

## ONE-STOP OPERATOR

### One-Stop Operator RFP – Online Proposal Submission

<b>Request for Proposals Release Date</b>	<b>2/13/25</b>
<b>Proposal Due Date</b>	<b>3/25/25, 5:00 pm PDT</b>
<b>Announcement of Selected Subrecipient</b>	<b>On or near 5/1/25</b>
<b>Anticipated Subaward Start Date</b>	<b>7/1/25</b>
<b>Anticipated Subaward End Date</b>	<b>6/30/26</b>

### **WorkForce Central**

3640 South Cedar Street, Suite E, Tacoma, WA 98409

[procurement@workforce-central.org](mailto:procurement@workforce-central.org)

#### **EQUAL OPPORTUNITY - EQUAL ACCESS**

*WorkForce Central is an equal opportunity employer/program. Auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service – 711.*

## OVERVIEW

### A. One-Stop Operator Request for Proposals

[WorkForce Central](#) is issuing this Request for Proposals (RFP) to identify and select a qualified entity to serve as the WorkSource Pierce One-Stop Operator, funded by U.S. Department of Labor federal funds under the [Workforce Innovation and Opportunity Act \(WIOA\)](#). We are seeking proposals from qualified entities with demonstrated expertise, neutrality and capacity to manage the WorkSource Pierce One-Stop Center to ensure it is customer focused, welcoming and fully accessible to all, integrated with onsite and community workforce development services, and offers comprehensive solutions to job seekers, workers and businesses. The One-Stop Operator will coordinate with WorkForce Central and its partners to promote seamless service delivery at the One-Stop Center that aligns with WIOA standards and the [WorkForce Central Strategic Framework](#).

**Eligibility:** Eligible bidders include any of the following who can meet the requirements in this RFP.

Non-profit organizations	Private for-profit businesses	Business associations
Education institutions	Public and government agencies	Faith-based organizations

**Type and Amount of Funding:** The selected entity will receive a cost reimbursement subaward. The anticipated subaward amount is up to \$160,000. Bidders should develop their budget based on actual projected costs to provide the services described in this RFP. WorkForce Central reserves the rights to increase or decrease the subaward amount proposed by the selected bidder or not award a subaward.

**Funding Source:** Workforce Innovation and Opportunity Act (WIOA)

**Anticipated Subaward Start Date:** 7/1/25

**Anticipated Subaward End Date:** 6/30/26

**Option to Extend Contract:** WorkForce Central reserves the right to renew a contract on an annual basis for an additional three years, depending on our funder's requirements, the subrecipient's performance, availability of funds, our strategic direction, community needs, and other factors.

### B. Subrecipient Designation

The selected entity will be a subrecipient of WIOA funds from the U.S. Department of Labor. A subrecipient is a non-federal entity that receives a subaward from a pass-through entity to carry out all or part of a federal program; this does not include individuals who are beneficiaries of such program. A subrecipient must comply with all applicable uniform guidance administrative requirements, cost principles and audit requirements. The pass-through agency of the funds (WorkForce Central) has a responsibility to monitor the subrecipient to ensure the federal grant funds are being used for authorized purposes and as required by the grant agreement and applicable regulations. For more information, please see: [TEGL 15-16: Selection of One-Stop Operators](#), [Uniform Guidance 2 CFR 200](#), and [Uniform Guidance 2 CFR 2900](#).

### C. One-Stop Operator Requirements

The vision for the One-Stop Operator is a servant leader who works collaboratively with WorkForce Central and our WorkSource Pierce One-Stop Center partners to create a harmonious and productive

space where excellent customer experience is the focus and center of all activity. The selected One-Stop Operator will demonstrate partnership orientation, commitment to equity, diplomacy, an unbiased approach with all stakeholders, and knowledge of local needs and resources. As the keeper of goodwill and standards, the One-Stop Operator will maintain operational oversight, functional leadership, and alignment with partners to enhance services and make the WorkSource Pierce One-Stop Center a vibrant foundation for workforce development in Pierce County.

The One-Stop Operator is expected to have a full-time presence in-person at the WorkSource Pierce One-Stop Center, located at 2121 South State Street, Tacoma, WA 98402. The One-Stop Operator must be able to coordinate and execute responsibilities virtually if One-Stop Center closures are required.

