

DUE DATE: May 5, 2025, by 3:00 p.m.

CENTRAL SAVANNAH RIVER AREA REGIONAL COMMISSION

Workforce Development

REQUEST FOR PROPOSALS Youth, Adult & Dislocated Worker Programs

DUE DATE: May 5, 2025
DUE TIME: 3:00 P.M.

ALL BIDS MUST BE SUBMITTED BY THE DUE DATE AND DUE TIME NOTED ABOVE.

A file containing all of the RFP required documents must be submitted as follows:

SUBMIT BIDS USING THE ONLINE RFP FORM



DUE DATE: May 5, 2025, by 3:00 p.m.



MEMORANDUM

TO: Prospective Responders

FROM: Andy Crosson, Executive Director

DATE: April 3, 2025

SUBJECT: REQUEST FOR PROPOSALS – Workforce Development

The Central Savannah River Area Regional Commission is seeking responses as noted below. If you are interested in responding to our Request for Proposals, please do so by the date noted in the attached RFP and in the manner so described.

Timeline Schedule

Release Date April 3, 2025

Due Date May 5, 2025 (by 3:00 p.m.)

Award Announcement June 1, 2025

Executed Contracts on or before June 30, 2025

NO RESPONSES WILL BE ACCEPTED AFTER 3:00 PM on May 5, 2025 .

Should you have any questions, please do not hesitate to contact me.

DUE DATE: May 5, 2025, by 3:00 p.m.

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 5, 2025 for Workforce Development Services as outlined below:

- One-Stop Operations (renewal or new)
- Youth Services
- Business Services
- Rapid Response

Any questions concerning this RFP or requests for additional information must be directed in writing to:

Andy Crosson, Executive Director
acrosson@csrarc.ga.gov or
CSRA Regional Commission
3626 Walton Way Ext., Suite 1
Augusta, GA 30909

by 12:00 p.m. on April 23, 2025. 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.

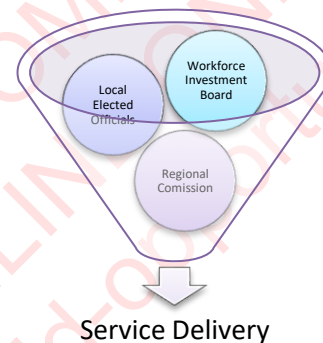
Awarding of any contracts and any subsequent periodic payments during the grant period is contingent upon receipt of local, state and federal funds during the contract period.

SECTION 1: RFP NOTIFICATION, BACKGROUND, AND PROCESS

BACKGROUND

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 and Letter of Transmittal to be considered. Selected Responders will become a part of the service delivery system detailed in CSRA RC’s Local Area Plan (a planning document for the CSRA). Inclusion in the Area Plan does not guarantee or imply any grant award for subsequent years. 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.**

SCOPE OF WORK

This RFP package covers a variety of workforce-related services. This package should only be used to respond to the following programs:

- Comprehensive One-Stop Operations
- Youth Services
- Business Services
- Rapid Response

For ease of use, a full scope of work for each service is included in the appendix.

PERIOD OF PERFORMANCE

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, 2025, and ends on June 30, 2026. 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) and/or subgrant/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, 2026.

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.

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.

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.

REQUIREMENTS OF SUCCESSFUL RESPONDER(S)

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.

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.*

SECTION 2: APPLICANT INFORMATION

Responder will fill in information related to the organization and the appropriate contacts. The “Authorized Contact” must be the person who can sign documents and contracts on behalf of the organization.

SECTION 3 ORGANIZATIONAL ELIGIBILITY

The following questions must be answered in the online application:

Organization Type: Briefly describe your organization's legal status (i.e. government agency, school district, non-profit, private entity, LLC, state agency, etc...)

List the key personnel likely to be involved on this project and explain any specific roles of each.

Organizational Background: Briefly describe your organization, its mission, and history in providing the types of services proposed in this RFP.

Workforce Relationships: Discuss any business relationships your organization has had with the workforce development-related network and/or local employers.

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).

Is your organization authorized to do business in the State of Georgia?

Is your organization currently debarred, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract/grant by any federal department or agency or by the State of Georgia?

SECTION 4: PROGRAM NARRATIVE

Services: select the services you are proposing to provide.

Activities: select the activities you propose to offer.

