



Central Savannah River Area
Regional Commission
FY2027 RFP
Workforce Development
Youth Services



CSRA WIOA FY2027 RFP for One Stop Services

Important Information

Thank you for your interest in the CSRA RC Workforce Development's request for proposals for WIOA One Stop operations. The deadline for applications is **May 25, 2026**. After completing this RFP, a copy of your submission will be sent to your email address.

In order for the CSRA RC to make a decision regarding your proposal, you must include all information requested. All completed proposals will be reviewed.

If you have any questions concerning this RFP or the application process, please submit them in writing to rfps@csrarc.ga.gov no later than 5:00 pm on **May 8, 2026**.

Note: You can save and resume your submission over time if desired. When you click the "Save" button you'll be emailed a link that you can use to resume your application.

RFP Notice

RFP Due Date: May 25, 2026 by 3:00 PM Deadline for Questions: May 8, 2026 by 5:00 PM

REQUEST FOR PROPOSALS FOR WORKFORCE DEVELOPMENT SERVICES

The CSRA Regional Commission (hereinafter referred to by name or "CSRA RC"), as the WIOA Fiscal Agent/Grant Recipient, 3626 Walton Way Ext. Suite 1, Augusta, GA 30909, will receive responses (hereinafter referred to as "Response" or "Responses" or "Bid" or "Bids") to this Request for Proposals (RFP) until 3:00 PM May 25, 2026 for Workforce Development Services to include One-Stop Operations (renewal or new).

Any questions concerning this RFP or requests for additional information must be directed in writing to: Andy Crosson, Executive Director, rfps@csrarc.ga.gov or by mail at CSRA Regional Commission 3626 Walton Way Ext., Suite 1 Augusta, GA 30909 by 5:00 p.m. on May 8, 2026. Answers will be in writing and provided to persons who request to be included for this RFP.

CSRA RC will evaluate each proposal, choosing the one(s) that, in the CSRA RC's sole discretion, are the

most responsive (not necessarily the lowest in cost) and best address the work to be performed, taking into consideration factors such as 1) price, 2) potential ability to perform; 3) relevant project experience/qualifications; 4) organizational capacity; 5) budget/financial capacity; and 6) comprehension of the scope of work.

CSRA RC reserves the right, in its sole discretion, to: 1) cancel the RFP at any time, 2) amend the RFP before the due date, 3) alter the timetables for procurement; 4) request additional information from any Responder, 5) interview any Responder before issuing a grant award, 6) reject any or all Responses, and/or 7) waive any technicalities or formalities. The CSRA RC is not obligated to enter into any contract on the basis of any submittal in response to this RFP.

Awarding of any contracts and any subsequent periodic payments during the grant period is contingent upon receipt of local, state and federal funds during the contract period.

RFP Overview

Overview

2.1 Introduction

Through this Request for Proposal (RFP), the CSRA Regional Commission, in its capacity as the WIOA fiscal agent/grant recipient, is soliciting responses from potential Responders interested in operating certain workforce programs in the State-Designated CSRA Workforce Area 12 for the period outlined within the "Period of Performance and Contract Terms" section of this RFP. Responders may limit their request to serve a particular geographical area.

Responders must complete the Request for Proposal in the application portal to be considered.

This RFP only covers the period outlined in the "*Period of Performance and Contract Terms*" section of this RFP.

Comprehensive The workforce system provides a comprehensive approach to programs and services through the depth of partnerships associated with the program. The partnerships start at the WDB level and permeate throughout the levels of service delivery. Vendors and WIB members alike work to connect participants with the resources that are most needed.

Workforce Development Board (WDB): The WDB functions as a policy board and oversight mechanism for the WIOA funded programs in Georgia's WIA Region 12.

Local Elected Officials Board: The Local Elected Officials Board is comprised of the chief elected officials and/or his/her designee from the local governments within WIOA Region 12. The Local Elected Officials Board appoints members to the Workforce Development Board and provides critical linkage to local communities.

The CSRA Regional Commission has the responsibility for developing a Local Area Plan for workforce development services and programs which describes this service delivery system in detail and the impact the Plan has on the planning and service area. The Local Area Plan is implemented through contracts, subgrant agreements, and cooperative agreements negotiated with various providers and local jurisdictions to implement services for the benefit of unemployed and underemployed residents in the service area. **The Local Area Plan planning period should not be confused with the period of contracts, subgrant agreements, or cooperative agreements awarded under this RFP.**

Award Terms

3.1 PERIOD OF AWARD

All subgrant agreements resulting from this Request for Proposal process are contingent on the availability of funds from the Technical College System of Georgia - Workforce Division. The terms and conditions of the CSRA RC's contract with TCSG and any subsequent policy decisions, laws or regulations shall be applied to the contractor(s)/subgrantee(s) chosen through this process.

