



Request for Proposals

to

Serve as the One-Stop Operator
in Northern Kentucky's
Kentucky Career Center Network

Services to be Performed During
the 2026 Program Year
(July 1, 2026, through June 30, 2027)
with Possibility of Yearly Renewals to June 30, 2029

Issued by

The Northern Kentucky Workforce Investment Board

January 6, 2026

I. Description of the Northern Kentucky Workforce Investment Board (NWKIB) and Northern Kentucky Local Workforce Development Area (NWKDA)

The Northern Kentucky Workforce Investment Board (NWKIB) is the workforce development strategy and policy board for the Northern Kentucky Workforce Development Area (NWKDA), formed and certified under the provisions of the federal Workforce Innovation and Opportunity Act (WIOA) of 2014. The NWKDA consists of eight (8) counties in Northern Kentucky: Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, and Pendleton.

The NWKIB does not act as the One-Stop Operator, instead contracting for the delivery of those services in alignment with guidance from the Kentucky Education and Labor Cabinet. Once the contract has been awarded, the NWKIB interacts administratively with the contractor, providing leadership, guidance, professional development, technical assistance, monitoring, and other activities to ensure that the contractor faithfully executes the strategies and policies of the NWKIB.

Funding for the NWKIB comes from the US Department of Labor, Employment, and Training Administration, through the Kentucky Education and Labor Cabinet, under the federal Workforce Innovation and Opportunity Act (WIOA).

II. General Procurement Terms and Information

A. Procurement Term

The initial period of contract performance will be July 1, 2026, through June 30, 2027. Funding will be provided/renewed on an annual basis. The NWKIB reserves the option to extend this contract for two additional years (until June 30, 2029) based on the availability of funds, contract performance, and the workforce needs of the NWKIB and the region as evaluated by the NWKIB.

The NWKIB reserves the option to use this procurement to add or increase workforce services within the region if additional funding for related workforce services becomes available and it is in the best interest of the region and the NWKIB to do so.

B. Procurement Timeline

This RFP will be available from the NKADD (Northern Kentucky Area Development District) website at www.nkadd.org, beginning January 6, 2026. The timetable for this procurement process is:

- **January 6, 2026:** RFP Release Date (local, state, national)
- **January 20, 2026:** Bidders' Conference at 11 AM – 11:30 AM EST
- **February 4, 2026:** Proposals due by 4:30 PM EST
- **February 16 - 20, 2026:** Staff Compliance Review
- **March 17, 2026:** Proposals and Results of Staff Compliance Review will be provided to the NWKIB Program & Youth Committee for their information prior to the funding meeting
- **April 14, 2026:** NWKIB Program & Youth Committee Funding/Contract Award Recommendations
- **May 12, 2026:** NWKIB Approval of Contract Award/ Funding Recommendation

- **June 2026:** Chief Local Elected Official (CLEO) Approval of Contract
- **July 1, 2026:** Contract Implementation Date

C. Bidders Conference

An optional Bidders Conference will be held in Florence, Kentucky at 11 AM – 11:30 AM EST on January 20, 2026 (Staff reserves the right to reschedule this event in the event of an emergency). The conference will be held in the Northern Kentucky Area Development District conference room at 22 Spiral Drive, Florence, KY. This bidder's conference will address questions about roles sought by the RFP issued by the NKWIB for One-Stop Operator. Bidders are not required to attend the conference. Failure to attend will not affect the score of a bidder's proposal.

Questions and answers from the bidder's conference or any questions submitted before the questions deadline that provides significant clarification of the intent of the RFP, the services requested by the RFP, or other factors affecting proposals will be posted on the NKADD website at www.nkadd.org under RFPs/Applications. Questions from prospective bidders may be submitted at any time before February 4, 2026 @ 4:30 PM EST to

operatordirectservicesrfp@nkadd.org.

D. Workforce Investment Board Action

After a technical review performed by the NKWIB staff, proposals meeting all RFP requirements will be presented to the NKWIB. The NKWIB will determine the award of the contract. Once selected by the NKWIB, the Local Elected Officials (LEOs), as defined by WIOA, will vote to approve the contracted provider. **Right to Cancel and Negotiate**

The NKWIB reserves the right to delay, amend, reissue, or cancel all or any part of this RFP at any time without prior notice. Any changes resulting from the WIOA 2022 reauthorization will be reflected in the guidance issued to carry out this contract. If necessary, the NKWIB staff will notify the subcontractor of changes and modify the contract.

This RFP does not commit the NKWIB to accept any proposal, and the NKWIB will not be responsible for any costs incurred by a bidder in the preparation of responses to this RFP.

