



KERR-TAR WORKFORCE DEVELOPMENT CONSORTIUM

REQUEST FOR PROPOSAL PROGRAM YEAR 2026-2027

ONE-STOP OPERATOR

RFP Release Date: 11/5/25

**Proposal Deadline: 12/19/25
12:00 PM**

*Equal Opportunity Employer/Program
Auxiliary Aids and Services Available upon Request to Persons with Disabilities
Language assistance services are available free of charge to individuals with
Limited English Proficiency*

**Kerr-Tar Workforce Development Board
One Stop Operator
Request for Proposals
Table of Contents**

Part 1 Background and General Information	3
Part 2 Establishing a One Stop Delivery System	7
Part 3 Monitoring and Performance	8
Part 4 Proposal Submission	8
Part 5 Evaluation Process	9
Part 6 Proposal Format and Specifications.....	9

Proposal Attachments:

A – Proposal Cover Sheet

B – Evaluation Criteria and Selection of Service Providers

**KERR-TAR WORKFORCE DEVELOPMENT BOARD
PROGRAM YEAR 2026
ONE STOP OPERATOR
REQUEST FOR PROPOSAL**

Service Area: Kerr-Tar Workforce Development Board
(Franklin, Granville, Person, Vance, and Warren counties)

Services: One Stop Operator

RFP Release Date: Wednesday, November 5, 2025

RFP Submittal Date: Friday, December 19, 2025 12:00 p.m.

Award Notification Date: On or before Friday, February 20, 2026

Bidder's Conference: Wednesday, November 19, 2025 at 10:00 a.m. at the Kerr-Tar NCWorks Career Center, 826 S. Garnett Street, Henderson, NC 27536. We will make a brief presentation about this request and take questions. Attending the Bidder's Conference is optional.

If you have any questions about this request, please direct them in writing to Kerr-Tar Workforce Development by e-mail at info@kerrtarcog.org.

Part 1: BACKGROUND AND GENERAL INFORMATION

Background. The Workforce Innovation and Opportunity Act (WIOA) requires the one-stop operator to be selected through a competitive process. A WIOA service provider may be the one-stop operator; however, there must be firewalls in place to ensure that the operator is not conducting oversight of itself as a service provider. The concept of firewalls is to ensure that job seeker and employer customers both perceive and receive counsel and information that is not biased toward any specific organization(s). This issue can arise in perception and in reality, whenever an organization that operates education or training services also operates an NCWorks Career Center. Proper internal controls and firewalls must be in place to ensure that the entity, in its role as one-stop operator, does not conflict with its role of service provider. Therefore, in accordance with §679.430, organizations providing direct services and proposing to submit a letter of intent, must be prepared to develop a written agreement “to clarify how the organization will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, relevant Office of Management and Budget circulars, and the State’s conflict of interest policy”.

Purpose. The Kerr-Tar Workforce Development Board is seeking Request for Proposals for the purpose of selecting organizations with the capacity and expertise to design, administer and implement an innovative and compliant system of one-stop workforce development services for the benefit of business and job seeker customers as designated One-Stop Career Center Operators.

Timeline. The Kerr-Tar Workforce Development Board will release this RFP for interested entities on November 5, 2025. The deadline for submission of RFP is 12:00 PM EST on December 19, 2025. The initial period of performance is from July 1, 2026 through June 30, 2027. A fully-executed contract must be in place within the first 30 days of the contract period. At the end of June 30, 2027, the contract may be renewed each year for up to two additional years (through June 30, 2029) depending upon an annual review of performance, availability of funds, and annual approval by the Kerr-Tar Workforce Development Board.