The primary roles of the subrecipient serving as the One-Stop Operator are to coordinate the delivery of services by One-Stop Center partners and other service providers at the One-Stop Center, ensure the One-Stop Center meets certification requirements, and collaborate with WorkForce Central and partners to identify and fill service gaps and increase One-Stop Center use. Responsibilities will include:

1. Coordinate Service Delivery: Ensure seamless coordination among all partner agencies to provide integrated services.
2. Manage Day-to-Day Operations: Oversee the daily activities and operations of the One-Stop Center.
3. Maintain Partner Relationships: Establish and sustain relationships with all mandated and additional partners.
4. Track Performance Metrics: Monitor and report on performance metrics to ensure goals are met.
5. Facilitate Staff Training: Organize and manage training programs for staff to enhance service delivery.
6. Implement Customer Satisfaction Programs: Develop and oversee programs to gauge and improve customer satisfaction.
7. Ensure Compliance: Ensure all operations comply with relevant laws, regulations, and policies.
8. Resource Allocation: Efficiently allocate resources to maximize service delivery and operational efficiency.
9. Innovate Service Delivery: Introduce and manage innovative solutions to improve service delivery and access to services.
10. Report to Local Workforce Board, System Partners, and Community: Regular updates on operations, performance, and any issues.

#### **D. Bidder Questions**

Questions about this RFP are welcome until 3/24/25, Noon (Pacific Daylight Time). Please submit questions using the [RFP Bidder Question Form](#). This is the only allowed venue for RFP questions. To maintain fairness to all bidders, WorkForce Central employees cannot discuss the RFP with potential bidders. Submitted questions and WorkForce Central's responses will be posted on the [One-Stop Operator RFP website page](#).

## **RFP PROCESSES**

WorkForce Central conducts procurements in a manner providing full and open competition as required under the [Uniform Guidance 2 CFR 200](#), other federal and state laws and regulations, and WorkForce Central's Procurement Policy. This RFP identifies all relevant requirements, evaluation factors, and processes. WorkForce Central reserves the right to modify or alter the requirements,

processes and standards in this RFP due to changes in state or federal agencies' requirements or local area needs. In such instances, WorkForce Central will not be held liable for provisions of the RFP that become invalid. All bidders who have submitted a proposal or who have started an online proposal will be alerted to RFP changes by an email to the listed contact person.

#### A. Proposal Submission and Withdrawal

Bidders must submit proposals online at [One-Stop Operator RFP – Online Proposal Submission](#) before the deadline of 3/25/25, 5:00 pm (Pacific Daylight Time). Other proposal submission methods cannot be accepted. Bidders can request assistance with online proposal submission using the [RFP Bidder Question Form](#). Bidders may withdraw proposals they have submitted online by emailing a request to [procurement@workforce-central.org](mailto:procurement@workforce-central.org), using "One-Stop Operator RFP" in the email subject line.

#### B. Proposal Evaluation

The proposal review and evaluation process will be conducted utilizing a fair and objective process that adheres to WorkForce Central's Procurement Policy and applicable state and federal regulations. All proposals from eligible bidders which are submitted by the deadline of 3/25/25, 5:00 PM (PDT), meet requirements stated in this RFP, and request no more than \$160,000 will be assessed for potential funding.

An Evaluation Committee will review and score proposals using the scoring rubric below. Only responses in to questions in Section II: Organization Practices and proposal Section III: Proposed Services will be scored. Proposals receiving a score of 70 points or higher will receive highest priority for funding to deliver services described in this RFP. WorkForce Central reserves the right to share factual information with the Evaluation Committee about bidders' past performance under contract with WorkForce Central, if applicable.

PROPOSAL QUESTION	POSSIBLE POINTS
<b>Organization Practices</b>	
Question 1	10
Question 2	10
Question 3	15
Question 4	5
<b>Proposed Services</b>	
Question 1	25
Question 2	25
Question 3	10
<b>TOTAL POINTS POSSIBLE</b>	<b>100</b>

#### C. Bidder Selection

WorkForce Central reserves the rights to:

- Collect additional information prior to selecting a proposal for funding, which may include requesting further information, interviews, contacting references or other individuals, and/or WorkForce Central management review of the evaluation process.
- Not award a contract to the bidder with the highest evaluation score when considering other factors such as cost, service delivery related factors, and community needs.

- Cancel the RFP, re-post the RFP, extend the proposal due date, conduct a sole source procurement, or not award a contract if the Evaluation Committee assesses all proposals as inadequate.
- Reject or only partially fund any proposal for the following reasons:
  - All proposed services are not considered essential.
  - Costs are higher than deemed reasonable in relation to overall funds available or known information about service delivery cost.
  - Past management concerns lead WorkForce Central to believe the bidder cannot successfully carry out proposed services.
  - WorkForce Central finds it necessary to fund only some of the services described in this RFP.
  - It is otherwise believed to be in the best interest of WorkForce Central.
- For a proposal submitted by multiple partners, adjust partners' proposed funding amounts and responsibilities if circumstances require this.

