



WORKFORCE BOARD LEHIGH VALLEY

REQUEST FOR QUOTES (RFQ)

**WIOA INNOVATION AND OPPORTUNITY ACT (WIOA)
ONE-STOP OPERATOR**

**JULY 1, 2026 – JUNE 30, 2027
RENEWABLE FOR THREE (3) ADDITIONAL ONE (1) YEAR PERIODS**

ISSUED: MONDAY, FEBRUARY 9, 2026

DEADLINE FOR SUBMISSION: MONDAY, MARCH 9, 2026

**WORKFORCE BOARD LEHIGH VALLEY
555 UNION BOULEVARD
ALLENTOWN, PA 18109
www.lvwib.org**

**WORKFORCE BOARD LEHIGH VALLEY RESERVES THE RIGHT TO MODIFY ANY OF THE
ENCLOSED SPECIFICATIONS**

**IN ACCORDANCE WITH PUBLIC LAW 101-166, SECTION 511, KNOWN AS THE STEVEN'S AMENDMENT, THIS
REQUEST FOR QUOTES (RFQ) IS 100% FUNDED WITH FEDERAL FUNDS. THE AGREEMENT TO BE
ENTERED INTO AS A RESULT OF THIS RFQ WILL ALSO BE 100% FUNDED WITH FEDERAL FUNDS.**

**THE PA CAREERLINK® LEHIGH VALLEY SYSTEM PROGRAM PARTNERS AND SERVICE PROVIDERS HAVE
REVIEWED THESE SPECIFICATION, HAVE PROVIDED FEEDBACK AND AGREE WITH THE OPERATOR'S
ROLE AND RESPONSIBILITIES AS DEFINED IN THESE SPECIFICATIONS.**

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ATTACHMENTS

Attachment 1: Proposal Application

Attachment 2: Required Federal and Commonwealth Forms

EXHIBITS

Exhibit A: Request for Quotes (RFQ) Rating and Evaluation Form

SECTION 1: INTRODUCTION

The Commonwealth of Pennsylvania has designated Lehigh and Northampton Counties in Northeast Pennsylvania as the Lehigh Valley Workforce Development Area in accordance with provisions of the Workforce Innovation and Opportunity Act of 2014 (WIOA). The Lehigh and Northampton County Executives are the Chief Elected Officials (CEO) as defined in WIOA. Together with the Workforce Board Lehigh Valley (WBLV), they are responsible for competitively selecting a One-Stop Operator.

The WBLV oversees the operations in one (1) comprehensive American Job Center (AJC) also referred to as PA CareerLink® Lehigh Valley and, currently, two (2) satellite sites, of which one is temporarily closed, where residents and citizens of the workforce development area can access a variety of career services. There may be additional locations in the future. The PA CareerLink® Lehigh Valley houses a variety of workforce programs and funding streams. These include:

- WIOA Title I Adult, Dislocated Worker, and Youth programs
- Wagner-Peyser Employment Services – National Labor Exchange
- Local Veterans' Employment programs
- Disables Veterans' Outreach programs
- Trade Adjustment Assistance programs
- Unemployment Compensation programs
- Re-employment Services and Eligibility Assessment (RESEA) programs
- EARN (Welfare) programs
- Discretionary Grants requiring the provision of career services

WIOA also includes the following workforce programs as One-Stop Partners:

- Family Literacy and Adult Education Act
- Vocational Rehabilitation
- Career and Technical Education (Perkins Act)
- Community Services Block Grant
- Second Chance Act
- Senior Community Service Employment Program
- YouthBuild

SECTION 2: DESCRIPTION OF ONE-STOP OPERATOR SERVICES

The main function of the One-Stop Operator in the PA CareerLink® Lehigh Valley shall be that of a facilitator and coordinator. The WBLV contracts separately for management of the WIOA Title I career services. WIOA Title I career services are delivered in conjunction with Wagner-Peyser Act funded employment services. The delivery of program services will not be a One-Stop Operator's responsibility.

