

**SOUTHERN MARYLAND  
WORKFORCE DEVELOPMENT BOARD**

**REQUEST FOR PROPOSAL**

**for**

**Workforce Innovation and Opportunity Act  
ONE-STOP OPERATOR**

**Contract Period July 1, 2025 – June 30, 2029**

*Release Date: May 5, 2025*

## Introduction to the Local Area

The Southern Maryland Workforce Development Area, named JobSource by the Southern Maryland Workforce Development Board, is a three-county Local Workforce Development Area including Calvert, Charles, and St. Mary's Counties and is part of the American Job Center national network.

The Southern Maryland Workforce Development Board's strategic vision for preparing an educated and skilled workforce inclusive of youth and individuals with barriers to employment in order to support the local area economic growth and economic self-sufficiency is ***to guide the Southern Maryland workforce delivery system in developing a skilled workforce that meets the needs of businesses and strengthens the local economy.***

Strategic Goals:

1. Create a workforce system that is relevant to business customers.
2. Establish a sector partnership and career pathway model to grow the talent pipeline of new and emerging in-demand industries and occupations.
3. Embrace a customer-centric methodology that serves diverse populations and informs improved processes and procedures.
4. Identify industries that have sustainable wage and career opportunities.
5. Support dynamic partner alignment and integration to better serve business customers and jobseeker clients.
6. Document evidence-based return on investment through a performance management dashboard to track employment, retention, wages, and educational attainment.

## Request for Proposals

This Request for Proposal was prepared based upon the Workforce Innovation and Opportunity Act of 2014 (WIOA) and associated U.S. Department of Labor Regulations and guidance. This Federal Law was implemented to consolidate, coordinate, and improve employment, training, literacy and vocational rehabilitation programs in the United States. WIOA provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused, and locally managed. Mandatory core program partners include: Adult, Dislocated Worker, Youth, Wagner-Peyser, Adult Education and Literacy, and Vocational Rehabilitation, along with required partners specified in the Act. Offerors are strongly encouraged to read Training and Employment Guidance Letter 04-15 issued by the U.S. Department of Labor that outlines the vision for the One-Stop system under WIOA.

The three hallmarks of WIOA include:

1. The needs of businesses and workers drive workforce solutions, and local boards are accountable for this within the communities they serve.

2. One-Stop Centers provide excellent customer–centric services and focus on continuous improvement; and,
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

WIOA is built around the following key principles:

- Increase access and opportunity, particularly for those individuals with barriers to employment, to ensure success in the labor market.
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages, and to provide employers with the skilled workers they need to succeed in a global economy.
- Promote improvement in the structure and delivery of services to better address the employment and skill needs of workers, jobseekers, and employers.
- Increase the prosperity of workers and employers and the economic growth of communities, regions, and states, and the global competitiveness of the United States.
- Provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention and earnings of participants, and increase attainment of recognized postsecondary credentials by participants.

The Southern Maryland Workforce Development Board (Board) oversees the Workforce Innovation and Opportunity Act (WIOA) funds for the three-county area. Currently, the Tri-County Council for Southern Maryland is the Fiscal Agent, Administrative Entity, and Board Support and serves as the Lead One-Stop Operator and Service Provider for WIOA funded Youth, Adult, and Dislocated Worker Services. Firewalls were put in place as required by WIOA.

In Section 107 of the legislation and in § 678.605 of WIOA Regulations Local Workforce Boards are required to competitively procure the One-Stop Operator role and responsibilities. The Southern Maryland Workforce Development Board has contracted with an independent consultant to assist a Board Task Force in soliciting and selecting a One-Stop Operator. § 678.615 says that firewalls must be in place to ensure that a current Operator may not be involved in conducting the competitive process. The procurement is separate from Tri-County Council for Southern Maryland to ensure the absence of conflict of interest in the event Tri-County Council for Southern Maryland makes the decision to propose to continue serving as the One-Stop Operator.

The Southern Maryland Workforce Development Board is soliciting proposals to identify a single One-Stop Operator for the Southern Maryland comprehensive and satellite One-Stop Centers:

- Southern Maryland JobSource (comprehensive)  
175 Post Office Road  
Waldorf, Maryland 20602
- Southern Maryland JobSource (satellite)  
22934 Three Notch Road  
California, Maryland 20519
- Mobile JobSource American Job Center (satellite)

The Southern Maryland Workforce System Client Flow chart is available in the Local Integrated Plan that can be found at <http://southernmarylandjobsource.org>. In addition, the Plan provides information regarding partners and how the local workforce system operates and the partners and services included

## **Resource Information**

Potential Offerors may get helpful background information from the Local Integrated Plan that was recently updated and submitted to the State of Maryland by the Southern Maryland Workforce Development Board. The most recent information can be found at [www.dllr.state.md.us/wdplan/](http://www.dllr.state.md.us/wdplan/).

