

**SOUTHERN ALLEGHENIES WORKFORCE DEVELOPMENT
BOARD (SAWDB)**

REQUEST FOR PROPOSALS (RFP)

One-Stop Operator for the Southern Alleghenies Pa CareerLink®
System

RFP Number: SAWDB-2026-02 | Issue Date: May 12, 2026

Contract Period

July 1, 2026 – June 30, 2030

INQUIRIES AND RESPONSES SHOULD BE DIRECTED TO:

Jennifer J. Sklodowski

Director, SAWDB

Southern Alleghenies Planning & Development Commission
(SAP&DC)

3 Sheraton Drive, Altoona, PA 16601

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REQUEST FOR PROPOSALS (RFP)

One-Stop Operator for the Southern Alleghenies PA CareerLink® System

PURPOSE

The Workforce Innovation and Opportunity Act of 2014 (WIOA) requires each Local Workforce Development Area to designate and competitively procure a **One-Stop Operator** to coordinate service delivery among required partners in the workforce development system.

In accordance with WIOA Section 121(d) and federal guidance, the Southern Alleghenies Planning and Development Commission (SAPDC), on behalf of the Southern Alleghenies Workforce Development Board (SAWDB) and the Chief Local Elected Officials (CLEOs), is issuing this Request for Proposals (RFP) to competitively procure an entity to serve as the **One-Stop Operator (Operator)** for the PA CareerLink® system in the Southern Alleghenies region.

This procurement is conducted in compliance with:

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128
 - WIOA Final Rule (20 CFR Parts 675–688)
 - Training and Employment Guidance Letter (TEGL) 15-16
 - Uniform Administrative Requirements, Cost Principles, and Audit Requirements (2 CFR Part 200)
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BACKGROUND

WIOA, enacted in July 2014, replaced the Workforce Investment Act (WIA) of 1998 and emphasizes a modern, integrated workforce system that aligns workforce, education, and economic development.

The PA CareerLink® system serves as Pennsylvania’s **one-stop delivery system**, providing comprehensive workforce services to job seekers and businesses. The One-Stop Operator is responsible for coordinating service delivery among required and additional partners to ensure:

- Seamless customer experience
- Integrated service delivery
- Alignment with regional workforce strategies
- Accountability for performance outcomes

SAPDC seeks to identify a qualified entity, or consortium of eligible entities, to serve as the One-Stop Operator for:

- **Five (5) Comprehensive PA CareerLink® sites** (Bedford, Blair, Cambria, Huntingdon, Somerset)
- **One (1) Affiliate Site** (Fulton County)

The Operator role must remain **distinct from service provider roles**, in accordance with WIOA conflict-of-interest provisions.

SOUTHERN ALLEGHENIES REGION PROFILE

The Southern Alleghenies Workforce Development Area includes six counties:

- Blair
- Bedford
- Cambria
- Fulton
- Huntingdon
- Somerset

The region is largely rural and covers approximately 4,100+ square miles.

Key workforce characteristics include:

- Aging population and shrinking labor force
- Skills gaps between employer demand and workforce supply
- Challenges attracting and retaining younger workers
- Continued shift from goods-producing industries to service sectors

Primary industry sectors include:

- Healthcare and social assistance
- Manufacturing
- Retail trade
- Accommodation and food services
- Professional and business services

The PA CareerLink® system is a critical workforce asset supporting both job seekers and employers through coordinated services.

ELIGIBLE APPLICANTS

Eligible applicants include, but are not limited to:

- Institutions of higher education
- Nonprofit and community-based organizations
- Workforce intermediaries
- Government agencies
- For-profit entities
- Consortia of organizations

All applicants must demonstrate the capacity to perform the functions of the One-Stop Operator as defined in WIOA.

REQUIRED QUALIFICATIONS

The selected Operator must demonstrate:

- Knowledge of WIOA, federal regulations, and Pennsylvania workforce policy
- Experience coordinating multi-partner service delivery systems
- Strong organizational, leadership, and facilitation skills
- Ability to support performance accountability and data-driven decision-making
- Experience working with employers and job seekers
- Commitment to serving individuals with barriers to employment

Familiarity with the **current Southern Alleghenies Regional and Local Plans** is required and can be viewed at www.sapdc.net.

ROLE OF THE ONE-STOP OPERATOR

Under the direction of the SAWDB and CLEOs, the Operator will coordinate service delivery across the PA CareerLink® system.

Key Responsibilities

The Operator will:

- Coordinate service delivery among required and additional partners
 - Convening partner meetings
 - Monitoring partner participation

- Escalating unresolved issues
- Tracking referral effectiveness
- Supporting common intake/referral processes
- Evaluating customer flow
- Reviewing customer satisfaction trends
- Support development and implementation of the Memorandum of Understanding (MOU) and Resource Sharing Agreement Budget (RSAB)
- Promote integration of services to enhance customer experience
- Support performance accountability and continuous improvement efforts
- Assist with one-stop certification and monitoring readiness
- Facilitate communication among partners and with SAWDB staff
- Promote outreach and system visibility to employers and job seekers
- Support staff development and system alignment

Important Notes

- The Operator **does not directly provide WIOA career or training services** unless firewalls are established. Firewall policies related to organizational structure, procurement integrity, and conflict-of-interest prevention shall be established at the policy level and are subject to SAWDB oversight and approval.
- Operational implementation of such policies, including internal controls, system safeguards, and day-to-day enforcement, shall be the responsibility of the Fiscal Agent and/or contracted service providers.
- The Operator **does not manage workforce funds** unless explicitly authorized.