The NKWIB reserves the right to reject any or all proposals, to accept or reject any or all items in any proposal, and to award contracts in whole or in part as is deemed to be in the best interest of the NKWIB. In addition, the NKWIB reserves the right to negotiate with any bidder after proposals are reviewed.

The NKWIB reserves the right to negotiate the final terms of the contract with successful bidders.

III. Proposal Submission Instructions and Content Requirements

A. Submission Instructions

Proposals must be received by the NKADD no later than 4:30 PM EST on February 4, 2026. Bidders must submit one electronic copy of their proposal. The electronic copy should be emailed to: operatordirectservicesrfp@nkadd.org. If the proposal document is too large to use email, please use Dropbox.com to share the document with

operatordirectservicesrfp@nkadd.org. An electronic receipt will be sent upon receiving the proposal.

No hardcopy proposals will be accepted

B. Content Requirements

The proposal should consist of the following information in this prescribed order. (Number and letter each section of the bidding organization's answer appropriately.):

1. Proposal Cover and Affirmations Form

Completed Proposal Cover and Affirmations Form (see ***Appendix 1***)

2. Executive Summary

Provide a brief description of the bidding organization's mission and history and how it complements the NKWIB vision, mission, core values and strategic plan.

The summary may not exceed 1 single-spaced, single-sided 8.5 x 11-inch page with Times New Roman 12-point font and 1-inch margins.

3. Narrative (See VIII, page 10 for additional information)

4. Budget Narrative (See X, page 13 for additional information)

5. Required and Supportive Documentation (See XI, pages 13 & 14 for additional information)

IV. Service Solicited by this Request for Proposals (RFP)

This Request for Proposals (RFP) seeks proposals for organizations to manage the American Job Centers through the Kentucky Career Center – Northern Kentucky (KCC) system by:

Serving as the One-Stop Operator for Northern Kentucky's workforce services network in all eight counties served by the NKWIB, including coordinating the services of one-stop network partners at any full-service career center(s), affiliate career center(s), or other service outlet(s) in those counties.

One-Stop Operator services may not be subcontracted.

Prospective bidders are prohibited from interviewing or soliciting information from the existing One-Stop Operator or any Kentucky Career Center staff/partners. Questions from prospective bidders may be submitted at any time before February 6, 2026 @ 4:30 PM EST to operatordirectservicesrfp@nkadd.org.

Upon initial selection of a successful proposal, the NKWIB retains the right to negotiate with the successful organization to modify the proposal and determine the terms of the contract before the award becomes final. If such negotiations fail to produce an agreement, the NKWIB reserves the right to retract its approval of that proposal and select another proposal.

V. One-Stop Operator

WIOA establishes the position of One-Stop Operator (Section 121[D]) and allows local workforce areas a great deal of latitude in defining the specific functions of this position. **Overall, the primary role of the One-Stop Operator for the NKWDA is to provide onsite, tactical, day-to-day, and operational leadership to the Kentucky Career Centers – Northern Kentucky, under the guidance, leadership, and strategic plan of the NKWIB.**

Note: Bidders should reference *Appendix 2* (organizational chart) for more details.

In the NKWDA, the One-Stop Operator is to perform the following key functions:

A. First Impressions and Customer Service

1. Hire, train, and supervise front desk reception staff members (First Impressions Specialists) and oversee the daily staff schedule.
2. Promote a customer-centered design, flow/process, and culture in all KCC locations.
3. Coordinate the KCC partner schedule as needed.
4. Ensure a professional appearance and high-quality aesthetics of the KCC facilities (interior and exterior); report and follow-up on maintenance, cleaning, repairs, and/or improvements.
5. Maintain a full stock of approved, current, KCC branded material (and suitable partner/employer literature), display appropriate interior/exterior signage (emphasize KCC first) and maintain virtual billboards in all locations.
6. Ensure KCC Customer Service Committee meets regularly and sufficiently to carry out the committee's purpose.
7. Ensure an optimal experience for all customers.
8. Maintain ADA compliance and inclusivity of all KCC customers and staff during daily operations and during the development of new initiatives or operational changes.
9. Resolve customer complaints and issues; notify the NKWIB Director of any incidents.
10. Complete incident report(s) for any safety or health situation that involves staff or customers and occurs onsite at the KCC.
11. Develop and implement Customer Service training (and related topics) for KCC staff, specifically designed for staff/partners/support staff.
12. Coordinate onsite customer (job seeker and employer) satisfaction survey process and address customer satisfaction deficiencies.
13. Ensure that partner staff receives KCC-branded name tags to support unified messaging to customers.
14. Communicate all relevant information to NKWIB Director.

