

WORKFORCE DEVELOPMENT BOARD OF NORTH MISSOURI

REQUEST FOR PROPOSALS

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

ONE-STOP OPERATOR SERVICES

FOR THE PERIOD OF JULY 1, 2026 – JUNE 30, 2027

Workforce Development

Board of North Missouri / NCMC

912 Main Street

Trenton MO 64683

(660) 359-3622

Relay 711

*The Workforce Development Board of North Missouri is an Equal Opportunity
Employer/Program.*

Auxiliary aids and services are available upon request to persons with disabilities.

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Request for Proposals Timeline

One-Stop Operator Services

Event	Date
RFPs Released	January 6, 2026
RFP Q & A on WDB Website (wdbnorthmo.org)	January 12, 2026 through January 23, 2026 at 4:00 PM
Proposals Due	February 13, 2026 at 9:00 AM
Public Opening of Proposal(s) Received	February 13, 2026 at 9:30 AM
Bid(s) Awarded	March 3, 2026 at WDB Meeting
Award/Non-award Notifications Sent to Proposers	March 5, 2026
New Contracts Established/Service Delivery Begins	July 1, 2026

* All times noted above are CST

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Introduction & Purpose

Purpose of the Request for Proposals

The Workforce Development Board of North Missouri (WDB) is seeking proposals from qualified organizations to serve as the One-Stop Operator (OSO) for the North Missouri Workforce Development Area under the Workforce Innovation and Opportunity Act (WIOA).

The OSO will be responsible for coordinating the delivery of services among required one-stop partners and ensuring that the Job Center system operates efficiently, effectively, and in alignment with WIOA requirements and Board policies.

The Board intends to award contracts beginning July 1, 2026, through June 30, 2027, with the option to renew annually for up to two (2) additional years based on performance, funding availability, and Board Approval.

Background

Overview of the WDB of North Missouri

The Workforce Development Board of North Missouri oversees workforce development planning and services in the 34-county North Missouri Local Workforce Development Area. The mission of the Board is to enhance the regional workforce development system by connecting jobseekers with quality jobs and businesses with a qualified workforce. The Board works to achieve this mission through community partnerships, collaboration with businesses, and accessible service delivery throughout the region, while ensuring oversight and accountability for federal and local resources.

Regional Service Structure

Services are delivered through Comprehensive and Affiliate Missouri Job Centers in coordination with partners under the Workforce Innovation and Opportunity Act (WIOA). The North Missouri Local Workforce Development Area is a 34-county region consisting of the following counties: Adair, Andrew, Atchison, Buchanan, Caldwell, Clark, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Knox, Lewis, Linn, Lincoln, Livingston, Macon, Marion, Mercer, Monroe, Montgomery, Nodaway, Pike, Putnam, Ralls, Randolph, Schuyler, Scotland, Shelby, Sullivan, Warren, and Worth.

Eligible Applicants

Eligible applicants may be a single entity (public, private, or nonprofit) or a consortium of entities that are one-stop partners, which may include an institution of higher education, an employment service State agency established under the Wagner-Peyser Act, a community-based organization, non-profit organization, a private for-profit entity, a government agency, or another interested organization or entity capable of carrying out the duties of the One-Stop Operator.

Elementary schools and secondary schools are not eligible to be One-Stop Operators, except that a nontraditional public secondary school such as a night school, adult school, or area career and technical education school may be selected.

If bidding as a consortium of entities, the consortia must include at least three or more One-Stop Partners as described in 20 CFR Part 678.400 and must demonstrate the ability to carry out the responsibilities of the One-Stop Operator.

Job Centers and Service Delivery Expectations

The Workforce Development Board of North Missouri places high importance on ensuring consistent, high-quality access to WIOA services across all 34 counties within the North Missouri Local Workforce Area. The North Missouri Local Workforce Development Area currently consists of four (4) Comprehensive Job Centers and two (2) Affiliate Job Centers.

Comprehensive Job Centers	Affiliate Job Centers
Chillicothe	Maryville
Hannibal	Troy
Kirksville	
St. Joseph	

Service Coverage across the Region

The One-Stop Operator shall assist partners to help ensure services are available and accessible to all counties within the proposed region, including those that do not have a physical Job Center location. The proposal narrative must clearly describe how they will coordinate with partners to make services available to customers in areas without a local Job Center.

Contract Type and Funding

Contracts will be cost reimbursement based on actual allowable costs incurred. Funding is contingent on federal allocations and continued authorization of the Workforce Innovation and Opportunity Act. Sub-recipients must comply with all cost principles and uniform guidance outlined in 2 CFR Part 200.

Estimated funding for this contract is not expected to exceed **\$30,000**

Funding amounts provided are estimates. The actual funding amount may vary based on federal allocations and other factors.

