

STATE OF ALASKA

Department of Labor and Workforce Development Alaska Workforce Investment Board

**Catherine Muñoz
Commissioner**

Workforce Innovation Opportunity Act (WIOA)

One-Stop-Operator Services

Notice of Request for Grant Applications

State Fiscal Year 2026

Date of Issue: Monday, March 17th, 2025

Application Deadline:

**Grant Applications must be submitted in the Grants Management
System**

By 11:59 pm AST on Wednesday, April 16th, 2025

Request for Grant Application for

One-Stop Operator

State of Alaska Workforce Development Area

RGA SUMMARY: The Alaska Workforce Investment Board (AWIB) is seeking a One-Stop Operator to oversee and improve the delivery of workforce services at the Alaska Job Center Network (AJCN) Sites and Affiliate Sites for the State of Alaska.	
RGA ISSUE DATE	MONDAY, MARCH 17, 2025
PROPOSAL DUE DATE	WEDNESDAY, APRIL 16, 2025, BY 11:59 PM
DEADLINE FOR QUESTIONS	The deadline for questions is Monday, April 7, 2025, at 5:00 PM AST. As indicated below, questions and/or inquiries must be submitted via email to Jeff Steeprow, the RGA Official Contact.
PROPOSAL SUBMISSION PROCESS	Proposals can be submitted by: By Email: awib@alaska.gov
RGA OFFICIAL CONTACT	Name: Jeff Steeprow Phone: (907) 269-3569 Email: jeffrey.steeprow@alaska.gov

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1. The Opportunity

1.1 Summary

This Request for Grant Application (RGA) seeks a qualified One-Stop Operator to oversee and improve the delivery of workforce services at the Alaska Job Center Network and Affiliate Sites for the State of Alaska. The One-Stop Operator effectively manages operations and coordinates services at One-Stop Career Centers, known as Alaska Job Center Network in Alaska, and serves in the established WIOA role of the One-Stop Operator.

1.2 Background

State of Alaska Workforce Development Area Overview

The Alaska Workforce Investment Board comprises representatives from private-sector businesses, social services, education, labor, economic development, and community-based organizations. The board's purpose is to provide strategic oversight, direction, and focus to the employment and training services offered to residents and businesses in the State of Alaska.

Workforce Innovation and Opportunity Act Overview

The Workforce Innovation and Opportunity Act (WIOA) is the primary federal law governing the funding and provision of workforce development services to job seekers, employers, and other stakeholders in the United States, primarily administered by the US Department of Labor (USDOL). WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. All qualified parties interested in applying in response to this RGA must be familiar with the goals and requirements of WIOA and all its implementing guidelines; the selected bidder must follow and comply with all rules and regulations therein.

Problem Statement

The Alaska Workforce Investment Board (AWIB) is seeking a One-Stop Operator to enhance the delivery of workforce services across Alaska's Job Center Network (AJCN) and its Affiliate Sites and ensure full compliance with the Workforce Innovation and Opportunity Act (WIOA) regulations. The selected Operator will drive operational efficiency, achieve performance metrics (including WIOA training outcomes, customer satisfaction, and partner engagement), and foster a seamless customer and AJCN staff experience.

Alaska's diverse population presents unique challenges, including single parents, older adults, Alaska Natives and Native Americans, and youth with employment barriers. These groups face significant obstacles, such as limited access to childcare, transportation, and technology. Additionally, Alaska's rural regions face distinct challenges, particularly in cultural preservation, educational access, healthcare availability, transportation barriers, and technological infrastructure. The One-Stop Operator must bring proven WIOA and Workforce Development expertise and the ability to effectively communicate and collaborate with a wide range of service providers.

AWIB aims to secure a One-Stop Operator who can provide strategic leadership and operational efficiency, not just operational efficiency. This is crucial in bridging the gap between the current state of workforce services and the desired outcomes for the State of Alaska. This Request for Grant Application shifts AWIB's approach, emphasizing a clear delegation of responsibilities to the One-

Stop Operator to focus on programmatic implementation and strategy, allowing AWIB staff to concentrate on oversight and governance.

1.3 Outcome Goals

- **Oversee and assist in improving and maintaining employment and training outcomes** (Employment 2nd Quarter, Employment 4th Quarter, Median Earnings, Credential Attainment, Measurable Skill Gains) at Alaska Job Center Network and Affiliate sites for target populations, which include but are not limited to single parents, youth, older adults, Alaska Natives and Native Americans WIOA, TANF, and DVR eligible individuals that are seeking to obtain training services, secure and retain employment through workforce development services.
- **Improved Performance Monitoring and Collaboration:** Implement a system for tracking, assessing, and reporting on key performance indicators (KPIs) on a monthly and quarterly basis, developed with the Alaska Workforce Investment Board to improve service delivery and ensure continuous WIOA compliance.
- **Enhanced Customer Service and Communication:** Improve the satisfaction of the State of Alaska Workforce Development Area customers (as measured in surveys) by collaborating with Alaska Workforce Investment Board staff and board members on innovative outreach and program development methods that attract and maintain new users.
- **Increase transparency and communication** between the provider and the board by proactively collecting performance data and operational insight with Alaska Workforce Investment Board (AWIB) staff to share and discuss with AWIB and Alaska Job Center Network Partners.

1.4 Availability of Funding

The contract awarded under this Request for Grant Application (RGA) is contingent upon the availability of funds provided through WIOA and other applicable federal, state, or local funding sources. The Alaska Workforce Investment Board (AWIB) does not guarantee a specific level of funding or that funds will be available for the entire proposed contract period.

Funding for this RGA is anticipated to support the operation and coordination of fourteen (14) comprehensive and/or affiliate One-Stop Centers in the State of Alaska. The total anticipated funding for the initial contract year is approximately \$200,000.00, subject to the legislative authority, availability of federal appropriations, and allocations. Funding levels may vary depending on federal and state allocations, program performance, and other factors.

