The successful bidder also assures that if awarded a contract it will comply with all regional, state, and federal program and financial monitoring requirements. This means the bidder will make available all required information (both program and financial) as is required to satisfy local, state, and federal monitoring expectations. In addition, bidders are required to maintain all WIOA records for at least four years.

Northeast Indiana Works is exempt from federal, state, and local taxes and will not be responsible for any taxes levied on the bidder resulting from the sub award based on this RFP.

Bidding organizations should note that specifications in this RFP may change based on issuance of Indiana State, DWD, or Federal policy or guidance. Northeast Indiana Works will work with successful bidders to implement any changes required by the State or the Federal Department of Labor. By submitting a proposal, the bidder agrees to work cooperatively with Northeast Indiana Works to comply with any required subsequent changes.

A risk assessment will be performed on each potential successful bidder. At a minimum, the following items will be reviewed: prior experience with same or similar sub awards, previous audits, whether bidder has new personnel or new or substantially changed systems, and the extent and results of prior monitoring of federal and state funds.

RIGHT TO CANCEL: Northeast Indiana Works reserves the right to delay, amend, reissue, or cancel, all or any part of this RFP at any time without prior notice. Northeast Indiana Works also reserves the right to modify the RFP process and timeline as deemed necessary. Subject to guidance being issued by the US Department of Labor and/or Indiana Department of Workforce Development and/or any subsequent sub- awards will be changed to ensure compliance.

AUDIT REQUIREMENTS: The services delivered under this RFP are considered sub- recipient services and will require the selected bidder to comply with audit requirements for federal funds. All bidders must submit a copy of the most recent independent audit and financial statements. Bidders

must accept liability for all aspects of any WIOA program conducted under contract with the board. Bidders will be liable for any disallowed costs and legal expenditures of funds or program operations conducted under contract.

TYPE OF CONTRACT: Proposed costs will be analyzed, and a cost reimbursement contract will be negotiated with a demonstrated performance basis. Payment under a cost reimbursement contract will be based upon actual costs and performance delivery outcomes. For the purposes of responding to this RFP, bidders will develop a line-item budget showing all expected costs associated with delivering the proposed services and a budget narrative explaining the costs. Bidders may not subcontract services described in this proposal without prior written consent.

COMPLIANCE WITH WORKFORCE INNOVATION AND OPPORTUNITY ACT: The selected bidder(s) are required to operate the Workforce Innovation and Opportunity Act (WIOA H.R. 803, Public Law 113-128) in accordance with all applicable current or future federal, state, and local laws, rules, and regulations. As a condition to the award of financial assistance from the Department of Labor, under WIOA the selected bidder will assure that it will comply fully with the nondiscrimination and equal opportunity provisions of as follows: Specifically, recipients must comply with all nondiscrimination requirements in the administration and operation of programs, activities, and employment as provided by WIOA Section 188 and its implementing regulations under the 29 CFR Part 38 (Final Rule). The requirements apply to all programs and activities that are operated by One-Stop partners, as defined in WIOA section 121(b), as part of the One-Stop delivery system (the Northeast Indiana Works system).

Proposal Narrative

All proposals must be received by Wednesday, May 8, 2023, no later than 12:00pm EST. Northeast Indiana Works has the right to refuse any proposals submitted after the deadline.

An optional letter of intent to bid is due April 3, 2023, please include what services provision your organization is intending to submit for contracting and submit to operations@neinworks.org.

Northeast Indiana Works delivers services in physical offices (comprehensive and affiliate sites), partner locations, and virtual.

Respondents to this RFP are asked to submit proposals to ensure all populations have access to services. Each respondent should develop a response inclusive of all service delivery models.

Services provided may include funding to serve adult, dislocated worker, and youth participants.

The proposal should be organized in the order in which the requirements are presented in this RFP, with a table of contents which cross-references the RFP requirements. The Executive Summary and Proposal Narrative must be submitted in the following format:

- 8 ½" x 11" plain white paper
- One-inch margins on each side
- Minimum 12-point font
- Double spaced
- Sections and subsections labeled
- 25 pages maximum, including the cover page and executive summary. Attachments are not included in page maximum listed above.
- Number the pages of the proposal narrative consecutively in "Page x of x" format. Attachments need not be numbered.