This RFP covers the upcoming fiscal year which begins on July 1, 2026, and ends on June 30, 2027. Any contract(s)/subgrant/cooperative agreement(s) issued as a result of this RFP will be awarded on a one (1) year basis to conform with the CSRA RC's fiscal year (July 1st to June 30th). Any subsequent year contract(s), subgrants, or co-operative agreement(s) in the planning period will be determined at the CSRA RC's sole discretion which may or may not involve a new Request for Proposals being issued. Nothing herein shall be deemed any commitment by the CSRA RC to contract with any successful Responder(s) for any period of time past June 30, 2027.

The CSRA Regional Commission may, at its sole discretion, terminate any contract or subgrant agreement issued as a result of this RFP due to non-availability of funds, due to default, or for cause, or for convenience, at any time by giving thirty (30) days notice.

3.2 CSRA RC PROCUREMENT RIGHTS

In addition to any rights, terms, or conditions listed within this Request for Proposals, the CSRA RC also specifically and expressly retains the following rights in regard to this procurement:

CSRA RC reserves the right, in its sole discretion, to: 1) cancel the RFP at any time, 2) amend the RFP before the due date, 3) alter the timetables for procurement; 4) request additional information from any Responder, 5) interview any Responder before issuing a grant award, 6) reject any or all Responses, and/or 7) waive any technicalities or formalities. The CSRA RC is not obligated to enter into any contract on the basis of any submittal in response to this RFP.

Awarding of any contracts and any subsequent periodic payments during the grant period is contingent upon receipt of local, state and federal funds during the contract period.

3.3 PLANNING ALLOCATIONS

Funds for this agreement are contingent upon receipt of funds from Federal and/or State sources. Because the actual amount of funds may change throughout the year, the CSRA RC utilizes planning allocations in its procurement and sub-granting processes. Subgrant agreements, contracts, and cooperative agreements may be amended, by mutual agreement, from time-to-time whenever adjustments are needed because of changes in the CSRA RC's funding sources, and may be immediately terminated by the CSRA RC if mutual agreement cannot be reached.

3.4 REQUIREMENTS OF SUCCESSFUL RESPONDER

The successful Responder(s) will be responsible for providing the services outlined in the "Scope of Work" section of this Request for Proposals in accordance with Technical College System of Georgia's guidelines and CSRA Regional Commission's requirements as specified in this RFP and in the subsequent

contracting documents.

3.5 POTENTIAL CONFLICTS OF INTEREST

Any potential conflicts of interest must be identified and addressed in all responses. In making such disclosures, the respondent must a) identify the person or persons for whom a potential conflict of interest exists, b) the relationship to any current or former board member, current or former advisory council member, or current or former employee; and c) the nature of the potential conflict. The person or persons for whom the potential conflict of interest exists shall certify that he/she will abide by all rules established by the WIOA Administrative Standards <https://www.tcsg.edu/worksource/resources-for-practitioners/policies-guidance/> . *All Responders must complete the “Conflicts of Interest Disclosures” form in Section D and attach additional sheets if any potential conflicts exists and answer the questions outlined above in such responses.*

Evaluation of Proposals

Submission Requirements

It is essential that each Responder addresses every requirement outlined in this Request for Proposals (RFP) and includes all information requested. Should a response be materially incomplete, the CSRA RC, at its sole discretion, may determine the submission to be technically unresponsive, resulting in its elimination from further consideration.

Review Committee Process

For procurements anticipated to result in an award or contract exceeding \$50,000 in aggregate, the CSRA RC may, at its sole discretion, assemble a review committee to objectively assess each response. This committee may consist entirely of CSRA RC staff members or include only those individuals.

Responder Acknowledgment

Responders explicitly acknowledge that a compilation of each Responder's average score (calculated by averaging the scores assigned by each reviewer) may be made available only at the conclusion of the RFP award process.

Evaluation Criteria

In determining the award, the CSRA RC will consider various factors, which include but are not limited to the following:

- Cost of the proposal
- Potential ability of the applicant to successfully perform under the contract's terms and conditions
- Analysis of the applicable Unit Cost Methodology or other cost analysis
- Relevant past project experience and qualifications
- Organizational capacity to perform the required services
- Budget and financial capacity of the applicant
- Quality and thoroughness of responses to the scope of work and quality assurance sections in the proposal

Each of these factors will be taken into consideration to ensure the selected proposal or proposals are best suited to meet the needs of the project and fully comply with the expectations established in the RFP.