Key points regarding funding:

1. **Contract Period:** Begins July 1, 2025, and ends June 30, 2027.
2. **Funding Period:**
 1. Begins July 1, 2025, and ends June 30, 2026
 2. Begins July 1, 2026, and ends June 30, 2027.
3. **Renewal Options:** Contract renewals, if offered, are contingent upon successful performance, ongoing need, and available funding and are not guaranteed.
4. **Allowable Costs:** Only allowable costs under WIOA and other applicable funding regulations will be reimbursed. All expenditures must comply with federal, state, and local fiscal rules, including the Uniform Guidance at 2 CFR Part 200.

5. **Budget Submission:** Proposers must submit a detailed budget reflecting anticipated costs for operating and coordinating the One-Stop System as this RGA outlines. All proposed costs are subject to negotiation and approval by the AWIB.

AWIB reserves the right to:

- Increase or decrease funding allocations based on federal and state appropriations, programmatic needs, or performance.
- Withdraw or modify this RGA if funding becomes unavailable or priorities change.

By submitting a proposal, the proposer acknowledges and accepts that funding levels are subject to change and that AWIB is not liable for any costs incurred in preparing the proposal.

1.5 Award Terms

- **Duration of Contract:** The contract duration for the One-Stop Operator shall be a fixed term commencing on July 1, 2025, and ending on June 30, 2027. The initial contract term shall be twenty-four (24) months, with the option for up to two (2) one-year extensions. If an extension is exercised, the procurement process will be postponed accordingly and initiated upon completion of the extended contract term. Otherwise, a new procurement process will be initiated in 2027 upon completion of the initial contract term.
- **Contract Type:** The One-Stop Operator contract shall be awarded on a cost-reimbursement basis. The selected contractor shall be reimbursed for all allowable and reasonable costs incurred in the contract, subject to federal guidelines and Alaska Workforce Investment Board approval. These costs must align with the budget and scope of work defined in the contract.
- **Award Selection:** Only one (1) award will be given for the One-Stop Operator contract. The award selection will be based on evaluating proposals submitted in response to the Request for Grant Application (RGA) per the evaluation criteria outlined in the RGA documentation. The award will be made to the responsible offeror whose proposal is determined to be the most advantageous to the procuring entity, considering both technical and cost factors.
- **Renewal Options:** The initial contract term shall be twenty-four (24) months, commencing on July 1, 2025, and ending on June 30, 2027. The procuring entity can extend the contract for up to two (2) additional one-year terms, subject to satisfactory performance, continued need, and available funding. If an extension is granted, the procurement process will be postponed accordingly. If no extension is exercised, a new procurement process will be initiated in 2027 to select a One-Stop Operator for the subsequent contract term.
- **Governing Law and Regulations:** The One-Stop Operator contract shall be governed by and construed per the laws and regulations of the area where the procuring entity operates. The contractor shall be required to comply with all applicable federal, state, and local laws, rules, and regulations, as well as any additional requirements set forth by the procuring entity.
- **Termination and Suspension:** The procuring entity reserves the right to terminate or suspend the One-Stop Operator contract, in whole or in part, at any time during the contract period, for convenience or for cause, per the termination and suspension provisions outlined in the RGA and the resulting contract. In the event of termination or suspension, the contractor shall be entitled to receive reimbursement for all allowable and reasonable costs incurred up to the date of termination or suspension, subject to any applicable set-offs or deductions.
- **Modifications:** No modifications to the terms and conditions of the One-Stop Operator contract shall be binding unless made in writing and signed by the authorized

representatives of both the procuring entity and the contractor. Any requested modifications must be submitted per the procedures and requirements outlined in the RGA and the resulting contract.

- **Indemnification and Insurance:** The contractor shall indemnify and hold harmless the procuring entity, its officers, agents, and employees from all claims, losses, damages, or expenses, including reasonable attorney's fees, arising out of or in connection with the contractor's performance of the One-Stop Operator contract. The contractor shall also maintain sufficient insurance coverage, as specified in the RGA, to protect against any risks associated with the contract's performance.

1.6 Stevens Amendment

This project was supported by the Workforce Innovation and Opportunity Act (WIOA) and funded by the U.S. Department of Labor. The project's total cost is \$200,000.00, of which 100% (\$200,000.00) is financed with federal funds. No non-federal funds were used to finance this project. This funding is provided under the authority of WIOA.

2. Scope of Work

This Request for Grant Application (RGA) seeks a qualified One-Stop Operator to oversee and improve the delivery of workforce services at the Alaska Job Center Network and Affiliate (AJCN) Sites for the State of Alaska Workforce Development Area. The Operator will also ensure compliance with Workforce Innovation and Opportunity Act (WIOA) regulations, performance monitoring and collaboration, and enhancing customer service and communication. The goal is to improve employment and training outcomes for target populations, which include but are not limited to single parents, Alaska Natives and Native Americans, youth (Ages 14-24), justice-involved, older adults, WIOA, Temporary Assistance for Needy Families, and Vocational Rehabilitation eligible individuals, and to improve coordination of services and communication amongst AJCN offices, Affiliate sites, and the Alaska Workforce Investment Board.

2.1 Services to be Provided

The Services provided by the Alaska Workforce Investment Board (AWIB) One-Stop Operator will include:

- Effectively manage operations and coordinate services at One-Stop Career Centers, known as Alaska Job Center Network (AJCN) Centers in Alaska, and serve in the One-Stop Operator's established Workforce Innovation and Opportunity Act (WIOA) role.
- Communicate and collaborate with the AWIB staff and the board regarding Operator functions, goals, and performance metrics.
- Work with AWIB staff and WIOA providers to oversee quarterly WIOA performance metrics.
- Continuously improve customer service and staff development for AJCN and affiliate sites by monitoring foot traffic and customer trends and reviewing customer complaints, feedback, and surveys.
- Work with AWIB to complete annual programmatic and financial monitoring and reporting.
- In compliance with the WIOA, the Operator shall ensure that essential universal and individualized intensive career and business services are available based on job seekers' and businesses' needs.