The United States Department of Labor has a WIOA Online Community of Practice that provides information sharing needed to implement and maintain WIOA at: <http://on.workforcegps.org>.

The current local Memorandum of Understanding and Resource Sharing Agreements can be found at <http://southernmarylandjobsource.org>.

## **RFP Timeline**

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|------------|--|
| 5/05/25    | Request for Proposal Released and Posted on <a href="http://southernmarylandjobsource.org">http://southernmarylandjobsource.org</a> .  |
| 5/12/25    | Deadline for Questions to Deb Scheibler at <a href="mailto:Debscheibler@hotmail.com">Debscheibler@hotmail.com</a>                      |
| 5/15/25    | Questions and Answers Released and Posted on <a href="http://southernmarylandjobsource.org">http://southernmarylandjobsource.org</a> . |
| 6/05/25    | Proposals Due Electronically to Deb Scheibler at <a href="mailto:Debscheibler@hotmail.com">Debscheibler@hotmail.com</a>                |
| 6/09/25    | Proposal Evaluations and Recommendation Complete   |
| By 6/16/25 | Full Board or Executive Committee Approval and Chief Elected Official Approval   |
| By 6/17/25 | Award Announcement   |
| By 6/25/25 | Finalize Contract  |
| 7/01/25    | Contract Start Date  |

## **Technical Details**

The contract resulting from this RFP begins July 1, 2025, and will be a four-year agreement through June 30, 2029. Contract extensions may be based on funding availability, satisfactory performance, and other factors determined appropriate by the Southern Maryland Workforce Development Board and the Chief Elected Official.

Once the contract has been awarded, the Southern Maryland Workforce Development Board, in collaboration with the Chief Elected Official, reserves the right to modify delivery design. In the event the modification requires additional labor hours on the part of the One-Stop Operator terms will be negotiated and the contract modified. The Board also reserves the right to de-obligate funds from the One-Stop Operator if it fails to meet contractual requirements.

The Successful Offeror will be required to agree to the Contract or Agreement General Terms and Conditions, have all controls securely in place, and agree to comply with any policies created by the Southern Maryland Workforce Development Board and any applicable Federal or State policies, regulations, or laws. The Successful Offeror to this RFP may be asked to participate in contract negotiations to establish the exact services to be provided and the costs of those services if the selected proposal differs from the RFP. The funding award will not be final until an executed agreement is in place. The final submitted or negotiated proposal narrative and budget schedule will constitute the Statement of Work for

the contract. The content of the accepted proposal will become the basis for the negotiation of a final contract agreement. Applicants are advised that most documents in the possession of the Board are considered public records and subject to disclosure under Maryland's Public Records Law.

This RFP does not commit the Southern Maryland Workforce Development Board to direct the award of a final contract agreement and will not pay any costs incurred in the preparation of a proposal to this request. The Board reserves the right to request additional data, discussion, or presentation in support of written proposals. The Board may reject any or all proposals received and reserves the right to cancel in whole or in part this RFP if it is in the best interest of the Board to do so.

An Offeror may not be recommended for funding regardless of the merits of the proposal submitted if it has a history of contract non-compliance with the Southern Maryland Workforce Development Board or any other funding source. Subcontracting is not permitted without written authorization from the Board.

Offerors who have submitted a proposal may protest the award of the contract according to the following process:

1. Protests must be filed electronically and be received by the Board's consultant at [Debscheibler@hotmail.com](mailto:Debscheibler@hotmail.com) by June 19 , 2025. All protests are public information after the protest period ends.
2. All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a State or Federal contracting law, rule, or regulation applicable to the contracting process.
3. The independent consultant will respond and provide detail on whether the protests meet the above conditions.
4. During any part of the review or consideration, the protester may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by the consultant. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this RFP.
5. The consultant will review the protest and will issue a written response that is intended as a complete and final answer to the protest. A response will be issued no later than June 25, 2025.
6. The consultant will document the submission of a protest to the Workforce Board Executive Committee and the findings will be available in meeting minutes.