The WBLV is seeking a single entity which will serve as the One-Stop Operator to coordinate among all the WBLV One-Stop Partners and locations. The entity must identify the individual who will serve as the One-Stop Operator in their response to this RFQ.

One-Stop Operator Responsibilities

The role of the One-Stop Operator in the Lehigh Valley shall encompass the following duties.

- a. Coordinate the delivery of partner program services in the local service delivery system ensuring a seamless distribution of career services, training services, and other employment-related services provided by required and additional partner programs.
- b. Provide functional supervision of the PA CareerLink® Lehigh Valley comprehensive and satellite sites.
- c. Duties must include, but are not limited to:
 - i. Organizing and coordinating all among co-located partner staff by function in accordance with state personnel rules, collective bargaining agreements, and state policy and guidance to encourage integration of services.
 - ii. Establishing a customer flow model that is customizable to the needs of individual customers and make recommendations to the WBLV Executive Director and Title I Manager when needed or when a new partner is co-located.
 - iii. Developing operational procedures and protocols that promote effective, seamless service delivery, ensuring that individual one-stop partner program performance and outcomes are not negatively affected.

- iv. Communicating workforce system policy, directions and information according to communication protocol.
- v. Establishing policies and procedures for situations such as inclement weather, holidays, breaks or time off, which account for relevant policies that may not be considered across the partners.
- d. Oversee day-to-day facility operations of the physical PA CareerLink® Lehigh Valley comprehensive site and satellite sites.
- e. Ensure compliance with PA CareerLink® Certification policy and guidance.
- f. Work with the WBLV to facilitate the negotiations and signings of Memorandums of Understanding (MOU) with One-Stop Partners.
- g. Maintain ongoing knowledge of WIOA and TANF regulations and any succeeding regulations, state and WBLV imposed policies or directives, and other applicable laws, regulations, rules or contracts to guide administrative requirements and efforts and impart that knowledge as appropriate to the One-Stop Partners.
- h. Develop and review one-stop processes and procedures in partnership with stakeholders to enhance the delivery of services.
- i. Assist WBLV with the one-stop infrastructure negotiations including expenses related to space, occupancy, shared costs, and other costs associated with the operator and the one-stop delivery system.
- j. Recommend the maintenance and/or retirement of one-stop service locations technologic tools and services.
- k. Assist the WBLV with overseeing and maintaining the PA CareerLink® Lehigh Valley website and social media and coordinating outreach among the workforce system, including the One-Stop Partners.
- l. Provide monthly reports regarding One-Stop Operator activities, including but not limited to one-stop partner site engagement, meetings with current and potential one-stop partners, system challenges, recommendations and best practices, and evaluation of monthly customer flow.

- m. Provide monthly reports on PA CareerLink® Lehigh Valley foot traffic.
- n. Implements customer satisfaction measurement and feedback mechanisms.
- o. Ensures that an effective customer referral mechanism is in place and monitor usage.
- p. Coordinate the provisions of the One-Stop Partners' services and activities as reflected in the MOU.
- q. Establish and maintain relationships with the One-Stop Partners, both mandated and non-mandated, to effect high degrees of partner collaboration and program integration.
- r. Serve as a neutral intermediary or liaison for the One-Stop Partners.
- s. Encourage One-Stop Partner engagement.
- t. Organize, attend, and lead quarterly One-Stop Partner meetings.
- u. Share WBLV and other workforce development stakeholders' communiques or activities.
- v. Reviews and enacts the LWDB's WIOA regional and local plan, policies and directives.
- w. Ensure, in collaboration with the WBLV, that all requirements established by the Office of Equal Opportunity are consistently met.
- x. Monitor the Resource Sharing Agreement (RSA) and provide updates to the One-Stop Partners.
- y. Ensure One-Stop Partners have current and valid information to make appropriate decisions regarding all PA CareerLink® Lehigh Valley expenses, including but not limited to equipment and programming.