Service Requirements

One-Stop Operator Management and Coordination

- Manage the day-to-day operations of Alaska Job Center Network (AJCN) centers, ensuring a seamless and customer-centric service delivery model.
- Coordinate services among Workforce Innovation and Opportunity Act (WIOA) partners, community-based organizations, and other stakeholders to provide comprehensive support for job seekers and employers.
- Implement policies, procedures, and service delivery strategies in alignment with WIOA regulations and the Alaska Workforce Investment Board (AWIB) goals and priorities.

Communication and Collaboration

- Communicate regularly with the AWIB staff and board to discuss operator functions, goals, and performance metrics.
- Collaborate with WIOA providers to support the development and execution of integrated service strategies, including sharing best practices and identifying areas for improvement.

Performance Metrics and Continuous Improvement

- Oversee the collection, analysis, and reporting of quarterly WIOA performance metrics, ensuring compliance with federal, state, and local reporting requirements.
- Identify opportunities for continuous improvement in customer service and staff development by monitoring foot traffic and customer trends and reviewing customer complaints, feedback, and surveys.
- Implement strategies to address identified areas for improvement, working with AJCN staff and partners to enhance service quality and customer satisfaction.

Service Delivery

- Ensure the availability of essential universal and individualized intensive career and business services based on job seekers' and employers' needs, as mandated by WIOA.
- Facilitate access to comprehensive support services, including job training, education, and employment resources, to help job seekers overcome barriers to employment and achieve their career goals.

High-Level Work Plan and Performance Schedule (Subject to Negotiation)

- Contract Start Date: 07/01/2025.
- Initial Operator Training and Onboarding: Within 30 days of contract start date
- First Quarterly WIOA Performance Metrics Report: Within 45 days of contract start date.
- Customer Service Improvement Plan Development: Within 60 days of contract start date.
- Ongoing Quarterly WIOA Performance Metrics Reporting: Due 15 days after the end of each quarter
- Annual Program Evaluation and Report: Due 30 days before the contract anniversary date
- Contract End Date: 06/30/2027
- Additional Key Service Aspects

The selected vendor should demonstrate experience in workforce development, One-Stop Operator management, and compliance with WIOA regulations. They should also have a strong commitment to customer service and the ability to collaborate effectively with diverse stakeholders, including government agencies, community organizations, and private sector partners.

General Requirements

A. Legal Requirements

- Compliance with local, state, and federal regulations, including the Workforce Innovation and Opportunity Act (WIOA), Americans with Disabilities Act (ADA), and Equal Employment Opportunity (EEO) laws.
- Adherence to all applicable licensing, permitting, and reporting requirements for workforce development services.
- Implement policies and procedures that protect client confidentiality and privacy per the Health Insurance Portability and Accountability Act (HIPAA) and other relevant privacy laws.

B. Staffing and Organizational Requirements

- The staffing model should include diverse professional(s) with experience in workforce development, case management, and job training services.
- Staff must be located at the Alaska Job Center Network (AJCN) centers and any affiliate sites in Alaska.
- Supervising and managing staff should ensure accountability, adherence to service standards, and continuous professional development.
- Pre-employment screening, including reference verification, must be conducted for all new hires.
- Staff training should encompass orientation, ongoing professional development, and updates on workforce development policies and best practices.
- Staff credentials and licensure should be maintained as required by local, state, or federal regulations or as necessary to provide specific services.

C. Data and Technology Requirements

- Provision of computer hardware and software necessary for efficiently operating AJCN centers and service delivery.
- Access to e-mail and internet capabilities for staff to facilitate communication, research, and resource sharing.
- Implement systems to assess client satisfaction, including regular surveys, feedback forms, and other customer experience measurement tools.
- Program evaluation should be conducted to measure outcomes, identify areas for improvement, and inform future service strategies.
- Records, data collection, and reporting must comply with local, state, and federal requirements, as well as Alaska Workforce Investment Board (AWIB) guidelines and performance metrics.

D. Financial and Compliance Requirements

- Insurance requirements, including general liability, workers' compensation, and any other applicable coverage, must be met.
- Financial control procedures should be in place to ensure the appropriate use of funds, prevent fraud, and maintain financial accountability.
- The AWIB must receive regular financial status reports detailing expenditures, budget adjustments, and other relevant financial information.
- Audited financial statements should be provided annually or as the AWIB requests.

E. Budget Requirements

- Adherence to cost standards and guidelines established by the AWIB and relevant funding agencies.
- Identify program funding sources, including federal, state, local, and private grants and any in-kind contributions or other financial support.
- Prorate costs, as necessary, to allocate expenses fairly among multiple funding sources or partners.
- Compliance with third-party reimbursement policies, if applicable, ensuring accurate billing and payment processes.
- Incorporation of flat fees, fee-for-service revenues, and other funding mechanisms, as appropriate, to support program sustainability and cost-effectiveness.
- Submission of sub-consultant cost schedules, if applicable, detailing the expenses associated with any subcontracted services or partnerships.

Role of the Alaska Workforce Investment Board

The Alaska Workforce Investment Board (AWIB) is a government agency responsible for overseeing and implementing workforce development initiatives in Alaska. This section outlines the AWIB's role in providing this service or program and supporting the vendor, including administrative and technical support, information access, and other responsibilities the AWIB plans to retain for which the vendor will not be responsible.

A. Administrative Support

- **Contract Management:** The AWIB will manage the contractual relationship with the selected vendor, ensuring compliance with all terms and conditions, monitoring performance, and processing invoices for payment.
- **Reporting and Accountability:** The AWIB will establish performance metrics and reporting requirements to align the vendor with the Request for Grant Application (RGA) objectives. The AWIB will also provide oversight, conduct regular reviews, and address performance issues.
- **Coordination with Other Agencies:** The AWIB will coordinate with other government agencies, educational institutions, and community organizations to facilitate partnerships and collaboration to support the vendor's workforce development services.

