



Request for Proposals (RFP) for

One-Stop Operator

Pocono Counties Workforce Development Area

RFP # 135-25-07

RFP SUMMARY: The Pocono Counties Workforce Development Area is seeking a One-Stop Operator to oversee and improve the delivery of workforce services at the PA CareerLink® and Affiliate Sites for the Pocono Counties Workforce Development Area.

RFP ISSUE DATE	April 28, 2025
PROPOSAL DUE DATE	May 28, 2025
DEADLINE FOR QUESTIONS	The deadline for questions is May 21 st , 2025, at 4:00PM EST. Questions and/or inquiries must be submitted in writing to Samuel Hellen, The RFP Official Contact as indicated below.
PROPOSAL SUBMISSION PROCESS	Proposals can be submitted by: By Mail: 811 Blakeslee Blvd. Dr. E, Suite 85, Lehighton, PA 18235 By Email: workforce@pcwia.org
RFP WEBSITE	https://pcwia.org/rfps/
RFP OFFICIAL CONTACT	Samuel Hellen Executive Director (484) 464-2517 Workforce@pcwia.org

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1. The Opportunity

1.1 Summary

The purpose of this Request for Proposal (RFP) is to seek a qualified One-Stop Operator to oversee and improve the delivery of workforce services at the PA CareerLink® and Affiliate Sites for the Pocono Counties Workforce Development Area. The One-Stop Operator effectively manages operations and coordinates services at One-Stop Career Centers, known as PA CareerLink® and Affiliate Sites in Pennsylvania, and serves as the established WIOA role of the One-Stop Operator.

1.2 Background

Pocono Counties Workforce Development Area Overview

The Pocono Counties Workforce Development Board (WDB) is comprised of private-sector business, social service, education, labor, economic development, and community-based organization representatives. The purpose of the Board is to provide strategic oversight, direction, and focus to the employment and training services provided to residents and employers of the 4 counties that comprise the Pocono Counties Workforce Development Area (WDA) – Carbon, Monroe, Pike, and Wayne Counties.

One-Stop Operator 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 RFP 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 Pocono Counties Workforce Development Area requires a One-Stop Operator to oversee and improve the delivery of workforce services at the PA CareerLink® and Affiliate Sites, as well as comply with Workforce Innovation and Opportunity Act (WIOA) regulations. It should also provide operational experience, reach performance goals (WIOA training performance, customer satisfaction and engagement, partner collaboration), and ensure seamless service delivery for customers and workplace operations for CareerLink® employees within Pocono Counties.

One-Stop Operator will oversee and improve the delivery of workforce services at the PA CareerLink® and Affiliate Sites, as well as comply with Workforce Innovation and Opportunity Act (WIOA) regulations. It should also provide operational experience, reach performance goals (WIOA training

performance, engagement benchmarks, customer satisfaction and engagement, partner collaboration), and ensure seamless service delivery for customers and workplace operations for CareerLink® employees within Pocono Counties.

A One-Stop Operator is critical to address the challenges faced by a diverse population that include single parents, older adults, and youth with barriers to employment, as these populations face barriers to employment including limited childcare options, transportation, and a technology gap. Pocono Counties is also seeking to improve the diverse service delivery challenges of rural, metropolitan, and micropolitan areas within Carbon, Monroe, Pike, and Wayne counties, including the transportation and technology gap issues.

The Operator must have WIOA and Workforce Development administrative expertise and the ability to effectively communicate with a diverse set of providers. The RFP also aims to secure a One-Stop Operator who will bring strategic focus and operational excellence to address the gap between the current state and the desired outcome of improved workforce services for the Pocono Counties. Historically, the Area has not focused on programmatic implementation and strategy questions, as it also had to rely on its own staff to check in on one-stop-shop operations. In this RFP, we intend to have clear role delegation.

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 CareerLink® and Affiliate sites for target populations, which include but are not limited to single parents, youth, older adults, WIOA, TANF, and OVR 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 Pocono Counties to continuously improve service delivery and ensure WIOA compliance.
- Enhanced Customer Service and Communication: Improve customer satisfaction of Pocono Counties Workforce Development Area customers (as measured in surveys) by collaborating with WDB staff and board members on innovative methods of outreach and program development that attract and maintain new users.
- Increase transparency and communication between provider and board by proactively collecting performance data and operational insight in conjunction with Pocono Counties Administration staff to share and discuss with the WDB and CareerLink® Partners.