## **Eligible Applicants**

Organizations eligible to submit proposals may fall within any of the following categories:

- Governmental Agencies
- Private Non-Profit Organizations
- Private For-Profit Businesses
- Educational Entities

## **One-Stop Operator Roles and Responsibilities**

The One-Stop Operator must coordinate the service delivery of core and required one-stop partners and other required partners working with the comprehensive and affiliate One-Stop Centers through facilitation of partner meetings and communication. This includes overseeing partner responsibilities in the comprehensive One-Stop Centers as defined in the Memorandum of Understanding (MOU). The current Memorandum of Understanding is available at <http://southernmarylandjobsources.org>.

The WIOA MOU serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system. This includes the sharing of resources, referral agreements, etc. In the end, the overall goal is to ensure efficiency within the Southern Maryland workforce system. As such, to ensure that all partners clearly understand the roles and responsibilities of each Partner under the workforce system, Maryland requires the use of a single umbrella MOU that applies to all Partners in the local area.

WIOA was signed into law on July 22, 2014, and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998, and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

WIOA has two tiers of partners: Core Program Partners and Required Partners.

The Core Program Partners who are required to collaborate and participate in the One-Stop System include: WIOA Adult, Dislocated Workers, Youth; Wagner-Peyser labor exchange; Adult Education and Literacy; and, Vocational Rehabilitation. In Maryland, TANF is also a Core Program Partner. Core Program Partners are in the common performance measures pool and must work closely together to achieve success.

Required Program Partners must participate in the MOU process and provide coordinated services with the comprehensive One-Stop Centers. Required Program Partners include the four Core Program Partners as well as: Career and Technical Education, Title V Older Americans, Job Corps, Native American Programs, Migrant Seasonal Farmworkers, Veterans, YouthBuild, Trade Act, Community Services Block Grant, HUD, Unemployment Compensation, and Second Chance. In the event any of

the required partners do not have funding in the Southern Maryland local area, their participation is waived.

Providing businesses with the skilled workforce they need to compete in the global, regional, and local economies is central to Maryland's vision in implementing the Federal Act. Maryland's workforce system provides a talent pipeline through the establishment of partnerships between State and local entities, businesses, economic development, education, and community stakeholders. To ensure that the workforce system efficiently meets the needs of both the businesses and the jobseekers that it serves, Maryland's workforce agencies have jointly developed the State's workforce plan with the intent that this vision is carried out in each of the local workforce development areas through their One-Stop Centers.

In the WIOA MOU partners must acknowledge that they will abide by the philosophy of *People before Performance*, as explained in Maryland's WIOA Combined State Plan, in order to serve the comprehensive needs of all Marylanders. The Parties must all acknowledge that they will cooperate and collaborate with the entities administering the Maryland Combined State Plan under WIOA.

The One-Stop Operator will be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive and affiliate One-Stop Centers. This will include convening partner meetings on a regular basis as well as stakeholder meetings including all core program partners and advising the Administrative Entity and Board Staff on partner operational challenges and successes.

In support of the WIOA MOU the One-Stop Operator responsibilities will also include:

- Facilitating customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes are carried out as agreed upon in the WIOA MOU
- Communicating Board and Administrative policies and procedures to all partners
- Reporting to the Administration and Board on Center activities

The One-Stop Operator will submit a written and verbal report on work accomplished and challenges encountered on a quarterly basis to the Southern Maryland Workforce Development Board. In addition, the One-Stop Operator will gather data for the Board from the partners on a quarterly basis including: common measure information; tracking incoming clients; resource room usage; and program specific referrals as outlined in the WIOA MOU.



## **Annual One-Stop Operator Budget**

Proposals must include a detailed annual budget that shows all costs related to serving as One-Stop Operator. This RFP does not include a dollar figure, as it is the choice of the Southern Maryland Workforce Development Board to get a proposed cost from each respondent. Budget detail should include categorizing costs as direct, indirect, administrative, or program.

## **Submission Information and Requirements**

### ***General Submission Information***

To be considered for funding, an entity must submit a proposal along with other supporting documentation in accordance with the instructions in this RFP. When evaluating a proposal, the Board Task Force will consider how well the respondent has complied with these instructions and provided the required information. The Board Task Force reserves the right to request clarifications from any Offeror regarding information in their proposals and may request an oral presentation if deemed appropriate and necessary to make a final recommendation.

