



Request For Proposals

For

Workforce Innovation and Opportunity Act One Stop Operator Services

Services to be Delivered

July 1, 2026 – June 30, 2027

Two, one-year extensions available based upon performance

Estimated RFP Timeline of Events:

RFP Issue Date	April 17, 2026
Questions Due	April 27, 2026 by 4:00 pm EST
Responses to Questions Posted	April 30, 2026
Proposals Due	May 5, 2026 by 4:00 pm EST
Board Recommendation	May 12, 2026
Estimated Contract Start Date	July 1, 2026

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Background and General Information

Southern Indiana Works (SIW) is a non-profit community-based organization that is a customer-focused, high performing leader in the implementation of talent development solutions for both individuals and employers. SIW's mission is to lead a robust talent development system and cultivate a skilled workforce that advances our community, economy, and quality of life. SIW's Board of Directors (Board) serves as the Local Workforce Development Board (LWDB) and is certified by the Governor of Indiana under the Workforce Innovation and Opportunity Act (WIOA). For more details see www.soinworks.com.

SIW has four strategic priorities for the region's talent development system that align with WIOA:

- Talent Development
- Economic Development
- Next-Gen Talent
- Customer Centric System

SIW's service area covers Clark, Crawford, Floyd, Harrison, Scott, and Washington counties. SIW represents a larger geographic footprint representative of 13 Kentucky/Indiana counties, in collaboration with KentuckianaWorks (Louisville, KY LWDB) to form one of the nation's first Bi-State Planning Regions under the USDOL.

SIW is responsible for the oversight and operation of SIW's WorkOne Career Center, American Job Center, (AJC) which includes one (1) Comprehensive Career Center in New Albany, and Neighborhood locations in Clark, Crawford, Harrison, Scott, and Washington counties. **Note: At the end of 2026, the WorkOne Career Center will be relocating from New Albany to Community Action of Southern Indiana (CASI) in Jeffersonville.** There will be a Neighborhood location in Floyd county.

System Overview

The Workforce Innovation and Opportunity Act (WIOA) is the federal law that creates and funds the public workforce development system. It is administered by the U.S. Department of Labor (U.S. DOL) and the Indiana Department of Workforce Development (DWD) to provide job seekers more seamless access to high-quality career services, education, and training through the one-stop delivery system.

The workforce and talent needs of area businesses inform and guide the regional workforce system, ensuring that job seeker services and employer services are aligned toward meeting employer needs and toward assisting individuals to be prepared and competitive with their employment and career in the global economy. WIOA funding is distributed to states and subsequently to local WDBs. SIW serves as the Local Workforce Development Board (LWDB) for

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Clark, Crawford, Floyd, Harrison, Scott and Washington counties in Indiana. All services provided by agents and service providers must meet the performance goals set by U.S. Department of Labor, Department of Workforce Development, Local Elected Officials, and SIW.

Bidders should have a strong understanding of WIOA the four titles and its requirements.

Statement of Purpose

SIW is soliciting proposals for an entity to serve as the One-Stop Operator (OSO) of SIW's AJC System. Under the WIOA, the OSO's role is to coordinate the service delivery of required partners and service providers. The Board is seeking an OSO that can assist in implementing the Board's Strategic Priorities through coordination and relationship building with the regional talent development ecosystem.

Scope of Work

SIW expects the One-Stop Operator to support the vision and mission of SIW by implementing the following scope of work. The One-Stop Operator will coordinate the service delivery of required WIOA partners and other service providers within the local workforce development WorkOne Career Center. The OSO will advise toward an integrated, customer-centered services while supporting the continuous improvement of the AJC system.

Objectives:

1. Coordinate and ensure collaboration among all WorkOne Career Center partners.
2. Promote best practices among WorkOne and AJC system partners.
3. Provide consistent information to AJC system partners to support coordination.

Key Responsibilities

1. Partner Coordination:
 - Convene required WIOA partners and other AJC system partners and service providers for quarterly in-person meetings.
 - Quarterly meetings should promote best practices and encourage collaboration to promote cross-agency teamwork, enhancing service delivery.
 - Promote best practices and service innovations.
 - Meet with partners to monitor the implementation of AJC system MOU.
2. Communication:
 - Maintain effective communication among partners.
 - Release a monthly newsletter to system partners highlighting key community updates, events, and success stories.
 - Build relationships with community organizations.
3. Reporting:

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- Provide quarterly activity reports to SIW on activities and engagement of partners.