1.4 Award Terms

- Duration of Contract: The duration of the contract for the One-Stop Operator shall be for a fixed period commencing on July 1st, 2025, and ending on June 30th, 2026. This contract shall cover twelve (12) months, with the possibility of yearly extension or renewal for up to four (4) years. Upon completion of the contract term, a new procurement process will be initiated in 2029.

- **Contract Type:** The One-Stop Operator contract shall be awarded on a cost-plus basis. The selected contractor shall be reimbursed for all allowable and reasonable direct costs incurred during the performance of the contract, plus an agreed-upon fixed fee to cover indirect costs and profit. The fixed fee shall be negotiated at the time of the contract award and shall not be subject to adjustment based on the contractor's actual costs.
- **Award Selection:** Only one (1) award will be given for the One-Stop Operator contract. The award selection will be based on the evaluation of proposals submitted in response to the RFP, in accordance with the evaluation criteria outlined in the RFP documentation. The award will be made to the offeror responsible whose proposal is determined to be the most advantageous to the procuring entity, considering both technical and cost factors.
- **No Renewal Options:** It is expressly understood and agreed by the parties that there shall be no renewal options available for the One-Stop Operator contract. The procuring entity reserves the right to initiate a new procurement process 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 in accordance with the laws and regulations of the area in which 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, in accordance with the termination and suspension provisions outlined in the RFP 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 setoffs 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 in accordance with the procedures and requirements outlined in the RFP 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 RFP, to protect against any risks associated with the contract's performance.

2. Scope of Work

The purpose of this Request for Proposal (RFP) is to seek a qualified One-Stop Operator to oversee and improve the delivery of workforce services at the PA CareerLink® and Affiliate Sites for the Pocono Counties Workforce Development Area. The Operator will also be responsible for ensuring compliance with Workforce Innovation and Opportunity Act (WIOA) regulations, improving 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, youth (Age 14-24), older adults, WIOA, TANF, and OVR eligible individuals, and to improve coordination of services and communication amongst CareerLink® offices, Affiliate sites, and the Workforce Development Board.

2.1 Services to be Provided

The Services provided by the Pocono Counties WDA One-Stop Operator will include:

- Effectively manage operations and coordinate services at One-Stop Career Centers, known as PA CareerLink® centers in Pennsylvania, as well as serve as the established WIOA role of the One-Stop Operator.
- Communicate and collaborate with the Pocono Counties WDA staff and the Pocono Counties Workforce Development Board regarding Operator functions, goals, and performance metrics.
- Work with Pocono Counties WDA staff and WIOA providers to oversee quarterly WIOA performance metrics.
- Continuously improve customer service and staff development for PA CareerLink® and affiliate sites by monitoring foot traffic, customer trends, and reviewing customer complaints, feedback, and surveys.
- In compliance with the Workforce Innovation and Opportunity Act (WIOA), the Operator shall ensure that both basic universal and individualized intensive career and business services are available based on job seekers and employers' needs.

Service Requirements

One-Stop Operator Management and Coordination

- Manage the day-to-day operations of PA CareerLink® centers, ensuring a seamless and customer-centric service delivery model.
- Coordinate services among 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 PCWDB goals and priorities.
- Create, organize, and report customer surveys for PA CareerLink® and subcontractor within the area.

Communication and Collaboration

- Maintain regular communication with the Pocono Counties WDA staff and PCWDB 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, customer trends, and reviewing customer complaints, feedback, and surveys.
- Implement strategies to address identified areas for improvement, working with PA CareerLink® staff and partners to enhance service quality and customer satisfaction.

Service Delivery

- Ensure the availability of both basic 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: 06/30/2025
- 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.
- Implementation of policies and procedures that ensure the protection of client confidentiality and privacy in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and other relevant privacy laws.

