

Request for Proposals

One-Stop Operator

Release Date: May 1, 2026

Proposals Due: Submissions will be accepted until May 29, 2026 at 5:00PM EST.

Submission Details

Applications must be submitted electronically, with the subject line “One-Stop Operator for PA CareerLink® Philadelphia,” to the contact listed below:

Contact: Procurement@philaworks.org

Introduction

Philadelphia Works, Inc., the city’s workforce development board, is a non-profit, quasi-public organization serving employers and connecting career seekers to employment and training opportunities. We invest public resources in a variety of workforce solutions that drive economic growth, influence the public workforce policies, and optimize funding and resources to build a skilled and thriving workforce. For more information, please visit our [website](#).

A. Background and Purpose

The Workforce Innovation and Opportunity Act of 2014 requires that each Local Workforce Development Area (LWDA) competitively procure a One-Stop System Operator (hereafter “operator” or “system operator”) to coordinate the service delivery of required partners and core programs in the one-stop service centers (hereafter PA CareerLink® Philadelphia system).

This request for proposal is a solicitation for a One-Stop System Operator¹ for the PA CareerLink® Philadelphia system, including the PA CareerLink® Philadelphia centers at Suburban Station, North, Northwest, and West Philadelphia, and the System-wide Services provider. The operator will coordinate the service delivery of all required partners and core programs in the four PA CareerLink® Philadelphia Centers, as well as that of the System-wide Services provider. This contracted entity will serve as the One-stop Operator who monitors and brings continuous improvement to over fifty partners currently engaged in the PA CareerLink® Philadelphia system.

The One-Stop Operator for PA CareerLink® Philadelphia Request for Proposal is supported by the U.S. Department of Labor and the U.S. Department of Health & Human Services. Up to a total of \$200,000.

RFP Description

Philadelphia Works intends to strengthen services to employers and career seekers in the city and county of Philadelphia by increasing coordination between the required partners and core programs. The system operator will bring a proven record of accomplishment for developing efficient and effective partnerships within a one-stop operational environment. The operator must demonstrate knowledge of best practices and describe the approach that will be taken for implementation locally in the following key focus areas:

- Program Coordination
 - Philadelphia Works requires that the current PA CareerLink® Site Administrators and the System-wide Services Director coordinate MOU partner activities with the selected One-Stop Operator.
 - Applicants must commit to implementing a plan for continuous improvement that engages all partners operating at the site. Applicants must have a demonstrated history of determining metrics for measuring success with multiple types of programs.
- Delivery of Services in the PA CareerLink® Philadelphia system
- One Stop Operator must assist in business engagement reorganization, strategy roles/responsibilities and the center RFP process.

¹ Definition of the one-stop operator can be found in Section 121(d) of the Workforce Innovation and Opportunity Act, Public Law 113-128 (29 U.S.C. Sec. 3101, et. seq.), hereafter referred to as WIOA.

- Applicants must demonstrate a working knowledge of the WIOA requirements and describe the general approach that will be taken to ensure that service delivery is coordinated in a manner that leads to career seekers being able to access all the MOU partners services available to them seamlessly. Philadelphia Works currently has over fifty partners with signed agreements with the PA CareerLink® Philadelphia system. Continual engagement and improvement of access to referral services are key components of this work. Specific performance enhancement strategies should be detailed, including key elements of creating integrated service strategies among partner organizations and the use of technology to maximize efficiency and customer service.

The successful applicant must also demonstrate substantive knowledge and understanding of the Workforce Innovation and Opportunity Act (WIOA) and its implementing regulations, Philadelphia's WIOA Local Plan, Philadelphia Works' related policies and strategic priorities, applicable state, and federal regulations (TEGLs/WIINs/WSPs) and circulars, the policies of the federal Department of Labor and PA Department of Labor & Industry, and our local labor market. Applicants must demonstrate substantive knowledge and understanding of state and federal requirements associated with job performance for Title I Providers and required One-Stop Partners. Respondents are **strongly** advised to research all the above on the following websites:

- Philadelphia Works, Inc.: www.philaworks.org
- PA Department of Labor: www.paworkforce.state.pa.us
- Center for Workforce Information & Analysis: www.paworkstats.state.pa.us
- Department of Labor, Employment & Training Administration: www.doleta.gov

The RFP Selection Committee will evaluate, rank, and make funding decisions regarding individual proposals received.