Scope of Project. The One-Stop Operator will be expected to:

- Coordinate service delivery among required one-stop partners and service providers
- Manage hours of operation
- Manage partner responsibilities as defined in the Memorandum of Understanding
- Coordinate services for businesses and individuals through an integrated service delivery infrastructure to better meet their needs
- Ensure basic services such as orientations, information on careers and labor markets, and resource rooms are provided
- Follow federal, state, and local area regulations/policies concerning handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
- Follow appropriate North Carolina Division of Workforce Solutions Policy Statements
- Follow and implement Kerr-Tar Local Area Issuances
- Report to the Kerr-Tar Workforce Development Board, as required
- Ensure staff/partners of the NCWorks Career Center receive necessary training in customer service, use of the NCWorks Online system, and partner agency services
- Offer demand-driven resources to the public
- Use employer, customer, and staff feedback to drive the model
- Make decisions/develop strategies based on data and successful practices

Priority Populations. WIOA requires States, Workforce Development Boards, and One-Stop Career Centers to connect supports and services for priority populations that lead to long-term employment and outcomes for individuals seeking services, especially those with significant challenges to employment, including:

- Unemployed insurance claimants
- Youth and adults with disabilities
- Veterans
- Low-income residents
- Returning citizens
- Older workers
- Out of school youth

The Career Center will also work closely with local businesses, particularly those in the manufacturing, healthcare, hospitality and technology industries. Additionally, the Career Center will collaborate with partners including community-based service agencies, community colleges, and local and state government.

Organization Qualifications. Who may be a One-Stop Career Center Operator? Eligible entities include [WIOA Section 121(d) (2) (B)]:

- A public, private, or non-profit entity, or
- A consortium of entities that must include at least three (3) or more required one-stop partners located in the local area

It CAN be:

- An institution of higher education
- An employment service State agency established under the Wagner-Peyser Act [29 U.S.C. 49 et seq.] on behalf of the local office of the agency
- A community-based organization, nonprofit organization, or intermediary
- A private for profit entity
- A government agency
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization

It CANNOT be:

- An elementary or secondary school, or
- Staff of the local workforce development board

A One-Stop operator **can** also be a service provider, but proper firewalls must be in place, as well as internal controls, to separate the functions of one-stop center oversight, monitoring, and evaluation from its role as a service provider.

Any not-for-profit entity interested in being selected as a one-stop operator **MUST** have been incorporated for at least two years (as evidenced by a letter from the appropriate governing body certifying incorporation) **AND** be designated as a 501 c-3 tax-exempt organization by the Internal Revenue Service.

Any for-profit entity interested in being selected as a one-stop operator **MUST** have been incorporated at least two (2) years, **AND** applicants must provide an Original Certificate of Insurance by the time of the award announcement.

Mandatory Partners

The one-stop delivery system includes six core programs:

1. WIOA Title I Adult Program
2. WIOA Title I Dislocated Worker Program (DW)
3. WIOA Title I Youth Program
4. WIOA Title II Adult Education and Literacy Programs
5. WIOA Title III Wagner-Peyser Program (WP)
6. WIOA Title IV Vocational Rehabilitation Program (VR)

In addition to the six core programs, required partners also include:

- Senior Community Service Employment Program - Title V of the Older American Act
- Job Counseling, training, and placement services for Veterans
- Career and Technical Education programs at the post-secondary level (Perkins Career and Technical Education Act of 2006)
- Trade Adjustment Assistance Programs (TAA)
- Employment and Training Activities under –
 - Community Services Block Grant
 - Department of Housing and Urban Development
- Unemployment Compensation Programs
- Authorized programs under section 212 of the Second Chance Act of 2007
- Programs authorized under the Social Security Act
- TANF (unless the NC Governor determines they do not need to be a partner)

Coordination Requirements of a One-Stop Center

A comprehensive one-stop center is a physical location where job seekers and employer customers can access the programs, services, and activities of **ALL** required one-stop partners. At least one Title I staff person must be present at the site at all times.

A one-stop center must house at least **THREE** of the partners listed under the “Mandatory Partners” section of this RFP, and one of these partners **must** be the Title I WIOA Adult and Dislocated Workers service provider. In addition, Wagner-Peyser services **must** physically be located in the one-stop career center.