B. Staffing and Organizational Requirements

- The staffing model should include a diverse team of professionals with experience in workforce development, case management, and job training services.
- Location of staff must be at the PA CareerLink® centers and any affiliate sites within the Pocono Counties WDA.
- Supervision and management of staff should ensure accountability, adherence to service standards, and continuous professional development.
- Pre-employment screening, including background checks and 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.
- Credentials and licensure for staff should be maintained as required by local, state, or federal regulations, or as necessary for the provision of specific services.

C. Data and Technology Requirements

- Provision of computer hardware and software necessary for the efficient operation of PA CareerLink® centers and service delivery.
- Access to e-mail and internet capabilities for staff to facilitate communication, research, and resource sharing.
- Implementation of 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 be maintained in compliance with local, state, and federal requirements, as well as PCWDA guidelines and performance metrics.

D. Financial and Compliance Requirements

- Insurance requirements must be met, including general liability, workers' compensation, and any other applicable coverage.
- Financial control procedures should be in place to ensure the appropriate use of funds, prevent fraud, and maintain financial accountability.
- Regular financial status reports must be submitted to the PCWDA, detailing expenditures, budget adjustments, and any other relevant financial information.

- Audited financial statements should be provided annually or as requested by the PCWDA.

E. Budget Requirements

- Adherence to cost standards and guidelines established by the PCWDA and relevant funding agencies.
- Identification of program funding sources, including federal, state, local, and private grants, as well as any in-kind contributions or other financial support.
- Proration of 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 Pocono Counties Workforce Development Area

The PCWDA (Pocono Counties Workforce Development Area) is a government agency responsible for overseeing and implementing workforce development initiatives in the Pocono Counties region. This section outlines the role of the PCWDA in providing this service or program and supporting the vendor, including administrative and technical support, information access, and other responsibilities the PCWDB plans to retain for which the vendor will not be responsible.

A. Administrative Support

- **Contract Management:** The PCWDA 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 PCWDA will establish performance metrics and reporting requirements to ensure the vendor's alignment with the objectives of the RFP. The PCWDA will also provide oversight, conduct regular reviews, and address any performance issues.
- **Coordination with Other Agencies:** The PCWDA 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 PCWDA 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 PCWDA will provide access to relevant labor market information, workforce data, and other resources that can inform the vendor's service delivery and strategic planning.
- **Training and Capacity Building:** The PCWDA 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 PCWDA 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 PCWDA 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 Pocono Counties Workforce Development Board

- **Strategic Planning and Prioritization:** The PCWDA 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 PCWDA 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 PCWDA will continue to engage stakeholders across the region, fostering collaboration and partnerships to support the overall workforce development ecosystem.

The Pocono Counties Workforce Development Area plays a critical role in providing administrative and technical support, information access, and strategic direction to the selected vendor for the provision of workforce development services. By partnering with the PCWDA, the vendor will benefit from the Board's expertise, resources, and commitment to building a skilled workforce that meets the needs of the local economy.

2.2 Performance Metrics and Contract Management

Performance Metrics

The Pocono Counties Workforce Development Area wants to identify metrics to work with the awarded vendor(s) to monitor and improve performance during the contract's life. The Pocono Counties WDA 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 frequency of collection will be negotiated by the successful proposer and the Pocono Counties Workforce

Development Area prior to the finalization of an agreement between parties and may be adjusted over time as needed.

The Operator will be required to meet and/or exceed all performance metrics established by United States Department of Labor (USDOL), Pennsylvania Department of Labor and Industry, and the Pocono Counties Workforce Development Board. The Operator must actively participate in performance management activities including meetings to review performance data, policies, and procedures. Also, the Operator must provide data related to service delivery, customer characteristics, and outcomes.