Program Description: Discuss the program you are proposing and how it relates to the Scope of Work

Participant Recruitment: Who are the intended participants? How will you recruit participants to your program?

Eligibility Determination: How will you determine if participants meet eligibility requirements?

Supportive Services: Some participants may require supportive services (i.e. assistance with transportation, childcare, housing, uniforms and/or work-related tools). If supportive services are planned, please provide a description and estimate of each cost. Case Management providers are required to provide supportive services, as needed, to participants. No participant may receive more than \$3,000 for supportive services per calendar year.

Stipend Payments: Discuss any stipend payments related to your program.

Youth Work Experience can include the following paid/unpaid activities:

- Wages/stipends paid to youth in the work experience;
- Incentive payments directly tied to the completion of work experience;

Occupational Skills/Training: Describe the types of occupational skills and training that participants will receive from the program.

Credentials: Does your program result in the participant receiving a credential and/or certification of any kind? If so, describe it and tell who is it recognized/authorized by?

Additional Information: Provide any additional information that you would like to be considered when reviewing this application.

Leadership: What type of leadership development skills/abilities does your program offer?

Case Management: Briefly discuss how you will manage participants both during and after the program.

SECTION 5 SUPPORTING DOCUMENTS

BUDGET: A program budget must be prepared and submitted using the provided Excel template. A budget narrative must also be submitted using the supplied Word document template.

Budget Spreadsheet Instructions

- **Line #1** – Provide Agency Name how you would like for it to appear in the contract.
- **Line #2** – Provide the Federal Taxpayer Identification Number
- **Line #3** – Identify the type of business
- **Line #4** – Provide the address and DUNS# of the corporation. This address is where all correspondence will be sent. The DUNS Number can be obtained at www.dnb.com.
- **Line #5** – Provide the name and contact information for the executive director, or the person responsible for signing the contract.
- **Line #6** – Provide the name and contact information for the program director. This will be our first contact for this program.
- **Line #7** – The contract budget period should match the period in the RFP or RFQ.
- **Line #8** – Provide the name of the program being operated.
- **Line #9** – The amount requested is the total amount of the requested funding and the total number proposed to be served should input here.
- **Line #10** – Cost per Individual Served is Amount Requested / Total Number Served from Line #9.
- **Line #11** – Total program budget should include RC funds as well as any other federal or local matching funds.
- **Line #12** – Award Amount should agree to the amount requested on Line #9.
- **Line #13-17** – Provide the amount of all matching funds. Enter each specific source used to provide these matching funds.

- **Line #18** – Total Budgeted Revenues should equal the total program budget.

FINANCIAL DOCUMENTS: Upload sufficient documentation to enable the CSRA RC to evaluate the Responder's fiscal ability to perform the scope of work outlined within this RFP. Such documentation includes, but is not necessarily limited to, in order of preference:

1. the most recent Annual Comprehensive Financial Report (ACFR);
2. financial statements (FS) that have been reviewed by an independent public accountant (IPA) with accompanying notes;
3. FS compiled by and IPA;
4. federal tax returns; and/or
5. last internally prepared FS's signed by the owner or an individual familiar with finances of the entity.)

ADDITIONAL DOCUMENTS: Upload any additional documents that you think may aid in the review of your application.

RESPONDER CERTIFICATIONS

Use the link in the online application to complete the following assurances.

Upload a copy when you have received the signed documents back from DocuSign.

- Transmittal Statement
- General Financial Requirements and Assurances
- Contractual and Standard Program Assurances
- Assurance of Compliance with Title VI of the Civil Rights Act of 1964, As Amended
- Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, As Amended and the Americans' with Disabilities Act of 1990, As Amended
- Certification Regarding Debarment, Suspension, and Other Responsibility Matters
- Disclosure of Lobbying Activities
- Certification of Non-Collusion
- Conflict of Interest Disclosures
- E-Verify Certification
- Clean Air Act Certification
- Copeland "Anti-Kick Back" Act Certification
- Davis Bacon act Certification
- Contract Work Hours and Safety Standard Act Certification
- Procurement of Recovered Materials Certification
- Scopes of Work

APPEALS PROCESS

Responders not selected may appeal the CSRA Regional Commission's decision to award a competitively solicited contract/agreement to another Responder by submitting a written appeal to the Executive Director within ten (10) calendar days of being notified that they were not selected. The written appeal must be sent via certified mail, return receipt requested to: Attn: Appeal of Procurement Award, CSRA Regional Commission, 3626 Walton Way Ext., Suite 1, Augusta, GA 30909.