B. Technical Support

- **Guidance on Workforce Development Policies and Regulations:** The AWIB will provide information and guidance on federal, state, and local workforce development policies, regulations, and best practices to help the vendor navigate the complexities of the workforce system.
- **Data and Labor Market Information:** The AWIB will provide access to relevant labor market information, workforce data, and other resources to inform the vendor's service delivery and strategic planning.
- **Training and Capacity Building:** The AWIB will offer training and capacity-building opportunities to enhance the vendor's ability to deliver high-quality workforce development services.

C. Information Access

- **Information Sharing:** The AWIB will facilitate access to pertinent information, such as program guidelines, funding sources, and relevant stakeholders, to support the vendor's understanding of the local workforce ecosystem.
- **Communication Channels:** The AWIB will maintain open lines of communication with the vendor, providing updates on policy changes, funding opportunities, and industry trends that may impact service delivery.

D. Responsibilities Retained by the Alaska Workforce Investment Board

- **Strategic Planning and Prioritization:** The AWIB will be responsible for establishing the strategic direction of workforce development initiatives in the region, including setting priorities, identifying target industries, and allocating resources.
- **Policy Development and Advocacy:** The AWIB will advocate for effective workforce development policies and practices, engaging in policy discussions at the federal, state, and local levels.
- **Stakeholder Engagement and Partnership Building:** The AWIB will continue to engage stakeholders across the region, fostering collaboration and partnerships to support the overall workforce development ecosystem.

The Alaska Workforce Investment Board is critical in providing administrative and technical support, information access, and strategic direction to the selected vendor for workforce development services. By partnering with the AWIB, the vendor will benefit from the Board's expertise, resources, and commitment to building a skilled workforce that meets the local economy's needs.

2.2 Performance Metrics and Contract Management

Performance Metrics

The Alaska Workforce Investment Board (AWIB) wants to identify metrics to work with the awarded vendor(s) to monitor and improve performance during the contract's life. The Alaska Workforce Investment Board AWIB has identified initial metrics of interest and looks forward to working with the awarded vendor(s) to add to or refine this list during contract negotiations. The final set of performance metrics and collection frequency will be negotiated by the successful proposer and the Alaska Workforce Investment Board before the finalization of an agreement between parties. It may be adjusted over time as needed.

The Operator must meet and exceed all performance metrics established by the United States Department of Labor (USDOL), Alaska Department of Labor and Workforce Development, and the Alaska Workforce Investment Board. The Operator must actively participate in performance management activities, including meetings to review performance data, policies, and procedures. The Operator must also provide data related to service delivery, customer characteristics, and outcomes.

The Alaska Workforce Investment Board will also establish additional performance measures, which may include the following:

- Training outcomes for target populations (Workforce Innovation and Opportunity Act (WIOA) eligible, Temporary Assistance for Needy Families eligible, youth, single parents, veterans, older adults, re-entry) including but not limited to WIOA performance metrics (Employment 2nd and 4th Quarter, Median Earnings, Credential Attainment, and Measurable Skill Gains), barrier remediation, training outcomes, IEP (Individual Employment Plan goals and barriers, and Labor Market Information Data as applicable.

- Communication and collaboration on performance, fiscal measures, customer service issues or topics, and any other agreed-upon Key Performance Indicators to the Alaska Workforce Investment Board
- Customer engagement and service, including customer satisfaction and referrals with other key training services, including workshops, hiring events, and job referrals.
- Scheduled engagement and meetings with Alaska Job Center Network and Affiliate sites and workforce partners, along with other referral and collaboration requirements as established.
- Communicating and collaborating on statewide information, updates, or initiatives with Alaska Job Center Network or affiliate sites and communicating required or optional staff training and development opportunities.

Performance Metric	Data Source	Data Collection Frequency	Data Collection Responsibility	Data Review Cadence
Training and performance outcomes	AlaskaJobs	Quarterly	AWIB and Division of Employment and Training Services (DETS)	Quarterly – monthly follow-up discussions and yearly reviews are held.
Communication and collaboration of performance, fiscal, customer service, and other agreed-upon KPIs with the AWIB staff and board	Meeting minutes and notes. Reports submitted to AWIB staff.	Quarterly, based on meeting schedule.	One-Stop Operator, AWIB staff	Quarterly, before AWIB Meetings, as Needed.
Customer Service – customers engaged, served, or referred.	DETS Data, Surveys with customers and businesses	Quarterly	One-Stop Operator, DETS, AWIB	Quarterly before AWIB Meeting
Engagement with AJCN Partners; referrals and collaboration with other services	Meeting minutes and notes. Reports on coordination with partners and referrals.	Monthly	One-Stop Operator, Partner Reports	Monthly
Communication and collaboration of statewide information, updates, staff training, and development.	DETS, AWIB, and Workforce Partner Call attendance, information dissemination, and communication documentation.	As Needed	One-Stop Operator, DETS, AWIB Staff	Monthly

Contract Performance Monitoring

The Alaska Workforce Investment Board (AWIB) is committed to working closely with the selected vendor to implement the contract's goals successfully. This will be achieved through consistent communication, progress tracking, and proactive collaboration to address challenges and design course corrections as needed. Reliable and relevant data is necessary to drive service improvements, facilitate compliance, inform trends to be monitored, and evaluate results and performance. As such, AWIB reserves the right to request/collect other key data and metrics from vendors.

A. Communication and Reporting

- The selected vendor must communicate regularly with the AWIB, providing updates on progress, challenges, and any changes in the scope of work or service delivery.
- Performance reports must be submitted to the AWIB as specified in the contract. These reports should include, but are not limited to, the following information:
 - A summary of services provided during the reporting period.
 - Progress towards achieving the contract's goals and performance metrics.
 - Any challenges encountered and proposed solutions.
 - Any changes in staffing, resources, or other factors affecting service delivery.
- Performance reports must be submitted in a format specified by the AWIB and in compliance with applicable local, state, or federal reporting requirements.