Existing site administrators remain employees of their respective organizations but may receive functional coordination support from the Operator. Functional coordination requires providers to work collaboratively across internal teams and external partners to ensure that job seekers and employers experience an integrated service model, regardless of funding source or program eligibility.

CONFLICT OF INTEREST

The selected Operator must disclose all potential conflicts of interest and comply with WIOA requirements regarding separation of duties between operator and service provider roles.

PROPOSAL REQUIREMENTS

Proposal Narrative (Maximum 10 Pages)

Applicants must address:

- Organizational mission, structure, and experience
 - Experience working within workforce systems and partnerships
 - Experience serving job seekers and employers
 - Understanding of One-Stop Operator role
 - Strategies for coordinating service delivery
 - Strategies for serving individuals with barriers to employment
 - Approach to performance accountability and continuous improvement
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FUNDING

At this time, **no direct funding is guaranteed** for the Operator role.

Applicants should:

- Identify leveraged resources
- Describe how the Operator function will be supported

Future funding through the RSAB may be considered based on evaluation of costs and system needs.

CONTRACT PERIOD

The anticipated contract period is July 1, 2026 – June 30 ,2030

- **Initial Term:** July 1, 2026 – June 30, 2027
 - **Renewals:** Up to three (3) additional one-year terms, based on performance and funding availability
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PROCUREMENT TIMELINE

- RFP Release: May 12, 2026
- Questions Due: May 14, 2026

- Responses to Questions Posted: May 17, 2026
 - Proposals Due: May 22, 2026
 - Review Period: May 26, 2026 – June 5, 2026
 - Award Announcement: June 2026
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PROPOSAL SUBMISSION

Submit:

Hard Copy

Jennifer J. Sklodowski
Director, SAWDB
Southern Alleghenies Planning & Development Commission
3 Sheraton Drive
Altoona, PA 16601

Electronic Copy

Submit via email by the deadline to: jsklodowski@sapdc.net

PROPOSAL EVALUATION

Proposals will be evaluated based on:

- Demonstrated understanding of the One-Stop Operator role
- Capacity to coordinate workforce system partners
- Experience serving employers and job seekers
- Strategies for serving individuals with barriers
- Leveraged resources and system value

A review committee free of conflicts of interest will score and rank proposals, with final approval by the SAWDB and SAPDC Board.

PROTEST AND APPEAL PROCEDURES

SAPDC will administer all protest procedures consistent with federal and state requirements.

Step 1: Informal Resolution

Submit concerns to the SAPDC Administrative Officer.

Step 2: Formal Written Protest

Must be submitted within 15 calendar days, including:

- Name and address
- Description of procurement
- Basis for protest
- Supporting documentation

Step 3: Review

A review panel will conduct a debriefing and issue a written decision.

Step 4: State-Level Appeal

If unresolved, the protest may be elevated to the Commonwealth of Pennsylvania.

DISCLAIMERS

SAPDC and SAWDB reserve the right to:

- Reject any or all proposals
- Modify or cancel this RFP
- Request additional information from applicants

APPENDIX A: BIDDER RESPONSE FORM

One-Stop Operator Procurement

Southern Alleghenies Workforce Development Area

A. ORGANIZATIONAL INFORMATION

Legal Name of Organization: _____

Doing Business As (if applicable): _____

Address: _____

City, State, Zip: _____

Telephone Number: _____

Website (if applicable): _____

Federal Employer Identification Number (EIN): _____

B. CONTACT PERSON

Name: _____

Title: _____

Email Address: _____

Phone Number: _____

C. TYPE OF ORGANIZATION (CHECK ONE)

- Nonprofit Organization
 - For-Profit Entity
 - Government Agency
 - Educational Institution
 - Workforce Intermediary
 - Consortium (list lead agency): _____
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D. PROPOSAL COMPONENTS CERTIFICATION

Please initial each item to confirm inclusion in your submission:

Component	Initial
Cover Page	_____
Organizational Profile	_____
Technical Proposal (≤10 pages)	_____
Cost/Resource Proposal (if applicable)	_____
Required Assurances and Disclosures	_____
Supporting Documentation (if applicable)	_____

E. REQUIRED ASSURANCES AND CERTIFICATIONS

By checking each box below, the Offeror certifies compliance:

Debarment and Suspension

The organization is not debarred, suspended, or otherwise excluded from participation in federal or state programs.

Conflict of Interest Disclosure

The organization has disclosed all actual or potential conflicts of interest and agrees to comply with WIOA conflict of interest requirements.