For procurements resulting in awards of less than \$125,000, the Executive Director will schedule a time within ten (10) business days to hear the Responder's appeal. The Executive Director will consider the information presented and submit to the appealing Responder his/her decision within ten (10) business days after hearing the appeal.

For procurements resulting in awards equal to or greater than \$125,000, the CSRA Regional Commission's Council will hear any such appeal at the Council's next regularly scheduled meeting (where the Responder may present an argument on its behalf, and the Executive Director, or his/her designee, may submit the Regional Commission's counterargument(s)). The Council will consider the information presented and submit to the Responder its decision within ten (10) business days after hearing the appeal. The decision of the CSRA Regional Commission's Council shall be final and binding.

After the Regional Commission's Council or the Executive Director issues an appeal decision, any dispute that shall arise as to the procurement process shall be referred to a(n) arbitrator(s) selected in accordance with the rules of the American Arbitration Association, and such dispute shall be settled by arbitration in accordance with the rules prescribed by the CSRA Regional Commission, and judgment upon the award rendered by the arbitrator(s) may be entered in any court of competent jurisdiction. The party requesting arbitration and the CSRA Regional Commission shall share equally the cost of the arbitration process.

Once the arbitrator(s)'s judgment has been rendered, the decision will be presented to the CSRA Regional Commission's Council at its next regularly scheduled meeting for further consideration and/or action, if necessary.

EVALUATION CRITERIA AND REVIEW CONSIDERATIONS

It is essential that the Responder address each requirement set forth in this Request for Proposals. The response must contain all requested information. If a response is materially incomplete, in the sole judgment of the CSRA RC, it may be declared technically unresponsive and may be eliminated from further consideration.

For all procurements that are expected to result in an award/contract greater than \$50,000 in aggregate, a review committee assembled by the CSRA RC (at its sole discretion) may be used to objectively review responses received. The review committee may or may not include or be solely limited to staff members of the CSRA RC.

By responding to this RFP, you also explicitly acknowledge that your response may be reviewed by a review committee as noted above and that any notes and/or discussions generated during the review of this RFP by the review committee are private and will not be shared with any Responder. A compilation of each Responder's average score (generated by averaging the score assigned by each reviewer for that Responder) may be made available only at the end of the award of this RFP.

By responding to this RFP, you also acknowledge that the CSRA RC, in its sole discretion, may make any award(s) to the Responder whose Response is the most responsive Response for the particular contract, best addresses the work to be performed, taking into consideration factors such as price, potential ability to perform successfully under the terms and conditions of the contract, analysis of the applicable Unit Cost Methodology or other cost analysis, relevant past project experience/qualifications, organizational capacity, budget/financial capacity, and responses to the scope of work and performance overview sections of this response.

The review committee's recommendation scoring will be submitted to the CSRA RC's management for consideration. The CSRA RC's Council will make a final decision related to the award of responses taking into consideration the RC's management's recommendation and the criteria for responsiveness. The CSRA RC Board's decision may differ from the review committee's recommendations.

SCOPE OF WORK SECTIONS FOLLOW

FY2026 WORKFORCE RFP



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.

FY2026 WORKFORCE RFP



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.

Youth Services

The Workforce Innovation and Opportunity Act (WIOA) Youth program is designed to provide services to young people who face barriers to education and employment. Here's a breakdown of its key aspects:

- Purpose:
 - To help youth prepare for postsecondary education and employment opportunities.
 - To assist them in attaining educational and skills training credentials.
 - To support them in securing employment with career advancement potential.
- Target Population:
 - The program serves both in-school youth (ISY) and out-of-school youth (OSY) aged 14-24 who face barriers to employment.
 - A significant focus is placed on out-of-school youth.
- Key Services:
 - The program offers a comprehensive range of services, including:
 - Tutoring and alternative secondary school services.
 - Paid and unpaid work experiences (e.g., internships, job shadowing, on-the-job training).
 - Occupational skills training.
 - Career counseling.
 - Leadership development.
 - Financial literacy education.
 - Supportive services.
- Program Priorities:
 - A minimum percentage of funds must be used to serve out-of-school youth.
 - A portion of the funding must be allocated to work experience programs.