B. Service Coordination and Continuous Quality Improvement

1. Coordinate the delivery of services of One-Stop (KCC) partners and service providers in the eight counties served by the NKWIB.
2. Work closely with KCC partners to ensure an inclusive and integrated service delivery approach, emphasizing service functions over agency/organization.
3. Lead the Kentucky Career Center/One-Stop certification process.
4. Maintain and update the career center's local Memo of Understanding (MOU) in accordance with state's direction.
5. Develop, negotiate, maintain, and reconcile the career center's Infrastructure Funding Agreement (IFA) to support the local Memorandum of Understanding (MOU) and demonstrate the KCC partners' proportionate resources and contributions.

6. Provide ongoing resources and/or training to maintain quality in customer service.
7. Support the NKWIB's strategic plan and assist with regional industry sector/workforce initiatives.
8. Facilitate or co-facilitate regularly scheduled meetings to build and maintain a collaborative culture, improve service delivery, and evaluate progress toward shared goals.
9. Serve as a resource for staff of partner agencies.
10. Provide reports on Career Center system activities.
11. Facilitate the sharing and maintenance of data, with emphasis on the state system(s).
12. Actively participates on the KCC Continuous Quality Improvement (CQI) team.
13. Maintain accurate and timely data and submit all monthly reports on or before the established deadline.
14. Ensure KCC's Staff Development Committee is meeting regularly and sufficiently to carry out committee's purpose.

C. Outreach/Marketing/Social Media

1. Manage the KCC social media pages to maintain and expand the social media presence of the KCC.
2. Ensure KCC Outreach Committee meets regularly and sufficiently to carry out committee's purpose.
3. Carry out marketing/outreach efforts as directed by NKWIB, use platforms to establish Career Center as the 'go to' for job services.
4. Respond to customer messages/emails from social media pages.
5. Monitor KCC's social media and website to ensure accurate and professional content; report any issues to the NKWIB Director.
6. Ensure marketing/outreach efforts align with State branding and local NKWIB guidelines.
7. Comply and monitor compliance with KCC and NKWIB Branding Guidelines; make necessary corrections and report unresolved issues to the NKWIB Director.
- 8.

D. Safety, Security and Wellness

1. The One-Stop Operator will successfully perform the following functions to ensure a safe, secure, and healthy environment and work culture for customers and staff (any unresolved issues or issues of importance need to be reported to the NKWIB Director asap).
2. Monitor safety and security of KCC locations; resolve issues immediately.
3. Oversee/coordinate the daily opening and securing of each career center
4. Resolve customer complaints and concerns and/or de-escalate situations.
5. Report facility/property damage and/or maintenance issues immediately to the property management company.
6. Provide support, assistance, and resolution to facility needs, safety concerns, or other related problems.
7. Develop, update, and maintain Emergency Action Plans for each location; provide (electronic and/or printed) copies of plans for all KCC staff/partners.
8. Enforce the adherence to KCC certification standards, including Standard Operating Procedures (SOPs) and Emergency Action Plans.
9. Schedule, coordinate, and facilitate semi-annual safety drills for fire and tornado/severe weather scenarios; maintain documentation of these activities.
10. Report suspected or actual criminal activity to law enforcement ASAP.
11. Organize and facilitate the cleaning and maintenance of the staff breakroom.
12. Ensure the KCC Safety and Wellness Committee meets regularly and sufficiently to carry out

committee's purpose.

13. Conduct regular walk-throughs of facilities and grounds to ensure a safe, healthy, and professional environment.
14. Provide training for KCC staff/partners on safety, security, and wellness.

E. Collaboration and Communication

1. Foster a culture of collaboration and excellent customer service among one-stop partners through regular staff meetings.
2. Collaborate with local KCC partners on all customer service/operational changes.
3. Include local KCC partners in the decision-making process for customer flow/ Provide regular communication to center staff/partners regarding pertinent announcements, updates, and information.
4. Priority of Service – per state guidance 16-006-WIOA Section 194(1) requires that services be provided to those who can benefit from "and who are most in need of such opportunities." with 50.1% of all participants must be from a priority of service category:
 - Recipients of Public Assistance
 - Other low-income individuals
 - Individuals who are basic skills deficient
 - Veterans remain a priority

F. Additional key functions & requirements include (not all inclusive):

1. Innovation and Technology
 - The Operator will use digital resources to enhance the overall customer experience, maximize staff efficiencies, and capture necessary data/Key Performance Indicators (KPI) elements.
2. NKWIB Initiatives and Strategic Plan
 - Operator must coordinate with the NKWIB Director to ensure the alignment of NKWIB strategic goals and initiatives within the KCC.
3. Locally Based Leadership
 - The One-Stop Operator lead staff person must reside within the Northern Kentucky/Greater Cincinnati area (Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, or Pendleton County in Kentucky; Butler, Clermont, Hamilton, or Warren County in Ohio; or Dearborn County in Indiana).
4. Accountability, Monitoring, and Reporting
 - The One-Stop Operator will receive guidance and technical assistance from the NKWIB Director.
 - The Operator will communicate all operational challenges, successes, and/or pertinent information to the NKWIB Director.
 - The Operator will track and report the "In-the-Door," customer flow and other KCC data/metrics.
 - The Operator will communicate partner disputes or potential violations of the Memorandum of Understanding (MOU) or Infrastructure Funding Agreement (IFA) to the NKWIB Director.