Final Award Decision

Following the review, the committee's recommendations will be submitted to the CSRA RC's management for consideration. The CSRA RC Council will make the final decision regarding the award of responses, taking into account the management's recommendations and the criteria for responsiveness. The CSRA RC Board reserves the right to make a final decision that may differ from the review committee's recommendations.

Appeal and Arbitration Procedures

Appeal Process for Non-Selected Responses

Responders who are not chosen for a competitively solicited contract or agreement by the CSRA Regional Commission have the right to appeal the decision. To initiate an appeal, the Responder must submit a written appeal to the Executive Director within ten (10) calendar days of receiving notification of non-selection. The appeal must be sent via certified mail, with a return receipt requested, to the following address:

Attn: Appeal of Procurement Award
CSRA Regional Commission
3626 Walton Way Ext., Suite 1
Augusta, GA 30909

Appeal Hearings for Awards Under \$125,000

For procurements where the awarded amount is less than \$125,000, the Executive Director will schedule a hearing within ten (10) business days. During this hearing, the Responder may present relevant information regarding the procurement decision. After considering the information presented, the Executive Director will render a decision and communicate it to the Responder within ten (10) business days following the hearing.

Appeal Hearings for Awards of \$125,000 or More

For procurements with awards equal to or greater than \$125,000, the appeal will be heard by the CSRA Regional Commission's Council at its next regularly scheduled meeting. The Responder may present arguments in support of the appeal, while the Executive Director and/or his designee may provide counterarguments. The Council will review all information presented and issue a decision within ten (10) business days after the hearing. The decision made by the CSRA Regional Commission's Council is considered final and binding.

Arbitration of Procurement Disputes

Should a dispute arise regarding the procurement process after the issuance of an appeal decision by either the Executive Director or the Regional Commission's Council, the matter will be referred to arbitration. Arbitrators will be selected in accordance with the rules of the American Arbitration Association, and the arbitration will proceed under the guidelines established by the CSRA Regional Commission. The resulting judgment from the arbitrators may be entered in any court of competent jurisdiction. The costs associated with the arbitration process will be equally shared by the party requesting arbitration and the CSRA Regional Commission.

Post-Arbitration Actions

Once the arbitrator has rendered his judgment, the decision will be presented to the CSRA Regional Commission's Council at its next regularly scheduled meeting. The Council will then consider the judgment and determine any further actions, if necessary.

Applicant Info

Company Name

Authorized Representative

Title

Email

Phone

Address

Contact Person

Contact Person Title

Contact Person Email

Contact Phone Number

Services

What services are you requesting to provide?

Service Area

What counties will you serve?

SAVE YOUR WORK

Use the "Save" button below to send an editable link to this form. Failure to save could result in the need to begin the application process over.



Organization Details

Organizational Information

Is the applicant a local government?

No

Is your agency properly registered to do business in the State of Georgia?

Yes

Georgia Corporation License

Describe your company's ownership and corporate structure.

Please provide a link to your agency's website (if applicable)

Is there any present or pending litigation in connection with workforce-related contracts for services involving the agency or any principal officers?

No

Previous History

Have you or your organization been contracted by the CSRA Regional Commission for workforce development services before? (if yes, explain)

Does your agency have any experience managing government contracts?

Yes

Describe your organization's experience managing government contracts.

Have you or your organization defaulted on a contract or failed to complete any work awarded, or been involved in work related to litigation (if yes, explain).

Experience with Similar Programs

Funding Sources

Qualifications and Capabilities

Organizational Capacity

History of Performance

Do you intend to collaborate with any outside agency or organization in the implementation of this grant? If so, please describe.

What outreach, in addition to an agency website or social media, will you conduct to ensure that those most in need of this service are made aware of it?

Staff Training

Operating Hours

Emergency Operations

Organizational Chart

SAVE YOUR WORK

Use the "Save" button below to send an editable link to this form. Failure to save could result in the need to begin the application process over.



Scope of Work

The following questions are directly related specific services you indicate that you plan to provide.

SCOPE OF WORK

The Workforce Innovation and Opportunity Act was signed into law on July 22, 2014. WIOA helps job seekers and workers access employment, education, training, and support services to succeed in the labor market and matches employers with the skilled workers they need to compete in the global economy.