WIOA Youth programs aim to equip young individuals with the skills and support they need to succeed in the workforce and in their educational pursuits.

The WIOA Youth Services program aims to help young people achieve educational and career success. To accomplish these goals, a variety of programs and services are implemented. Here's a breakdown of the types of programs that effectively contribute to these objectives:

Key Program Types

WIOA youth service programs can focus on a variety of approaches. Examples include:

- **Work-Based Learning Experiences:**
 - These are crucial for providing real-world experience. They include:
 - Internships: Offering structured work experiences related to career interests.
 - Job shadowing: Allowing youth to observe professionals in specific fields.
 - On-the-job training: Providing hands-on skills development in an actual work setting.
 - Pre-apprenticeships: Programs that prepare individuals to enter registered apprenticeships.
- **Educational Support Programs:**
 - These programs focus on academic achievement and attainment:
 - Tutoring and study skills training: Helping youth improve their academic performance.
 - Alternative secondary school services: Providing options for those who struggle in traditional school settings.
 - GED and high school diploma assistance: Supporting youth in obtaining essential educational credentials.
- **Career Development Programs:**
 - These programs guide youth in exploring career options and developing career readiness skills:
 - Career counseling: Offering personalized guidance on career paths and job search strategies.
 - Occupational skills training: Providing training in specific job skills that are in demand.
 - Job readiness training: Focusing on skills like resume writing, interviewing, and workplace etiquette.
- **Supportive Services:**
 - These services address barriers that may hinder youth participation:
 - Financial literacy education: Teaching youth how to manage their finances.
 - Leadership development: Building confidence and leadership skills.
 - Support services like transportation and childcare: Removing obstacles to program participation.

When implemented effectively, WIOA youth service programs help young people gain the education, skills, and experience they need to succeed in the workforce.

CSRA YOUTH SERVICE PROGRAM ELEMENTS

The successful bidder will operate training program(s) for Out-of-School Youth Programs to be delivered in any or all of the counties in Area 12's service area. Successful bidders will be responsible for all aspects of the programming including:

- trainee recruitment;
- intake and eligibility determination;
- case management and advisement;
- delivery of occupational skills training and/or brokering such training from entities approved to operate such training;
- job placement; and
- follow-up for a 12-month period following program exit.

Preference may be given to bidders that serve multiple counties or provide multiple program elements.

Proposed services must support skills development, the attainment of industry-recognized/industry relevant credentials and degrees and are to prioritize career pathways in high demand sectors. Bidders must demonstrate their ability to recruit and identify low-skilled job seekers and at-risk vulnerable populations and be capable of providing them with services necessary for entry into career pathways in high demand or high growth industry sectors/clusters in the region.

These training programs must be designed to meet participant needs by either directly providing the needed service and/or purchasing occupational skills training from eligible providers. All training providers must be on the State's eligible provider list (ETPL) or must apply to become an eligible provider through Region 12's Local Workforce Development Board.

A variety of services are available to youth in the WIOA program. The program differentiates youth into two categories, in-school youth and out-of-school youth. WIOA includes a major focus on providing youth with work experience opportunities.

WIOA focuses on five program elements:

- Financial literacy,
- entrepreneurial skills training,
- services that provide labor market and employment information about in-demand industry sectors or occupations available in the local areas,
- activities that help youth prepare for and transition to postsecondary education and training; and education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

Youth services should:

- Build strong partnerships with education (K-12, post-secondary, technical colleges) and with other workforce organizations; and
- Strengthen worker readiness through education and attainment of work maturity and job skills.

The major components of the WIOA youth program offer guiding principles to ensure the needs of young people are met. Since the target population of WIOA Youth includes both in-school and out-of-school individuals, services provided will need to reflect the priorities of each of these unique populations.

In-school priorities will include comprehensive and integrated services that promote enhanced academic achievement; successful graduation; awareness of post-secondary and technical education; work readiness; and connections to the world of work. The focus will be on dropout prevention; preparation for post-secondary college or technical schools; and assistance with work related goals. These priority services should be delivered in a partnership with the school system in which the youth is enrolled.

Out-of-school priorities for younger youth (ages 14 – 18) include returning the youth to school for secondary education completion; awareness of post-secondary and technical education; work readiness; and connections to the world of work. For those who are 19 -21 years old, primary emphasis will be on completing their secondary-education and on building connections to advanced training and/or post-secondary education tied to the completion of a WIOA approved credential. For older out-of-school youth, a plan for financial self-sufficiency should be the backbone of the service strategy.