B. Progress Tracking and Performance Metrics

- The AWIB and the selected vendor will jointly establish performance metrics and targets to measure the contract's success and track progress toward achieving its goals.
- Performance metrics may include the number of individuals served, job placements, employer engagement, and customer satisfaction.
- The selected vendor must consistently track and report on these performance metrics, using the data to inform service delivery improvements and course corrections as needed.

C. Collaboration and Course Corrections

- The AWIB will actively collaborate with the selected vendor throughout the contract to address challenges and design course corrections.
- The AWIB may schedule regular meetings, site visits, or conference calls with the selected vendor to discuss progress, challenges, and potential adjustments to the scope of work or service delivery approach.
- The selected vendor is expected to proactively identify challenges and propose solutions, working closely with the AWIB to ensure the successful implementation of the contract's goals.

The contract performance monitoring process for the One-Stop Operator Request for Grant Application emphasizes consistent communication, progress tracking, and collaboration between the AWIB and the selected vendor. Through this process, the AWIB aims to ensure the successful implementation of the contract's goals and maintain an elevated level of service quality for the State of Alaska.

3. Submission Instructions

3.1 Proposal Content

To ensure a complete and comprehensive proposal, proposers must submit all required forms and attachments as specified in the Request for Grant Applications (RGA). Additionally, all forms in the Appendix (Section 6) of the RGA must be completed. Incomplete proposals may be deemed non-responsive and disqualified from the evaluation process.

A. The Alaska Workforce Investment Board RGA

- Proposers must submit the Response workbook, which may include the following information required for each RGA: an executive summary, organizational background, service delivery approach, staffing and resources, high-level budget summary, or performance metrics and outcomes.

B. Additional Attachments

- Proposers must submit any additional attachments as required and stated in the RGA. These may include organizational charts, staff information on who will be responsible for needed letters of support or references, sample reports, work plans, or other documents demonstrating the proposer's ability to effectively track and report performance metrics.

Submission Instructions

All proposers must adhere to the submission guidelines outlined below to ensure a fair and transparent process. Failure to comply with these instructions may result in disqualification.

A. How to Submit

- Grant applications must be submitted to the Alaska Workforce Investment Board (AWIB) via email to awib@alaska.gov. **Applications are due on Wednesday, April 16, 2025, by 11:59 p.m.**

B. Helpful Tips for Developing a Successful Grant Application

- Clearly demonstrate your understanding of the scope of services and requirements outlined in the Request for Grant Application (RGA).
- Provide detailed information on your organization's experience, qualifications, and capacity to deliver the required services.
- Offer innovative solutions and strategies to address the needs of the State of Alaska.
- Be concise and well-organized, and ensure your proposal is free of grammatical errors.

C. Procedures for Submitting Questions

- Proposers may submit questions regarding the RGA via email to jeffrey.steeprow@alaska.gov
- All questions must be submitted no later than nine (9) business days before the RGA deadline. The deadline for submitting questions is Monday, April 7, 2025.
- Answers to submitted questions will be compiled and shared with all proposers via the AWIB Grant Opportunity website at [AWIB Grant Opportunities](#)

Adherence to these submission instructions ensures a fair and efficient procurement process. By carefully following these guidelines, proposers can increase their chances of submitting a successful proposal and avoid potential disqualification.

4. How We Choose

4.1 Minimum Qualifications

To successfully implement the One-Stop Operator services, the Alaska Workforce Investment Board (AWIB) has established the following minimum qualifications for vendors interested in bidding on this opportunity. These qualifications have been carefully considered to maintain a competitive procurement process while ensuring that the selected vendor meets essential standards.

1. Proposers must be legally authorized to conduct business in Alaska.
2. Proposers must have been kept from being debarred, suspended, or otherwise disqualified from doing business with federal, state, or local government agencies.
3. Proposers must have at least three years of experience in workforce development, job training, or a closely related field.
4. Proposers must hold all licenses, certifications, or accreditations required by local, state, or federal regulations to provide the specified services under this Request for Grant Application.

The respondent may be a private for-profit, non-profit, or government agency. Elementary and secondary schools are not eligible bidders. Eligible respondents include:

1. Institutions of higher education;
2. Community organizations;
3. Non-traditional public schools, e.g., night or adult school, career or technical education school;
4. Workforce intermediaries;
5. Business organizations, including chambers of commerce;
6. Labor organizations;
7. Staffing or talent companies;
8. A consortium of public agencies. If the consortium comprises career center partners, it must include at least three of the WIOA-required partners;
9. Employment Service State Agency established under the Wagner-Peyser Act (29 U.S.C. 49); and
10. Government Agency

Respondents may submit proposals in which subcontractors are identified to provide program components. Respondents may also identify organizations with which to collaborate to enhance the project design.

Successful respondents must be able to innovate, design, and develop complex programs with multiple funding sources, achieve, track, and report outcomes, and meet government accounting and expense requirements. The agreement between the Alaska Workforce Investment Board and the One-Stop Operator shall specify the operator's role.

4.2 Evaluation Criteria

The selection committee will first evaluate and rank responsive Request for Grant Application (RGA) submissions on the following selection Evaluation Criteria, weighing the factors listed below and assessing that score. A respondent may receive the maximum points, a portion of this score, or no points at all, depending upon the merit of its response, as judged by the selection committee per:

Experience and Technical Competence: This will include a review of the organization's qualifications, experience, and capacity in program management and as a fiduciary, as documented in the RGA.

Quality of Program Design: This will include reviewing the program design, innovative strategies to be utilized, staffing plan, and financial plan, as documented in the RGA.

Demonstrated Performance History and Ability to Meet Goals: This will include a review of past performance history and goals and objectives, including, without limitation, competency, responsiveness, work quality, and the ability to meet performance goals, as documented in the RGA.

Costs, Budget Justification, and Leverage of Funds: This section will review the Price Proposal's line-item budget and budget narrative, as defined in the RGA. It will also include a review of the proposed budget's cost-effectiveness. Due to the requested services, the Price Proposal will be evaluated on the percentage of administrative costs, including indirect and management fees/profit (if applicable), compared to direct program/participant costs.