VI. Firewalls and Compliance

"Firewalls" must be described in the application to address conflicts of interest or the appearance of conflicts of interest. Examples of firewalls include but are not limited to organizational

arrangements that provide a clear separation of duties and responsibilities, including confidentiality and disclosure agreements.

An entity that applies to be a One-Stop Operator in the NKWDA service area must disclose any potential conflicts of interest arising from its relationship(s) with training service providers or other service providers, including, but not limited to, other Direct Workforce Services providers.

Once the contract is awarded and in accordance with 20 CFR §679.430, the winning organization must develop a written agreement with the Local Workforce Development Board and Chief Elected Official(s) to clarify how the organization will carry out its responsibilities while demonstrating compliance with Workforce Innovation and Opportunity Act (WIOA) and corresponding regulations, relevant Office of Management and Budget (OMB) circulars, and the state's conflict of interest policy.

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

- Provide oversight of itself.
- Convene system stakeholders to develop the local plan or prepare and submit local workforce plans, or similar regional planning initiatives (WIOA sec. 107)
- Manage or significantly participate in the competitive selection/procurement/RFP process for One-Stop operators.
- Select or terminate One-Stop operators, career services, or youth providers.
- Negotiate local WIOA performance measures.
- Develop and submit the budget for activities of the local workforce development area/Board. In coordinating local services, the One-Stop Operator must not establish practices that create disincentives to providing services to individuals with barriers to employment that may require longer-term services, such as intensive employment, training, and education services.

The NKWIB prefers to contract with an entity that is knowledgeable about workforce development services, those provider objectives, and the regulations that govern them, including:

- Career services (described in WIOA Section 134(c)(2)).
- Training services (described in WIOA Section 134(c)(3)).
- Employment and training activities carried out under WIOA Section 134(d), if any.
- Programs and activities carried out by one-stop partners, including but not limited to Vocational Rehabilitation, Adult Education, postsecondary education, Unemployment Insurance, and Veterans Services.
- Data, labor market information, and analysis from Wagner-Peyser (described in Section 15(a) of the Wagner-Peyser Act).
- Labor exchange services authorized under the Wagner-Peyser Act.
- Registered/DOL Apprenticeships.

VII. Physical Facilities

Organizations submitting proposals are required to locate their services in the existing **Comprehensive** and **Affiliate** sites of the Kentucky Career Centers in the Northern Kentucky Workforce Development Area. Bidders may also include **Access Points**, which offer some flexibility to maximize customer services and resource utilization. Kentucky Career Center locations may change at the NKWIB's discretion. The One Stop Operator, of course, cannot occupy all locations but will be involved in the set up and maintenance of each.

The NKADD will hold the leases on all existing facilities beginning July 1, 2026.

Current Comprehensive and Affiliate career centers and Access Point include:

1. **Comprehensive Career Center** – A comprehensive Career Center is a workforce center that has been so designated by the Northern Kentucky Workforce Investment Board (NKWIB) after meeting criteria established by the Commonwealth of Kentucky and the NKWIB and completing the application and certification process. As of the date of this RFP, the following location is the Comprehensive Career Center in the NKWIB local area: Kentucky

Kentucky Career Center Covington, 1324 Madison Avenue, Covington, KY 41011

2. **Affiliate Career Centers** – An Affiliate Career Center can be any location where two or more of the WIOA core partner agencies (WIOA Title I, WIOA Title II- Adult Ed, WIOA Title III- Wagner-Peyser, WIOA Title IV- Vocational Rehabilitation, etc.),) in the Kentucky Career Center (KCC) network to provide services and maintain a regular schedule during operating hours.

Access Points – Access Points can be a location where career center services are available to the public, with at least one KCC partner providing onsite support services. These access points may also include entities with higher customer volume, such as a local public library or an international airport. These access points may allow for greater exposure to customers while reducing the costs of office space and/or lease agreements. Bidders are required to outline their staff representation throughout the workforce area to ensure accessible, efficient, and high-quality services to the citizens/job seekers and employers of Northern KY.