If it is determined that a bidder has made a false statement, misrepresentation, or provided inaccurate information, the bidder may be eliminated from consideration for funding.

#### **D. Notifications and Contract Award**

Every bidder submitting a proposal by the due date will be notified in writing of WorkForce Central's decision regarding their proposal.

This RFP does not commit the Pierce County Workforce Development Board and WorkForce Central to award a contract. Changes to state or federal regulations or policies, availability of funds, or strategic direction that necessitate substantial alteration of proposed services may result in a change to, or cancellation of, the intended contract. In such instances, the Pierce County Workforce Development Board and WorkForce Central will not be held liable for content in the selected bidder's proposal.

WorkForce Central reserves the right to determine the contract amount and the number of contracts awarded. Additional funds received by WorkForce Central may be awarded by expanding existing contracts or by consideration of proposals not initially funded under this RFP. These decisions shall be at the sole discretion of WorkForce Central.

#### **E. Contract Negotiation**

WorkForce Central reserves the right to select a bidder for a potential contract without further discussion of the submitted proposal but selecting a bidder does not constitute final approval of the proposal as submitted. WorkForce Central will require the selected bidder to participate in contract negotiation about services, outcomes, allowable activities and costs, staffing, budget, and payment and administrative processes. Bidders will receive fair and equal treatment with respect to any changes to their proposed services and budget.

The contract will not be final and services cannot begin until WorkForce Central and the bidder have executed a mutually acceptable contract. If contract negotiation does not result in a mutually acceptable contract, WorkForce Central reserves the right to terminate the negotiation and decline to fund the proposal.

WorkForce Central reserves the right to reduce the funding level of any contract resulting from this RFP during the contract period if the contractor fails to meet contract goals and expectations related to services, participants, outcomes, expenditures, and/or compliance, or if anticipated funding is not received from WorkForce Central's funding source(s).

## **F. Debriefing Unsuccessful Bidders**

Upon request, a debriefing meeting will be scheduled with an unsuccessful bidder. A request for a debriefing meeting must be emailed to [procurement@workforce-central.org](mailto:procurement@workforce-central.org) within three business days after the notification of unsuccessful proposal is sent to the bidder. WorkForce Central will acknowledge receipt of the debriefing request within three business days then schedule the debriefing meeting at a mutually acceptable date and time.

Discussion will be limited to a critique of the requesting bidder's proposal. Comparisons between proposals and sharing information about other proposals will not be allowed. Debriefing conferences may be conducted by phone or virtually and will be scheduled for a maximum of one hour.

## **G. Protest Procedure**

A protest procedure is available to bidders who submitted a proposal for this RFP and who have participated in a debriefing meeting. Bidders protesting this procurement shall follow the procedures described below. Protests that do not follow these procedures will not be considered. This protest procedure is the sole administrative remedy available to bidders under this RFP.

Bidders protesting this procurement process and outcome have three business days after their debriefing meeting to file a protest by emailing a written and signed request to [procurement@workforce-central.org](mailto:procurement@workforce-central.org). The protest must state the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included. Only protests identifying an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination, or conflict of interest on the part of the Evaluation Committee.
- Non-compliance with procedures described in the RFP document.

Protests will be rejected as without merit if they address issues such as an evaluator's professional judgment on the quality of a proposal or the bidder's assessment of its own and/or other bidders' needs, requirements or qualifications.

Upon receipt of a protest, a protest review will be held by WorkForce Central. WorkForce Central's Chief Executive Officer or her designee will consider the protest, evaluation process, and all available facts and issue a decision within ten business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

The final determination of the protest shall be one of the following:

- Find the protest lacking in merit, uphold WorkForce Central's procurement decision, and enter into a contract with the successful bidder (if applicable).
- Find only technical or harmless errors in WorkForce Central's process, determine WorkForce Central to be in substantial compliance, reject the protest, and enter into a contract with the successful bidder (if applicable).
- Find merit in the protest and address through one of the following options:
  - Correct the errors and re-evaluate all proposals.
  - Reissue the RFP and begin a new process.
  - Determine other course(s) of action as appropriate.

If a protest may affect the interest of another bidder, such bidder will be given an opportunity to submit its views and any relevant information on the protest.