WIOA formula funds allocated to local Workforce Boards for Adult, Dislocated Worker and Youth programs are used to provide services through the Workforce delivery system. Local agencies may use grant funds to provide services to individuals who are 14 years of age or older and meet the local, state, and federal WIOA Adult, Dislocated Worker and Youth eligibility definitions.

The purposes of WIOA described in the statute include:

- Increasing access to and opportunities for the employment, education, training, and support services that individuals need, particularly those with barriers to employment.
- Supporting the alignment of workforce investment, education, and economic development systems, in support of a comprehensive, accessible, and high-quality workforce development system.
- Improving the quality and labor market relevance of workforce investment, education, and economic development efforts.
- Promoting improvement in the structure and delivery of services.
- Increasing the prosperity of workers and employers.
- Providing workforce development activities that increase employment, retention, and earnings of participants and that increase postsecondary credential attainment and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet skill requirements of employers, and enhance productivity, and the competitiveness of our nation.

Programs

Workforce services for eligible adults are available through one of the six core programs authorized by Workforce Innovation and Opportunity Act (WIOA). The Adult program serves individuals and helps employers meet their workforce needs. It enables workers to obtain good jobs by providing them with job search assistance and training opportunities.

WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. When using WIOA Adult funds to provide individualized career services and training services, must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Under WIOA, priority must be implemented regardless of the amount of funds available to provide services in the local area. In addition, veterans receive priority of service in all DOL-funded employment programs.

The Dislocated Worker program is designed to help workers get back to work as quickly as possible and overcome barriers to employment. When individuals become dislocated workers as a result of job loss, mass layoffs, global trade dynamics, or transitions in economic sectors, the Dislocated Worker program provides services to assist them in re-entering the workforce. Services for dislocated workers are integrated and provided through a national network of American Job Centers (AJCs). The AJCs provide

significant resources to states to implement workforce education, training, and employment programs and help displaced workers.

Successful bidders will demonstrate the ability to provide services that meet the core objectives of the WIOA program as noted below.

ONE-STOP OPERATOR SCOPE OF WORK

Under the Workforce Innovation and Opportunity Act (WIOA), "one-stop" locations serve a crucial purpose: to provide a centralized location where individuals and employers can access a wide range of workforce development services. Here's a breakdown of their primary goals:

- **Streamlined Access to Services:**
 - One-stops aim to create a "no wrong door" approach, where job seekers and employers can find various resources in a single location. This eliminates the need to navigate multiple agencies.
- **Comprehensive Career Services:**
 - They offer services like job search assistance, career counseling, resume preparation, and information on in-demand industries.
- **Access to Training and Education:**
 - One-stops connect individuals with training programs, educational opportunities, and skill development resources to enhance their employability.
- **Employer Support:**
 - They assist employers by providing access to a skilled workforce, recruitment services, and information on workforce development programs.
- **Coordination of Resources:**
 - One-stops bring together various partner programs, including those related to adult education, vocational rehabilitation, and employment services, to ensure a coordinated and integrated approach.

The purpose of a one-stop location under WIOA is to create a more efficient and effective workforce development system that benefits both job seekers and employers.

ONE STOP OPERATOR RESPONSIBILITIES

The responsibilities of a One-Stop Operator under the Workforce Innovation and Opportunity Act (WIOA) are quite extensive, focusing on the effective and efficient delivery of workforce services. Here's a breakdown of key duties:

Operational Management:

- Overseeing the day-to-day operations of the One-Stop Center, ensuring smooth service delivery.
- Managing the facility, including physical space, technology, and resources.
- Implementing policies and procedures to ensure compliance with WIOA regulations.

Service Coordination:

- Facilitating the integration and coordination of services provided by various One-Stop partners.
- Ensuring that customers receive comprehensive and seamless access to services.
- Developing and maintaining partnerships with community organizations, employers, and educational institutions.

Performance Management:

- Monitoring and evaluating the performance of the One-Stop Center and its partners.
- Collecting and reporting data on service delivery and outcomes.
- Implementing strategies to improve performance and meet established goals.

Fiscal Management:

- Managing the One-Stop Center's budget and resources responsibly.
- Ensuring compliance with financial regulations and reporting requirements.

Customer Service:

- Ensuring that customers receive high-quality, customer-centered services.
- Addressing customer feedback and resolving complaints.
- Promoting accessibility and inclusivity for all individuals.

Technology Implementation:

- Ensuring that technology is used effectively to deliver services and manage data.
- Keeping up to date with changing technologies that can aid in service delivery.

Local Board Collaboration:

- Working closely with the Local Workforce Development Board to implement the local workforce development plan.
- Providing input and recommendations to the Local Board on service delivery and performance.