Offerors may request clarification to comply with instructions during the Question-and-Answer period May 5, 2025, through May 12, 2025, by emailing Deb Scheibler at [Debscheibler@hotmail.com](mailto:Debscheibler@hotmail.com). The consultant will review and respond to all questions by May 15, 2025 and post the answers on <http://southernmarylandjobsources.org>. Offerors shall not direct questions or have conversations regarding this RFP with any Board Members, Chief Elected Officials, the Consultant, or TCCSMD staff except during the official "question" period. All questions must be communicated through [Debscheibler@hotmail.com](mailto:Debscheibler@hotmail.com). Questions submitted should be electronic and include in the subject line *Questions – Southern Maryland One-Stop Operator Procurement*. Questions without the assigned subject line will not be considered.

The proposal, as well as any reference materials presented, must be typed in English in at least 12-point font and must be on standard portrait 8 ½" by 11" size with no less than one inch margins on one side of the paper. Landscape orientation containing charts, spreadsheets, and oversize exhibits is permissible.

### ***Contract Funding Source***

Funding for One-Stop Operator is made possible by a grant from the U.S. Department of Labor and is administered by TCCSMD on behalf of the Chief Elected Officials and the Southern Maryland Workforce Development Board in partnership with Maryland Department of Labor, Licensing and Regulation (DLLR).

### ***Compliance Requirements***

Any award of a contract under this RFP will be subject to applicable requirements of the funding sources, including the U.S. Department of Labor, the Maryland

Department of Labor, Licensing and Regulation and the Southern Maryland Workforce Development Board. These terms and conditions include, without limitation, provisions regarding reporting, insurance, indemnification, audits, nondiscrimination, minority and women's business enterprise requirements, veterans' priority of service, conflict of interest and local hiring provisions.

***Available Funds Note***

It is suggested that the organization has a minimum of three months operating capital on-hand throughout the term of the contract.

***Public Records***

Responders are advised that documents in possession of the Southern Maryland Workforce Development Board are considered public records and subject to disclosure under the Maryland Public Information Act.

***Contractor Qualifications and Responsibilities***

All businesses/organizations must meet a minimum level of administrative and fiscal capacity in order to contract with TCCSMD. Therefore, all applicants given selection notification must provide the following Documentation of Qualifications within a ten-day period after notification. Failure to satisfactorily provide the following documentation could result in disqualification of proposed award.

Documentation of Organization's Qualifications:

- Legal entity (Proof of Incorporation, 501(c) (3), etc. and Designation from the IRS of tax-exempt status) if applicable. Must submit document proving legal entity.
- For organizations with an annual budget of at least \$100,000, must submit most recent annual budget document identifying the various sources of the amounts.

***Proposal Content and Scoring***

Proposals will be evaluated on Three Parts:

- Part I Required format and content in #1 below
  - Part II Experience and Philosophy (40 points) & Approach (60 points)
  - Part III Budget Detail and Total Cost
1. **All proposals must contain the following documents in this order to be considered:**
    - a. Title Page Including Entity, Contact Person (email, phone, address)
    - b. Executive Summary (no longer than 1 page)
    - c. Proposal Narrative (no longer than 10 pages)
    - d. Budget and Budget Narrative (no longer than 2 pages)
    - e. Three References Attesting to Relevant Experience

2. **Experience and Philosophy** (40 points)

Describe your experience with and/or philosophy regarding the following:

- a. Visionary leadership while operating within structured rules and guidelines.
- b. Fostering collaboration and partnerships.
- c. Measuring customer satisfaction.
- d. Understanding of Federal laws and workforce or related laws, including the Workforce Innovation and Opportunity Act.
- e. Experience with operating One-Stop Centers in the current and previous legislations.
- f. Experience in the Southern Maryland Local Workforce Development Area.

3. **Approach** (60 points)

Describe how you will approach the One-Stop Operator roles and responsibilities identified above in terms of:

- a. Staffing (Including Job Descriptions, Experience, and Percent of Time Allocated to One-Stop Operator Duties)
- b. Partner Collaboration
- c. Partner and Center Communication
- d. Performance Reporting
- e. Adherence to Board and Administrative Entity Policies and Procedures

4. **Budget, Budget Narrative, and Total Cost**

- a. Proposed Line-Item Budget with Narrative for Each Line Item and Cost Category
- b. Proposed Profit