EVALUATION CRITERIA	% ALLOCATION
<u>Experience and Technical Competence</u> <ul style="list-style-type: none"> Organizational capacity to manage Alaska Job Center Network centers, organizational and governance structure, mission and services alignment, and overall funding share. (10%) Experience and knowledge in managing Alaska Job Center Network, Affiliate, or One-Stop Centers. (15%) 	25%
<u>Quality of Program Design</u> <ul style="list-style-type: none"> Effective strategies for developing an integrated service delivery system and ensuring coordination and alignment among One-Stop partners (15%) Effective strategies for overseeing, monitoring, and evaluating the performance of WIOA providers, mandated partners, and other partners regarding customer service, staff development, and other established measures (15%) Effective internal controls to ensure separation of roles as operator and service provider and strategies to prevent conflicts of interest (10%) 	40%
<u>Demonstrated Performance History and Ability to Meet Goals</u> <ul style="list-style-type: none"> Record of success and demonstrated capacity to meet WIOA-negotiated performance goals and other required performance measures (10%) Demonstrated capacity to identify and address all customer (jobseeker and employer) needs (5%) Demonstrated capacity to monitor ongoing performance internally (5%) 	20%
<u>Costs, Budget Justification, and Leverage of Funds</u> <ul style="list-style-type: none"> Review of the Proposal's line-item budget and budget narrative. (10%) Review of the cost-effectiveness of the proposed budget. (5%) 	15%

4.3 Selection Process, Award, and Protest Procedures

Selection Schedule

Schedule	
Event	Date(s)
RGA issue date	03/17/2025
Deadline for questions	04/07/2025
Proposals due	04/16/2025 by 11:59 pm
Anticipated contract award date	06/01/2025
Anticipated contract execution date	07/01/2025

Selection and Award Process

The selection and award process is designed to ensure fair, transparent, and competitive procurement, resulting in the selection of the most qualified vendor to meet Alaska's needs.

A. Round One: Responsiveness Review

- In the first round, the Alaska Workforce Investment Board (AWIB) will conduct a responsiveness review to determine the completeness of required documents.
- Proposals that do not meet the minimum qualifications or fail to provide all required documents may be disqualified.

B. Round Two: Evaluation Committee Assessment

- In the second round, an evaluation committee comprising AWIB members and staff will review and score the written proposals based on the criteria outlined in the Request for Grant Application.
- The evaluation committee will assess each proposal's demonstrated experience, qualifications, proposed service delivery approach, and cost-effectiveness.
- Top-scoring proposers may be invited to participate in a round-three interview or demonstration.

C. Round Three: Interviews, Presentations, or Demonstrations

- In the third round, shortlisted proposers may be required to further participate in interviews, presentations, or demonstrations to demonstrate their qualifications and proposed service delivery approach.
- The evaluation committee may also request site visits to gain additional insights into the proposer's operational capabilities and service quality.

Award Decision

After completing all evaluation rounds, the committee will recommend the highest-scoring proposer to the Alaska Workforce Investment Board (AWIB) for contract award.

The AWIB reserves the right to negotiate with the selected proposer to refine the scope of work, deliverables, and contract terms.

The award decision will be based on the best overall value, considering qualifications, proposed service delivery approach, and cost-effectiveness.

Protest and Appeals Process

The Alaska Workforce Investment Board (AWIB) reserves the right to reject all proposals received because of this RGA and retain all proposals received. AWIB will notify all applicants about the acceptance or rejection of proposals, and those not selected will be allowed to file an appeal of their rejection in writing within thirty (30) days of receiving the rejection letter. Once the appeal has been received, Dirk Craft, Executive Director of AWIB, will contact the rejected applicant to explain the appeal process.

5 Terms and Conditions

This proposal package must be completed for all class-size funding requests submitted to the Alaska Workforce Investment Board (AWIB). All proposals must be designed in full compliance with the format provided in this Request for Grant Application (RGA) packet. Failure to abide by this policy will result in your proposal being rejected.

The application resulting from these instructions does not commit the Alaska Workforce Investment Board to award any contract for services or supplies or pay for any costs incurred in preparing this application. The AWIB reserves the right to accept or reject any proposals, to negotiate with all applicants, and to cancel any part of this application package. AWIB may request the applicant to participate in negotiations or to submit revisions to the proposal.

Application approval does not guarantee funding as funding for training is dependent upon receipt of funds under the Workforce Innovation and Opportunity Act and other funding sources.

Monitoring

The Assistant Director of the Alaska Workforce Investment Board is responsible for reviewing all in-house and contractual operations. The primary purpose of monitoring is to evaluate program effectiveness, ensure compliance with mutually agreed goals, and offer technical assistance and recommendations for corrective action to subgrantees as deemed necessary.

The Alaska Workforce Investment Board Monitor will periodically monitor all funded proposal submitters. The visits may include the following areas: training, fiscal, participant files, administrative records, participants' terminations (plan vs. actual), follow-up, participant responses, the monitor's observations, and problem areas.

Financial Records, Personnel, and Close-Out Procedures

All proposing organizations shall be responsible for keeping their financial records. This includes regular maintenance of timesheets, individual payroll records, payroll journals, quarterly and yearly tax returns, and general ledger records. Timely tax deposits should be made with Federal, State, and local governments. The Alaska Workforce Investment Board will provide any technical assistance required, provided there is a mutually agreed-upon need for such aid.

All contractors must submit a formal close-out package to the Alaska Workforce Investment Board within 30 days of the program's conclusion.

6 Appendix

The Appendix section of this Request for Grant Application provides required forms and documents that proposers must review, complete, and submit as part of their proposal package. These forms and documents ensure compliance with various regulations, policies, and requirements associated with providing services. By completing and submitting these forms, proposers demonstrate their commitment to adhering to all necessary legal and ethical standards throughout the contract period.

