

## Request for Letter of Intent to Bid MEMO

TO: All Potential One-Stop Operators  
FROM: Kerr-Tar Workforce Development Board  
DATE: April 1, 2021  
SUBJECT: Letter of Intent (LOI) - One-Stop Operator

The Kerr-Tar Workforce Development Board is currently accepting Letters of Intent to Bid from entities to serve as one-stop operators for the local certified NCWorks Career Centers services which cover Franklin, Granville, Person, Vance, and Warren counties. There are three certified Career Centers in the region in Granville, Vance and Warren Counties. The one-stop operator will also be responsible for coordinating services at access points in the other two counties in the region.

**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 a 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 request for Letters of Intent (LOIs) on April 1, 2021. The deadline for submission of LOIs is 12:00 PM EST on April 9, 2021. The initial period for performance is July 1, 2021 through June 30, 2022. Funding available shall **not exceed \$25,000** per center for annual contract. A fully-executed contract must be in place within the first 30 days of the new program year with the successful respondent.

**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

*Equal Opportunity Employer/Program  
Auxiliary aids and services available upon request to individuals with disabilities.*

- 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

**LOI Guidelines and Requirements.** Interested agencies shall complete, sign and return their Letter of Intent (see Attachment A for suggested format). The LOI will be considered complete when the following areas are addressed:

- The type of organization intended to bid;
- The identification of the county and program/opportunity that the entity is responding to;
- The location of the agency intending to bid;
- An acknowledgement that the period of performance begins on July 1, 2021 and must be completed by June 30, 2022;
- The LOI is signed by the authorized signatory for the agency;
- The completed and signed LOI is received by the Kerr-Tar Workforce Development Board by the required time/date.

**Contact Information:** Completed Letters of Intent may be **emailed** to [info@kerrtarcom.org](mailto:info@kerrtarcom.org) .

Responses must be received No Later Than 12:00 PM EST on April 9, 2021.

Kerr-Tar Regional Council of Governments  
Lou Grillo, Workforce Development Director  
PO Box 709  
Henderson, NC 27536

**ATTACHMENT A: SAMPLE FORMAT FOR LETTER OF INTENT**

Name and address of Agency Submitting an Intent to Bid:

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Agency Point of Contact:

Email Address:

Phone Number:

Date: \_\_\_\_\_

Lou Grillo, Workforce Development Director  
Kerr-Tar Regional Council of Governments  
1724 Graham Avenue  
Henderson, NC 27536

Dear Mr. Grillo:

This letter indicates our Intent to Bid as a WIOA Title I Program Operator in the following program(s) and county(ies). We have marked the program and all the counties that we are interested in serving.

Program:

One-Stop Operator

Counties proposed to serve:

Franklin County

Granville County

Person County

Vance County

Warren County

We have checked the following box that most appropriately describes our organization.

An institution of higher education

A nonprofit Organization

A community-based Organization

A government agency A

private-for-profit entity

Other interested organization or Entity – Complete the Type of Organization Below:

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We acknowledge that the period of performance is July 1, 2021, through June 30, 2022.