The One-Stop Operator acts as a central figure in ensuring that the One-Stop Center functions effectively and achieves its goals of providing quality workforce services to the community.

STAFFING

It's important to understand that WIOA focuses more on the function and coordination of services rather than strict, prescriptive staffing numbers. The emphasis is on effective service delivery. Here's a

breakdown of the staffing considerations related to a WIOA One-Stop Operator:

Coordination and Management:

- The operator must have personnel capable of coordinating the various partner programs within the One-Stop Center. This involves individuals with strong organizational, communication, and management skills.
- Effective management of the center's daily operations requires staff with experience in facility management, technology, and customer service.

Service Delivery:

- Staff must be knowledgeable about the range of services offered, including career counseling, job search assistance, and training opportunities.
- Depending on the size and scope of the One-Stop Center, there may be specialized staff for areas such as:
 - Job placement
 - Training and education coordination
 - Employer services
 - Youth services
 - Services for individuals with disabilities

Compliance and Reporting:

- Staff must be familiar with WIOA regulations and reporting requirements.
- Individuals with experience in data collection, analysis, and reporting are necessary to track performance and ensure compliance.

Partner Coordination:

- The operator needs staff that can maintain and build relationships with the required partners. This includes people who are capable of creating and maintaining Memorandum of Understandings (MOU's).

Key Staffing Considerations:

- **Flexibility:** WIOA allows for flexibility in staffing, recognizing that local needs and resources vary.
- **Partner Contributions:** Partner agencies also provide staff and resources to deliver their respective programs within the One-Stop Center.
- **Competency:** The focus is on ensuring that staff have the necessary competencies to deliver high-quality services.

Staffing requirements are driven by the need to effectively coordinate and deliver a comprehensive range of workforce development services.

REPORTING REQUIREMENTS

The reporting requirements for a WIOA One-Stop Operator are designed to ensure accountability, transparency, and effective performance. These requirements cover various aspects of the One-Stop

Center's operations and service delivery. Here's a summary of key reporting areas:

Key Reporting Areas:

Performance Data:

- Operators must collect and report data on participant outcomes, including employment rates, earnings, and skill gains. This data is used to assess the effectiveness of the One-Stop Center's services.
- Reporting on performance measures as set out by WIOA is crucial.

Financial Reporting:

- Operators are responsible for accurate financial reporting, including tracking expenditures and ensuring compliance with federal and state regulations.
- This involves reporting on the use of WIOA funds and partner contributions.

Service Delivery Data:

- Operators must report on the types and volume of services provided to job seekers and employers.
- This includes data on career services, training programs, and employer services.

Memorandum of Understanding (MOU) Compliance:

- Reporting on adherence to the terms outlined in the MOUs with partner agencies.
- This includes reporting on how the partners are fulfilling their obligations as stated in the MOU.

Equal Opportunity and Accessibility:

- Operators must report on their efforts to ensure equal opportunity and accessibility for all individuals, including those with disabilities.
- This includes reporting information on how the center is making its services available to all populations.

Local Workforce Development Board Reporting:

- Operators are required to provide regular reports to the Local Workforce Development Board on the One-Stop Center's operations and performance.
- This is to keep the local board informed of the status of the center's activities.

Key Considerations:

- **Data Accuracy:** Accurate and timely data reporting is essential for compliance and performance evaluation.
- **Compliance:** Operators must adhere to all applicable federal and state reporting requirements.
- **Transparency:** Reporting should promote transparency and accountability in the use of public funds.

Reporting requirements ensure that One-Stop Operators are held accountable for the effective and

efficient delivery of workforce services.

POLICIES AND PROCEDURES

A WIOA One-Stop Operator needs a comprehensive set of policies and procedures to ensure efficient, compliant, and effective service delivery. These policies cover a wide range of operational and administrative areas. Here's a breakdown of key policy and procedure categories:

Key Policy and Procedure Areas:

Operational Management

- **Service Delivery Procedures:**
 - Standardized procedures for providing core, intensive, and training services.
 - Intake and assessment processes.
 - Referral protocols between partner agencies.
- **Facility Management:**
 - Center operating hours and usage policies.
 - Equipment and technology usage guidelines.
 - Safety and security protocols.
- **Information Technology (IT) Policies:**
 - Data security and privacy policies.
 - System access and usage guidelines.
 - IT maintenance and support procedures.

Financial Management.

- **Fiscal Control Policies:**
 - Budget management and expenditure tracking procedures.
 - Procurement policies and procedures.
 - Financial reporting and audit compliance.
- **Funding Allocation Procedures:**
 - Guidelines for allocating WIOA funds and partner contributions.