Scope of Work

The One-Stop Operator will be the contracting entity that shall employ an individual(s) to perform the One-Stop Operator duties below:

- Facilitate communication, collaboration, and referral processes among all required partners and entities that have voluntarily entered into the One-Stop Memorandum of Understanding (MOU) in accordance with WIOA.
- Serve as a liaison between the Workforce Development Board, WIOA service providers, and other system partners.
- Confirm with WDB staff that MOUs or agreements are on file with the Board. The sub-recipient is expected to ensure that the One-Stop partners adhere to MOUs and agreements.
- Ensure that partners are aware of basic services offered by each One-Stop partner and ensure the Job Center staff deliver the services to customers.
- Coordinate daily operations and ensure an integrated service approach within the Job Centers.
- Work with partners to streamline customer intake, assessment, referral, and follow-up.
- Convene One-Stop System and Business Services Team meetings to enhance partnerships.
- Ensure One-Stop partners follow the policies of the Job Centers.
- Assist the WDB in meeting Job Center certification requirements.
- Facilitate and assist partners in coordinating and delivering services throughout the 34-county region, including counties that do not have a physical Job Center.
- Provide regular updates to the WDB Executive Director and participate in Board and committee meetings as requested.
- Support staff training, share best practices, and promote service quality improvements.

Proposal Requirements

Proposals must include all sections listed below and follow the order presented. Incomplete proposals may be deemed non-responsive.

Attachments

- Attachment A – Proposal Submission Sheet (*Form provided – To be attached to the front cover of the binder*)
- Attachment B – Legal Status and Organizational Structure (*Form Provided*)
- Attachment C – One-Stop Operator Staff Wages (*Form Provided*)
- Attachment D - Detailed Budget (*Form Provided*)
- Attachment E – Certification/Signature Page (*Form Provided*)

Narrative

Each item listed below should be responded to in a narrative format. Each section of the narrative should be clearly identified using the headers below to allow the reviewer to easily identify the section of narrative being responded to. Narratives should be typed in no less than 12-point font, and total no more than 10 pages.

- Organizational Overview – Brief History, mission, structure, and relevant experience.
- Staffing Plan – Identification of key staff assigned to OSO duties, including qualifications and primary responsibilities.
- Scope of Work Adherence – Description of how your organization will meet the expectations of the scope of work.
- Budget – Brief narrative to explain the budget.
- Conflict of Interest Statement – Disclosure of any potential conflicts and the plan to maintain a required separation.

Submission Instructions

Deadline

Proposals must be received by February 13th at 9:00 AM CST. Late proposals will not be accepted.

Submission Method

Submit one (1) original signed hard copy and one (1) flash drive containing a digital version of the complete proposal all contained in a 3-ring binder to:

Workforce Development Board of North Missouri

Attn: Brent Stevens

912 Main Street

Trenton, MO 64683

Proposals may be mailed or hand-delivered. Email or other electronic submissions will not be accepted.

Questions

The Board will host a virtual question and answer forum on the board website. The question and answer forum will be open from January 12th to January 23rd at 4:00 PM CST. During this time prospective bidders may submit their questions. Board staff will respond to questions within one (1) business day. No questions/inquiries will be accepted before or after that time. Only questions submitted through the website will be answered. Questions and answers will be viewable for all prospective bidders on the website until the RFP is closed.

Evaluation and Selection Process

An RFP Evaluation Committee appointed by the Workforce Development Board of North Missouri will review and score proposals using the criteria below.

Evaluation Criteria	Maximum Points
Organizational Capacity and Experience	30
Adherence and Plan for Scope of Work	30
Budget and cost reasonableness	20
Ability to avoid conflict of interest	20
TOTAL	100

Awarding and Contracting

Selected sub-recipient(s) will enter into an agreement with the Workforce Development Board of North Missouri. The WDB reserves the right to negotiate final terms, funding amounts, and performance measures prior to contract execution.

Award of a contract does not guarantee funding beyond the initial contract period. All renewals are subject to satisfactory performance, continued funding, and Board approval.

General Terms and Conditions

- The WDB reserves the right to reject any or all proposals.
- All costs incurred in preparation of a proposal are the responsibility of the bidder.
- Selected sub-recipient(s) must comply with all applicable federal, state, and local laws, including WIOA, 2 CFR 200, Missouri Office of Workforce Development Policies/Issuances, and WDB of North Missouri Policies.
- Sub-recipient(s) are subject to monitoring, audits, and evaluation by the WDB, the State of Missouri, and/or the U.S. Department of Labor.
- Sub-recipient(s) must ensure equal opportunity, nondiscrimination, and accessibility in all programs and services.
- Appeals/complaints regarding this RFP will be handled in accordance with the Board's Complaint and Grievance Policy for Local Program complaints. All appeals and complaints must be received within 10 days of distribution of the award/non-award notifications.