The Youth Services program begins at the initial registration and continues through the post-exit follow-up. Bidders must provide, at a minimum, the following basic services:

- Outreach and Recruitment: Includes, but is not limited to, identifying potentially eligible youth, working with parents or guardians to secure necessary documentation, and communicating with schools and community organizations to facilitate outreach and recruitment.
- Orientation: Included in the orientation, youth must receive information on all available services through the bidder, as well as information on other youth service providers and WorkSource services. This process would also include an introduction to the responsibilities of the youth and the System's expectations with regards to drug and alcohol abuse, governing policies, behavior and attendance.
- Eligibility Determination and Registration: This includes the maintenance of adequate documentation to ensure the credibility of the eligibility determination, which shall at a minimum consist of documents used to determine and verify eligibility. Registration is the process of collecting information to support a determination of eligibility. Equal opportunity data must be collected during the registration process.
- Objective Assessment: For each youth participant, an objective assessment must be provided it meets the requirements of WIOA section 129(c)(1)(A) and that incorporates a review of the youth's skill levels including basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs.
- Individual Service Strategy (ISS), or its equivalent: For each youth participant, an individual service strategy must be developed that meets the requirements of WIOA section 129(c)(1)(B) and includes the identification of an age-appropriate career goal, taking into consideration the youth's assessment results and preparation for post-secondary educational opportunities. The ISS information is to provide linkages between academic and occupational learning, provide preparation for employment, and provide effective connections to intermediary organizations that provide strong links to the job market and employers.
- Case Management: Through individual connection with participants, Case Managers will serve as the youths' advocate within the education, training, and employment arenas.
- System Building: Working together as a system, case managers will be goal oriented and customer driven by motivating participants and coordinating services. WIOA Case manager will bring community resources together to leverage funds and develop opportunities for youth.

- Health and Safety: All participants will be provided with information and instruction, as a curriculum or part of a curriculum focusing on health and safety. In addition, orientations will be provided to all work-related site supervisors regarding worker health and safety issues.
- Referral Services: In addition to the information shared at the orientation level, participants should receive referral information regarding the full array of applicable and appropriate services. To best meet the needs of youth, organizations are strongly encouraged to network and partner with other youth serving agencies.
- Supportive Services: Intended to enable an individual to participate in program activities and to secure and retain employment, examples include assistance with local transportation costs; childcare and dependent care costs; housing and food; and relocation and out-of-area job search expenses.
- Retention Services (Follow-Up Services): Post-exit services that may include continued case management; employment retention services; supportive services; counseling; and training, are allowable under WIOA. These services are intended to assist customers in maintaining and succeeding in their jobs, as well as progressing in wage levels to achieve self-sufficiency.
- Performance: performance benchmarks set forth by the state and federal government. Both state and common measure performance measures must be met or exceeded by the service provider.

WIOA Youth Eligibility:

To be eligible for enrollment, applicants must meet state and federal eligibility requirements including:

- 14 – 21 years of age,
- Low income,
- A US citizen or eligible non-citizen,
- Registered for Selective Service (males age 18 and older), and A resident of the 9-County Region 11 Area.

And at least one of the following:

- Deficient in basic literacy skills,
- A school dropout,
- Homeless, a runaway, or a foster child,
- Pregnant or parenting,
- An offender, or
- In need of additional assistance to complete education or to secure and retain employment.

Not less than 95% of all enrollees must be economically disadvantaged. For those non-economically disadvantaged enrollees, priority must be given to the following:

- Dropouts
- Those who are basic skills deficient Those who are below grade level Pregnant or parenting youth Individuals with disabilities Homeless or runaway youth Offenders
- Those with other barriers defined by the Board.

Eligible Services

Participant services and training are to be delivered by eligible providers consistent with WIOA Section 129. To ensure compliance with WIOA and the delivery of superior service, Responders will make the following available to youth participants:

- Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
- Adult mentoring for the period of participation, plus a subsequent period, for a total of not less than 12 months.
- Tutoring, study skills training, and instruction leading to completion of secondary school, including dropout prevention strategies.
- Alternative secondary school services, as appropriate.
- Summer employment opportunities that are directly linked to academic and occupational learning.
- Paid and unpaid work experience, including internships and job shadowing, as appropriate.
- Occupational skill training, as appropriate.
- Leadership development opportunities, which may include community service and peer- centered activities encouraging responsibility and other positive service behaviors during non- school hours, as appropriate.
- Supportive services as defined in the Workforce Innovation and Opportunity Act and approved by the local workforce development board; and
- Follow-up services for not less than 12 months after the completion of participation, including updated personal data information for the customer satisfaction survey.