According to Training and Employment Guidance Letter (TEGL) 04-15 and the North Carolina Department of Commerce, One-Stop Centers must operate with integrated management systems and high-quality staffing by:

- Developing and facilitating an integrated and co-located one-stop center through the establishment WIOA core partnerships and local partnerships to provide seamless service delivery;
- Organizing and integrating services by function (not program) to include the establishment of efficient staff communication and the development of functional teams (i.e. Welcome team, Skills team, Employment team);
- Developing and maintaining integrated case management systems through proper use of NCWorks Online;

- Developing and implementing operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expand service offerings;
- Using common performance indicators to meet local and state measures through accurate reporting in NCWorks Online;
- Training and equipping all one-stop center staff on a continuous basis;
- Staffing the center with highly trained career counselors that are skilled and knowledgeable about the local labor market, training opportunities, skill development, local resources, and NCWorks online usage.

Service Provision Requirements

At a minimum, the one-stop operator must ensure that services are provided to WIOA targeted populations to include:

- Low wage workers and low skill workers
- Veterans
- Homeless
- Individuals with barriers to employment
- Difficult to reach populations
- TANF population
- Linguistically and culturally diverse populations
- Disadvantaged or disabled populations
- Unemployed/underemployed
- Dislocated Workers.

According to TEGL 04-15, one-stop center operators should provide excellent customer service to job seekers, workers, and businesses by:

- Providing a welcoming environment to all customer groups served by the one-stop centers;
- Developing, offering, and delivering quality business services;
- Improving the skills of job seekers and working customers;
- Creating opportunities for all skill levels by providing customers, including those with disabilities, as much timely Labor Market Information and as many choices related to education and training opportunities as possible;
- Providing Career Services that motivate, support, and empower customers;
- Valuing skill development by assessing and improving each individual's basic, occupational and employability skills.

Based on the guidelines outlined in TEGL 04-15 and by the Department of Commerce, one-stop centers should reflect innovative and effective Service Design by:

- Using Integrated Service Delivery to create an efficient intake process for all one-stop center customers;
- Designing and implementing practices that actively engage industry sectors to include economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives;
- Balancing traditional labor exchange services with strategic talent development within a regional economy;
- Ensuring meaningful access and accommodations to all customers including those with disabilities and those with limited English proficiency;
- Including both virtual and center-based service delivery for job seekers, workers, and employers through NCWorks Online;
- Incorporating innovative and evidence-based delivery models that improve the integration of education and training, create career pathways, encourage work-based learning opportunities, and use technology to promote college and career success.

Part 2: ESTABLISHING A ONE-STOP DELIVERY SYSTEM

General Requirements

A qualified one-stop operator will have a plan in place to establish an effective one-stop delivery system in the region. An effective one-stop delivery system must provide one-stop career center patrons with career services, access to training services and employment and training activities, and provide access to the data, information, and analysis of all job search, placement, recruitment and other labor exchange services under Wagner-Peyser by keeping proper records in NCWorks Online.

In addition to the state NCWorks brand, a one-stop delivery system should have its own unique identifier for products, programs, activities, services, facilities, and related property and materials.

Access, Direct Linkage, and Affiliated One-Stop Sites

At a minimum, an effective one-stop operator will make each of the programs, services, and activities listed under the “Service Provisions” section of this RFP available through the one-stop delivery system. Partner program services can be made available in three ways:

1. A one-stop partner program staff member can be physically present at the one-stop center;
2. A one-stop partner program can have a staff member from a different partner program, physically present at the one-stop center that is appropriately trained to provide information to customers about the programs, services, and activities available through their program;
3. Or the one-stop operator and the one-stop partner can make a direct linkage available through technology, so that program staff can provide meaningful information or services to one-stop career center patrons without being physically present.

The one-stop delivery system may also provide partner programs, services, and activities through affiliated sites or through a network of eligible one-stop partners that provide at least one or more of the programs, services, and activities at a physical location or through an electronically or technologically linked access point, such as a library. Programs, services, and activities must be accessible to individuals through electronic means in a manner that improves efficiency, coordination, and quality in the delivery of one-stop partner services.