The Pocono Counties Workforce Development Board will also establish additional performance measures, which may include the following:

- Training outcomes for target populations (WIOA eligible, TANF 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 LMI Data as applicable.
- Communication and collaboration on performance, fiscal measures, customer services issues or topics, and any other agreed upon KPI's to Pocono Counties Workforce Development Board or Pocono Counties WDA Administrative Office.
- Participating Partner Surveys: Surveys from partners under an operator's purview to evaluate the One-Stop Operator's efficiency and effectiveness.
- Customer engagement and service, including customer satisfaction surveys and referrals with other key training services including workshops, hiring events, and job referrals.
- Scheduled engagement and meetings with PA CareerLink® and Affiliate sites, Workforce partners, along with other referral and collaboration requirements as established.
- Communication and collaboration of statewide information, updates, or initiatives with PA CareerLink® or affiliate sites, as well as communication of 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	CWIA Performance CWDS Reports	Quarterly	Pocono Counties WDA Admin office	Quarterly – monthly follow up discussions, yearly reviews.
Communication and collaboration of performance, fiscal, customer service, and other agreed upon KPIs with the	Meeting minutes and notes. Reports submitted to	Quarterly, based on meeting schedule.	One-Stop Operator, Pocono Counties WDA Admin Office	Quarterly, prior to WDB Meetings, as Needed.

PCWDB and PCWDA staff	PCWDA Board and Admin Office			
Participatory Partner Surveys	Surveys conducted with PCWDA Partners	Yearly	Pocono Counties WDA Admin Office	Yearly prior to contract review
Customer Service – customers engaged, served, or referred.	CWDS Data, Surveys with customers and employers	Quarterly	One-Stop Operator, Pocono Counties WDA Admin Office	Quarterly prior to WDB Meeting
Engagement with PA CareerLink® 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.	BWPO, PDWA, and Workforce Partner Call attendance, dissemination of information, and documentation of communication.	As Needed	One-Stop Operator, Pocono Counties WDA Admin Office	Monthly

Contract Performance Monitoring

The Pocono Counties Workforce Development Board (PCWDA) is committed to working closely with the selected vendor to ensure the successful implementation of the contract's goals. 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, the Pocono Counties Workforce Development Area reserves the right to request/collect other key data and metrics from vendors.

A. Communication and Reporting

- The selected vendor is required to maintain regular communication with the PCWDA, providing updates on progress, challenges, and any changes in the scope of work or service delivery.
- Performance reports must be submitted to the PCWDA 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 PCWDB and in compliance with any applicable local, state, or federal reporting requirements.

B. Progress Tracking and Performance Metrics

- The PCWDA and the selected vendor will jointly establish performance metrics and targets to measure the success of the contract and track progress towards achieving its goals.
- Performance metrics may include the number of individuals served, job placements, employer engagement, participatory partner surveys, 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 PCWDA will actively collaborate with the selected vendor to address challenges and design course corrections throughout the contract's duration.
- The PCWDA 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 be proactive in identifying challenges and proposing solutions, working closely with the PCWDA to ensure the successful implementation of the contract's goals.

The contract performance monitoring process for the One-Stop Operator RFP emphasizes consistent communication, progress tracking, and collaboration between the PCWDB and the selected vendor. Through this process, the PCWDB aims to ensure the successful implementation of the contract's goals and maintain an elevated level of service quality for the Pocono Counties Workforce Development Area.

3. Submission Instructions

3.1 Proposal Content

To ensure a complete and comprehensive proposal, proposers must submit a response workbook, any additional attachments as required in the response workbook, and complete all forms found in the Appendix (Section 6) of the RFP. Incomplete proposals may be considered non-responsive and may be disqualified from the evaluation process.

A. Pocono Counties Workforce Development Area RFP Application

Proposers must submit the Response workbook that may include the following information as required for each RFP; 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 RFP Application, which may include organizational charts, information on staff who will be responsible for required letters of support or references, sample reports, workplans, or other documents that demonstrate the proposer's ability to effectively track and report on performance metrics.

C. Appendix Forms

Proposers must complete all forms found in the Appendix (section 6) of this RFP.

Submission Instructions

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

A. How to Submit

- Proposals may be submitted electronically to the Pocono Counties Workforce Development Board Office via email at workforce@pcwia.org.
- Proposals may be submitted in person or by mail at the Pocono Counties Workforce Development Area Administrative office at:

811 Blakeslee Blvd Dr. E. Suite 85
Lehighton, PA 18235

B. Helpful Tips for Developing a Successful Proposal

- Clearly demonstrate your understanding of the scope of services and requirements outlined in the RFP.
- 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 Pocono Counties Workforce Development Area.
- Be concise, well-organized, and ensure your proposal is free of grammatical errors.