## PROPOSAL QUESTIONS

### SECTION I: Organization Information

1. Organization Name
  2. Address
  3. Contact Person, Title, Email Address, Phone Number
  4. Type of Organization (for example: non-profit organization, government, faith-based organization, for-profit, other)
  5. WA State UBI Number (WA business license number)
  6. Federal Employer Identification Number (FEIN), a.k.a. Tax ID number
  7. Unique Entity Identifier (UEI) and confirm active registration in [www.SAM.gov](http://www.SAM.gov)
  8. Organization Description: Brief history, services provided, populations served, geographic scope of services, number of employees, usual funding/income sources
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### SECTION II: Organization Practices

1. Fair Opportunities: Please describe specific organizational policies or practices designed to foster fair opportunities for employment and advancement at your organization and ensure equal access to the services your organization provides. Additionally, share information about the composition of your staff, leadership team, and board (if applicable) in terms of attributes or lived experiences relevant to providing your services. *(10 points)*
2. Employee Retention and Organizational Culture: What organizational practices and strategies help to retain your employees and create and sustain positive work culture? Please provide information about both staff and leadership retention rates over the last 3 years. *(10 points)*
3. Partnerships: Check the types of organizations with whom you have had a significant partnership in the last 3 years and provide the following information: organization names, partnership timeframe/dates, and brief description of shared work and accomplishments. Please emphasize partnerships in Pierce County. *(15 points)*
  - WorkSource Pierce One-Stop system partner organizations
  - Organizations and groups that work with individuals with disabilities, veterans, individuals experiencing homelessness, individuals with low income, and other groups who are furthest from opportunity
  - Organizations that work with young adults
  - Justice system and law enforcement
  - Behavioral health services
  - Education and training providers (including post-secondary, K-12)
  - Organizations providing career or employment services
  - Other relevant organizations and groups not listed
4. Community Voice: Share your strategies for engaging community members with relevant lived experience in developing and improving your services. *(5 points)*

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### SECTION III: Proposed Services

1. Fully describe your experience operating a One-Stop Center (a.k.a. American Job Center), including accomplishments and challenges overcome. If you have not operated a One-Stop Center, you can describe similar experience. (25 points)
2. Describe strategies and ideas you will help develop and initiate to improve access to and quality of services at the WorkSource Pierce One-Stop Center. (25 points)
3. Budget - Please complete a one-year proposed budget for One-Stop Operator services using the form below and the following requirements. (10 points)
  - The proposed budget cannot exceed \$160,000.
  - Bidders can request less than \$160,000. The budget should reflect actual anticipated expenses.
  - The One-Stop Operator must be a single person at 1.0 FTE, not a team. The salary for the One-Stop Operator must be a minimum of \$100,000, not including benefits and taxes.
  - Rent/occupancy does not need to be included in the budget because an office will be provided for the One-Stop Operator.

<b>One-Stop Operator Salary</b>	
Explanation/Calculation:	
<b>Taxes and Benefits</b>	
Explanation/Calculation:	
<b>Mileage/Travel</b>	
Explanation/Calculation:	
<b>Professional Development</b>	
Explanation/Calculation:	
<b>Supplies</b>	
Explanation/Calculation:	
<b>Equipment</b>	
Explanation/Calculation:	
<b>Other</b>	
Explanation/Calculation:	
<b>TOTAL DIRECT COSTS</b>	
<b>Indirect Costs</b>	
<b>TOTAL BUDGET</b>	

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### SECTION IV: Financial Management and Capacity

1. Please check your organization's funding sources over the last 5 years:  
Generated Income \_\_\_\_\_ State \_\_\_\_\_  
Philanthropic/Foundations \_\_\_\_\_ Federal \_\_\_\_\_  
Local Government \_\_\_\_\_ Other: \_\_\_\_\_
2. Did your organization expend \$1,000,000 or more in federal funds in the last calendar year, requiring a single audit?
3. If you have had a financial audit in the last 24 months, please upload it here.



- Did your audit report state that you received an unmodified opinion?
  - Please list any audit findings received from an external entity within the last 24 months.
  - If you have not had a financial audit, upload your most recent financial statements instead.
4. Has your organization been monitored by a funding organization in the last 24 months? If yes, please describe any findings or issues identified.
  5. Does your organization's accounting system identify the receipt and expenditure of funds separately for each contract or grant?
  6. Does the accounting system provide for the recording of expenditures for each contract or grant by the component project and budget cost categories shown in approved budgets?
  7. Does the accounting system provide for the segregation of direct and indirect expenses?
  8. Does your organization's accounting system include budgetary controls to preclude incurring obligations in excess of:
    - The total funds available for the contract or grant?
    - The total funds available for a budget cost category?
  9. Does your organization have an internal control structure that provides reasonable assurance that the contract or grant funds, assets, and systems are safeguarded?
  10. Does your organization have a system for tracking employee time and effort distributions specifically by cost objective/activity?
  11. Is there any ongoing financial concern or legal matter that may impact your organization's ability to manage and administer a contract? If yes, please explain.
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## **SECTION V: References**

Please list three partner or customer references WorkForce Central can contact if needed, including name, organization (if applicable), title (if applicable), email address and phone number.