Current Access Point career centers (physical sites) include the following locations:

1. Kentucky Career Center- CVG Career Center at the Cincinnati/ Northern Kentucky International Airport, located at 3087 Terminal Drive, Hebron, KY, 41048
2. Kenton County Public Library, 401 Kenton Lands Road, Erlanger KY, 41018
3. Owen County Public Library, 1370 Hwy 22 East, Owenton, KY 40359
4. Pendleton County Public Library 801 Robbins Ave, Falmouth, KY 41040
5. Campbell County Public Library, 3920 Alexandria Pike, Cold Spring, KY 41076
6. Grant County DCBS Office 520 Violet Rd. Crittenden, KY 41030

Bidders are strongly encouraged to leverage/expand workforce partnerships, technology, and innovation to strategically develop/expand designated career center Access Points (with staffing/support provided by the bidder) in locations that will provide optimal exposure to new, existing, and potential customers while maximizing resources and promoting higher key performance indicators/results of services.

Note: although bidders may propose additional/alternative/new locations of access points beyond or in place of the current access point locations, the Kentucky Career Center- CVG Career Center location was approved by the NKWIB as a strategic workforce partnership/career center and must be included in the bidder's proposal.

Bidders must be able to organize and meet the requirement of the provision at 20 CRF 678.630 stating: "Continued use of State merit staff for the provision of Wagner-Peyser Act services or services from other programs with merit staffing requirements must be included in the competition

for and final contract with the one-stop operator when Wagner-Peyser Act services or services from other programs with merit staffing requirements are being provided."

VIII. Narrative

Answer all the questions (A and B) in Sections VIII. Full or partial points will be awarded for the response to each narrative question. The narrative should be double-spaced, single-sided 8.5 x 11-inch page with Times New Roman 12-point font and 1-inch margins and not exceed 10 pages.

A. Narrative A— Questions Regarding Provision of One-Stop Operator Services (100 total points possible)

1. How will you lead Kentucky Career Center partners with
 - a. an integrated menu of services for job-seeking customers and employers
 - b. implementing agreements among the partners such as Memorandum of Understanding and resource sharing
 - c. maintaining communications with all Kentucky Career Center partners and co-located staff
 - d. coordinating between KCC partners and other external stakeholders and partner organizations. (30 points)
2. Describe the bidding organization's strategic plan to provide accessible and innovative Kentucky Career Center services to all job seekers and employers in the NKWDA. The plan should address:
 - a. Access to services in areas with high unemployment and transportation barriers, such as in rural communities
 - b. Potential use of leveraged/expanded workforce partnerships, technology, and innovation to strategically develop/expand designated career center Access Points to serve new, existing, and potential customers while maximizing resources and promoting higher key performance indicators/results of services.
 - c. Meaningful access and adaptation for customers with disabilities. (30 points)
- 3.
4. Please describe the bidding organization's past experience with the administration of federal and/or state programs across multiple agencies, especially those involving WIOA, workforce and/or human services programming. (10 points)
5. Using the organizational chart as the framework, describe the bidding organization's strategy to ensure that staff members are well-trained and ready to implement an integrated service delivery system. The strategy should:
 - a. Describe staff onboarding, training and retention to drive the optimum customer flow processes in the Kentucky Career Center(s).
 - b. How will staff be supported and trained in order to meet the goals of the WIOA Local and Regional Plan and NKWIB Strategic Plan?
 - c. Address other required experiences such as marketing, social media, collaboration and consensus-building. (10 points)
6. Describe how the bidding organization's experience in providing first impression/customer service, service coordination/continuous quality improvement, and safety/security will result in high levels of customer satisfaction for both job seekers and employers. (10 points)
7. Describe how the bidding organization's experience in creating outreach and communication materials, including but not limited to traditional media and use of social media, will result in community awareness of the services and resources available through

the Kentucky Career Center partners. (10 points)