One-Stop Operator Deliverables

- a. Together with the WBLV, the One-Stop Operator will be required to review the existing One-Stop MOU negotiated with the individual One-Stop Partners as described in WIOA Section 121, and work with the partners to update their MOUs to reflect continuous improvement.
 - i. A description of how each One-Stop Partner is providing access to their services through the one-stop delivery system including their roles, responsibilities, services, and activities. This shall be done via the creation or updating of a matrix listing each One-Stop Partner, their funding source, participant eligibility requirements, contact person or position and performance requirements.
 - ii. A description and evaluation of how access to one-stop services increases over the course of the year which is also certification criterion as described in Paragraph (e) below.
 - iii. How the coordination of services through the one-stop delivery system will be improved each year this one-stop agreement is in effect.
 - iv. A description of the One-Stop Partner services that will be delivered through the one-stop system including the addition of any services since entry into the previous MOU.
 - v. How the One-Stop Partners referral process continues to improve.
- b. Assist the WBLV, as needed, with respect to the determination of infrastructure costs related to space, occupancy, shared costs, and other costs associated with the One-Stop Operator and one-stop delivery system.
- c. Assist the WBLV in assessing and improving technology tools to assure the tools available in the one-stop are current.

- d. One-stop centers and one-stop delivery systems must be certified by the state, every three (3) years, in accordance with PA Workforce System Policy 121-05 in three (3) broad categories. Some of these criteria are already in place and implemented or monitored through existing policies and processes. It is expected that the One-Stop Operator will work closely with the WBLV to address the one-stop's effectiveness, including customer satisfaction to assure the WBLV one-stop exceeds the performance levels set by the state with respect to:
 - i. The one-stop center's integration and coordination of services for participants and businesses.
 - ii. The one-stop center's ability to meet the workforce development needs of participants and the employment needs of local employers by identifying new ways to coordinate between the one-stop, education, and employers that involve all the One-Stop Partners.
 - iii. Demonstrating continuous improvement principles which include the interactive process of plan, do, check, and act.
- e. The One-Stop Operator will be required to prepare monthly reports regarding One-Stop Operator activities, including but not limited to one-stop partner site engagement, meetings with current and potential one-stop partners, system challenges, recommendations and best practices, and evaluation of monthly customer flow.
- f. A One-Stop Partner survey is to be created by the WBLV to evaluate the One-Stop Operator's efficiency and effectiveness. The local board shall consider, at a minimum, the survey results whenever the One-Stop Operator is being evaluated as described herein.

SECTION 3: SUB-GRANTEE AGREEMENT TERM

A sub-grant agreement will be entered into with the selected entity. The sub-grant agreement will be written for one (1) year with three (3) renewals subject to the performance over the course of each program year during the course of the agreement term. The One-Stop Operator will be expected to report on their progress in writing in a format approved by the WBLV Executive Director for presentation to the governing boards at their regularly scheduled meetings.

SECTION 4: FUNDS AVAILABLE

Based on the strength of the proposal and the entity's experience and capability, between one hundred thousand dollars (\$100,000.00) is available to fund this initiative.

The WBLV reserves the right to adjust the above amount as needed.

SECTION 5: ONE-STOP OPERATOR QUALIFICATIONS

Qualifications for the One-Stop Operator

- a. To meet the WIOA requirements, WBLV is seeking an entity which will fulfill the role of a coordinator among the One-Stop Partners.
- b. WBLV requires that entities submitting proposals be able to identify a single individual who will be identified as the One-Stop Operator and who can be held accountable for accomplishing the deliverables.
- c. The WBLV reserves the right to approve the individual selected to serve at the One-Stop Operator.
- d. The following entities may respond to this RFQ:
 - i. A private for-profit entity;
 - ii. A private not-for-profit entity; or
 - iii. Another interested organization or entity such as an independent consultant or consulting firm.
- e. Entities submitting a response to this RFQ must be capable of carrying out the duties of the One-Stop Operator as described above and have a history of demonstrated effectiveness.