Proposals should be assembled in the following order:

- Cover Sheet (Included as an attachment to this RFP)
- Table of Contents
- Executive Summary (No more than 2 pages) Proposal Narrative (20 pages)
- Attachments
 - Attachment 1 – Budget Worksheet & Narrative
 - Attachment 2 – Proposed Regional Organizational Service Provision Chart
 - Attachment 3 – Non-Collusion Affidavit
 - Attachment 4 – Assurances & Certifications Form
 - Attachment 5 – Audited Financial Statements
 - Attachment 6 –References (Minimum 2)
 - Attachment 7 – Resumes and job descriptions of key management personnel

Northeast Indiana Works is requesting bidders to submit **one original and attachments. An electronic copy must be provided on a USB drive.** Proposals that are not delivered by the due date and time will not be reviewed. Proposal narrative responses should address the specific questions and be written in a clear and concise manner. Proposals must be delivered to: Attention: Lori Rice, Chief Financial Officer, Northeast Indiana Works, 200 E. Main Street, Ste 910, Fort Wayne, IN, 46802.

Questions regarding this RFP should be submitted by email no later than April 7, 2023, by 4pm EST to the following email address: operations@neinworks.org. Questions submitted by any other means are not permitted and will not be addressed. Questions and all answers will be posted publicly and anonymously on the Northeast Indiana Works website (www.neinworks.org).

Appeals/Complaints: Bidders have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and investigated by the board. The decision of the board in such situations shall be final. Bidders wishing to make a formal appeal should do so to Edmond O'Neal, President/CEO of Northeast Indiana Works, via email to EONeal@NEINWorks.org.

Unless specifically requested by Northeast Indiana Works, changes and/or amendments to the originally submitted proposal may not be considered. In addition, Northeast Indiana Works reserves the right to: (1) amend or withdraw this RFP at any time, (2) reject any and all proposals, and (3) re-issue this RFP if necessary.

[Organizational Background and Capacity](#)

All bidders are instructed to provide the following information about the organization or, if a consortium of more than one organization, about each organization:

1. Bidders who are applying as a partnership must attach a fully executed MOU.
2. Provide a brief history of the organization including mission, vision, and other strategic priorities.
3. Description of the organization's qualifications related to the delivery of the required service components.
4. Evidence in support of past performance derived from the organization's most recent audit and monitoring reports.
5. Provide an organizational chart for all those applicable to your proposal.
6. Please identify all key members of your leadership team and provide a brief overview.
7. How will your organizational leadership interact and partner with NEINW?
8. Staff experience and specialized workforce system knowledge. If your organization has not provided WIOA services, please provide the same information for programs that are comparable to the WIOA services you are proposing.

9. Grant recipient and fiscal agent role, and the organization's experience in managing Federal, State, and other public funds, and experience in fund accounting; and
10. Three (3) examples of successful systemic or programmatic workforce system delivery models and services the organization have initiated or driven.

Past Performance History

All bidders are instructed to provide the following information about the organization or consortium's past performance outcomes, by providing specific examples and/or performance data for the past three to five (3 – 5) years in the following areas:

1. Evidence of the organization's ability to meet WIOA and other grant program performance goals and objectives in delivering workforce services to customers.
2. Evidence of the organization's track record in recruiting customers eligible to receive services.
3. Evidence of the organization's success in using data entry systems to capture service delivery data, case notes, and documents in provision of workforce development services; and
4. Evidence of the organization's success in using performance data to drive service design and delivery for continuous program improvements.

General Program Design Elements

1. Integrated Service Delivery – Describe the organization's program plan to seamlessly integrate delivery of services with services provided by other WIOA and non-WIOA funded service providers.
2. Access for All – Describe the organization's program plan to provide services to individuals who experience barriers to employment and increase outcomes for barriered populations; and
3. Innovative Design – Describe the organization's program plan to enhance and add value to the system by building on its best practices with innovation and demand-driven design, and how it will expand those best practices throughout the system.

Staffing and Transition Plan

1. How will your organization ensure that dedicated local staff are available and ready to provide services to NEINW WorkOne customers on July 1, 2023?
2. Provide a staffing plan/model including reporting structure that includes all proposed staff. What is the specific job expectation for each proposed staff member? How will your organization ensure all NEINW WorkOne centers maintain services during posted operating hours?
3. Describe the specific hiring process and strategy that your organization will use to ensure that job openings are quickly filled with skilled professionals. What is the expected experience, education levels, skills, and abilities for all local staff positions? What strategies will your organization utilize to retain current staff?
4. Describe in specific terms how your organization will operate in an environment with functional supervision of partner staff that have another agency leader as a direct supervisor.
5. How will local staff manager/supervisor coordinate and interact with NEINW leadership? How will they ensure that integrated system expectations are met? How will local leadership work with your organization's leadership?
6. What is your staff professional development plan to engage staff in gaining knowledge, skills, and abilities to better serve customers?