B. Narrative B – Questions Regarding Financial Capabilities (100 total points possible)

1. Please discuss the bidding organization's overall financial capabilities to provide the proposed services. Please include experience in fiscal management and oversight by corporate and subsidiary/affiliate companies. Demonstrate the bidding organization's ability to provide the fiscal and administrative capacity to support NKWIB's service delivery model.
 - a. A bidder must provide two (2) years of audited financial history. Adequate documentation could include:
 - recent audit reports,
 - the entity's Comprehensive Annual Financial Report (CAFR), an independent CPA review
 - tax records
 - another recognized review of accounting processes and procedures.
 - b. Bidders must provide the status of any costs that have been questioned related to fraudulent activity and/or disallowed costs by any state and/or federal agency within the past five (5) years, by the primary entity and *subsidiary/affiliate companies and/or subcontractors*. Bidder must provide:
 - the name of the agency
 - the amount of disallowed costs that are in dispute
 - the bidder's position as to the disputed disallowed costs
 - the status of any review process, dispute process and/or corrective action plan that is in place related to the disputed disallowed costs. (40 points)
2. Please provide a past record of federal and/or state grants management that includes required information of any disallowed costs for the past five years. (20 points)
3. Cost reasonableness – budget narrative must demonstrate the reasonableness and necessity for requested funding. Please note that the lowest cost/best value will be a consideration in awarding the contract. However, it may not be the determining factor. (20 points)
4. NKWIB is funded through the federal Workforce Innovation Opportunity Act (WIOA). Funds move from the US Department of Labor to the Cabinet for Education and Labor and then to local areas. Historically, the timing and availability of funding have varied significantly. Please describe the bidding organization's capacity to avoid disruption of service should funding be delayed. (20 points)

IX. Funding for Contractors' Activities

The NKWIB offers the bidder the opportunity to develop a functional staffing plan to meet the specifications of this request. A complete plan should be included in the form of an organizational chart. All staffing suggestions will be negotiated at the time of contract negotiations.

The NKWIB will fund contractors' activities in the following categories:

A. Staff Interaction with Job Seekers and/or Employers

This category includes the costs of providing First Impressions/Customer Service, social media assistance and management. In evaluating proposed staff budgets, the NKWIB will consider the population of the service area in determining the number of staff to be funded.

B. Staffing requirements may change based on conditions or funding availability.

The NKWIB offers the bidder the opportunity to develop a functional staffing plan to meet the specifications of this request. A complete plan should be included in the form of an organizational chart (*Appendix 2*). All staffing suggestions will be negotiated at the time of contract negotiations.

Pending availability of federal funding granted to the Northern Kentucky Workforce Investment Board through the Workforce Innovation and Opportunity Act by the U. S. Department of Labor (USDOL) through the Education and Labor Cabinet, Department of Workforce Investment, the following will be estimated as needed to provide the associated categories of service. The following numbers are provided as estimates and do not in any way guarantee funding; successful bidders must be responsive and adaptable to any changes in the funding allocations (as well as other/additional resources):

<i>Grand Total</i>	<i>\$169,000</i>
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Space and Utility costs will be paid from the local allocation by the NKADD as the fiscal agent. Bidders need to budget for telephone, internet, and other operational costs.

Bidders are encouraged to show how they will leverage non-WIOA resources in their service delivery plans.

C. Outcomes and Performance Requirements

The NKWIB's performance is measured against the goals, objectives, and standards attached to each funding stream that it administers. The overarching objectives of the NKWIB's programs are to prepare and place the region's workers in jobs that provide a self-sufficient wage and to build the region's economy by ensuring that the region's employers — whether existing or new — can hire qualified workers that help their businesses succeed. Key Performance Indicators (KPI) are collected system-wide (see *Appendix 3* for more details). The successful bidder will demonstrate an ability to meet set performance matrix.

1. The Northern Kentucky Workforce Investment Board will oversee and evaluate the performance of the entity or entities selected as the One-Stop Operator(s) for the local area.
2. The performance of successful responders to this RFP will be measured against the goals, objectives, key functions of the One-Stop Operator and performance standards attached to each funding stream that supports client services and activities that they will deliver under the contract. The specific levels of measurable performance deemed successful will consist of pre-determined outputs and impactful regional workforce ecosystem outcomes and will be discussed and identified during the contract negotiations that precede the final contract awards.
3. The NKWIB may require additional or revised performance measurements based on their strategic plan or specific guidance. Bidders will be expected to adapt to these changes accordingly.

X. Budget

Provide a budget for the One Stop Operator for one year (July 1, 2026 through June 30, 2027) by answering all questions below.

- A. The [Request for Proposal Budget Format](#) must be used in the submission of the proposal. It is found on the NKWIB RFP webpage.
- B. A detailed budget narrative must be provided to support the TOTAL REQUESTED BUDGET.
- C. The narrative MUST include a detailed breakdown of expected expenditures for each line item in the budget.
 - 1. Outreach is a required part of this request, the budget amount for outreach should be 5% of the total budget at a minimum, not to exceed 10% of the total budget.
 - 2. If using the line item Other, please provide additional details and supporting documentation, if applicable.
- D. The projected personnel costs budget narrative should be reflective of the organizational chart. The budget narrative should include the position title and salary breakdown.
- E. The budget narrative should include an explanation of the bidding organization's Indirect/Administrative Allocation Method.
- F. The budget narrative is not included in the narrative page limit.