- f. The entity selected to serve as the One-Stop Operator should:
 - i. Be experienced in public relations;
 - ii. Identify staff who will serve as the One-Stop Operator. The individual should have a Bachelor's degree or higher in Human Services, Communications, Project Management, Business Operations, or a related field or comparable experience;
 - iii. Have mediation and negotiation experience; and
 - iv. Have experience bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align.
- g. The individual assigned to serve as the One-Stop Operator will be expected to be assigned to the one-stop on a full-time basis and will be house in the comprehensive PA CareerLink® Lehigh Valley one-stop center and travel to the satellite sites as needed.
- h. If appropriate, proposer must specify in their response how the individual assigned to serve as the One-Stop Operator fits into the proposer's organization. Please include an organizational chart indicating the chain of command for the One-Stop Operator.
- i. The One-Stop Operator will be expected to report on their progress in writing in a format approved by the WBLV Executive Director for presentation to the WBLV Board at their regularly scheduled meetings.

SECTION 6: ONE-STOP OPERATOR PERFORMANCE EVALUATION

The One-Stop Operator will be evaluated annually per state policy. The annual One-Stop Operator evaluation will include the following elements:

- a. Meeting their sub-grantee agreement deliverables.
- b. Partner survey regarding the One-Stop Operator's efficiency and effectiveness.
- c. One-stop center/system efficiency and effectiveness through customer surveys.

d. Continuous improvement.

SECTION 7: PROPOSAL APPLICATION INSTRUCTIONS

1. Due Dates – All dates are subject to change by WBLV

EVENT	DATE/TIME
RFP Issued to the Public	Monday, February 9, 2026
Deadline for Submitting Questions	Monday, February 23, 2026
Deadline for Proposal Submission	Monday, March 9, 2026, 3:00 P.M.

2. Inquiries, Questions and Updates to the RFP

All updates or modifications to the RFQ will be posted on the WBLV website. All questions regarding this RFQ should be emailed to info@workforcelv.org.

Questions will be accept through Monday, February 23, 2026. The WBLV will not respond individually to questions or send out updates on an individual basis. It is the proposer's responsibility to visit the website to access this information. Questions are generally answered within two (2) business days or sooner if possible.

3. Proposal Submission

- a. Proposals must be submitted on or before **3:00 P.M.**, Monday, March 9, 2026 electronically to info@workforcelv.org. Hand delivered or mailed proposals will not be accepted.
- b. Proposer must email two (2) versions of their proposal response, one copy in PDF and the other copy in Microsoft Word.

The WBLV shall not be responsible for proposer's failure to meet responsiveness, date, time, and location deadlines due to late delivery.

All submissions should be marked Response to One-Stop Operator Request for Quotes in the subject line of the transmittal e-mail.

4. The RFQ Response Package

- a. Please include a cover letter and a copy of the attached cover sheet.
- b. The RFQ is written in MS Word. Complete the attached Application by responding to all the questions immediately below the question. The space will expand to accept proposer's response.
- c. Responses should be laid out in letter size, single-spaced. Complete all responses in Arial pitch, twelve (12) point type. Maintain one (1) inch margins.
- d. Respond to every question asked. Do not omit any questions. If a question asks for a yes or no answer place the yes/no response at the beginning of your answer and provide the narrative information requested on the next line.
- e. Do not reorder the question numbers as the rating sheet is keyed to the question numbers. Do not respond to a question by cross referring to another question.
- f. All proposals must be in a digital/electronic format no hard copies will be accepted. If a signature is required please affix a digital signature. Two (2) full electronic copies of your proposal must be submitted, one in MS Word and the other in PDF format. (Do not send your proposal in "Google Docs" format, it will be rejected as non-responsive.)
- g. Include a resume or job description for the individual who will serve as the One-Stop Operator.
- h. Number each page of the response sequentially. The page number should be in a footer with the name of the organization submitting the response, and OS - RFQ. Footers should be printed in an eight (8) pitch. Page numbers should be consecutive from beginning to end. Proposals are not to be paginated by sections. The order of the RFQ response is as follows:
 - i. Cover Letter on Company or Firm Letterhead
 - ii. The Cover Sheet
 - iii. The Application for the WBLV One-Stop Operator