Youth programs should ensure that participants gain educational and work-related skills to enter college or become successfully employed.

FY2026 WORKFORCE RFP



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- 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.
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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.

Business Services

The scope of work for business services within the Workforce Innovation and Opportunity Act (WIOA) is centered on fostering strong connections between employers and the workforce development system. This involves a range of activities designed to meet the needs of businesses while also creating employment opportunities for job seekers. Here's a breakdown of the key aspects:

Core Objectives:

- **Employer Engagement:**
 - Building and maintaining relationships with local businesses.
 - Understanding employer needs and workforce demands.
 - Providing businesses with access to a skilled workforce.
- **Workforce Solutions:**
 - Connecting employers with qualified job seekers.
 - Facilitating customized training programs to meet specific employer needs.
 - Providing information on labor market trends and workforce data.
- **Economic Development:**
 - Supporting local economic growth by helping businesses thrive.
 - Assisting with business expansion and retention.
 - Promoting the use of WIOA resources to support business development.

Key Activities:

- **Employer Outreach and Recruitment:**
 - Conducting outreach to businesses to promote WIOA services.
 - Organizing job fairs and recruitment events.
 - Developing marketing materials to highlight the benefits of WIOA programs.
- **Business Consulting and Support:**
 - Providing consulting services to help businesses address workforce challenges.
 - Assisting with the development of training plans.

- Offering guidance on hiring and retention strategies.
- **Training and Skills Development:**
 - Facilitating on-the-job training (OJT) programs.
 - Developing customized training programs to meet specific industry needs.
 - Connecting businesses with training providers.
- **Labor Market Information:**
 - Providing businesses with access to labor market data and analysis.
 - Identifying in-demand occupations and skills.
 - Forecasting future workforce needs.
- **Rapid Response Services:**
 - Providing assistance to businesses facing layoffs or closures.
 - Helping dislocated workers find new employment.

WIOA business services aim to create a dynamic and responsive workforce system that meets the evolving needs of both employers and job seekers.

It is essential that a delivery system be established that facilitates the connection between local businesses and their prospective employees.

The following points should be incorporated into the bidder's service matrix:

- Delivery of services through a system of WorkSource centers;
- Businesses are equal customers to jobseekers;
- Support and involvement of the business community in the workforce development and delivery system;
- Coordination of business skill requirements with training opportunities for jobseekers; and Non-Duplication of the Workforce System Partners current services.

APPLICATION MUST BE COMPLETED
AND SUBMITTED ONLINE ONLY!
csrarc.ga.gov/current-bid-opportunities

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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.

Rapid Response Services (DW ONLY)

The purpose of the Rapid Response program within the Workforce Innovation and Opportunity Act (WIOA) is to:

- **Minimize the impact of job loss:**
 - It aims to quickly provide assistance to workers who have been, or are about to be, affected by layoffs, plant closures, or other mass job dislocations.
 - This helps to reduce the period of unemployment and get individuals back into the workforce as soon as possible.
- **Promote economic recovery:**
 - By providing timely support to both workers and businesses, the program helps to stabilize local economies and facilitate recovery from economic disruptions.
- **Facilitate rapid reemployment:**
 - The program offers a range of services designed to help dislocated workers find new employment, including:
 - Information on unemployment benefits.
 - Career counseling and job search assistance.
 - Training and skills development opportunities.
- **Assist businesses in transition:**
 - Rapid Response also provides support to businesses facing layoffs or closures, helping them to manage the transition and minimize the impact on their workforce.
- **Layoff aversion:**
 - A key component of the program is to aid in layoff aversion. This is accomplished by assisting at risk businesses in ways that could help them to avoid having to lay off employees.

The Rapid Response program acts as a crucial safety net, providing immediate assistance to workers and businesses during times of economic hardship.

These services are coordinated by the Staff to the WIB and are provided by the WorkSource staff representing the center partners. The successful contractors of Adult and Dislocated Worker Services will be required to have staff on the local rapid response team.