Compliance and Legal:

- **Equal Opportunity and Non-Discrimination Policies:**
 - Policies ensuring compliance with WIOA Section 188 and ADA requirements.
 - Accessibility policies for individuals with disabilities.
 - Limited English Proficiency (LEP) policies.

Data Privacy and Confidentiality Policies:

- Policies for protecting participant data and complying with privacy laws.

Conflict of Interest Policies:

- Policies for identifying and managing potential conflicts of interest.

Memorandum of Understanding (MOU) Management:

- Procedures for ensuring partner compliance with MOU agreements.

Performance and Reporting:

- **Performance Data Collection and Reporting Procedures:**
 - Guidelines for collecting and reporting participant outcome data.
 - Procedures for tracking performance measures.

Quality Assurance Procedures:

- Procedures for monitoring and evaluating service quality.
- Customer feedback and complaint resolution procedures.

Partner Coordination:

- **Partner Communication and Collaboration Procedures:**
 - Procedures for facilitating communication and collaboration between partner agencies.
 - Protocols for information sharing and referral coordination.

Key Policy and Procedures Considerations:

- These policies should be documented, regularly reviewed, and updated.
- Staff training is essential to ensure consistent implementation of policies and procedures.
- Compliance with federal, state, and local regulations is paramount.

By establishing and adhering to these policies and procedures, One-Stop Operators can ensure the effective and compliant delivery of WIOA services.

CUSTOMER CONFIDENTIALITY

Customer confidentiality is a critical concern within the Workforce Innovation and Opportunity Act (WIOA) program. This is because WIOA programs often collect and maintain sensitive personal information from individuals seeking assistance. Here's a breakdown of the key concerns:

Key Confidentiality Concerns:

- **Protection of Personally Identifiable Information (PII):**
 - WIOA programs gather a wide range of PII, including names, addresses, Social Security numbers, dates of birth, educational records, and employment history. This information must be protected from unauthorized access, use, or disclosure.

- Concerns include the secure storage of electronic and paper records, as well as the secure transmission of data.
- **Medical and Disability Information:**
 - Individuals with disabilities may disclose sensitive medical information to receive appropriate services. This information requires strict confidentiality to prevent discrimination and protect privacy.
 - Specific protocols must be in place to handle and store medical records separately from general case files.
- **Information Sharing with Partner Agencies:**
 - WIOA programs often collaborate with various partner agencies. Concerns arise regarding the secure and authorized sharing of client information between these entities.
 - Clear guidelines and consent forms are necessary to ensure that information is shared only for legitimate service delivery purposes.
- **Data Security and Breach Prevention:**
 - The risk of data breaches is a significant concern, especially with the increasing use of electronic records.
 - WIOA programs must implement robust security measures to prevent unauthorized access to client data.
- **Legal and Regulatory Compliance:**
 - WIOA programs must comply with federal and state privacy laws, including the Privacy Act of 1974 and other relevant regulations.
 - Failure to comply can result in legal penalties and damage to the program's reputation.
- **Informed Consent:**
 - It is vital that WIOA participants are fully informed about how their personal information will be used and who it might be shared with.
 - Participants should have the right to provide or withhold consent for information sharing.

WIOA programs have a legal and ethical obligation to protect the privacy of their clients. This involves implementing strong confidentiality policies, providing staff training on data security, and ensuring that clients are fully informed about their rights.

COMPLIANCE MONITORING

The local area reserves the right to conduct monitoring and evaluation of the One Stop Operator's performance. The local area will notify the contractor in writing of any deficiencies noted during such monitoring and may withhold or disallow payments as appropriate based upon such deficiencies. The local area will provide technical assistance to the contractor related to the deficiencies noted. The local area will conduct follow-up visits to review the previous deficiencies and to assess the efforts made to correct them. If such deficiencies persist, the local area may terminate the contract.

When monitoring a WIOA One-Stop location, the monitor will look at a wide range of factors to ensure compliance, effectiveness, and quality of service. Here's a breakdown of key areas:

1. Compliance with WIOA Regulations:

Eligibility Determination:

- Verify that eligibility for WIOA programs is being accurately determined and documented.
- Ensure that appropriate documentation is collected and maintained.

Service Delivery:

- Confirm that required services are being provided to eligible individuals.
- Assess whether services are being delivered in accordance with WIOA guidelines.

Financial Management:

- Review financial records to ensure that funds are being used appropriately and in compliance with regulations.
- Check for proper documentation of expenditures.