WIOA Career Services for Physical and Virtual Delivery Models

1. Provide an overview of the services that will be provided to adults and dislocated workers in the area. Your description should explain, in detail, basic career services and individual career services offered.
2. Describe your outreach and recruitment plan. How will you ensure that you are reaching individuals who are eligible for the program? Explain how you will perform outreach to diverse special population groups including individuals with disabilities, military veterans, individuals with limited basic skills and other groups as you see applicable.
3. Explain how customers will be orientated to WIOA services. What is the process for assessment and enrollment of customers? List any assessment tools to be used, along with brief descriptions of what types of results and information are collected. Explain how the assessment results will be used to develop a service strategy for the customer.
4. Describe your case management and career planning services. Explain your approach to developing and managing an individual employment plan. What is your ratio of customers to case managers?
5. Explain the basic career services you intend to offer to customers. Provide as much detail as possible about the specific workshops, job readiness training, and other innovative career resources you propose to offer to customers.
6. Discuss how you help customers make informed decisions about training services offered through WIOA, including: basic skills training, pre-vocational training, vocational training, postsecondary education, work-based learning, on-the-job training, internships, and other training opportunities that help customers achieve their career goals.
7. Discuss job placement efforts for customers. How do you help customers identify and connect with employment opportunities?
8. Describe your follow-up services after job placement. How do you help customers retain and advance along career pathways?
9. Affirm your commitment to utilizing state-sanctioned data collection systems such as Indiana Career Connect. Provide a description about your data collection and data validation processes and how that helps meet the requirements of WIOA.
10. Please share any innovative or unique services you plan to use in your out of school youth approach to serving clients under WIOA.

Financial Management

1. Provide an overview of your administrative and fiscal management capabilities as they relate to your ability to carry out the services described.
2. Describe your experience with cost reimbursement contracts.
3. Describe your organization's previous experience administering federal, state, and private grants.
4. How will financial information be made available for monitoring and auditing purposes?
5. Has your organization had any questioned costs, disallowed costs, or compliance monitoring findings in the last three years? If so, please describe how the issues have been resolved. Please provide a copy of your most recent audited financial statements.
6. If WIOA costs you incurred under this proposed contract were subsequently disallowed as a result of an audit or monitoring, does your organization have the capability to repay these funds from unrestricted resources? If yes, then how much or how would your organization repay disallowed costs.
7. Please provide a copy of your employee benefit policy as an attachment with your submission.

Budget Narrative²

1. Explain proposed budget (Attachment B) including staff salaries and benefits. Please include a breakdown of employee benefits (vacation, personal time, insurance, retirement, etc.) and any other fringe cost.
2. Outline any professional development cost with details and goals of activity.

² All budget items must be allowable under state and federal policy for WIOA Title I expenditures.

Proposal Evaluation

Each proposal will be reviewed for completeness toward meeting the submittal guidelines. Proposals that are incomplete will not be evaluated further.

Proposals will be scored according to the following matrix:

Proposal Evaluation Scoring Matrix	
Proposal Requirement	Total Points
Organization Background and Qualifications	20
Staffing and Transition of Services	20
Physical and Virtual Service Provision	20
Financial Management	20
Budget	20
Subtotal	100
Presentations for chosen finalists	50
Total	150

Attachment A

Proposal Cover Sheet

1. This Proposal is for: Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker

2. Proposing Organization's Name: _____

3. Mailing Address: _____

City/State/Zip: _____

4. Local Street Address: _____

City/State/Zip: _____

5. Organization Type and Legal Status of Organization: (Private for profit, private non-profit or governmental corporation, sole proprietorship, community-based organization, etc.):

(If the organization is owned or controlled by a parent company, please specify): _____

6. Federal Employer Identification# (FEIN): _____

Dun & Bradstreet (D&B) #: _____ <http://www.dnb.com/us>

Unique Entity ID (SAM)#: _____ (<http://sam.gov>)

7. Contact Personnel:

a. Person submitting proposal:

Name: _____ Title: _____

Telephone Number: () _____ Fax Number: () _____

E-Mail Address: _____

b. Person authorized to negotiate and sign contract if proposal is accepted:

Name: _____ Title: _____

Telephone Number: () _____ Fax Number: () _____

E-Mail Address: _____

8. Does your agency have an Affirmative Action Plan? Yes _____ No _____

9. Is your organization a drug free workplace? Yes_____ No_____

10. Does your organization agree not to use contract funds to lobby? Yes_____ No_____

11. Has your organization ever been debarred or suspended under Federal or State rulings from participating in receipt of funds under a contract or grant? Yes_____ No_____

12. Does your organization agree not to enter into contracts with subcontractors who are debarred or suspended from these transactions? Yes_____ No_____

13. Does your organization have the financial capacity and accounting system necessary for the project? Yes_____ No_____

14. Does your organization carry Workers' Compensation for its employees? Yes
_____ No_____

15. Funds Requested: \$ _____

Binding Offer

I certify that as the official representative for the organization, I have read the Request for Proposals (RFP) and our attached proposal and certify that the information given herein is complete, true, and an accurate representation of my organization and the activities and/or services we are willing to provide to the Board.

I have reviewed the budget included with our proposal and attest that the line items and fees in the budget have been arrived at independently, without consultation, communication, or agreement with any other proposer or any competitor for the purpose of restricting competition and no attempt has been made or will be made by me or my organization to induce any other person, firm, or organization to submit a proposal (or not to submit a proposal) for the purpose of limiting or restricting competition.

Signature: _____

Typed Name: _____

Title: _____

Date: _____

[Attachment B - Budget Plan and Worksheet](#)

USE THE SUPPLIED EXCEL BUDGET TEMPLATE TO PREPARE THE BUDGET

Organization Name = Enter your organization's name

Number of Participants to be served = Enter the number of Participants your organization is proposing to serve.

A. Salaries and Fringe Benefits (Enter staff names)

Enter the total number of hours each staff member works for the organization during a year.

(Full time employees work 2,080 hours/year)

Enter staff members hourly rate of pay.

Enter the percentage of time each staff member will work on this project.

Enter the percentage of benefits that is allocated for each staff member.

B. Communications

Telephone/Internet/Postage

C. Equipment

Computers/Copiers

D. Equipment Maintenance

Maintenance Agreement for Computers/Copiers

E. Premise Rent (Space and any utilities included in the lease agreement if applicable.)

Enter the total annual rent for each facility used in this program.

Enter the number of month's rent will be paid for this program.

Enter the percentage of rent allocated to this program.

F. Utilities (Electric/Office Maintenance)

Enter the cost per month, number of sites and number of months used in this program.

Enter the percentage of rent allocated to this program.

G. Supplies

General Office Supplies

H. Insurance

Record the Policy Number

I. Professional Fees

Legal Fees/Payroll Processing Fees

J. Mileage

Staff Reimbursement for Mileage

K. Other Staff Costs

Staff Development/Conferences

L. Outreach and Recruitment

Outreach, Recruitment, Print Material

M. Participant Related Expenses

Type of expense, Training, Supportive Service.

NON-COLLUSION AFFIDAVIT

State of Indiana

County of _____

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Northeast Indiana Works whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting or the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Signature of Authorized Representative

Print or Type Name

Subscribed and sworn to me this _____ day of _____, 2023.

Notary Public

County of: _____

Commission Expiration Date: _____

ASSURANCES AND CERTIFICATIONS

The respondent assures and certifies to each of the following items:

1. The bidding organization agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Innovation & Opportunity Act, Northeast Indiana Works, and any other applicable laws and regulations.
2. The bidding organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federally funded programs.
3. The bidding organization possesses legal authority to offer the attached proposal.
4. A drug-free workplace will be maintained in accordance with State of Indiana requirements.
5. By submitting a proposal the bidder certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the plan of work if Northeast Indiana Works awards a contract. A conflict of interest would arise if any individual involved in the preparation of this RFP, proposal review and rating or award decisions has a financial or other interest in or represents the bidding organization and would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. Northeast Indiana Works reserves the right to disqualify a bid should a conflict of interest be discovered during the solicitation process.
6. The bidding organization assures that if awarded a contract by Northeast Indiana Works, it will comply with Regional, State and Federal program and financial monitoring requirements. This means the bidder will make available required information (both program and financial) as is required to satisfy local, state, and federal monitoring expectations.
7. The bidding organization assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation & Opportunity Act; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The bidding organization also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the WIOA Title I financially assisted program or activity, and to all agreements that Northeast Indiana Works makes to carry out the WIOA Title I financially assisted program or activity. This WIOA Title I funded program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities. By submitting a bid all bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.

Signature of Authorized Representative

Print or Type Name

Date