

## **Request for Proposals (RFP) 2026-002**

### **WorkOne Indy Service Provision**

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



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## **I. Background and Purpose**

Acting in its capacity as the local Workforce Development Board for Marion County, Indiana, EmployIndy is issuing this Request for Proposals (RFP) to select one qualified provider to deliver comprehensive Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker services, herein called WorkOne Indy Services. The selected provider will serve as a key operating partner within the local American Job Center and will be responsible for front-door customer flow (triage), career services, workshops and learning labs, training case management, follow-up, community service delivery, and coordination with EmployIndy, the WIOA One-Stop Operator, state staff, and workforce partners.

EmployIndy seeks a provider that can operate a modern, technology-enabled, and continuously improving service delivery model, including effective use of digital tools, data automation, and emerging technologies (such as artificial intelligence) to expand access, improve customer experience, and accelerate movement through WIOA Title I service sequencing while maintaining full program compliance.

The primary funding source for this RFP is WIOA Title I (Adult and Dislocated Worker). The selected provider must comply with all applicable provisions of WIOA, implementing regulations at 20 CFR Parts 675-688, applicable USDOL guidance, Indiana Department of Workforce Development (DWD) policy, and EmployIndy procedures. EmployIndy may also direct the provider to coordinate with related training initiatives, including Workforce Ready Grants and/or Next Level Jobs activity, when such activity aligns with the provider's WIOA Title I service obligations, and available funding.

At the federal level, one-stop services are part of the American Job Center system. In Indiana, these centers are branded as WorkOne. Locally, for purposes of this RFP, the comprehensive center is referred to as WorkOne Indy.

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## **II. WorkOne Indy System Overview and Vision**

WorkOne Indy is Marion County's comprehensive one-stop center and front door to workforce services for adults, dislocated workers, and young adults ages 18-24. EmployIndy's vision is a system that moves customers efficiently from entry to assessment, coaching, training, employment, and retention, while also expanding access through community-based and decentralized service delivery. The goal of this RFP is to increase WIOA enrollments, and the number of customers who successfully enter and complete training that leads to employment.

WorkOne Indy currently operates through a customer flow that begins with the welcome desk and resource area, includes over-the-shoulder support from Resource Assistants, and connects customers to workshops, learning labs, career navigators, referrals, WIOA enrollment, training, and employment opportunities. This RFP is intentionally designed to preserve key service expectations while inviting respondents to propose improvements to the customer journey, staffing model, service design, outreach, digital access, assessment methods, and conversion from front door to training and placement.

## Request for Proposals (RFP) 2026-002

### WorkOne Indy Service Provision

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



---

EmployIndy's vision for WorkOne Indy includes a modern, technology-enabled, and continuously improving service delivery system that expands access, improves customer experience, and accelerates progress towards training and employment outcomes. The selected provider is expected to implement a hybrid service model that effectively integrates in-person, virtual, and digital service delivery options, allowing customers to engage with WorkOne Indy services in flexible and accessible ways.

EmployIndy encourages the responsible use of digital tools, automation, and emerging technologies, including artificial intelligence, to support customer intake, assessment, career exploration, labor market analysis, workshop delivery, and service navigation. These tools should be used to enhance consistency, efficiency, and responsiveness, support staff decision-making, and reduce time between initial engagement and enrollment into individualized WIOA Title I services, while maintaining full compliance with federal, state, and local requirements.

The selected provider is expected to function as a workforce system leader, maintain strong working relationships with co-located partners and community-based organizations, and help advance an integrated, accessible, and outcomes-driven WorkOne Indy model.

As the Local Workforce Development Board, EmployIndy sets the vision, policies, and performance expectations for WorkOne Indy and maintains responsibility for WIOA Title I program governance. The selected provider will operate within this framework and must demonstrate capacity to implement EmployIndy policy, adhere to state and federal compliance requirements, and collaborate with the one-stop operator, state staff, and mandated partners to ensure an integrated, innovative, policy-aligned workforce system.

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### III. Current State and Desired Future State

In both the current and desired future state, all WorkOne Indy services must be delivered in a manner that is fully compliant with WIOA Title I eligibility rules, priority of service requirements, allowable activities, documentation standards, and performance accountability measures, as outlined in federal regulation, Indiana DWD policy, and EmployIndy guidance.