All donations for WIOA activities, events, programming and sponsorships will be made to the NKADD with oversight provided by the NKADD financial team and the NKWIB Director, as the fiscal agent for WIOA services in order to track, monitor and provide accountability.

XI. Documentation

- A. Required Documents
 - 1. An organizational chart by staff and function.
 - 2. All private, for-profit, or not-for-profit organizations should provide documentation of their registration under either Kentucky or their respective state's Secretary of State's office.
 - 3. Provide two (2) years of audited financial history
 - 4. Personnel policies related to Equal Employment Opportunity
 - 5. A copy of the bidding organization's current federally approved Indirect Cost Rate or Cost Allocation Plan approval letter (if applicable).
- B. Supportive Documents
 - 1. Letter of Support from Community Partners (limit 3)

NKWIB Staff will provide technical assistance and training for any staff positions and activities for the successful bidder and their staff prior to contract execution and on an ongoing basis throughout the contract. The staff of the successful bidder will be required to participate in training and technical assistance activities. In some cases, bidder staff may be required to achieve specific levels of competencies prior to performing some aspects of these jobs.

Appendices

Appendix 1

Proposal Cover and Affirmation Form- Please complete the Proposal Cover Sheet and Affirmation Form. The completed form will be the first page of the bidding organization's proposal.

Appendix 2

Functional Organizational Chart Example

Appendix 3

FY2022 Enrollment Data and Key Performance Indicators (KPI)

Appendix 4

References

**Proposal to Deliver
One-Stop Operator Services in the Kentucky Career Center Network
in the Northern Kentucky Local Workforce Area
and
Affirmations Form**

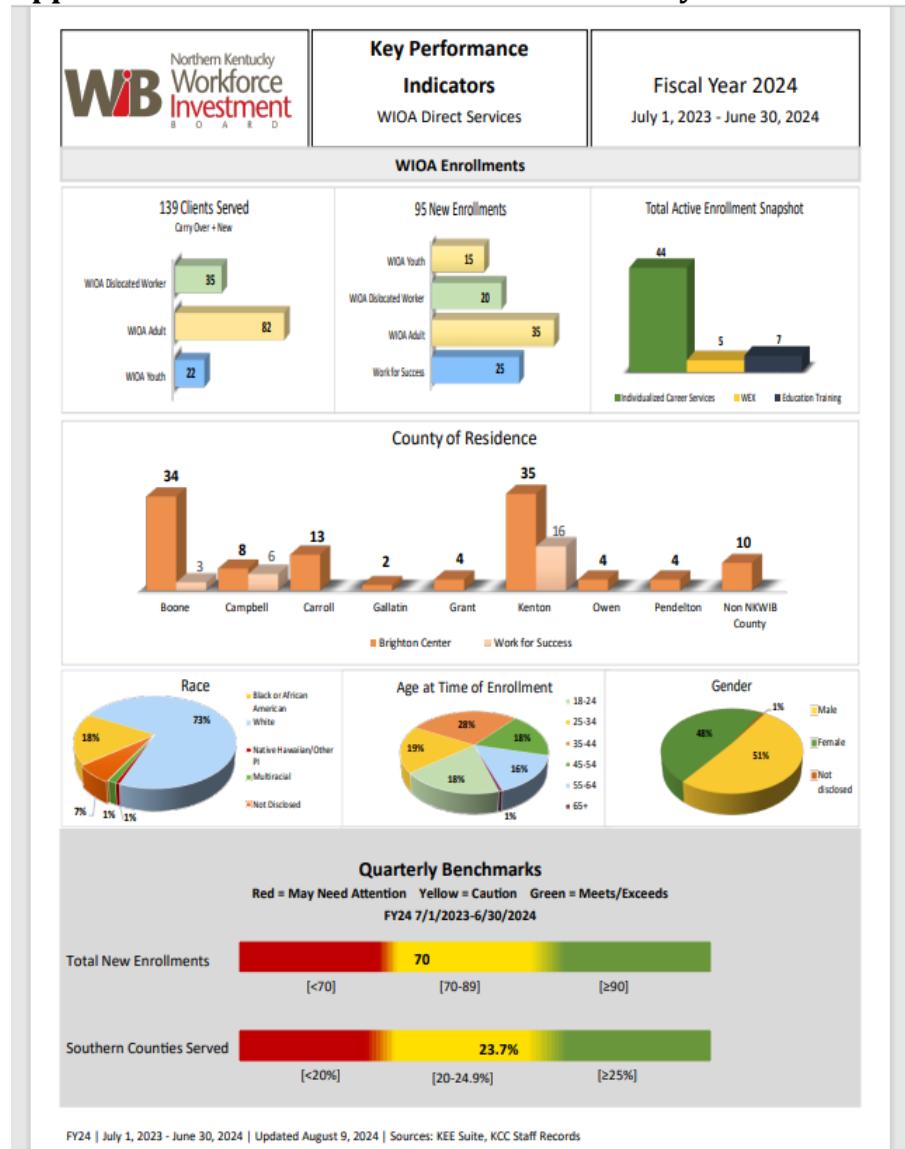
During Program Year 2026-27 (July 1, 2026 – June 30, 2027)