Reporting Structure

The One-Stop Operator will report directly to SIW or its designated representative. The OSO will serve as a neutral convener and must not perform any direct services such as case management or eligibility determinations.

WIOA Partners

WIOA outlines specific entities who fulfill mandatory roles and benefits within the WorkOne system. These entities must partner together to improve the delivery of services across the SIW region. These required activities and partners are included below:

Required Activities	Southern Indiana Works Partners
Title I: Adult, Dislocated Worker and Youth	Eckerd Connects
Title II: Adult Education and Literacy	River Valley Resources (RVR)
Title III: Wagner-Peyser	Indiana Department of Workforce Development (DWD)
Title IV: Vocational Rehabilitation Services	Family and Social Services Administration (FSSA)/ Division of Disability Rehabilitative
Senior Community Services Employment Program (SCSEP)	Southeast Indiana Workforce Investment Board
Perkins/Postsecondary Career and Technical Education (CTE)	Ivy Tech Community College – Sellersburg
Trade Adjustment Assistance (TAA)	DWD
Jobs for Veterans State Grants (JVSG)	DWD
Unemployment Insurance	DWD
Community Services Block Grant (CSBG)	Community Action of Southern Indiana
Housing and Urban Development Employment and Training Activities (HUD)	New Albany Housing Authority
Temporary Assistance for Needy Families	FSSA/ Division of Family Resources (DFR)
National Farmworker Jobs Program (NFJP)	Proteus

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One Stop Operator Performance

SIW intends to evaluate, but not reimburse, the OSO based on performance outcomes and outputs. SIW will work with the selected provider to finalize specific mutually agreed upon performance indicators for the OSO. Some examples of output indicators include:

- Partner attendance at quarterly partner meetings
- Annual review of MOU and IFA with one-on-one partner meetings
- Successful One-Stop Certification

SIW strongly encourages respondents to propose indicators believed to be appropriate measures for determining system progress and effectiveness among partners and providers of the local talent development system.

WIOA Performance Outcomes

WIOA establishes primary indicators of success for its programs. These indicators are the metrics for which SIW is held accountable. The OSO will not be directly measured on these outcomes. However, they are indicative of SIW's priorities, and respondents should demonstrate how they will contribute to SIW's ability to successfully achieve federal performance measures. SIW's negotiated WIOA Performance measures are defined in the following chart:

SIW Local Negotiated Levels of Performance			
PY 24 and PY 25			
	Adult	Dislocated Worker	Youth
Employment 2Q	79.0%	76.4%	79.0%
Employment 4Q	79.6%	76.0%	81.4%
Median Earnings	\$8,000.00	\$9,110.00	\$5,000.00
Credential	72.8%	79.4%	70.0%
MSG	66.2%	67.0%	68.5%

Prohibited Activities

In accordance with WIOA regulations, the One-Stop Operator may not perform the following functions:

- Convene system stakeholders to assist in the development of the local plan;
- Prepare and submit the local plan;
- Be responsible for oversight of itself;
- Manage or significantly participate in the competitive procurement process for the One-Stop Operator role;

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- Select or terminate one-stop operators and career and youth services providers;
- Develop and submit budgets for activities of the Local WDB in the local area; or
- Negotiate local performance accountability measures.

An entity serving as a one-stop operator, that also serves a different role within the one-stop delivery system, may perform some or all of these functions when it is acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures.

One-Stop Operator Bidder Eligibility

The OSO may be a single entity or a consortium of entities. If the consortium of entities is one of one-stop partners, it must include a minimum of three of the required one-stop partners. The OSO may be public, private, or non-profit. The OSO may operate one or more One-Stop Centers, however SIW seeks to select only one One-Stop Operator for the local area. The following entities may be an OSO:

- An institution of higher education;
- An Employment Service State agency established under the Wagner-Peyser Act;
- A community-based organization, nonprofit organization, or workforce intermediary;
- A private for-profit entity;
- A government agency;
- A Local WDB, with the approval of the chief elected official and the Governor; or
- Another interested organization or entity, which is capable of carrying out the duties of the one-stop operator.

