



## NOTIFICATION OF REQUEST FOR PROPOSALS

Provision of  
**One-Stop Operator Services**

Issued: April 7, 2025

**Proposals must be received no later than 11:59 pm EDT  
May 2, 2025**

**RFP# 2025-003**

EmployIndy  
PNC Center  
101 W. Washington St., Suite 1200.  
Indianapolis, IN 46204  
(317) 639-4441

EmployIndy, its programs, and contract service providers are Equal Opportunity employers/programs.  
Auxiliary aids and services are available upon request to individuals with disabilities.

## I. Introduction

EmployIndy drives growth in Marion County by investing \$20 million a year in public, private, and philanthropic funds in innovative strategies focused on reducing barriers for residents so they may have access to career pathways and gain needed skills to excel in the workforce, thus presenting employers with qualified candidates to fulfill their hiring needs.

As the Workforce Development Board (WDB) for Marion County, EmployIndy acts as a leader and local intermediary for training providers, education institutions, employers, service providers, and community-based organizations. As is shown in EmployIndy's workforce ecosystem map, EmployIndy has 170 education, training, community-based, and service providers and over 950 employer partners. Recently, EmployIndy, guided by 21 business, civic, education and non-profit community leaders, developed a new three-year [strategic plan](#) which identifies the three following strategies:

1. Ensure individuals and employers are prepared through a continuum of initiatives for a rapidly changing 21st Century economy.
2. Build the capacity of partners in the workforce ecosystem and leverage systems knowledge of barriers and opportunities.
3. Prioritize equitable interventions among institutions and employer partners to ensure economic mobility through good and promising jobs.

## II. Statement of Purpose

EmployIndy is soliciting proposals for an entity to serve as the One-Stop Operator of the WorkOne Indy System. Under the Workforce Innovation and Opportunity Act (WIOA), the One-Stop Operator's role is to coordinate the service delivery of required one-stop partners and service providers. EmployIndy is seeking a One-Stop Operator who will act as a consultant to assist with implementing the strategic vision of the WDB by focusing on coordinating required partner activities and building relationships with ecosystem partners. The awarded contractor will not be responsible for the functional management of any American Job Center or other service providers.

## III. System Overview

**a. Workforce Innovation and Opportunity Act.** WIOA is the federal law that creates and funds the 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 a system of high-quality career services, education, and training through the one-stop delivery system. Businesses inform and guide the workforce system, ensuring that services are well aligned with employer needs and to compete in the global economy. WIOA funding is distributed to states and subsequently to local WDBs. EmployIndy serves as the WDB for Marion County. All services provided by agents and service providers must meet the performance goals set by U.S. DOL, DWD, and EmployIndy. Bidders should have a strong understanding of WIOA and its requirements. WIOA is divided into four titles, each of which is briefly discussed below:

- i. *Title I: Workforce Development Activities.* Title I governs the one-stop delivery system, for which EmployIndy is most directly responsible. Title I-A requires EmployIndy to engage in regional coordination. The One-Stop Operator is specifically charged with assisting EmployIndy in this coordination. Title I-B

creates in each local region a one-stop delivery system comprised of these training and career services, programs under Titles II, III, and IV, and other federally required partner programs. Additionally, Title I-B outlines the provision of training services and career services to adults, dislocated workers, out-of-school youth, and in-school youth. In Marion County, WIOA training and career services are provided by service providers competitively selected by EmployIndy.

- ii. *Title II: Adult Education and Literacy Act.* Title II impacts the Adult Education and Literacy Act, which is intended to “create a partnership among the Federal Government, States, and localities to provide, on a voluntary basis, adult education and literacy activities.” The purpose of Title II is to “assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency.” EmployIndy currently partners with ten area adult education and literacy providers receiving WIOA Title II funds through DWD for Adult Basic Education (ABE) and Integrated English Literacy & Civics Education (IELCE) programs.
- iii. *Title III: Wagner-Peyser Act of 1933.* Title III is the Wagner-Peyser Act. “The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Act was amended in 1998 to make the Employment Service part of the One-Stop services delivery system.” Further, “The Employment Service focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings.” In Indianapolis, the Wagner-Peyser Act is implemented by the Department of Workforce Development.
- iv. *Title IV: Rehabilitation Act of 1973.* Title IV affects the Rehabilitation Act of 1973 and the provision of vocational rehabilitation services. Based on findings that “individuals with disabilities experience staggering levels of unemployment and poverty,” vocational rehabilitation services are provided to help individuals with disabilities “prepare for, obtain, or retain employment.” In Indianapolis, the Vocational Rehabilitation program is implemented by the Indiana Family and Social Services Administration.