B. Who is Eligible to Apply?

Proposals will be accepted from any private for-profit agency, private non-profit organization, government agency, or educational institution that can demonstrate the capacity to successfully provide the services identified in this RFP. The RFP process is open to qualified organizations that have not previously contracted with Philadelphia Works. Existing Philadelphia Works CAREERLINK contracted providers, except for the current One-Stop Operator contractor, are not eligible to respond to this RFP. Proposals that sub-contract more than ten percent of the program administrative services will not be reviewed. **Submissions will be accepted through Friday May 29, 2026 at 5PM ET, contingent upon the availability of funds.**

Organizations must demonstrate a track record in providing One-Stop Operator service delivery and coordinating mandated MOU partner services and core programs in a large workforce system. Service delivery will include collaborating with PA CareerLink® Philadelphia contractors, MOU partners, community-based organizations, and workforce stakeholders.

Applicants must be in good financial standing and may not have been declared ineligible by the federal or state governments for funding. Applicants who can show they have established programs and presence with the community will be given priority.

The selected provider will be required to supply evidence of appropriate licenses, insurance, relevant internal procedures, data security, and financial controls, prior to contract execution. Philadelphia Works, in soliciting requests for proposals, shall not discriminate against any person or organization submitting a response pursuant to this Request for Proposal because of race, color, creed, religion, sex, sexual orientation, age, disability, ethnic group, national origin, or other basis prohibited by law.

C. Contract Period

This RFP seeks services for a one-year period, from July 1, 2026, to June 30, 2027. The selected operator will have the option for two (2) successive one-year terms at the expiration of the original one (1) year term. The total contract term, including the maximum number of options, shall not exceed three (3) years.

D. Availability and Awarding of Funding

Philadelphia Works requests that proposers submit a reasonable and detailed budget for this Request outlining the proposed costs, ensuring that each cost is in line with the scope of this proposal. Funding for this project is contingent upon the availability of funds and continued state and federal authorization for program activities in Philadelphia.

The selected operator will be compensated on a cost reimbursement basis via contract. This RFP and the successful applicant's response will be incorporated by reference into any contract agreement.

Section I: Scope and Service Requirements

The following scope of work outlines the roles and responsibilities of the operator, as it relates to the service coordination of the required partners, core programs, the four PA CareerLink® Philadelphia centers, and the System-wide services provider.

Programmatic Responsibilities

1. Ensure that the role of all required partners in the Philadelphia PA CareerLink® centers has been defined and integrated into the service delivery system. The One-Stop Operator is expected to work with Philadelphia Works and partners to identify measurable outcomes, where applicable, for services.
2. Monitor operational procedures and protocols that promote effective and seamless partner referrals, for the benefit of the customer, while ensuring that individual partner program performance and outcomes are not negatively impacted.
3. Implement and monitor the negotiated One-Stop partner Memoranda of Understanding (MOU), notifying Philadelphia Works of any issues related to partners' adherence to the terms of the MOU or policies that need to be addressed by Philadelphia Works.
4. In coordination with Philadelphia Works, seek new MOU partnerships that would service an expected or demonstrated need for customers.
5. Develop an understanding and use Philadelphia Works' Workforce Management Information Systems (MIS) and make requests to staff for access and reports on necessary data (i.e. PA's CWDS, Salesforce, and data dashboards).
6. With the One-Stop Operator Committee, establish and monitor metrics for measuring success based on state and federal requirements associated with provider and partner funding streams.

