



## **Request for Letter of Intent to Bid M E M O**

TO: All Potential One-Stop Operators  
FROM: Rosalind M. Cross, Director  
DATE: January 9, 2018  
SUBJECT: Letter of Intent (LOI) – One-Stop Operators

The Triangle South Workforce Development Board (TSWDB) is currently accepting Letters of Intent to Bid from entities to serve as one-stop operators for the NCWorks Career Centers and Workforce Offices in Chatham, Harnett, Lee and Sampson Counties.

**Background:** The Workforce Innovation and Opportunity Act (WIOA) requires the One-Stop Operator to be selected through a competitive process. The operator should be quality focused, employer driven, customer centered, and the service offering of that One-Stop Center should be tailored to meet the needs of the regional economy. The operator should increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment; while aligning workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers.

**Purpose:** The TSWDB is seeking Letters of Intent to Bid 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 Triangle South Workforce Development will release this request for Letters of Intent (LOIs) on January 12, 2018 for interested entities. The deadline for submission of LOIs is 4:00 PM EST on January 19, 2018. A fully-executed Memorandum of Understanding must be in place within the first 30 days of the program year with the successful respondent.

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

- Coordinate service delivery among partners;
- 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 TSWDB Policies and Procedures;
  - Report to the Triangle South 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 and develop strategies based on data and successful practices.

**Priority Populations:** WIOA requires States, Workforce Development Boards, and One-Stop Career Center Operators to connect individuals from priority populations to programs and services that lead to long-term employment outcomes, especially individuals with significant barriers to employment, to include:

- Unemployed insurance claimants,
- Youth and adults with disabilities,
- Veterans,
- Low-income residents,
- Former Offenders/returning citizens,
- Older workers,
- Out of school youth.

The One-Stop Operator will be required to work closely with local businesses, particularly those in the manufacturing and healthcare industries, and will be expected to collaborate with local partners to include community-based service agencies, community colleges, and the local and state government.

**Funding:** Funding for this activity can range up to \$25,000. An actual budget will be requested prior to the completion of the Memorandum of Understanding for the agency that is selected as the One-Stop Operator.

**Organization Qualifications:** Eligible entities who can bid as a One Stop Operator 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 organization;
- 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;
- A nontraditional public secondary school and area career and technical education school.

CANNOT be:

- An elementary or traditional secondary school.

A WIOA Title I Service Provider that meets the requirements of an Eligible Entity **CAN** bid as a One-Stop operator. However, the entity must guarantee that proper firewalls will be in place to ensure that the Operator is not conducting oversight of itself as a WIOA Title I Service Provider. The concept of firewalls is to ensure that the 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 both perception and in reality, whenever an organization that operates education or training services also operates an NCWorks Career Center. Therefore, 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 WIOA Title I Service Provider.

**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 county(ies) to be served;
- The type of organization intending to bid;
- The location of the agency or consortium;
- Acknowledgement that the period of performance is from July 1, 2018, through June 30, 2019;
- The LOI is signed by the authorized signatory for the agency/consortium;
- The completed and signed LOI is received by the Triangle South Workforce Development Board by the required time/date.

**Contact Information:** Completed Letters of Intent may be **physically mailed** or **emailed** (**preferred**) to:

Rosalind M. Cross, Director of Workforce Development and WIOA Programs  
Triangle South Workforce Development Board  
5910 Enterprise Park Drive  
Sanford, NC 27330

OR

[rcross@cccc.edu](mailto:rcross@cccc.edu)



**No Later Than** 4:00 PM EST on January 19, 2018

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

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

Name and address of Agency Submitting a Letter of Intent to Bid:

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

Rosalind M. Cross, Director of Workforce Development and WIOA Programs  
Triangle South Workforce Development Board  
5910 Enterprise Park Drive  
Sanford, NC 27330

Dear Ms. Cross:

This letter indicates our Intent to Bid as the One-Stop Operator for the NCWorks Career Center(s) and Workforce Offices in the following county(ies):

- Chatham County
- Harnett County
- Lee County
- Sampson County

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

- An institution of higher education
- A community-based organization
- A nonprofit Organization
- A private-for-profit entity
- A government agency
- Another interested organization or entity
- An employment service State agency established under the Wagner-Peyser Act on behalf of the local office of the agency
- A nontraditional public secondary school or area career and technical education school

We acknowledge that the period of performance is July 1, 2018, through June 30, 2019.

Sincerely,