**b. Local Workforce Ecosystem.** EmployIndy exists in the middle of a broad and complex system of workforce partners throughout Marion County. Through both funded and unfunded partnerships, EmployIndy leverages these connections to foster collaboration and innovation to support our evolving workforce and talent ecosystem. For further illustration of the breadth of this ecosystem, please view our [Marion County Workforce Ecosystem map](#).

**c. WIOA Service Delivery.** WorkOne Indy service delivery is overseen by the EmployIndy Community Career Services Team, with direct participant services administered by a contracted service provider. All WorkOne services in Marion County are consolidated at a single comprehensive one-stop location at 4410 N. Shadeland Ave on the city’s east side. WIOA In-school Youth service provision is primarily implemented through our Jobs for America’s Graduates programs located in several high schools in the region. Our WIOA Opportunity Youth service provision is primarily implemented through community center partners throughout the region.

**d. WIOA Required Partners.** WIOA outlines specific entities who must partner together to fulfill explicit roles and benefits within the WorkOne Indy system. WIOA required EmployIndy and all required partners to enter into a partnership memorandum of understanding (MOU) relating to the operation of the system. The One-Stop Operator will be responsible for executing the partner MOU. These required activities and their current respective local WorkOne Indy partners include:

<b>Required Partner Program</b>	<b>Entity</b>	<b>Physically Co-located at WorkOne Indy</b>
WIOA Title I Adult/DW/Youth Programs	EmployIndy	Yes
WIOA Title II: Adult Education and Literacy	Washington Township Adult Basic Education Marian University Project Build Indy Reads MSD of Warren Township, Adult Education MSD of Wayne Township Adult Education Blue River Career Programs Central Nine Career Center YMCA of Greater Indianapolis Martin University	Partial
WIOA Title III: Wagner-Peyser	DWD	Yes
WIOA Title IV: Vocational Rehabilitation Services	FSSA – Division of Disability and Rehabilitative Services	Partial
Title V of the Older Americans Act – Senior Community Services Employment Program (SCSEP)	Goodwill International Vantage Aging	Yes
Postsecondary CTE (Perkins)	Ivy Tech Community College	No
Title II of the Trade Act (TAA)	DWD	Yes
Chapter 41 of Title 38 (Job Counseling, Training, and Placement Service for Veterans (JVSG))	DWD	Yes
Community Services Block Grant (CSBG)	Community Action of Greater Indianapolis	No
Programs Authorized under	DWD	Partial

State Unemployment Laws		
§212 of the Second Chance Act	John Boner Neighborhood Center Recycleforce	No
TANF E&T (Title IV of the Social Security Act)	FSSA – Division of Family Resources	No
Indian and Native American Programs	Native American Employment and Training Program at the Council of Three Rivers American Indian Center	Yes
National Farmworker Jobs Program	Proteus, Inc.	No
Housing and Urban Development Employment and Training Activities	Indianapolis Housing Agency	No
Job Corps	Atterbury/IndyPendence Job Corps	No
Youth Build	EmployIndy Skilled US	No

#### IV. Specifications and Scope of Work

- a. Duties.** The OSO is responsible for the following:
- i. Service delivery coordination of required one-stop partners with a focus on ensuring that all one-stop partners and providers share common goals around access and quality of services for customers. This includes:
    1. Quarterly Partner Meetings: The OSO will plan and lead quarterly partner meetings of all required partners. These meetings will assist with information sharing and relationship development among partners but will also provide EmployIndy the opportunity to distribute information. This time will also be utilized to support partner coordination as well as conduct training and best practice sharing. During these meetings, the OSO will facilitate strategic interaction and conversation among the partners. The OSO will be responsible for securing locations, scheduling, managing invites, creating agendas, facilitating the meetings, documenting and distributing meeting notes to partners, and completing follow-up tasks.
    2. Partner Conversations: The OSO will maintain regular, 1:1 required partner conversations to cover referrals, service delivery, training needs, coordination, successes, challenges, questions as well as discussion of Memorandum of Understanding expectations. In addition to these conversations, The OSO will facilitate ongoing communication with the partners though avenues such as emails and ecosystem enrichments.
    3. Weekly WorkOne Leadership Meetings: The OSO will participate, and contribute to, weekly in-person WorkOne Leadership meetings, sharing updates on one-stop partner activities and providing insights into