C. Maximum Page Counts

- The entire proposal, including all attachments and appendices, must not exceed 30 pages.
- The main narrative of the proposal should not exceed 10 pages, excluding cover letter, table of contents, and attachments.

D. Modifications of Submissions

- Any changes to the submitted proposal must be made in writing and submitted before the RFP deadline.
- Modifications must clearly indicate the changes made and reference the specific section(s) being modified.

E. Procedures for Submitting Questions

- Proposers may submit questions regarding the RFP via email to workforce@pcwia.org
- All questions must be submitted no later than seven (7) business days before the RFP deadline.
- Answers to submitted questions will be compiled and shared with all proposers via email or posted on the PCWDA website at www.pcwia.org.

Adherence to these submission instructions is crucial to ensuring 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 ensure the successful implementation of the One-Stop Operator services, the Pocono Counties Workforce Development Area (PCWDA) 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 the selected vendor meets essential standards.

1. Proposers must be legally authorized to conduct business where the Pocono Counties Workforce Development Area (WDA) is located.
2. Proposers must not have been 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 necessary licenses, certifications, or accreditations required by local, state, or federal regulations to provide the specified services under this RFP.

The respondent may be a private for-profit, non-profit, or a 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 is made up of career center partners, it must include a minimum of three of the WIOA required partners.

Respondents may submit proposals in which subcontractors are identified to provide program components. Respondents may also identify organizations with which they will 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 Pocono Counties Workforce Development Area and the One-Stop Operator shall specify the operator's role.

4.2 Evaluation Criteria

The selection committee will first evaluate and rank responsive RFP submissions on the following selection Evaluation Criteria and weighing factors listed below and assess 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 in accordance with:

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 RFP Application.

Quality of Program Design: This will include a review of program design, innovative strategies that will be utilized, staffing plan, and financial plan, as documented in the RFP Application.

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 RFP Application

Costs, Budget Justification, and Leverage of Funds: This section will include a review of the Price Proposal's line-item budget and/or budget narrative, as defined in the RFP Application. This section will also include a review of the cost effectiveness of the proposed budget. 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 PA CareerLink® centers, organizational and governance structure, alignment of mission and services, share of overall funding. (10%) Experience and knowledge in managing PA CareerLink®, 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 performance of WIOA provider, 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/or 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 internally monitor ongoing performance (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/or 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)
RFP issue date	April 28 th , 2025
Deadline for questions	May 23 rd , 2025
Proposals due	May 28th, 2025
Anticipated contract award date	June 4 th , 2025
Anticipated contract execution date	July 1 st , 2025

Selection and Award Process

The selection and award process are designed to ensure fair, transparent, and competitive procurement, resulting in the selection of the most qualified vendor to meet the needs of the Pocono Counties Workforce Development Area.

A. Round One: Responsiveness Review

- In the first round, the Pocono Counties Workforce Development Board (PCWDB) 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 PCWDB members and staff will review and score the written proposals based on the criteria outlined in the RFP.
- The evaluation committee will assess each proposal's demonstrated experience, qualifications, proposed service delivery approach, and cost-effectiveness.
- The top-scoring proposers will 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 participate in interviews, presentations, or demonstrations to further 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

- Following the completion of all evaluation rounds, the evaluation committee will recommend the highest-scoring proposer to the Pocono Counties Workforce Development Board for contract award.
- The PCWDA 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

PCWDA reserves the right to reject all proposals received because of this RFP. All proposals received will be retained by PCWDA. PCWDA will notify all applicants as to the acceptance or rejection of proposals, and those not selected will be given an opportunity to file an appeal of their rejection, in writing, within thirty (30) days of the receipt of the rejection letter. Once the appeal has been received, the Executive Director of PCWDA 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 Pocono Counties Workforce Development Board (WDB). All proposals must be designed in full compliance with the format provided in this Request for Proposal (RFP) packet. Failure to abide by this policy will result in the rejection of your proposal.