EmployIndy is seeking a provider that understands both the current state of WorkOne Indy and the need for system improvement. At a minimum, respondents should understand that the current service model includes:

- Welcome desk triage and initial customer direction.
- Resource area operations and over-the-shoulder support.
- Referrals to workshops, learning labs, and partner resources.
- Career navigator engagement for individualized career services.
- Assessment, Individual Employment Plan development, and enrollment into WIOA services when eligible.
- Occupational skills training access, supportive services, job placement, and follow-up.
- Coordination with EmployIndy staff, Business Partnerships, state staff, One-Stop partners, and embedded community locations.

## **Request for Proposals (RFP) 2026-002**

### **WorkOne Indy Service Provision**

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



---

EmployIndy's desired future state includes a more connected, customer-centered, and performance-focused model that increases customer volume, improves conversion to training, and results in more individuals completing training and entering employment. This model will leverage innovative strategies—including expanded remote and hybrid service delivery—to strengthen customer engagement, increase accessibility, and better meet individuals where they are.

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#### **IV. Funding Structure**

EmployIndy anticipates awarding one contract under this RFP, with funding expected to range between \$1,400,000 and \$2,000,000. The final award amount will be determined based on the availability of funds from our annual allocation. This will be a cost-reimbursement contract. All costs must be allowable, necessary, reasonable, allocable, and aligned to the approved scope of work and budget narrative.

Administrative and indirect costs must be clearly identified and justified. EmployIndy reserves the right to negotiate the final budget, staffing plan, and performance outcomes prior to contract execution.

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#### **V. Contract Term**

The initial contract term will be one year from July 1, 2026 – June 30, 2027, with an option to extend for up to two successive years through June 30, 2029.

Continuation or renewal beyond the initial term is contingent upon funding availability, satisfactory performance, operational effectiveness, compliance, and EmployIndy approval.

A transition period will be established to ensure continuity of service. The need for and use of the transition period will be at the discretion of EmployIndy. All staff must be hired and in place by July 1, 2026.

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#### **VI. Eligible Applicants**

Eligible applicants may include nonprofit organizations, community-based organizations, and other qualified entities with demonstrated capacity to operate a comprehensive workforce service model. Respondents must demonstrate:

- Experience delivering workforce services to adults, dislocated workers, and/or young adults with barriers to employment.
- Knowledge of WIOA Title I program requirements and one-stop operations.
- Capacity to staff and manage a high-volume, customer-facing workforce service environment.
  - For the period of January 1, 2025 – December 31, 2025, there were 36,720 in person visits and 96,900 phone calls.

## Request for Proposals (RFP) 2026-002

### WorkOne Indy Service Provision

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



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- Administrative, fiscal, and data management capacity to manage public funds.
  - Ability to collaborate across a diverse workforce ecosystem and support equitable access to services.

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## VII. Scope of Services and Expectations

The scope of services outlined below reflects WIOA Title I required and allowable activities for Adult and Dislocated Worker programs and must be delivered as part of an integrated American Job Center (WorkOne) model. The provider will be responsible for ensuring all services are provided in compliance with applicable federal and state guidance, including documentation in Indiana Career Connect and adherence to EmployIndy-issued operational procedures.

The selected provider will be responsible for delivering or coordinating the following functions as an integrated service model, not as disconnected tasks:

- Front Door and Resource Area - Greet and guide customers, conduct initial assessment and triage consistent with WIOA service sequencing, identify eligibility, and priority of service considerations, and support timeline movement to career services, training, or partner referrals. Providers may propose digital or hybrid front-door models, including online or mobile intake, virtual orientations, automated scheduling, AI-assisted triage tools, or other technology-enabled approaches designed to reduce wait times, improve consistency, and accelerate connection to next steps while maintaining program integrity and customer choice.
- Workshops and Learning Labs - Design and deliver engaging workshops, keep materials current, and continuously improve content based on feedback, data, and learning needs. Workshops and learning labs may be delivered in person, virtually, or in hybrid formats, including synchronous or asynchronous options, providing accessibility, quality, and participation tracking standards are met.
- Career Navigation - Provide individualized career services, assessment, labor market guidance, Individual Employment Plan development, job search support, and progression toward training and employment aligned to career pathways. Career navigation may incorporate technology-enabled tools to enhance staff decision-making and customer engagement. Use of such tools must supplement, not replace, professional judgment and individualized counseling.
- Training and Case Management - Manage eligibility, enrollment, training approvals, and case management while coordinating services to increase training participation, completion, and credential attainment. Providers are encouraged to use streamlined, data-driven, and technology-supported processes to reduce time between assessment, enrollment, and training start, while fully complying with documentation, eligibility, and approval requirements.
- Supportive Services - Assess needs, clearly explain available supports, and coordinate supportive services in line with policy.
- Community-Based Access - Deliver services at community-based locations and outreach events as directed by EmployIndy in order to expand system access and neighborhood

## Request for Proposals (RFP) 2026-002

### WorkOne Indy Service Provision

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



---

presence. Digital and virtual service options should be leveraged, where appropriate, to increase access to individuals who may not regularly access the WorkOne Center.

- Rapid Response and Employer Interface - Coordinate with EmployIndy Business Partnerships and other teams on employer-facing support, job-ready referrals, rapid response events, and work-based learning.
- Data, Quality, and Continuous Improvement - Use Indiana Career Connect and other required systems to maintain timely case notes and documentation, participate in monitoring, and use data and feedback to improve operations. The provider is expected to leverage dashboards, analytics, customer feedback and other technology-enabled tools to monitor performance and improve outcomes.

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### VIII. Staffing Expectations

Respondents must propose a staffing structure sufficient to operate WorkOne Indy effectively across front-door services, workshops, monitored assessments, career navigation, training case management, follow-up, and embedded service delivery.

EmployIndy expects respondents to describe how they will recruit, onboard, supervise, and retain qualified staff; maintain adequate coverage; and build staff knowledge related to WIOA, customer service, assessments, labor market information, career pathways, and culturally responsive practice.

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### IX. Performance and Data Requirements

Performance management under this contract is governed by WIOA Title I performance accountability requirements and Indiana's negotiated performance measures, as implemented locally by EmployIndy. The selected provider will be held accountable for timely, accurate data entry, documentation integrity, and achievement of negotiated outcomes and EmployIndy performance indicators.

All providers must use Indiana Career Connect (ICC) and any additional EmployIndy-required systems, tools, dashboards, and reporting formats. Respondents must describe their prior experience using ICC or similar case management system, including the approximate number of years their organization and/or key proposed staff have used the system for case management, documentation, reporting, or related workforce functions. At a minimum, the selected provider must:

- Track customer flow, services, enrollment activity, training activity, placements, and follow-up.
- Maintain timely, accurate, and complete case notes and supporting documentation.
- Participate in monthly scorecard and dashboard reviews with EmployIndy.
- Implement a customer satisfaction and feedback process and use findings for continuous improvement.
- Cooperate with all monitoring, quality assurance, and corrective action processes.

## Request for Proposals (RFP) 2026-002

### WorkOne Indy Service Provision

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



Contract performance will be managed using a negotiated scorecard that may include, but is not limited to, the following indicators:

- Number served
- Number enrolled in WIOA
- Number entering training
- Training completion rate
- Credential attainment
- Unsubsidized placements
- Wage at placement
- 30/60/90-day employment retention
- Referral conversion from initial intake to training

For reference, EmployIndy's current program year negotiated WIOA performance metrics are included below:

	Adult	Dislocated Worker	Youth
Employment 2Q	83.00%	76.40%	80.00%
Employment 4Q	80.00%	76.00%	82.10%
Median Earnings	\$8,000	\$9,000	\$4,300
Credential Rate	71.00%	77.00%	68.00%
MSG	66.20%	66.50%	69.00%

## X. Proposal Requirements

To support a fair, consistent, and high-quality review process, respondents must structure proposals using the sections below. Each section outlines what EmployIndy is seeking for WorkOne services. Using the provided [fillable template](#), respondents should include sufficient detail to demonstrate alignment with WorkOne service delivery expectations without exceeding what is necessary.