- A. Exhibit A – 1 – Proposal for WIOA One-Stop Operator Grant Application
 - a. This form formalizes the applicant’s proposal and ensures compliance with WIOA funding requirements. It is an official commitment to deliver One-Stop Operator services per the Alaska Workforce Investment Board’s expectations and funding regulations.
- B. Exhibit A – 2 – Conflict Disclosure Form
 - a. This form ensures the fair and impartial administration of WIOA funding by requiring organizations to disclose and mitigate conflicts of interest, thereby maintaining integrity and transparency in the grant award process.
- C. Exhibit A – 3 – Project Narrative
 - a. The form explains how the applicant will manage and operate the Alaska Job Center Network. It outlines the organization’s experience, approach, and strategies for service coordination, performance oversight, and compliance with Workforce Innovation and Opportunity Act requirements.
- D. Exhibit A – 4 – Budget and Budget Narrative
 - a. This form is a detailed explanation of the proposed budget, justifying how funds will be allocated to support the management and operation of the Alaska Job Center Network. It breaks down personnel costs, administrative expenses, service delivery costs, and other key expenditures, ensuring transparency and cost-effectiveness. The narrative should demonstrate alignment with WIOA requirements, explain cost rationale, and, if applicable, outline leveraged resources or in-kind contributions. This section helps evaluators assess whether the budget is reasonable, necessary, and sustainable for the proposed scope of work.
- E. Exhibit A – 5 – Organizational Information and Attachments
 - a. This form ensures applicants submit all required documents to verify their qualifications, financial responsibility, and compliance with WIOA regulations. It includes the Request for Grant Application, key personnel information, a Program Narrative detailing experience and service delivery, budgetary documents, and signed assurances. This checklist standardizes submissions, ensuring that the Alaska Workforce Investment Board can evaluate proposals consistently and transparently.

Failure to submit these forms may disqualify a proposal from the evaluation process. Proposers are encouraged to carefully review and complete all forms in the Appendix to ensure a complete and compliant proposal package.

6.1 Exhibit A – 1 – Proposal for WIOA One-Stop Operator Grant Application

The applicant's responses to the following questions will constitute their proposal for this Request for Grant Application. All attachments and exhibits prepared by the Workforce Development Board and referenced herein are incorporated by reference. Information provided by the proposer, such as program offerings, curriculum, key personnel, and performance metrics, may be included in the final contract.

PROPOSER INFORMATION

Organization Name: _____

Organization Type: ☐ Nonprofit ☐ Private Entity ☐ Government Agency ☐ Consortium

Primary Contact Name: _____

Title: _____

Address: _____

City, State, Zip: _____

Phone Number: _____

Email Address: _____

Federal Employer Identification Number (FEIN): _____

DUNS Number (if applicable): _____

FUNDING SUMMARY:

	Amount:
One-Stop Operator Funds Requested	
Funds from Other Sources (if available)	
In-kind Contribution Value (if available)	
Total Project Cost	

ACKNOWLEDGMENT

I, the undersigned, certify that the information provided in this Request for Grant Application has been reviewed in its entirety and is true and accurate to the best of my knowledge. I understand that any false or misleading statements may result in disqualification from funding consideration. I agree to comply with all applicable Workforce Innovation and Opportunity Act regulations, federal and state laws, and reporting requirements.

The affixed signature accepts responsibility on behalf of said organization to inform its members of the content herein. All terms and conditions of this Request for Grant Application shall be a part of any contract entered into because of this proposal.

Authorized Representative Signature: _____

Title: _____

Organization: _____

Date Signed: _____

6.2 Exhibit A – 2 – Conflict Disclosure Form

Please disclose any conflicts or potential conflicts of interest that any board member, officer, director, or administrator of the organization may have with the Pocono Counties Workforce Development Area or its officers. Only those listed below need to be disclosed. One form per conflict is required. Please duplicate as necessary to disclose fully. All disclosure forms must be electronically signed, regardless of conflict.

Conflict of Interest is defined as the substantial probability that an individual's actions will result in measurable direct benefits accruing to the individual as opposed to benefits accruing in general to an industry.

Organization Name: _____

Individual's Name: _____

Individual's Position: _____

May have a conflict or potential conflict of interest, including any familial relationship, with any of the following (mark all that apply):

- ☐ Member or members of the Alaska Workforce Investment Board;
- ☐ Staff appointed by the Alaska Workforce Investment Board;
- ☐ Staff at Alaska Job Center Network Site or Affiliate Sites;
- ☐ Any other staff within the State of Alaska Workforce Development Area.

Please briefly specify any and all mitigation measures to avoid, in fact or appearance, any conflicts or potential conflicts of interest:

Authorized Representative Signature: _____

Title: _____

Organization: _____

Date Signed: _____

6.3 Exhibit A – 3 – Project Narrative

Project Abstract:

1. Share a brief description of the proposed project, including project activities to be undertaken and resources used.
2. Provide a high-level overall timetable for the proposed project. The project must be initiated after the grant agreement is executed and concluded no later than June 30, 2027.
3. Provide a high-level budget summary. Please make clear what the program funds will be used for. This does not replace the required budget narrative in the budget form.
4. Is the proposed project an extension or expansion of an existing offering or service? If so, please briefly summarize your existing offering. If not, please describe your experience with similar projects.
5. Explain the outputs that the project activities will produce or accomplish for beneficiaries. What metrics will be used to evaluate project effectiveness and assess whether the work is on track?
6. Please highlight any effects for residents who face significant barriers to employment, including Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, or Youth eligible individuals, as well as individuals who face any other barriers to employment.
7. Describe fiscal and administrative controls within your organization to properly manage these funds and provide quarterly budget and project performance reporting to the Alaska Workforce Investment Board.
8. If the Alaska Workforce Investment Board cannot provide the requested funds, how will you fill that funding gap and/or adjust programming to reflect the new budget?
9. Describe how the proposed project aligns with the specific performance measures outlined in the RGA. What targets will be set, and what strategies will ensure they are met?
10. Detail how you plan to engage participants (especially those who are WIOA or Temporary Assistance for Needy Families eligible) and ensure they benefit from the services provided.
11. As the RGA mentions, describe any partnerships or collaborations with local businesses that will facilitate job placements or training opportunities.
12. Explain any innovative methods, services, or technologies you will incorporate to enhance service delivery and participant support.
13. Specify systems that effectively collect data and report performance metrics to meet RFP compliance.
14. Describe your organization's previous experience working with WIOA Eligible populations, particularly those facing barriers to employment
15. What mechanisms will you implement to gather feedback from participants and employers, and how will this inform program improvements?