The application resulting from these instructions does not commit the Pocono Counties Workforce Development Board to award any contract for services or supplies, nor to pay for any costs incurred in preparing this application. The Pocono Counties Workforce Development Board reserves the right to accept or reject any proposals, to negotiate with all applicants, and/or cancel any part of this application package. The Pocono Counties Workforce Development Board 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 Deputy Director of the Pocono Counties WDB 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 to offer technical assistance and/or recommendations for corrective action to subgrantees as deemed necessary.

All proposal submitters funded will be monitored by the Pocono Counties WDB Monitor periodically. The visits may include the following areas: training, fiscal, participant files, administrative records, participants' terminations (plan vs. actual), follow-up, participant responses, monitor's observations, and problem areas.

Financial Records, Personnel, and Close-Out Procedures

All proposing organizations shall be responsible for keeping their own financial records. Included are 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. Any technical assistance required will be given by the Pocono Counties WDB provided there is a mutually agreed need for such assistance.

All contractors must submit a formal close-out package to the Pocono Counties WDA within 30 days of the program's conclusion.

6 Appendix

The Appendix section of this RFP provides essential 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 the provision of services. By completing and submitting these forms, proposers demonstrate their commitment to adhering to all necessary legal and ethical standards throughout the contract period.

Assurances and Certifications: This form requires proposers to review and acknowledge their understanding of, and agreement to, various assurances and certifications related to the delivery of One-Stop Operator services. These assurances and certifications include compliance with all applicable federal, state, and local laws, regulations, and policies.

B. Concurrence of the Collective Bargaining Agent: If applicable, proposers must obtain and submit a statement of concurrence from the relevant collective bargaining agent(s), indicating their agreement with the proposer's plans and approach to providing One-Stop Operator services.

C. Certification Regarding Drug-Free Workplace Requirements: Proposers must certify their commitment to maintaining a drug-free workplace in compliance with the Drug-Free Workplace Act of 1988. This certification ensures that the proposer's organization has implemented a policy to prevent the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances in the workplace.

D. Lobbying Certification Form: This form requires proposers to certify that no federal funds have been used for lobbying activities related to the One-Stop Operator RFP. Proposers must disclose any lobbying activities and associated expenditures in accordance with federal requirements.

E. Certification Regarding Debarment, Suspension, and Ineligibility: Proposers must certify that their organization and its principals are not debarred, suspended, or otherwise ineligible to participate in federally funded contracts or programs. This certification ensures that the proposer is in good standing and capable of delivering One-Stop Operator services without risk to the PCWDB or the community it serves.

By reviewing, completing, and submitting the required forms and documents, proposers demonstrate their commitment to compliance and ethical standards in the delivery of One-Stop Operator services. Failure to submit these forms may result in the disqualification of 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.

ASSURANCES AND CERTIFICATIONS

1. The Subcontractor certifies that no Federal appropriated funds awarded under this agreement will be used for lobbying activities, and that any funds other than Federal appropriated funds that have been or will be used for lobbying activities have been properly disclosed.
2. The Subcontractor agrees to provide a drug-free workplace in accordance with 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 in this transaction by any Federal department or agency. The Subcontractor certifies that it shall provide immediate written notice to the Contractor if at any time the Subcontractor 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, adequate supervisory and training capacity, and sufficient materials and supplies to fulfill its obligations under the terms of this agreement.
5. Both the Contractor and Subcontractor agree to prohibit their employees from using their positions for a purpose that is, or give the appearance of, being motivated by a desire for private gain for themselves, particularly those with whom they have family, business, or other ties.
6. The Subcontractor cannot subcontract any aspect of this agreement without 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 that it will comply with Section I-111 of the Pennsylvania School Code (24 P.S. ' 1-111) and its regulations at 22 PA Code § 8.1 - 8.4.
10. The Subcontractor assures us it will fully comply with the requirements of the Workforce Innovation and Opportunity Act and all Federal and State Regulations.
11. The Subcontractor assures us that it will abide by the Pocono Counties WDB property purchase procedures when purchasing any non-expendable property. This applies to any non-expendable property purchased using funds from this agreement. Written approval for the purchase of non-expendable property must be received from Pocono Counties WDB prior to its acquisition. Please contact Pocono Counties WDB regarding these procedures.
12. The Subcontractor will comply with the Pennsylvania Right-To-Know Law, 65 P.S. §§ 67.101-3104 ("RTKL").
13. The Subcontractor will comply with the Federal, State, and Local Child Labor Laws; the WIOA program regulations published in the Federal Register; the Title I Youth Policies and Procedures published by the Bureau of Workforce Development Partnership.
14. The Subcontractor assures it will comply with the Contract Work Hours and Safety Standards Act. (40 U.S.C. §§ 327-333).
15. The subcontractor assures that they will comply with the Confidentiality Policy of the Pocono Counties Workforce Investment Area. (A primary obligation of all Workforce Innovation and Opportunity Act personnel, contractors and sub-contractors are to safeguard all information, either written or spoken, 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 consent of the client.
16. The Subcontractor will assure that no funds under WIOA shall be used to assist, promote, or deter Union organization.
17. The Subcontractor assures it will comply with Minimum Wage Requirements.