Infrastructure Cost Sharing

According to TEGL 04-15, WIOA law envisions a one-stop center whose infrastructure costs are shared amongst required partner programs, whether they are operating within the one-stop career center, or through an affiliated site. As a potential one-stop operator, your agency should be prepared to enter into a Memorandum of Understanding (MOU) with all required local partners to share the burden of the infrastructure costs of the one-stop center. The response package provides instructions on how to properly demonstrate both your contributions to the one-stop center infrastructure costs, as well as your needs. Please note that this proposal will not determine what your actual contributions will be. Once an operator is selected, an MOU will be put in place that will solidify any and all costs associated with the operation of the one-stop center.

Data Entry

NCWorks Online serves as the database system for recording all WIOA Title I and Title III services. Although each agency providing services within the one-stop center will be held responsible for properly recording WIOA Title I and Title III services, it is the Local Area’s expectation that the one-stop center will promote proper data collection within NCWorks Online through its oversight of integrated service delivery.

Part 3: MONITORING AND PERFORMANCE

Local Area Monitoring

Kerr-Tar WDB one-stop career centers will be monitored on an ongoing basis. A program year begins July 1st and ends on June 30th. Monitoring will take place in the following areas:

- Integrated Service Delivery (ISD)
- Local Partnerships
- Performance Measures
- Service Quality/Customer Satisfaction (to both jobseeker and business customers)
- NCWorks Online Usage
- Equal Opportunity

Reporting Requirements

Each one-stop operator selected by the Kerr-Tar WDB should expect to submit reports to the local area on a consistent basis.

Board Meetings – Kerr-Tar WDB staff will require each one-stop operator to submit reports on a bi-monthly basis for review by Kerr-Tar WDB members. These reports will require operators to collect data from NCWorks Online and their own records, to demonstrate that the center is aligned with the vision of WIOA One-Stop Centers, is meeting performance measures, and is adequately serving the local population. One-stop operators may be expected to present this information at the bi-monthly board meetings.

Other Reports –The Kerr-Tar WDB may require additional reporting information to meet the needs of the local area administrative entity, county commissioners and other political offices, the NC Department of Commerce, and the US Departments of Labor and Education.

Performance Measures

One-Stop Centers should play an active role in positively contributing to the performance measures for all WIOA program participants to include: WIOA Title I Adult, Dislocated Worker, and Youth Programs, Wagner Peyser Program, Adult Education and Literacy Program, and Vocational Rehabilitation Programs.

Part 4: PROPOSAL SUBMISSION

To accomplish fair and uniform review, respondents are to submit one (1) original (*clearly marked*) with original signatures, one (1) electronic copy in a PDF format, and three (3) additional printed copies of the proposal under seal. All proposals must be signed and dated by a representative authorized to commit to proposal provisions. Unsigned proposals will be deemed nonresponsive and rejected.

Electronic proposals should be sent to info@kerrtarcog.org or submitted on a USB flash drive.

The original and each copy are to be submitted in a three-ring binder with tab dividers by section. Use at least a 1” binder, but no larger than 2” in size. Font size should be Times New Roman, no less than 12 point font with 1” margins. All pages are to be numbered sequentially. Faxed proposals will not be accepted. Proposals will be received by Kerr-Tar until 12:00 PM, Friday, December 19, 2025.

Withdrawal Instructions – A submitted application may be withdrawn prior to the application due date. A written request to withdraw the application must be submitted to KTWDB. If a bidder does not withdraw a proposal by the due date, the proposal becomes the property of KTWDB and may be subject to public disclosure.

Part 5: EVALUATION PROCESS

Phase I: KTWDB staff will initially evaluate each proposal for acceptability, with emphasis placed on completeness and responsiveness to requisite program criteria. The following minimum criteria will be used to determine which proposals will continue on to Phase II:

- All required services for the program for which they are bidding are addressed;
- All requested information and documentation is included in the application package; and
- The proposal is submitted in accordance with the RFP instructions.