### 1. Proposal Cover Sheet

### 2. Organizational Overview and Capacity

Describe your organization's mission, relevant experience, fiscal and administrative readiness, staffing capacity, and experience operating high-volume workforce or one-stop services.

### 3. Service Delivery Model and Customer Flow

Describe the proposed customer journey from entry through follow-up, including front-door flow, staffing roles, referral pathways, workshops, career navigation, training access, and retention support. Explain how the model will increase the number of customers served and move more customers into training.

## Request for Proposals (RFP) 2026-002

### WorkOne Indy Service Provision

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



---

#### **4. Current State and Proposed Improvement Strategy**

Using EmployIndy's current WorkOne Indy flow, describe what you would maintain, change, and improve to increase movement from entry to training, placement, and retention. Include outreach strategies, digital access, remote services, process improvements, and your approach to assessing job and training readiness (tools used, administration, and timeline to next-step recommendation).

#### **5. Employer Interface, Training, and Career Pathways**

Describe how you will coordinate with EmployIndy Business Partnerships, support job-ready referrals, connect customers to in-demand career pathways, and align training with employer demand and livable wage outcomes. Include key employer, training, and community partners, and provide MOUs or letters of commitment, if available.

#### **6. Participant Support, Accessibility, and Equity**

Describe how you will ensure accessible, equitable, culturally responsive, and customer-centered service delivery, including supports for individuals with barriers to employment.

#### **7. Performance Measurement, Data, and Continuous Improvement**

Describe how data will be tracked, reviewed, and used to improve performance, including dashboards, scorecards, customer feedback, and quality controls. Also describe experience with Indiana Career Connect (ICC), including years of use by the organization and key staff.

#### **8. Staffing Plan**

Describe your proposed staffing structure, key roles, supervision, staff development, and approach to coordinating with co-located and state staff. For major customer-facing roles, include anticipated caseloads and how staffing will support timely service delivery.

#### **9. Budget and Budget Narrative**

Provide a budget and narrative that aligns proposed costs with the service model, demonstrating fiscal responsibility and cost effectiveness.

#### **10. Project Performance Outcomes**

Provide proposed numeric targets for all required performance measures for the contract term and describe the plan and methods to be used to meet these goals.

#### **11. Required Attachments**

Attachments (as applicable): organizational chart; most recent audit and letters of commitment/MOUs for key partners.

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**Request for Proposals (RFP) 2026-002****WorkOne Indy Service Provision**

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026

**XI. Evaluation Criteria**

All proposals will be evaluated for responsiveness, completeness, and alignment with EmployIndy’s expectations for WorkOne Indy. EmployIndy reserves the right to request presentations from top-ranked applicants and to adjust scores based on clarifying information provided during interviews or presentations.

Proposals will be scored on a 100-point scale using the rubric below. Across all evaluation categories, EmployIndy will assess the extent to which proposed service models incorporate innovative, technology-enabled, and data-informed approaches that expand access, improve customer experience, accelerate compliant movement through WIOA Title I service sequencing, and improve training and employment outcomes. Innovation may include, but is not limited to, digital or hybrid service delivery models, automation, AI-enabled decision-support tools, and the effective use of data to drive continuous improvement.

**Scoring Rubric**

<b>Evaluation Category</b>	<b>Description</b>	<b>Maximum Points</b>
<b>Organizational Overview and Capacity</b>	Assesses the respondent’s experience, operational capacity, fiscal and administrative readiness, and ability to manage a high-volume workforce service environment.	15
<b>Service Delivery Model and Customer Flow</b>	Evaluates the clarity, effectiveness, and customer-centered design of the proposed service model, including front-door operations, service integration, and movement of customers from entry through training and employment.	15
<b>Current State and Proposed Improvement Strategy</b>	Assesses the respondent’s understanding of the current WorkOne Indy model and the quality, feasibility, and impact of proposed improvements to increase customer flow, engagement, and outcomes.	15
<b>Employer Interface, Training, and Career Pathways</b>	Evaluates alignment with employer demand, effectiveness of employer engagement strategies, and the ability to connect customers to in-demand training and career pathways leading to livable wages.	10
<b>Participant Support, Accessibility, and Equity</b>	Assesses how well the proposal ensures accessible, equitable, and culturally responsive services,	10