Elementary schools and secondary schools may not be a One-Stop Operator unless it is a non-traditional public secondary school, such as a night school, adult school, or area career and technical education school.

Contract Type and Term

Contracts executed as a result of this RFP will be paid through cost reimbursement based on the scope of work for negotiated services, outcomes, and outputs. The contract will not exceed \$12,000 for these services over a period of 12 months. The OSO, based on performance, will serve in this role from July 1, 2026 until June 30, 2027, with an option for two, one-year extensions to extend the services through June 30, 2029.

Fiscal Requirements of One-Stop Operator

Any entity serving as the One-Stop Operator must understand and comply with the Office of Management and Budget's *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (2 C.F.R. part 200). Any for-profits must understand the Office of Management and Budget's *Contract Cost and Price* (2 C.F.R. 200.323(b)) regarding negotiation of profits.

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Proposal Format

All proposals must be received by May 5, 2026 no later than 4:00pm EST. Please submit an electronic copy of the proposal in PDF format to tim@soinworks.com. You will receive an email response as your receipt of submission. Southern Indiana Works has the right to refuse any proposals submitted after the deadline.

The proposal should be organized in the order in which the requirements are presented in this RFP. Proposal narrative responses should address the specific questions and scope of work and be written in a clear and concise manner. The Organizational Capability and Experience, Coordination of Service Delivery Plan, and Budget Narrative should not exceed 10 pages. The page limitation does not include the Cover Sheet or requested attachments. The 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 labeled
- Proposal Narrative pages numbered. Attachments need not be numbered.

Proposals should be assembled in the following order:

- Cover Sheet
- Proposal Narrative
- Budget and Budget Narrative
- Attachments (organizational chart, applicable staff resumes and/or job description(s), most recent financial audit)

Questions regarding this RFP may be submitted via email to Tim Renners at tim@soinworks.com on or before April 27, 2026 by 4:00 p.m. EST.

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 in writing to: Craig White, Southern Indiana Works 2125 State St. Ste. #16 New Albany, IN 47150.

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Proposal Narrative Sections

1. Organizational Capability and Experience

All bidders are instructed to provide the following information about the organization or, if a consortium of more than one organization, about each organization. The respondent must provide an overview of its organization and staff, capability and qualifications to successfully carry out the services described herein. This description must include:

- A company history including the organization's mission, vision, governance structure, years in operation, and legal status;
- The number of employees, including an organizational chart specific to the proposed service delivery plan as an attachment;
- The qualifications of all key staff conducting the proposed services, including their expertise with One-Stop Operations, WIOA Service Provision (all titles), and/or other workforce development activities (Staff Resumes or Job Descriptions for potential staff may be included as attachments);
- Organization experience and or prior work that demonstrates expertise in executing and delivering the services described in this solicitation; and
- Satisfactory performance under a current or past contract with SIW for similar services, when executing existing and/or previous contracts.

2. Coordination of Service Delivery Plan

The proposal narrative should describe how the respondent plans to fulfill duties of the One-Stop Operator Scope of Work and optimize the goals of the one-stop system. Where relevant, please include a timeline, schedule of activities with services, and key dates for the plan.

3. Technical Qualifications

To be eligible for consideration, individuals or organizations submitting proposals must demonstrate:

- No financial or policy interest in Region 10 Workforce Development Board, Inc.; dba Southern Indiana Works;
- Ability to contract with SIW in a timely manner for the delivery of these services;
- Ability to fulfill contract requirements, including the indemnification and insurance requirements;
- Capacity to maintain adequate files and records and meet reporting requirements, as prescribed by SIW;
- Capability to fiscally and administratively provide and manage the proposed services on a cost-reimbursement basis, to ensure adequate audit trail, to maintain audit ready files, and to monitor its own organization files (internal audit function);
- Knowledge and understanding of Federal Fair Labor Standard Act and Indiana

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Department of Employment and Training Act (IC 22-4 et seq.) and accompanying rules, regulations and policy directives regarding the Workforce Innovation Opportunity Act programs issued by the Indiana Department of Workforce Development; and

- Knowledge and understanding of OMB’s Uniform Guidance at 2 C.F.R. part 200.