- opportunities for increased collaboration and integration between one-stop partners and WorkOne operations.
- ii. Act as liaison between regional training providers and EmployIndy, including:
    1. Providing a single point of contact for training providers seeking engagement with the one-stop system.
    2. Working with EmployIndy finance and service provider staff to address training provider questions.
    3. Developing procedural documents in response to EmployIndy training policies to streamline training provider engagement with the one-stop system.
    4. Ensuring EmployIndy’s [proprietary occupational skills training search tool](#) is updated at a regular cadence to include up-to-date training listings in the region.
  - iii. Provide and curate professional development opportunities to regional career coaches, including:
    1. Quarterly, planning and facilitating Ecosystem Enrichment, a live and/or virtual training session for workforce ecosystem professionals. For examples of past topics, visit this link: <https://workoneindy.com/ecosystem-enrichment/>
    2. Monthly, curating and distributing a collection of workforce development-related professional development opportunities to regional career coaches and other interested individuals engaged in the workforce ecosystem.
  - iv. Facilitate Agreements, including:
    1. Local WIOA Required Partners Memorandum of Understanding (MOU), encompassing a blanket agreement between EmployIndy and all local WIOA required partners. Content will be developed in collaboration with EmployIndy staff and negotiation with required partners. Execution of the agreement will be the responsibility of the OSO.
    2. Individual partner addenda to the partnership MOU, outlining each partner’s individual contributions to the shared workforce system. Addenda are typically updated annually to offer in-kind services offsetting each partner’s required contribution determined by the shared services costs outlined in the annual WorkOne Infrastructure Funding Agreement (IFA).
    3. Assistance to EmployIndy as needed with information collecting during development of the annual IFA.
    4. Assistance with onboarding new required partners into the WorkOne Indy system, including coordinating with WorkOne Indy leadership on co-locating needs, as well as adding the new partner into the MOU.

**V. Performance Goals**

**a. Deliverables:**

<b>Deliverable</b>	<b>Cadence</b>
Quarterly Partner Meetings	1 per quarter
Ecosystem Enrichment	1 per quarter
Curated List of Professional Development Opportunities	1 per month

Occupational Skills Training listing update	2 per year
Partner Conversations	2 per required partner per year
WIOA Required Partner MOU	1 every 3 years, or as needed
MOU Individual Partner Addenda	1 per partner per year
<b>Administration</b>	
Written Report	2 per year
EmployIndy Check-in	1 per quarter

## VI. Terms of Solicitation

This RFP describes the specific services EmployIndy seeks and sets forth application requirements for eligible respondents. This RFP does not commit EmployIndy to accept any proposal submitted, nor is EmployIndy responsible for any costs incurred by the respondent in the preparation of responses to the RFP. EmployIndy reserves the right to delay, amend, or reissue the RFP at any time.

EmployIndy will evaluate all timely submitted proposals and competitively award contracts to respondents whose submissions are most responsive to the need for services described herein. EmployIndy reserves the right to reject any or all items in the proposals, to negotiate with any respondent after the proposals are reviewed and award the contract in whole or in part as is deemed to be in the best interest of EmployIndy.

### a. Contract Type

Contracts executed as a result of this RFP will be paid through cost reimbursement based on the scope of work for negotiated services, deliverables, outcomes, and outputs. The contract will be funded through WIOA funds, and EmployIndy will contract up to \$100,000.00 over a period of 12 months. The One-Stop Operator will serve in this role from July 1, 2025, until June 30, 2026, with an option for parties to extend the services for up to three successive years through June 30, 2029.

### b. Eligible Entities.

One-stop operators may be a single entity (public, private, or nonprofit) or a consortium of entities. If the one-stop operator is a consortium of entities, it must include a minimum of three of the one-stop partners described in § 678.400 of the WIOA regulations. One-stop operators may operate multiple one-stop centers and there may be multiple one-stop operators in a local area. The types of entities that may be one-stop operators include:

- An institution of higher education;
  - A non-traditional public secondary school such as a night school, adult school, or an area career and technical education school;
  - A community-based organization, nonprofit organization, or workforce intermediary;
  - A private for-profit entity;
  - A government agency;
  - An Employment Service State agency established under the Wagner-Peyser Act;
  - 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.