Phase II: Proposals that have met the minimum criteria, as stated above, will then be reviewed and ranked. Proposals will be ranked based on evaluation criteria outlined in the next section. These rankings will be used as a guide for discussion and determination of recommendations.

- Note: Kerr-Tar WDB retains the right to request additional information from any applicant, request oral presentations from applicants, or conduct site visits from any applicant before a contract award. If no response adequately addresses the services and outcomes requested, the committee may recommend that no award be made.

Phase III: Recommendations will be presented to the Kerr-Tar WDB members for approval at the Board Meeting in December. All contract awards will be considered provisional pending receipt of any additional documentation regarding administrative qualifications, and other areas of concern, the successful completion of contract negotiations, and the availability of funds.

Part 6: PROPOSAL FORMAT AND SPECIFICATIONS

Proposals submitted for WIOA Youth services are to include all of the items listed below assembled in the order indicated with tab dividers to separate each labeled section. Any information requested must be addressed. Failure to respond to specific requirements and/or information will result in a proposal being deemed non responsive and rejected.

Proposal will include the following sections:

I. Proposal Cover – Attachment A

Instructions: Complete information in Attachment A

II. Executive Summary – Provide an executive summary of your proposal (1 page maximum)

III. Eligibility Requirements of a One-Stop Operator - Demonstrate your organization's eligibility to bid as a WIOA One-Stop Operator, as described in the section entitled "One-Stop Operator Eligibility Requirements" on page 3 of this RFP. (1 page maximum)

IV. One-Stop Physical Location (2 page maximum)

1. *Indicate how one-stop operator service delivery will be implemented between the two Career Centers and three access points in the Kerr-Tar region.*
2. *Include your proposed days/hours of operation.*
3. *Describe how you will ensure facility compliance with the American Disabilities Act.*

V. Organizational Experience and Past Performance (2 page maximum)

1. *Briefly describe your organization's mission and/or vision and how it aligns with the WIOA Vision of One-Stop Career Centers (see the section entitled "WIOA Vision of the One Stop Center" on page 2 of this RFP; also see TEGL 04-15 for the WIOA Vision of the One-Stop Career Centers for additional information).*
2. *Provide examples of types of relevant contracts your organization has previously entered into, including the type of contracting entity, location of the work, and the general types of services provided.*
3. *Include a description of your organizations past experiences with the Integrated Service Delivery model under WIA/WIOA.*
4. *If applicable, describe any experience you have had working within the Kerr-Tar Workforce Development Board Area including your experience serving area job seekers and employers. Describe how your knowledge of the local labor market will contribute to an effective workforce development system in your county.*
5. *If you have received WIA/WIOA funding in the past, please provide performance data for each year you received funding.*

VI. Access and Direct Linkage to Local Partners (5 page maximum)

The section entitled "Access, Direct Linkage, and Affiliated One-Stop Sites" on page 7 of this RFP outlines the required partnerships for one-stop operation. For your one-stop center, please specify the following for each required one-stop partner, and any other partner you plan to have affiliated with your office:

1. *The name of the Partner Programs.*
2. *The services they will be providing.*
3. *Whether or not they will be physically located in the one-stop center (specify how often).*
4. *If they will not be physically located in the one-stop center, include a narrative that explains how the one-stop operator will provide access or direct linkage to the partner program services.*