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## **SECTION VI: Certifications**

Bidders must certify they understand and will adhere to the following requirements.

### Laws, Regulations, Policies and Licensing

1. Comply with all applicable federal, state, and local laws and regulations, including, but not limited to, civil rights, employment, nondiscrimination, taxes, and disability requirements. Noncompliance may be deemed as material grounds for default and termination even without showing a direct effect on the work being performed under a contract. This includes [20 CFR 683.200 General Fiscal and Administrative Rules](#).
  - [Uniform Guidance](#)
  - [Allowable Costs and Cost Principles](#)
  - [Uniform Administrative Requirements](#)
  - [Government-wide Debarment and Suspension and Drug Free Workplace Requirements](#)
  - [Restrictions on Lobbying](#)
  - [Buy American](#)
  - [Nepotism](#)
  - [Mandatory Disclosures](#)

2. Ensure equal opportunity to all individuals.
3. Ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
4. Administer the program in full compliance with safeguards against fraud and abuse as set forth in law and regulations.
5. Operate the program in full compliance with health and safety standards established under state and federal law.
6. Adhere to the Washington State records retention policy by maintaining all financial and programmatic records (including customer files) for a minimum of six years.
7. Maintain working knowledge of and follow WorkForce Central's applicable policies and procedures, found at [WorkForce Central Policy Library](#).
8. Be expressly responsible for ensuring the organization is properly licensed and registered with all required state and federal agencies.
9. If applicable, have an annual single audit performed in accordance with current federal regulations and submit a copy of the completed audit report to WorkForce Central within thirty days, unless a longer period is agreed to.
10. Pursuant to the Stevens Amendment (in P.L. 116-260, page 441, Sec. 505), when issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with federal money, all non-federal entities receiving federal funds shall clearly state: a) The percentage of the total costs of the program or project which will be financed with federal money; b) The dollar amount of federal funds for the project or program; and c) The percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources. The requirements of this term are separate from those in 2 CFR Part 200 and, when applicable, both must be complied with.

#### Conflicts of Interest

1. Attest to no current conflicts of interest, either real or perceived, in providing proposed services. If selected as a subrecipient or contractor, disclose applicable conflicts of interest.
2. Administer a contract resulting from this RFP in an impartial manner, free from improper personal, financial, or political gain and following the requirements of WorkForce Central's Conflict of Interest Policy, located at [WorkForce Central Policy Library](#).
3. Take every reasonable course of action to maintain the integrity of contract expenditures and to avoid any favoritism or illegal conduct.
4. Maintain a written code of standards or conduct governing the performance of persons engaged in the award and administration of WIOA Title I contracts.
5. If selected or otherwise designated to perform more than one function related to WIOA, develop a written plan that clarifies how the organization will carry out its multiple responsibilities while demonstrating compliance with WIOA, corresponding regulations, relevant Office of Management and Budget circulars, and WorkForce Central's Conflict of Interest Policy. The written plan must limit conflict of interest or the appearance of conflict of interest, minimize fiscal risk, develop appropriate firewalls within the organization performing multiple functions, and be agreed to by the Pierce County Workforce Development Board, Executive Council, and WorkForce Central.

### Proposal

1. The information contained in the proposal fairly and accurately represents the bidder's organization, its program operation plans, and the budget necessary to conduct proposed services as described. The bidder has read and understands the requirements of the RFP and is prepared to implement proposed activities as described.
2. As applicable and to the best of the bidder's knowledge, the proposal is consistent with federal requirements and regulations, State of Washington policies and laws, and the Pierce County Workforce Development Board's policies and procedures.
3. The bidder did not request information from WorkForce Central employees related to this RFP except through the formal question submission process. No current or former employee of WorkForce Central assisted in preparing this proposal in other than their official, public capacity.
4. The bidder understands this proposal and all material originated and prepared pursuant to the RFP shall belong to the Pierce County Workforce Development Board and WorkForce Central and will be subject to public disclosure under the Freedom of Information Act.
5. The bidder's representative signing the proposal is authorized to sign the proposal and any resulting contractual agreement on behalf of their organization.