**c. Technical Qualifications**

To be eligible for consideration, respondents submitting proposals may not have a financial or policy interest in EmployIndy and must demonstrate:

- Experienced staff or subcontractors to provide the services described herein or must show the ability to acquire such staff;
- Demonstrated experience in effectively performing similar types of services in the public or private sector;
- Ability to contract with EmployIndy for the delivery of services in a timely manner;
- Ability to fulfill contract requirements, including the indemnification and insurance requirements;
- Satisfactory performance under a current or past contract with EmployIndy for similar services, when executing existing and/or previous contracts if a recipient of a past EmployIndy contract;
- Capacity to maintain adequate files and records and meet reporting requirements, as prescribed by EmployIndy;
- 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);
- and
- Knowledge and understanding of OMB's Uniform Guidance at 2 CFR 200. More information can be found at: <https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200?toc=1>

**d. Contracting Terms**

- 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.
- Local, small, minority owned businesses are encouraged to respond and shall not be discriminated against during proposal review.
- EmployIndy is an equal opportunity employer. All bidders shall certify the same.
- The bidder certifies and agrees that it will provide and maintain a drug- free workplace.
- Issuance of the RFP does not commit EmployIndy to award a contract, to pay costs associated with proposal development or to procure or contract for goods and/or services. Payment for services will be negotiated.
- EmployIndy reserves the right to reject any and all proposals if it is in the best interest of EmployIndy to do so and waive any minor informalities or irregularities in the RFP process. EmployIndy shall be the sole judge of these irregularities.
- For the top-ranked bidder(s) selected, references or other points of contact as necessary will be made and any comments will be used to complete the



evaluation process. EmployIndy reserves the right to enter into 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.

- EmployIndy will consider non-responsive any submittal for which critical information is omitted, lacking or represents a major deviation from the RFP.
- Proposals received after the issued due date will be considered non-responsive and will not be reviewed or evaluated.
- Other issues of grievances, hearing resolutions, and authority shall be addressed prior to award of contract and relevant issues may be stated within contract. EmployIndy reserves the right to negotiate proposed outcomes, budget, and other matters prior to actual execution of the contract.
- 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.
- All submitted proposals are considered the property of EmployIndy and are considered confidential.

## **VII. Proposal**

### **a. Proposal Format**

Each respondent is requested to submit its proposal in a format suitable for ease of review with minimum repetitious material. To maintain comparability of proposals, please prepare proposals using Microsoft Word and typed in 12-point font, double-spaced, with numbered pages at the bottom of each page. The Organizational Capability and Qualifications, Coordination of Service Delivery Plan, and Budget Narrative should not exceed 20 pages. The page limitation does not include the Proposal Cover Sheet or the requested attachments.

### **b. Proposal Cover Sheet**

The Proposal Cover Sheet should not exceed a single page and shall include:

- The title of the proposal;
- The respondent's organization name, address, phone number and web address;
- The name of the person authorized to negotiate contracts and make decisions for the organization, their direct phone number and email address;
- The total funds requested;
- A proposal summary briefly describing the services to be provided; and
- The authorized signature and submittal date

### **c. Organizational Capability and Qualifications**

The respondent must provide a overview of its organization an 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, 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 management and staff conducting the proposed services.
- The experience and or prior work that demonstrates expertise in executing and delivering the services described in this solicitation

**d. Coordination of Service Delivery Plan**

The proposal narrative should describe how the respondent plans to fulfill duties of the One-Stop Operator. Where relevant, please include a timeline, schedule of activities with services, and key dates for the plan. Please include a plan and timeline for transition from current One-Stop Operator, if needed.

**e. 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 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 attached.

Each proposal must include an operational budget using Attachment A. The budget narrative should consist of the proposed costs for executing the Coordination of Service Delivery Plan, along with a description and the justification of the costs. For the purpose of this RFP, cost categories must include:

- Salaries and Wages –Includes the staffing costs, position types, and levels and numbers of positions.
- Fringe Benefits –Includes FICA unemployment insurance, worker’s compensation, disability, life insurance, retirement costs and medical coverage as per your policies. The types of fringe benefits should be specified in the narrative.
- Staff Development & Travel – Includes all travel and training costs.
- Administrative/Overhead – Overhead costs include administrative and overhead costs for operating the program including furniture and equipment costs.
- Indirect Costs – For entities who have a federally approved indirect-cost rate.
- Profit – For-Profit entities may propose a reasonable profit amount that will be negotiated and based on performance.
- Total – This is the total proposed cost for operating during the specified time period covered by the specific budget worksheet.