**Request for Proposals (RFP) 2026-002****WorkOne Indy Service Provision**

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



	including strategies to support individuals with barriers to employment.	
<b>Performance Measurement, Data, and Continuous Improvement</b>	Evaluates the strength of data systems, use of performance metrics, dashboards, and feedback mechanisms to monitor outcomes and drive continuous improvement.	10
<b>Staffing Plan</b>	Assesses the proposed staffing structure, roles, supervision, and capacity to deliver high-quality, timely services, including alignment of staffing levels with expected customer volume.	5
<b>Budget and Budget Narrative</b>	Evaluates the reasonableness, allowability, and alignment of the budget with the proposed service model, including cost-effectiveness and justification of expenses.	5
<b>Project Performance Outcomes</b>	Assesses the ambition, feasibility, and alignment of proposed performance targets with program design, staffing, and funding.	10
<b>XBE Status / Leadership Representation</b>	Certified XBE status and/or diverse leadership or board representation	5
<b>Total Possible Points</b>		<b>100</b>

**XII. Timeline**

Beginning Tuesday, March 24, 2026, 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 Danielle Pamer at [dpamer@employindy.org](mailto:dpamer@employindy.org).

Key dates specific to this notification are scheduled as follows:

RFP Issued	Tuesday, March 24, 2026
Information Session	Thursday, April 2, 2026, 1:00p.m.
Deadline to Submit Questions	Friday, April 3, 2026, 5:00p.m.
Response to Questions Posted	Tuesday, April 7, 2026
Proposal Due	Friday, April 17, 2026, 11:59p.m.
Bidders Presentations (if needed)	Thursday, April 30, 2026
Notice of Award (Pending Board Approval) *	Week of May 11, 2026
Effective Date of Contract	July 1, 2026

\* Contracts will not be executed until board approval is granted.

## Request for Proposals (RFP) 2026-002

### WorkOne Indy Service Provision

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



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An information session will be held on Thursday, April 2, 2026, at 1:00p.m. via Teams. EmployIndy Career Services staff will present the RFP requirements and accept questions during the bidder's conference to offer technical assistance to respondents. The meeting information is below, and the PowerPoint presentation will be posted on the EmployIndy website with this RFP after the meeting.

#### Meeting Link:

<https://teams.microsoft.com/meet/28795565386072?p=KeDgdVeV5PSykLv81Z>

**Meeting ID:** 287 955 653 860 72

**Passcode:** sv9Ry6Hp

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### XIII. Submission Instructions

Respondents are responsible for ensuring that proposals are submitted in full compliance with the submission requirements and deadlines outlined in this section.

Respondents must submit proposals using the fillable PDF templates provided by EmployIndy. The templates will include a cover sheet, the proposal narrative response form, the budget template and narrative, and projected performance outcomes. Proposals submitted in any other format may be deemed non-responsive.

#### Required Submission Components

A complete proposal submission must include the following components using the required template provided [here](#):

- Cover Sheet
- Proposal Narrative Response
- Budget Template and Budget Narrative
- Projected Performance Outcomes
- Required Attachments (no template)
  - Org Chart
  - Audit
  - Letters of Commitment/MOUs

#### Submission Method

All questions and proposal submissions must be submitted through EmployIndy's Contract Opportunities webpage:

<https://employindy.org/contract-opportunities>

Submissions sent by email, mail, or any other method will not be accepted.

Respondents must ensure all required templates and attachments are uploaded successfully prior to the submission deadline.

**Request for Proposals (RFP) 2026-002**

**WorkOne Indy Service Provision**

Release Date: March 24, 2026

Proposal Due Date: April 17, 2026



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Submission Deadline

Proposals must be submitted no later than Friday, April 17, 2026, by 11:59p.m. Late submissions will not be accepted.

Responsibility for Submission

It is the sole responsibility of the respondent to ensure that all required materials are submitted accurately, completely, and on time. EmployIndy is not responsible for technical difficulties, incomplete uploads, or failure to use the required templates.

Questions Regarding the RFP

All questions regarding this RFP must be submitted through <https://employindy.org/contract-opportunities> in accordance with the timeline outlined in the Proposal Timeline. Responses to questions will be posted publicly and will become part of this RFP.