7. In collaboration with Philadelphia Works, develop and implement a plan for continuous improvement that engages all partners operating at the centers.
8. Work with the Philadelphia Works Service Provider Program Specialist to convene a regular meeting of the administrative leadership of MOU partners to review the progress, integration, and performance of the core programs.
9. Hold regular cross-agency staff meetings of partner staff to coordinate services within the structure of the multi-partner MOU, including both on-site and off-site partners.
10. In collaboration with Philadelphia Works, identify all shared resources and costs associated with each center (or centers) and assist in the development of the MOUs.
11. Support the roll out of new training processes
12. Support Equal Employment Opportunity (EEO) compliance in collaboration with Philadelphia Works' Compliance Officer.

Administrative Responsibilities

1. Convene regularly scheduled meetings and/or conference calls with Philadelphia Works.
2. Present a quarterly report in a format approved by Philadelphia Works to the Workforce Development Board at each of its meetings regarding the coordination of services, adherence to the MOU, and performance outcomes at the centers.
3. Assign a program director who brings strategic vision, cultural competency, and professionalism (sensitivity, conflict resolution, listening skills) to influence and drive change across providers and partners.
4. Provide a monthly activity report to Philadelphia Works summarizing MOU partner activity at each center.
5. Measure the impact and performance of MOU partner services quarterly.

A. Staffing Responsibilities, Initial and Ongoing Training and Support to All Staff

The appropriate staffing plan is necessary to manage the program requirements as well as the administrative and executive functions. Key responsibilities include but are not limited to the following: contract administration; tracking expenses and preparing monthly invoices; and coordination and implementation of One-Stop service delivery. Providers must have the capacity and infrastructure to support all functions of funding regulations and expectations. The Provider will be responsible for hiring, onboarding, and training new staff as needed, and ensuring staff attend Philadelphia Works, Inc. hosted training sessions.

Section II: Responding to the RFP and Application Process

A. RFP Questions

Questions regarding this RFP should be submitted to Procurement@philaworks.org. Answers to questions if submitted will be posted online at [Philadelphia Works, Inc. - Procurement Opportunities](#). Answers will be posted every three days by 6PM ET. Questions can be submitted to Philadelphia Works, Inc. until 5PM ET on Monday, May 22, 2026 .

B. Proposal Responses and Submission

Requests are accepted and will be reviewed and evaluated by Philadelphia Works through **Friday May 29, 2026 , at 5PM ET**. Please complete the Request for Proposals – Submission Form below,

providing the required information and attachments. Submitted proposals must consist of one PDF document per attachment (up to four total).

Submission to this RFP should be sent to Procurement@philaworks.org. Applicants must follow the procedures outlined in this RFP. The RFP is available at <https://philaworks.org/procurement-opportunities-provider-resources/>. Hard copies of this RFP will be available upon request by e-mailing procurement@philaworks.org.

Submitted proposals must consist of all components and attachments as outlined below:

- Request for Proposals - Submission Form with additional pages if necessary
- Attachment 1: Line-Item Budget and Narrative
- Attachment 2: Audited Financials

Strong proposals will demonstrate a full understanding of the requirements described throughout this RFP and establish the capacity, expertise, and program design needed to meet the required standards and goals. No incomplete, faxed, or hard copy applications will be accepted. Submissions that do not follow the required format may not be reviewed. Philadelphia Works, Inc. will review each request and notify organizations of approval or disapproval.

C. Evaluation of Submissions

A three-phase evaluation system will be used to rate each proposal. The evaluation system is designed to convert to a numeric score between zero through one hundred. Organizations submitting proposals will be independently assessed for their plan to provide services, reporting and cost requirements; and fulfill financial responsibilities. Any organization that does not have the capacity will be disqualified from consideration for the final award.

1. Completeness

Submissions will be initially reviewed to verify that they are complete and consistent with the guidelines set forth in this RFP. If any section of your response is missing or illegible, it will be considered non-responsive and will not be reviewed.

2. Fiscal Review

Following the initial review, the organization and proposed budget will be reviewed for capacity and compliance with the proposed workplan. Additional financial documentation may be required dependent upon the final decision of Philadelphia Works.