4. Budget and Budget Narrative

The respondent should provide an outline of their financial management structure, including experience and/or expertise managing and accounting for Federal and/or State Funds. A brief description of the organization’s staff structure and internal control system in place should also be included in the narrative, and a copy of the organization’s most recent financial audit should be included as an attachment.

Each proposal must include a proposed budget and budget narrative of the proposed costs for executing the Coordination of Service Delivery Plan, along with description justification of the costs. All budget items must be allowable under state and federal policy for WIOA.

Proposal Evaluation

Each proposal will be evaluated based on responsiveness to this RFP. Proposals will be reviewed for completeness, clarity, and adherence to the stated requirements. Proposals that are incomplete will not be evaluated. Proposals will be scored according to the following matrix:

Evaluation Criteria	
Proposal Requirement	Maximum Points
Organizational Capability and Experience: Points will be applied based on the experience and perceived capabilities of both the organization and staff to successfully complete the proposed Coordination of Service Delivery Plan to meet the needs of this solicitation.	20
Coordination of Service Delivery Plan: Points will be applied based on the innovation, quality, stability, and strength of coordinated services delivery plan.	55
Technical Qualifications: Bidder must declare their ability to meet the technical qualifications. No points will be applied for this item.	0
Budget and Budget Narrative: Points will be applied based on the overall cost and justification proposed by the respondent, including an evaluation of the respondent’s ability to appropriately manage and account for the contract funds.	25
Total Points	100

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Regulations and Requirements

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

AUDIT REQUIREMENTS: The services delivered under this RFP are considered subrecipient services and will require the selected bidder to comply with audit requirements for federal funds. 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 purpose 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 Southern Indiana Works system).

Terms and Conditions

1. A bidder or its principals shall be in good standing, not debarred or suspended, proposed for debarment, declared ineligible or otherwise excluded from entering into a financial agreement of federal or state funds.
2. Local, small, minority owned businesses are encouraged to respond and shall not be discriminated against during proposal review.
3. SIW is an equal opportunity employer. All bidders shall certify the same.
4. The bidder certifies and agrees that it will provide and maintain a drug-free workplace.

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5. Issuance of the RFP does not commit SIW to award a contract, to pay cost associated with proposal development, or to procure or contract for goods and/or services. Payment for services will be negotiated.
6. SIW reserves the right to reject any and all proposals if it is in the best interest of the Board to do so and waive any minor informalities or irregularities in the RFP process. SIW shall be the sole judge of these irregularities.
7. For the top-ranked bidder(s) selected, references or other points of contact as necessary may be made and any comments will be used to complete the evaluation process. SIW reserves the right to enter negotiations with one or more bidders as a result of the RFP evaluation process and enter into a best and final negotiation with one or more of the bidders.
8. SIW will consider non-responsive any submittal for which critical information is omitted, lacking or represents a major deviation from the RFP.
9. Proposals received after the issued due date will be considered non-responsive and will not be reviewed or evaluated.
10. Other issues of grievances, hearing resolutions and authority shall be addressed prior to award of contract and relevant issues may be stated within contract. Southern Indiana Works reserves the right to negotiate proposed outcomes, budget, and other matters prior to actual execution of the contract.
11. Bidders shall certify either no real or apparent conflict of interest exists in carrying out the proposed scope of work, or where conflict(s) of interest may exist; such potential conflicts must be clearly disclosed in the proposal.
12. All submitted proposals are considered the property SIW and are considered confidential.

Insurance Levels

SIW expects that the selected One-Stop Operator will secure and keep in force during the term of the agreement, the following insurance coverage, covering the One-Stop Operator for any and all claims of any nature which may in any manner arise out of or result from the Operator's performance under this agreement. The One-Stop Operator shall, at its sole cost and expense, provide:

- Commercial General Liability Insurance policy providing coverage against claims for personal injury, death or property damage occurring in connection with the Project. The limits of such insurance shall not be less than \$1,000,000 combined single limit per occurrence, \$5,000,000 aggregate;
- Worker's Compensation coverage consistent with the laws of the State of Indiana;
- Commercial Automobile Liability Insurance, including Non-Owned and Hired Auto Liability with a limit of not less than \$1,000,000;
- Commercial Umbrella Liability coverage of at least \$1,000,000;
- Employment Practices Liability coverage of \$1,000,000 per claim and in the aggregate. This coverage shall include Third Party coverage.

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