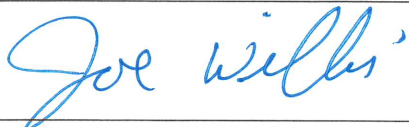



RFP Cover Sheet One-Stop Operator

Legal Name of Organization	Northwest Arkansas Economic Development District, Inc.
Federal Identification Number	71-0399224
Address, City, State, Zip	818 Hwy. 62/65/412 North P.O. Box 190 Harrison, AR 72601
Phone Number	870-741-6873
E-Mail Address	jwillis@nwaedd.org
Type of Organization	Planning and Development District
Amount of Proposal	\$64,900
Timeframe	July 1, 2025, to June 30, 2026

By signing this coversheet, you are stating that any and all documents contained within are complete, accurate, and truthful.

	
Signature of Authorized Official	Date

Response to Northwest Workforce One-Stop Operator RFP
Northwest Arkansas Economic Development District
June 27, 2025

Attachment A – Coversheet

Completed and attached as required.

b. Documentable Experience as a One-Stop Operator

The Northwest Arkansas Economic Development District (NWAEDD) has been actively engaged in workforce development for over 50 years, beginning with programs such as CETA, JTPA, and WIA, and continuing through the implementation of WIOA. Since 2017, NWAEDD has served as the One-Stop Operator for Northwest Arkansas, leading the coordination and integration of both WIOA-mandated and optional partner programs. Our team has successfully managed multiple One-Stop Centers, ensuring consistent, high-quality services for job seekers and employers. We have implemented cross-agency scheduling, and quarterly partner meetings that have resulted in measurable improvements in service accessibility and customer satisfaction.

We have managed and monitored performance to meet or exceed negotiated local performance outcomes annually. Our efforts have included developing site-level procedures, aligning service delivery strategies with local workforce plans, and overseeing continuous improvement initiatives.

c. Experience Working with WIOA or Other Required Program Partners

Our organization has extensive experience working with required WIOA partners, including Title I Adult, Dislocated Worker, and Youth programs; Title II Adult Education and Literacy providers; Title III Wagner-Peyser; and Title IV Vocational Rehabilitation. We maintain MOUs and cost-sharing agreements with partners and coordinate the delivery of co-enrolled and braided services.

In addition, we have partnered with agencies such as TANF, SNAP Employment and Training, Veterans programs, and Unemployment Insurance. We've facilitated shared outreach campaigns, integrated intake processes, and co-located services across workforce centers to ensure seamless service delivery.

d. Understanding of Federal and State Law and Regulations

Our leadership and compliance teams have a strong understanding of the Workforce Innovation and Opportunity Act (WIOA), the Uniform Administrative Requirements (2 CFR 200), and relevant state policies. We ensure all staff are trained in Section 188 nondiscrimination provisions, Equal Employment Opportunity standards, accessibility requirements (ADA), and priority of service for veterans and other eligible populations.

We maintain internal control systems that align with federal procurement, fiscal, and performance regulations, and we routinely review TEGLs, OWG policies, and USDOL guidance to ensure ongoing compliance.

e. Outreach to Customers, Partners, and Employers

Our outreach strategy is multi-faceted and tailored for diverse audiences. We utilize social media, radio, digital ads, and community events to reach job seekers, especially those in underserved and rural communities. We coordinate with partners to host hiring fairs, industry roundtables that connect employers with talent pipelines.

We also maintain a comprehensive calendar of on-site visits to community-based organizations, faith-based groups, high schools, and training providers to increase awareness and participation in workforce programs.

f. Proposal Budget

i. Line-Item Breakdown by Admin and Program Cost

A detailed budget worksheet is attached, showing administrative and program costs by category.

ii. No Flat Rate or Fixed Amount Costs

We confirm that no flat rate or fixed amount costs are included in this proposal.

iii. Profit (if applicable)

No profit is included in this proposal.

iv. Disclosures and Adherences

- **Disallowed/Questioned Costs:** There are no outstanding disallowed/questioned costs. All findings have been resolved.

- **Debarment Status:** None of our principals are debarred, suspended, or proposed for debarment.
- **Bonding/Insurance:** We are fully bonded and insured as required by federal and state laws.
- **Fraud/Abuse:** There have been no findings or accusations of fraud or abuse involving our organization or staff.
- **Labor Union Disputes:** No labor union disputes exist.

Adherence to Applicable Laws and Provisions:

- Title VI of the Civil Rights Act of 1964
- WIOA Section 188 and EEO requirements (EO 11246 and EO 11375)
- DOL patent rights provisions
- Audit and monitoring access rights
- Record retention for a minimum of 3 years
- Clean Air Act (Section 306) and Clean Water Act (Section 508)
- Byrd Anti-Lobbying Amendment
- Drug-Free Workplace Compliance

Understanding of One-Stop Operator Roles

Our proposed services reflect the core responsibilities required of the One-Stop Operator, including:

Coordination and Integration

- Conducting quarterly partner meetings
- Coordinating service delivery for customers
- Coordinating shared technology and resources

Management and Oversight

- Implementing customer flow and triage models
- Managing ADA compliance and language access

- Monitoring hours of operation and center performance

Customer Service

- Utilizing customer satisfaction surveys
- Implementing universal service protocols
- Integrating accommodations for individuals with disabilities

Partnership Development

- Maintaining MOUs and infrastructure agreements
- Engaging community organizations and education providers
- Supporting local economic development efforts

Continuous Improvement

- Benchmarking against state and national models
- Benchmarking other local areas for best practices
- Crosstrain partners in eligibility and services available

Budget and Financial Management

- Managing multiple funding streams responsibly
- Implementing monthly budget-to-actual reviews
- Ensuring audit-ready documentation

Compliance and Reporting

- Submitting performance reports to the board and state
- Monitoring programmatic and fiscal compliance
- Responding to monitoring and audit findings promptly

Staff Development and Training

- Conducting cross-training for front-line and partner staff
- Creating career pathways for workforce professionals

Business Services

- Supporting sector partnerships and labor market analysis

- Connecting employers to OJT, IWT, and Registered Apprenticeship
 - Leading coordinated job fairs and hiring events
-

Conclusion

The Northwest Arkansas Economic Development District is committed to delivering seamless, compliant, and innovative One-Stop services that empower job seekers and employers across Northwest Arkansas. Our documented experience, collaborative approach, and strong compliance infrastructure make us a trusted partner in advancing the goals of the local workforce development system.

Attachments: Attachment A – Cover Sheet, Attachment B - Budget Detail Sheet

Attachment B
 Proposal Budget

Proposal Budget – One Stop Operator

Line Item Breakdown	Admin Budget	Program Budget	Total Budget
Staff Salaries		\$50,000.00	
Staff Benefits		\$11,500.00	
Rent/Utilities			
Communications		\$600.00	
Postage		\$100.00	
Supplies		\$100.00	
Travel		\$2,000.00	
Equipment		\$500.00	
Maintenance		\$100.00	
Payroll Service			
Insurance			
Audit			
Total Budget		\$64,900	

Funding is limited and is WIOA Title I Funds