Data Integrity:

- Verify the accuracy and completeness of data entered into state and federal reporting systems.
- Ensure that data is being protected and that confidentiality is maintained.

2. One-Stop System Operations:

Partner Integration:

- Assess the level of collaboration and coordination among One-Stop partners.
- Verify that partners are fulfilling their roles and responsibilities.
- Review Memorandums of Understanding (MOUs) to ensure they are current and effective.

Service Accessibility:

- Evaluate the accessibility of services to all individuals, including those with disabilities.
- Assess the physical layout of the One-Stop center and ensure it is accessible.
- Check for the availability of assistive technology and accommodations.

Customer Service:

- Observe staff interactions with customers to assess the quality of customer service.
- Gather feedback from customers to identify areas for improvement.
- ensure that equal opportunity is being upheld.

Performance:

- Monitor performance measures, such as placement rates, retention rates, and credential attainment rates.
- Analyze performance data to identify trends and areas for improvement.

3. General Operational Effectiveness:

Facility Management:

- Assess the overall condition of the One-Stop center.
- Ensure that the facility is clean, safe, and well-maintained.

Staff Training:

- Verify that staff members are adequately trained on WIOA regulations, policies, and procedures.
- Assess the effectiveness of staff training programs.

Record Keeping:

- Ensure that all required records are being maintained and stored properly.
- Verify that records are accurate, complete, and readily accessible.

In essence, monitoring a WIOA One-Stop location is a comprehensive process that requires attention to detail and a thorough understanding of WIOA regulations and best practices.

LOCAL GOALS

In addition to the requirements and expectations detailed in this RFP, all services proposed by the bidder must support the goals of the WorkSource CSRA system, which include the following:

- Universal services, resulting in efficient and timely access to a wide variety of employment-related services to individuals seeking employment.
- Integration which creates a seamless, functional coordination of services through collaborative development of the system's vision, goals, service strategies, resource allocation and team-based system management.
- Customer choice.
- Accountability which results in a performance-driven, outcome-based system that uses data collection, customer feedback and other tools to assess program success

REQUIRED WIOA ONE-STOP PARTNERS

- Wagner Peyser
- Adult Education Programs & Family Literacy Act
- Technical College System of Georgia
- Community Service Block Grants
- Job Corps
- Native American Programs
- Migrant and Seasonal Farmworkers

- Adult Programs
- Dislocated Worker Programs
- Youth Programs
- Vocational Rehabilitation
- Housing and Urban Development Jobs for Georgia Veteran's Program
- Re-Entry Second Chance Programs
- Unemployment Insurance Programs
- Senior Community Service Employment Program
- Trade Act Programs

The successful bidder will demonstrate the ability to provide a physical location for a One-Stop Center within Region 12 and the ability to staff the center while meeting the goals and objectives of the WIOA program as noted above.

Successful bidders will demonstrate the ability to provide services that meet the core objectives of the WIOA program as noted below.

Note: specific information related to each service is included below in the application and will appear based on your selection of proposed services.

Service Implementation

Where will your One Stop location be located?

Do you own the One Stop location, or will you be renting space? If you are renting space, provide a support letter acknowledging that the space will be available for you if your application is successful.

Upload your rental support letter if you plan to rent space for the One Stop.

How will you handle staffing at the One Stop location?

Discuss how you will fulfill the reporting requirements associated with operating the One Stop.

Discuss how you plan to operationally manage the One Stop.

Describe your experience with managing state and/or federal contracts.

How will you engage with the required local One Stop partners?

Marketing

Does your agency engage in marketing for your services?

Yes

Marketing Plans

Outreach

Special Populations

Marketing Materials

Financial Capacity

Applicant's Fiscal Year

Begin

End

Agency Audit

Does your agency have an annual audit?

Yes

If yes, did you receive a management letter with the latest audit?

No

Most Recent Audit

Describe your financial management and reporting capabilities.

Do you have a history of receiving and managing grants or other funding? Please discuss.

Other Funding Source

SAVE YOUR WORK

Use the "Save" button below to send an editable link to this form. Failure to save could result in the need to begin the application process over.



Financial Documents

Financial documentation that assists with evaluation of the applicant's current financial status is required.

Preferred documentation includes, in order of preference,

1. the most recent Annual Comprehensive Financial Report (ACFR);
2. financial statements (FS) that have been reviewed and/or audited by an independent public accountant (IPA) with accompanying notes;
3. financial statements compiled by an independent public accountant;
4. federal tax returns; or
5. last internally prepared financial statements signed by the owner or an individual familiar with finances of the entity if financial audit is not required.