**f. XBE Status**

EmployIndy encourages the participation of Minority Business Enterprises (MBE), Women Business Enterprises (WBE), Veteran Enterprise Businesses (VBE), and Disability-Owned Businesses (collectively known as XBEs) when requesting proposals for new contracts. EmployIndy recognizes only the state’s certification of an XBE or certification by the City of Indianapolis Office of Minority and Women Business Development. Additionally, organizations with minorities, women, veterans, and disabled persons in key leadership or board positions will be considered in the evaluation process. Additional points will be given to both certified XBEs and organizations with diverse leadership during the proposal scoring process.

**g. Required Attachments**

The required attachments will not count toward your page limit and must include:

- Budget Worksheet (Attachment A)
- Organizational Chart
- Resumes, job descriptions and/or profiles for all key staff

**VIII. Proposal Submission**

**a. RFP Timeline**

Beginning April 7, 2025, the RFP will be available to download from the EmployIndy website: [www.employindy.org](http://www.employindy.org). If you are unable to access or download the RFP, please contact Sara Phillips at [sphillips@employindy.org](mailto:sphillips@employindy.org).

Applicants must submit one (1) electronic copy of responses. Please note that EmployIndy will not reimburse vendors for any costs they incur in developing their response.

All responses should be submitted no later than 11:59pm, EST, May 2, 2025, at <https://employindy.org/contractopp>.

<b>Activity</b>	<b>Schedule</b>
RFP Issued	Monday, April 7, 2024
Deadline to Submit Questions	Friday, April 18, 2025, 5:00 p.m.
Response to Questions Posted	No later than C.O.B. Tuesday, April 22, 2025
Proposals Due	Friday, May 2, 2025, 11:59 p.m.
Bidders Presentations (as needed)	Tuesday, May 20, 2025
Notice of Award (pending board approval)	First or Second week of June 2025

EmployIndy reserves the right to modify this schedule at any time as deemed necessary.

**b. Technical Assistance**

Entities may submit questions to <https://employindy.org/contractopp> until Friday, April 18, 2025, at 5:00 p.m. EST. A response to all questions will be available no later than close of business on Tuesday, April 22, 2025, and posted at [www.employindy.org](http://www.employindy.org). If it becomes necessary to revise any part of this RFP, an addendum will also be posted on the EmployIndy website.

**c. Evaluation Criteria**

All respondents are advised that each proposal will be evaluated based on responsiveness to this RFP. Proposals will be reviewed for completeness, clarity, and adherence to stated requirements. Proposals will be evaluated based on the criteria described below and points will be applied for scoring in rank order from the highest to lowest. However, EmployIndy reserves the right to select lower ranked proposals when warranted. Such selection of proposals shall be made at the sole discretion of EmployIndy.

<b>Evaluation Criteria</b>	<b>Maximum Points</b>
<p><b>Organizational Qualifications</b>  Points will be applied based on the experience and perceived capabilities of both the organization and their staff to successfully complete the proposed Coordination of Service Delivery Plan to meet the needs of this solicitation.</p>	<b>20</b>
<p><b>Coordination of Service Delivery Plan</b>  Points will be applied based on the innovation, quality, and strength of coordinated services resulting in increased partner and community cooperation.</p>	<b>60</b>
<p><b>Budget and Budget Narrative</b>  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.</p>	<b>15</b>
<p><b>XBE Status</b>  Points will be applied based on organization status and key leadership/board positions.</p>	<b>5</b>
<p><b>Total Points</b></p>	<b>100</b>

**Attachment A: Budget Worksheet**

<b>Budget</b>	
<b>Cost Category</b>	<b>Category Sub-Total</b>
Salaries & Wages	\$
Fringe Benefits	\$
Staff Development & Travel	\$
Administrative/Overhead	\$
Indirect Costs	\$
Profit	\$
<b>Total Amount Requested</b>	<b>\$</b>