Name of Proposing Organization:		
Mailing Address (Street, City, State, ZIP):		
Phone Number:	DUNS # (required):	
Type of Organization (non-profit, for-profit, LLC, etc.):	Year Established:	
Contact Persons		
Name:	Title:	Email:
AFFIRMATIONS: The person signing below affirms that he/she is authorized to submit this proposal on behalf of the proposing entity. The person signing below further affirms that the proposing entity can perform the services as described in the attached proposal and agrees to the Northern Kentucky Workforce Investment Board's terms of service as described in the Request for Proposals to which this proposal responds.		
Signature:		Date:
Printed Name:		Title:

Appendix 2 – Functional Organizational Chart Example



Appendix 3 – FY2024 Enrollment Data and Key Performance Indicators (KPI)



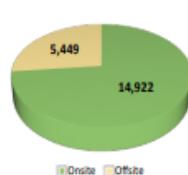
FY24 | July 1, 2023 - June 30, 2024 | Updated August 9, 2024 | Sources: KEE Suite, KCC Staff Records

NKY Job Seekers

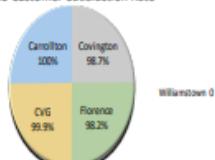
Reported Job Placements



Customers Served Onsite & Offsite

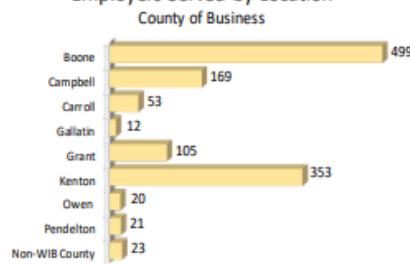


KCC Customer Satisfaction Rate

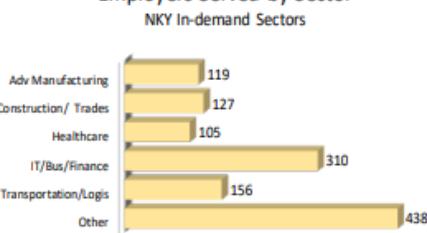


Employer Engagement

Employers Served by Location



Employers Served by Sector



Unique Employers
Individual Establishments Served

1,255

Market Penetration Rate

7.7%

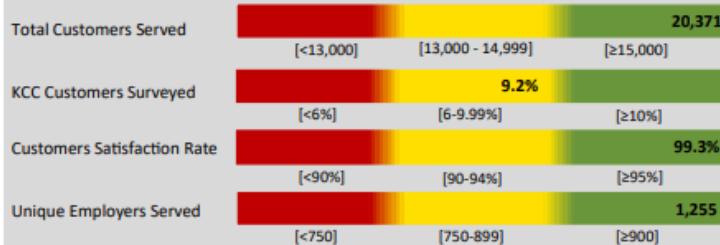
Labor Force Participation Rate (June)

	Northern KY	Kentucky	National
66.4%			
57.4%			
62.6%			

Quarterly Benchmarks

Red = May Need Attention Yellow = Caution Green = Meets/Exceeds

FY24 7/1/2023-6/30/2024



FY24 | July 1, 2023 - June 30, 2024 | Updated August 9, 2024 | Sources: KIBES, KY Stats, US Census Bureau, BLS, KCC Records

Appendix 4 - References

NKADD: www.nkadd.org

Local KCC and WIB website: <http://www.nkcareercenter.org/>

Additional WIOA Overview: <https://www.doleta.gov/wioa>

Workforce Innovation and Opportunity Act (WIOA): <https://www.doleta.gov/wioa/>

Training and Employment Guidance Letters: <https://kwib.ky.gov>

Kentucky Career Center (KCC) state website: <http://kcc.ky.gov/>

KCC / Career Center Certification

https://kcc.ky.gov/KCC%20Policies/KCC_Certification_Instructions.pdf

https://kwib.ky.gov/Local-Boards/Documents/KCC_Certification_2.pdf

Kentucky Workforce Innovation Board <https://kwib.ky.gov/>

NKWIB Adult/Dislocated Worker Policy & Procedures Manual

<https://nkadd.sharepoint.com/:b/s/workforcedev/EdrWXaPJBlFEncTOQPaM7YEBdYB5F0H8o2gg2PbgWnm6-A?e=w8zi9m>