3. Programmatic Review

Concurrent with the fiscal review, submissions will be evaluated based on the quality of the services being provided as demonstrated through the narrative section of this RFP. The elements identified in the RFP are not all-inclusive, therefore other aspects of the submissions and budgets may be reviewed during the selection process.

Section III: Conditions of Solicitation

The release of this RFP does not constitute an acceptance of any offer, nor does such release in any way obligate Philadelphia Works to execute a contract with any applicant. Philadelphia Works reserves the

right to change any of the enclosed specifications as required by the Pennsylvania Department of Labor and Industry without prior notice to applicants. Philadelphia Works also reserves the right to reject all proposals in whole or in part and/or not award any of the proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.

A. Compliance

This solicitation is being conducted with assistance from the Philadelphia Works' System Operator Standing Committee and complies with the principles of competitive procurement in the Uniform Guidance at 2 CFR § 200.318-§ 200.326; 20 CFR §§ 678.600-635 and associated preamble regarding the One-Stop Operator: Workforce System Policy (WSP) No. 03-2015, Financial Management Policy; Philadelphia Work's procurement policies and procedures; and any other applicable federal, state or local laws, regulations, policies, and procedures. Each bidder is also required to comply with the above applicable local laws, ordinances, rules, regulations, and amendments.

A public notice of this RFP will be published in a major Philadelphia newspaper. The RFP and all accompanying attachments will also be posted on Philadelphia Works' website, <http://www.philaworks.org>.

B. Conflict of Interest Policy

To avoid actual and perceived conflicts of interest, or undue influence over the process, all applicants are prohibited from contacting any Philadelphia Works board member, committee member, or staff (other than the contact listed above) regarding this RFP. Contact with any of the above for purposes of influencing the outcome of the procurement will result in disqualification of the prospective applicant from this competitive procurement process.

No employees, officers, or agents of Philadelphia Works shall participate in the selection, award, or administration of a contract in which Philadelphia Works funds are used where they, or to their knowledge, their immediate families, or partners, have a financial interest.

Philadelphia Works' officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or potential contractors. Disciplinary actions shall be applied to officers, employees, and/ or agents who violate this rule.

C. Negotiation and Award

Applicants will be notified in writing of the decision. Interviews may be part of the final determination process. A contract will then be executed for the period of July 1, 2026, through June 30, 2027. Additional provisions may be added as deemed necessary. The selected applicant must be prepared to begin on July 1, 2026.

Applicants not selected may request, in writing, an oral or written debriefing. Requests for debriefing must occur within five days from receipt of a notification letter and should be directed to John Daly, Compliance Officer and sent to Procurement@philaworks.org

D. Protest Process

Following the written notification of award, any applicant may protest the outcome. Protests must be submitted in writing, identify all contested issues, and be received no later than five working days after the notice of awards are postmarked.

Subjective interpretations by the review team are not subject to protest. Protest dispute issues are limited to:

- unfair competition in the decision-making process;
- illegal/improper act or violation of law, and
- unduly restrictive clauses.

Information regarding protests will be disclosed, in all instances, to the Bureau of Workforce Development Administration.

E. Closeout

The operator must maintain a closeout contract file that includes: an official notice of closeout (specifying the last invoice date and payment date); all necessary records and appropriate releases of liabilities, records, or payments; and the transfer of financial and customer records. The operator shall retain all program records for a minimum of six (6) years following completion of audit and resolution of any questioned costs.