Financial Documents

SAVE YOUR WORK

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Subcontracting

Do you plan to use subcontractors for this project? (if yes, explain)

No

Budget

Use the link here to download the budget worksheet. Once you have completed the budget, upload the file in the box below.

[FY2027 WIOA Youth Services RFP Budget Spreadsheet](#)

Budget Worksheet Upload

Grant Funds Requested

Number Of Participants To Be Served

Cost Per Individual Served

BUDGET NARRATIVE

Answer the following questions related to your proposed budget.

EMPLOYEE COSTS

Wages

Identify the name, title, and FTE of each employee that will be charged to this program. For any employee with an FTE of <1, please provide a list other programs charged.

Example:

John Smith, Program Director (\$50,000)

Youth Program	.50
TANF Program	.25
General Agency Programs	.25

Amount budgeted for this contract = \$25,000i

EMPLOYEE COST TABLE

Title	FTE	Salary	Amount to WIOA
	0		\$0.00

PAYROLL-RELATED EXPENSES

Identify each payroll-related expense included in the budget and the formula used.

Example:

Social Security – Total Wage Budget = \$100,000 x 7.65% = \$7,650

Any payroll-related expenses over and above Social Security, Worker’s Compensation, and Unemployment Insurance must have a company policy attached. [mat text, links, and images here.](#)

Identify your payroll related expenses (i.e. state and federal taxes, employee benefits (health, dental, vision insurance, etc...))

EMPLOYEE TRAVEL

Employee travel must be supported through mileage logs or supervisor-approved mileage reimbursement forms. The CSRA RC will not reimburse for gas purchases. To be reimbursed for employee travel, you must submit a copy of a travel reimbursement policy identifying the mileage reimbursement rate.

Describe any employee travel to be charged to the WIOA grant that may be undertaken during the grant period.

OPERATIONAL COSTS

Consumable supplies include supplies and materials that relate to the program that cannot be used for future programs. Please identify the supplies and materials that you plan on buying in detail (i.e. do not just include a “per participant” cost).

Describe any consumable supplies and expenses that will be charged to the grant.

OCCUPANCY COSTS

Provide evidence of total square feet vs. square feet used by the WIOA-funded program.

Discuss occupancy costs.

Insurance Costs

You may only include insurance costs if they are specifically provided for this program. If you are including direct insurance costs, please provide support as to the premium amount that relates specifically to this program.

List insurance costs related to the WIOA program.

Other/Misc

Please list and give a detailed description of all other costs that need to be reimbursed by this program. If you plan to utilize stipend payments, discuss those in this section. Please keep in mind the federal allowable cost principles.

Identify other or miscellaneous costs and discuss how they relate to the program.

Small Equipment Purchases

Please provide in detail any planned purchases of equipment less than \$500.00. Equipment is any item that will be used for the program but has the potential of continued use beyond the duration of this contract.

List proposed small equipment purchases and discuss how they relate to the program.

Equipment

Please provide details of planned purchases of equipment over \$500.00. Equipment is any item that will be used for the program but has the potential of continued use beyond the duration of this contract.

Identify any equipment and discuss how it relates to the WIOA program.

Supporting Documents

Upload any other supporting documents you think will assist us in evaluating your response.

Supporting Documents might include

- Agency governing documents (bylaws, charter)
- Mission Statement
- Resumes of key personnel
- Relevant certifications for key personnel

Supporting Documents Upload

SAVE YOUR WORK

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Certifications

Please use the link below to complete and sign the required certifications. Once you have signed the certifications, use the box below to upload them.

IF SOMEONE OTHER THAN YOURSELF IS THE AUTHORIZED SIGNER, PLEASE PUT THEIR INFORMATION INTO THE REQUEST FIELD SO THAT THE ASSURANCES CAN BE DIRECTED TO THE APPROPRIATE INDIVIDUAL.

[Use this link to open DocuSign to obtain the forms listed below.](#)

You will be asked for the name of the individual authorized to sign the application and their email address. Once you have signed the documents and received a copy by email, upload the signed documents using the upload link below.

Upload DocuSign Certifications

Submittal

Save Your Work

The CSRA Regional Commission recommends that you use the "Save" button below to save your RFP prior to submittal. When you save, you can send a link to your proposal via email.

Review Before Submitting

I have reviewed the answers included in this application and uploaded the appropriate documents.
No

I hereby declare that the information provided above is true and accurate to the best of my knowledge. I understand that any false information may result in the termination of any agreement generated as a result of this RFP.
No

I affirm that any funds received from this proposal will be used for the identified purpose.
No

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