6.4 Exhibit A – 4 – Budget and Budget Narrative

BUDGET SUMMARY	
Category	Year 1
Personnel	
Fringe Benefits	
Travel	
Equipment	
Supplies	
Contractual	
Construction	
Other	
Total Direct Charges	
Indirect Charges	
Total	\$

Personnel			
Position Title	% on Project	Base Salary	Total
PERSONNEL TOTAL			\$

Fringe Benefits			
Position Title	% on Project	Base Fringe	Total
FRINGE BENEFITS TOTAL			\$

Travel			
Description	# of trips	Cost per trip	Total
Instate travel			
Out-of-state travel,			
TRAVEL TOTAL			\$

Supplies		
Item	Cost per item	Total
SUPPLIES TOTAL		\$

Contractual		
		Total
CONTRACTUAL TOTAL		\$

Other		
		Total
OTHER TOTAL		\$

Indirect		
		Total
INDIRECT TOTAL		\$

6.5 Exhibit A – 5 – Organizational Information and Attachments

Required and Supplemental Organizational Documents Checklist (attach one set only).

- ☐ Exhibit A – Request for Grant Application (RGA) Application
- ☐ A list of persons who will execute the project and manage the funded activities. Include descriptions of their education, work experience, and qualifications. Current curriculum vitae may describe education, work experience, and qualifications.
- ☐ The Organization's latest IRS Form W-9 (Request for Taxpayer Identification Number & Certification)
- ☐ Program Narrative (Supplemental): This should include any supplementary documents that the applicant may deem necessary that are not included in the submitted RGA Application. These documents can include but are not limited to the following:
 - Organizational Experience and Technical Competence
 - Program Description, Design, Service Schedule, or Outline
 - Demonstrated Performance History and Ability to Meet Goals
- ☐ Budgetary Documents: This should include but is not limited to the following:
 - Costs, Budget Justification, Leverage of Funds
 - Line-Item Budget
 - Statement of Expenditures

Submission Instructions:

- Completed applications **are due on Wednesday, April 16, 2025, by 11:59 p.m.**
- Submit via email to awib@alaska.gov
- For questions, contact **Jeff Steeprow** at jeffrey.steeprow@alaska.gov

7. Assurances

1. The Subcontractor certifies that no federally appropriated funds awarded under this agreement will be used for lobbying activities and that any funds other than federally appropriated funds that have been or will be used for lobbying activities have been appropriately disclosed.
2. The Subcontractor agrees to provide a drug-free workplace per the requirements of the Drug-Free Workplace Act.
3. The Subcontractor certifies that neither it nor its principles are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any Federal department or agency. The Subcontractor certifies that it shall provide immediate written notice to the Contractor if it learns that its certification was erroneous when submitted or has become erroneous because of changed circumstances.
4. The Subcontractor assures us that it has adequate administrative and accounting controls, supervisory and training capacity, and materials and supplies to fulfill its obligations under this agreement.
5. Both the Contractor and Subcontractor agree to prohibit their employees from using their positions for a purpose that is or appears to be motivated by a desire for private gain for themselves, particularly those with whom they have family, business, or other ties.
6. The Subcontractor can only subcontract any aspect of this agreement with the written approval of the Contractor.
7. The Subcontractor assures that it will comply fully with the Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act, including the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1974, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including, but not limited to 29 CFR part 34, Copeland Anti-Kickback Act; Davis Bacon Act; Compliance with all applicable standards, orders, or requirements issued under the Clean Air Act, Clean Water Act, Environmental Protection Agency regulations for contracts/grants exceeding \$100,000; Mandatory standards and policies relating to energy efficiency that are contained in the state energy conservation plan issued in compliance with Energy Policy and Conservation Act; Patent rights; and Copyrights and rights to data.
8. The Subcontractor assures us it complies with their respective State's Unemployment Compensation and Workers Compensation Laws.
9. The Subcontractor assures us it will fully comply with the Workforce Innovation and Opportunity Act requirements and all Federal and State Regulations.
10. The Subcontractor assures us that it will abide by the Alaska Workforce Investment Board property purchase procedures when purchasing any non-expendable property. This applies to any non-expendable property purchased using funds from this agreement. Before its acquisition, the Alaska Workforce Investment Board must approve the purchase of non-expendable property. Please get in touch with the Alaska Workforce Investment Board regarding these procedures.
11. The Subcontractor will comply with the Federal, State, and Local Child Labor Laws, the WIOA program regulations published in the Federal Register, and the Title I Youth Policies and Procedures published by the Bureau of Workforce Development Partnership.
12. The Subcontractor assures it will comply with the Contract Work Hours and Safety Standards Act. (40 U.S.C. §§ 327-333).

13. The subcontractor assures they will comply with the Confidentiality Policy of the Alaska Workforce Investment Board. (A primary obligation of all Workforce Innovation and Opportunity Act personnel, contractors, and sub-contractors is to safeguard all written or spoken information regarding any client. Agency personnel are defined as anyone who functions in any service and/or administrative capacity. These individuals are bound by WIOA policy not to reveal the identity circumstances of any past or current clients except to authorized school or agency personnel working with our clients or by client consent.
14. The Subcontractor will ensure that no funds under WIOA are used to assist, promote, or deter Union organization.
15. The Subcontractor assures it will comply with Minimum Wage Requirements.