- iv. The Cost Schedule
- v. A project management schedule showing when various activities including performance will occur.
- vi. The resume of the One-Stop Operator.
- vii. Your organization's last Audit Report or Financial Statement.
- viii. If proposer is not a single consultant or there is more than one employee in proposer's organization proposer must include an organizational chart showing the chain of command for the individual who will serve as the One-Stop Operator.
- ix. Reference Form – if proposer has not had a contract with the WBLV in past three (3) years.
- i. It is the WBLV's intention to award a sub-grant agreement as a result of this RFQ to one firm. Contracts will be cost reimbursement. There will be no advances. Proposer will be considered a sub-recipient pursuant to 2 CFR 200 et al and will be required to execute required federal forms as a part of the contracting process including but not limited to:
 - i. Certificate Regarding Lobbying
 - ii. Certification Regarding Conflict of Interest
 - iii. Certification Regarding Debarment Suspension
 - iv. Certification Regarding Drug Free Workplace

5. Cure Process

WBLV has established a discretionary cure process to cure minor omissions in submitted proposals within forty-eight (48) hours of notification by the WBLV via e-mail to the proposer's contact named in the application. Failure to provide the requested information within the allotted time shall result in a "fatal flaw." This process is provided by WBLV as a courtesy, and as such, WBLV is not responsible for notification of any omissions or errors in any documentation submitted by the applicant agency in response to the RFQ.

All applying agencies are solely responsible for contact availability via e-mail during the cure period and failure to receive WBLV notification of cure issues is not subject to appeal.

Minor inconsistencies or revisions may be addressed during the negotiation process, at the sole and complete discretion of WBLV.

6. Selection Criteria

- a. All proposals submitted will be evaluated against all other proposals using the rating criteria, which is a part of this RFP package as Exhibit A and ranked by a board-appointed RFP Review Committee tasked with the review of all proposals. Proposals will be rated and then ranked.
- b. Proposals may not be funded at the funding levels requested.
- c. The highest-ranking numerical score does not assure a funding recommendation. Other factors may be considered include, but are not limited to: a risk assessment, cost, the likelihood of services resulting in self-sufficient employment, relevant experience and qualifications, prior unresolved monitoring/audit findings, or financial viability and stability of the agency.
- d. The WBLV reserves the right, at its sole and complete discretion, to invite proposer(s) to make a presentation to the RFQ Review Committee virtually as a step in the selection process.
- e. Proposals will be reviewed by staff for responsiveness and substance.
- f. Proposer(s) are advised not to contact WBLV employees, board members, or elected officials charged with oversight of these programs during the review process to avoid conflicts, the appearance of conflicts, or undue influence over the process. This could result in the disqualification of the proposal response submitted.

7. Administrative Requirements

a. Cost

- i. If the entity responding is a for-profit entity, profit must be separately identified in the proposal Cost Section. Profit may only be earned by for-profit entities and is capped at eight percent (8%).
- ii. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities' usual and customary rates in the community for purposes of determining reasonableness.
- iii. WBLV will not reimburse for mileage or travel unless WBLV desires to send the One-Stop Operator to an out of workforce area meeting. Travel costs should be incorporated into the salary or hourly rate proposed unless the entity is a governmental entity. Governmental entities or not-for-profit entities may propose costs listing wages, fringes and travel which will be reimbursed with appropriate documentation.
- iv. All organizations funded whether public or private, commercial or not-for-profit, receiving at least \$1,000,000.00 annually through federal grants regardless of the funding source will be required to conduct and submit an annual audit. Proposer's annual audit must be submitted to WBLV within thirty (30) days of completion.