VII. Statement of Work (10 page maximum)

- 1. How will you use Integrated Service Delivery (ISD) to effectively provide services to jobseekers? (Consider including narrative that addresses specific populations such as veterans and youth.)*
- 2. How will you use ISD to effectively provide services to employers? (Consider including narrative that addresses private employers, small businesses, and new local area businesses.)*
- 3. Workshops and events – describe the reasons how you will host workshops and events for both jobseekers and employers. How will you determine the frequency and timeliness of these workshops/events? How will they be relevant and beneficial to one-stop center patrons?*
- 4. Marketing and Public relations – describe how you will market services and events of the one-stop career center. How will you boost public awareness and maintain a positive image to the public? How will you ensure that your marketing strategy addresses populations that may be harder to reach? (Consider including narrative that addresses youth, homeless, and other disconnected populations.)*
- 5. Conflict of Interest – If your agency will also function as a service provider (i.e. a WIOA Title I Adult, Dislocated Worker, Youth service provider; Wagner Peyser, Adult Education/Literacy, Vocational Rehabilitation, etc.) explain how you will also operate as the one-stop provider without any conflict of interest? (Consider including narrative that demonstrates separate job functions for one stop operation and service provision management. Please note that these roles cannot be one in the same.)*
- 6. Staffing – Please specify what staff will be put in place to oversee one-stop operation? (Please note that all state employees currently providing services in the one-stop center will remain in the one-stop center regardless of which agency is chosen as the provider.)*

VIII. Infrastructure Cost Sharing (2 page maximum)

Please specify the following:

- 1. What you will provide towards infrastructure costs as the one-stop operator (i.e. building, computers, internet, cash, etc.)*
- 2. Explain which infrastructure costs you will require from one-stop partners to meet the needs of a fully functional one-stop center (i.e. rent, technological support, etc.). Please include all required WIOA partners, including those who will be housed in your Career Center on a full-time basis, a part-time basis, and those who will operate out of an affiliated sight.*

IX. Transition Plan (2)page maximum)

Please explain the transition plan your agency has in place for assuming the operation of the region's one-stop career center system beginning July 1st, 2026.

X. Equal Opportunity Compliance

As required by Federal law, it is the policy of the Kerr-Tar Workforce Development Board that

all persons be made aware of their equal opportunity rights and that there be procedures in place to process grievances and complaints alleging discrimination.

No one served by, employed with, or partners of the One-Stop Career Center will be discriminated against because of because of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or Against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity or reprisal for filing a grievance, testifying or agreeing to testify in any investigation or proceeding related to WIOA; or denying benefits to any individual to which that individual is entitled.

Programs and activities funded in whole or in part under WIOA must comply with provisions under the Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

The Kerr-Tar WDB has additional policies in place to ensure equal opportunity and nondiscrimination with respect to the operation of WIOA-funded services and activities. Individuals who are enrolled into WIOA programs shall be informed of their rights and protections under federal law using the *Equal Opportunity is the Law* participant notice. The respondent assures that it will provide any necessary auxiliary aids or accommodations to comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, Section 188 and the Kerr-Tar WDB. In addition, the Equal Opportunity is the Law poster must be displayed in public locations in each One-Stop Career Center.

Name of EO Officer	Job Title	Phone Number
--------------------	-----------	--------------

XI. Statement of Compliance

As the authorized signatory official for: _____
Submitting Organization Name

I hereby certify:

- That the above named proposer is legally authorized to submit this application requesting one-stop operation under the Workforce Innovation and Opportunity Act.
- That the above-named proposer does hereby agree to execute all work related to this application in accordance with the Workforce Innovation and Opportunity Act, U.S. Department of Labor, State of North Carolina Department of Labor and Industry Issuances, Division of Workforce Solutions, Kerr-Tar Workforce Development Board policies and guidelines, and other administrative requirements issued by the State of North Carolina. The vendor shall notify the Kerr-Tar WDB within 30 calendar days after issuance of any amended directives if it cannot so comply with the amendments; and
- That the above named proposer will ensure special efforts to prevent fraud and other program abuses, such as but not limited to, deceitful practices, intentional misconduct, willful misrepresentation, and improper conduct which may or may not be fraudulent in nature; and
- That the contents of the application are truthful and accurate and the above named proposer agrees to comply with the policies stated in this application and that this application represents a firm request subject only to mutually agreeable negotiations; and that the above named proposer is in agreement that the KTWDB reserves the right to accept or reject any proposal; and that the above-named proposer has not been debarred or suspended from receiving federal grants, contracts, or assistance; and that the above-named proposer waives any right to claims against the members and staff of the Kerr-Tar Workforce Development Board.

Authorized Representative Signature

Typed Name and Title

Date