REQUEST FOR PROPOSALS – SUBMISSION FORM <i>Use no more than two additional separate sheets if the space provided below is insufficient.</i>	
1. Organization Name:	2. Date of Request:
3. Organization Address:	4. Program Address (if different from organization):
5. Federal Tax ID (organization or legal entity):	6. Current Philadelphia Works, Inc. contractor: <input type="checkbox"/> Yes <input type="checkbox"/> No
7. Contact person (name and title):	8. Contract signatory (name and title):
7a. Contact phone:	8a. Signatory phone:
7b. Contact email:	8b. Signatory email:
9. Project Title:	10. Amount Requested: \$
11. Narrative, Part I - Describe the organization’s experience as a One-Stop Operator. <i>At a minimum, describe: (1) One-Stop Operator service delivery history and experience; (2) Describe experience monitoring performance improvement and program effectiveness; (3) Experience building relationships with MOU partner agencies.</i>	
12. Narrative, Part II - Describe the plan for One-Stop Operator service delivery implementation. <i>At a minimum, describe: (1) What the organization plans to do if awarded; (2) The activities or services that will be provided if the funds are awarded; (3) The plan to coordinate One-Stop Operator service delivery within the PA CareerLink Philadelphia system.</i>	
APPLICANT’S CERTIFICATION	
I certify that all the information provided in this application is both complete and accurate to the best of my knowledge. I also understand that if selected as a provider, I will be required to submit further detailed program and budget information.	
_____ Authorized Agency Representative Signature & Title	_____ Date

ATTACHMENT 1: LINE-ITEM BUDGET

Organization Name:		
Project Title:		
EXPENSE ITEM	COST / EXPENSE	COST DESCRIPTION
ADMINISTRATION - Cost Category=Admin²		
Admin Staffing		
Staff Salaries		<i>Refer to Next Page</i>
Fringe Benefits		
Admin Operating Expenses		
Communications (Telephone, Postage, Internet, etc.)		
Facilities – Rent		
Facilities – Maintenance & Utilities		
Insurances		
Other Admin Operational Expenses		
Staff Travel		
Audit & Payroll Services		
Supplies (Office Supplies & Consumable Supplies)		
Admin Indirect Costs ⁶		
Other Admin Expenses (please list):		
ADMIN SUBTOTAL	\$	
PROGRAM SERVICES - Cost Category=Program		
Program Staffing		
Staff Salaries		<i>Refer to Next Page</i>
Fringe Benefits		
Program Service & Costs for Participants		
Office & Consumable Supplies		
Other Program Expenses (please list):		
PROGRAM SUBTOTAL	\$	
PROJECT TOTAL	\$	

² The total of Administrative **cannot exceed 10%** of the project total. Indirect Costs are only allowed as an administrative expense and organizations must have a current, federally approved Indirect Rate Agreement. Profit is only allowable as an administrative cost.

ATTACHMENT 1: LINE-ITEM BUDGET - STAFF SALARIES COST DESCRIPTION

Please provide the following detail about staff that you plan to charge to this grant if awarded – add additional lines as needed.

ADMINISTRATIVE STAFF

Position Title	Annual Salary	# of Positions	# of Months Charged to the Grant	% of Time Charged to the Grant	Total Amount Charged to the Grant
ADMIN SALARY SUBTOTAL			<i>Refer to Line Item Budget</i>		

PROGRAM STAFF

Position Title	Annual Salary	# of Positions	# of Months Charged to the Grant	% of Time Charged to the Grant	Total Amount Charged to the Grant
PROGROAM SALARY SUBTOTAL			<i>Refer to Line-Item Budget</i>		

SALARY TOTAL	\$				
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ATTACHMENT 1: BUDGET NARRATIVE

Please provide brief descriptions (no more than 150 words) per item below.

Provide detail about your organization's cost allocation method if expenditures are not one hundred percent directly charged to this grant. Attach a separate copy of your cost allocation plan if appropriate.

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ATTACHMENT 2: AUDITED FINANCIAL STATEMENTS

All applicants must attach a copy of the following:

Most recent Audited Financial Statements performed in compliance with *Government Auditing Standards* (i.e., Single Audit or a program/yellow book audit).

The audit report should include the following:

- Report on Internal Control Over Financial Reporting on Compliance and Other Matters
- Report on Compliance with Requirements Applicable to Each Major Program and on Internal Control over Compliance
- Statements of Financial Position, Activities and Changes in Net Assets and Cash Flows.
- The sign-off date of the audit and all disclosures (footnotes)

Responders must also provide a copy of the organization's management/strategic plan which must also include an allocation of expenses, processes, and trends.