- b. Insurance Requirements – the proposer will be required to submit Certificates of Insurance including all required endorsements to WBLV prior to the provision of services under this RFQ. Governmental entities may elect to self-insure for the insurance coverage required for this agreement. The required insurance shall be determined at contract negotiation. The types of insurance which may be requested include:

Coverage	Minimum Limits
Commercial General Liability to include a Broad Form Property Damage Endorsement and Contractual Liability	\$1,000,000 combined single limit per occurrence \$2,000,000 aggregate
Automobile Liability including all owned and non-owned and hired vehicles	\$1,000,000 combined single limit per occurrence
Workers' Compensation	Statutory
Employer's Practices Liability	\$1,000,000 per occurrence
Professional Liability	\$1,000,000 per claims made
Intellectual Property	To cover any patent, copyright or trademark infringement claims including the cost of the defense of any action brought against WBLV, its governing Boards and Contractor
Fidelity/Crime/Honesty Bond	In the amount of the funds awarded to proposer(s)

- c. Proposer(s) must agree to cooperate with and provide such information as may be requested by WBLV for purposes of filing reports with the DLI and/or the WBLV.
- d. This RFQ does not commit or obligate WBLV to pay for any costs incurred in the preparation of a response or in advance of the execution of a contract.
- e. Implementation of this program may not occur prior to the start date of the contract document.
- f. In the event of a conflict or ambiguity between the rules, terms, and conditions set forth in the RFQ and the statutes, laws, DLI policies and regulations, the statutes, laws, DLI policies and regulations shall prevail. The WBLV shall be responsible for making all determinations in this regard.
- g. Proposer(s) will assure that all records pertaining to this agreement, including financial, statistical, property, and supporting documentation, shall be retained for a period of six (6) years from the date of: 1) final payment under this agreement, and 2) when all audits and litigation are complete and resolved.

- h. Any and all work performed or expenses involved in the preparation and submission of proposals shall be borne by the applicant(s). No payment will be made for any efforts or expenses prior to commencement of work as defined by a fully executed contract.

8. Subcontracts

This RFQ does not allow for subcontracts or assignments.

9. Grievance and Procedures

In the event a proposer(s) wishes to file a grievance in connection with the process, a grievance procedure is available and may be obtained from the WBLV administrative offices. Grievances related to this proposal must be filed in writing within the time frame stated in the WBLV grievance policy.

10. Conflict of Interest

All proposers must disclose the name of any officer, director or employee who is a member of the WBLV governing boards or an employee of WBLV. All proposers must disclose the name of any WBLV employee who owns, directly or indirectly, any interest in the proposers' business or any of its subsidiaries. Such disclosure must be submitted in a separate letter included with the RFQ response.

11. Interference with Procurement Process

Applicants are hereby advised that, the WBLV will not award funding to an organization, person, or entity which has hired a person, whether directly or indirectly, or consented to or acquiesced in the employment of a person, whose principal responsibility is to lobby a member of the WBLV, Inc. or the WBLV Elected Officials on behalf of the organization, person, or entity which seeks funding from the WBLV.

Any applicant or lobbyist for an applicant, paid or unpaid, is prohibited from having any private communication concerning any procurement process or any response to a procurement process with any WBLV staff or rating committee members or the Elected Officials who comprise the Consortium of Elected Officials after the issuance of a funding opportunity and until completion of a contract award. A proposal from any organization will be disqualified if the applicant or a lobbyist for the applicant, paid or unpaid, violates this condition of the procurement process.

12. Compliance

Proposer must comply with the applicable requirements of the Acts through which funds are received. Proposer agrees to comply with applicable directive issued by PA DLI, or other appropriate Commonwealth of Pennsylvania department(s). The proposer assures that it will comply with other Federal statutes applicable to this Agreement.

13. WBLV Right to Reject or Accept

WBLV retained the right to accept, modify, reject entirely, or partially reject any and all proposals if, in its judgment, the work proposed will not accomplish the objectives of this project or does not meet all the requirements of this Request for Quotes.