CONCURRENCE OF THE COLLECTIVE BARGAINING AGENT

To ensure the most effective development of employment and training opportunities, the Subcontractor must obtain written concurrence from the appropriate bargaining agent where a collective bargaining agreement exists with the participating employer covering occupations in which training or subsidized employment is proposed. Such concurrence shall apply to the elements of the proposed activity which affect the bargaining agreement, such as occupation, wages, and benefits.

Is the occupation(s) in which employment and training is to be offered subject to a collective bargaining agreement?

YES _____ NO _____

If yes, has the appropriate bargaining representatives agreed on the employment and training activities associated with it?

YES _____ NO _____

If no, please comment _____

Please indicate the name, title and union affiliation of the appropriate bargaining representative.

(Signature) (Title) (Date)

(Union Affiliation)

(Signature of Chief Administrator)

CERTIFICATION REGARDING DRUG-FREE

WORKPLACE REQUIREMENTS

- A. The Subcontractor certifies that it will or will continue to provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Subcontractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition:
 - (b) Establishing an ongoing drug-free awareness program to inform employees about--
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will—
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
 - (e) Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position, title, to every grant officer or other designee on whose contract activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
 - (f) Taking one of the following actions within 30 calendar days of receiving notice under subparagraph (d)(2) with respect to any employee who is so convicted—

(1) Taking appropriate personnel action against such an employee, up to and including termination. Consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

B. The Subcontractor may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

C. Place of Performance (Street Address, City, County, State, Zip Code)

Check () if there are workplaces that are not identified here.

Name of Organization

Name and Title of Authorized Signatory

Signature: _____ Date: _____

LOBBYING CERTIFICATION FORM

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed under Section 1352, Title 31, U. S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for such failure.

SIGNATURE: _____

TITLE: _____

DATE: _____

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND INELIGIBILITY

Subcontractor's Name _____

Employer ID Number _____

The contract you are entering into involves the payment of State and or Federal Funds. Please complete and sign this Contract Certification.

STATE FUNDED CONTRACT CERTIFICATION

This certification is required by Management Directive 215.9, which implements Executive Order 1990-3.

The prospective recipient of State funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, or declared ineligible, from participation in this transaction by any State or Federal Department or agency.

FEDERALLY FUNDED CONTRACT CERTIFICATION

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension. 29 CFR Part 98. Section 98.510, Participants responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

1. The prospective recipient of Federal Assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Before completing this certification, read the instructions for certification on the reverse of this form.

Name and Title of Authorized Representative

Signature

Date

Instructions for Certification

1. By signing this certification and submitting it with this proposal, the prospective recipient of State and/or Federal assistance funds is providing certification as set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of State and/or Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the State and/or Federal Government may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of State and/or Federal assistance funds shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective recipient of State and/or Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded" as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to whom this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of State and/or Federal assistance funds further agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transactions with a person who is debarred, suspended,

declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department.

6. The prospective recipient of State and/or Federal assistance funds further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant covered transaction may rely upon certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. For contracts involving Federal funds, each participant may, but is not required, to check the List of Parties Excluded from Procurement or Nonprocurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system or records to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the State and/or Federal Government, the Department may pursue available remedies, including suspension and/or debarment.