Non-Discrimination and Equal Opportunity

The organization will comply with WIOA Section 188 and 29 CFR Part 38.

Compliance with Federal Regulations

The organization agrees to comply with WIOA, applicable federal regulations, and Uniform Guidance (2 CFR Part 200).

Accuracy of Information

All information submitted in this proposal is true and accurate to the best of the Offeror's knowledge.

F. LEVERAGED RESOURCES (IF APPLICABLE)

Briefly describe any leveraged resources being contributed to support the One-Stop Operator role:

G. AUTHORIZED SIGNATURE

By signing below, the Offeror acknowledges that they have read and agree to all terms and conditions of this Request for Proposals (RFP) and certify that the information contained in the proposal submission is accurate and complete.

Authorized Representative Name (Print): _____

Title: _____

Signature: _____

Date: _____

Appendix B: SCORING RUBRIC (DETAILED POINTS-BASED EVALUATION)

Each proposal will be evaluated using the following **100-point scoring rubric**. Reviewers will assign scores based on the extent to which the proposal meets the criteria described.

1. Understanding of One-Stop Operator Role (25 Points)

Rating	Description	Points
Excellent	Demonstrates comprehensive understanding of WIOA One-Stop Operator role, including coordination, integration, compliance, and separation of duties	21–25
Good	Demonstrates solid understanding with minor gaps in detail	16–20
Fair	Demonstrates basic understanding but lacks depth or clarity	8–15
Poor	Limited or incorrect understanding of the Operator role	0–7

2. Organizational Capacity and Experience (20 Points)

Rating	Description	Points
Excellent	Extensive experience in workforce systems, partner coordination, and program management; strong staffing and leadership capacity	17–20
Good	Relevant experience with adequate organizational capacity	13–16
Fair	Limited experience or unclear capacity to fulfill role	7–12
Poor	Minimal or no relevant experience	0–6

3. System Coordination and Partner Integration (20 Points)

Rating	Description	Points
Excellent	Clear, innovative strategies for coordinating multiple partners and delivering seamless services	17–20

Good	Reasonable strategies for coordination and collaboration	13–16
Fair	Limited or unclear coordination approach	7–12
Poor	No clear approach to integration or collaboration	0–6

4. Service to Individuals with Barriers to Employment (15 Points)

Rating	Description	Points
Excellent	Strong, clearly defined strategies for outreach and service delivery to individuals with barriers	13–15
Good	Adequate strategies with some detail provided	10–12
Fair	General or limited discussion of target populations	5–9
Poor	Little to no focus on barriers to employment	0–4

5. Performance Accountability and Continuous Improvement (10 Points)

Rating	Description	Points
Excellent	Strong understanding of WIOA performance metrics and clear plan for data-driven improvement	9–10
Good	Adequate understanding with basic improvement strategies	7–8
Fair	Limited discussion of performance or unclear approach	4–6
Poor	No meaningful discussion of performance accountability	0–3

6. Leveraged Resources and Cost Effectiveness (10 Points)

Rating	Description	Points
Excellent	Demonstrates significant leveraged resources and cost-efficient approach	9–10
Good	Identifies reasonable leveraged resources	7–8

Fair	Limited or unclear resource leveraging	4–6
Poor	No demonstrated leveraged resources	0–3

TOTAL POSSIBLE SCORE: 100 POINTS

APPENDIX C: REVIEWER SCORING SHEET

One-Stop Operator Procurement Evaluation Form

Southern Alleghenies Workforce Development Area

A. PROPOSAL INFORMATION

Proposer Name: _____

Reviewer Name: _____

Review Date: _____

B. SCORING CRITERIA

1. Understanding of One-Stop Operator Role (25 Points)

Score (0–25): _____

Reviewer Comments:

2. Organizational Capacity and Experience (20 Points)

Score (0–20): _____

Reviewer Comments:

3. System Coordination and Partner Integration (20 Points)

Score (0–20): _____

Reviewer Comments:

4. Service to Individuals with Barriers to Employment (15 Points)

Score (0–15): _____

Reviewer Comments:

5. Performance Accountability and Continuous Improvement (10 Points)

Score (0–10): _____

Reviewer Comments:

6. Leveraged Resources and Cost Effectiveness (10 Points)

Score (0–10): _____

Reviewer Comments:

C. TOTAL SCORE

Category	Points
Understanding of Role	_____
Capacity & Experience	_____
Coordination & Integration	_____
Service to Barriers	_____

Performance & Improvement	
Resources & Cost	
TOTAL SCORE (MAX 100)	

D. OVERALL ASSESSMENT

Please select one:

- Highly Recommended
- Recommended
- Recommended with Conditions
- Not Recommended

E. STRENGTHS

F. WEAKNESSES

G. CONFLICT OF INTEREST CERTIFICATION

I certify that:

- I have **no conflict of interest** with this proposer
- If a conflict exists, it has been disclosed and I have recused myself as required

Reviewer Initials: _____

H. SIGNATURE

Reviewer Name (Print): _____

Signature: _____

Date: _____