

REQUEST FOR LETTER OF INTENT TO BID

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

Purpose: The TSWDB is seeking letters of intent for the purpose of selecting organizations with the capacity and expertise to design, administer and implement an innovative and compliant system of one-stop workforce development services for the benefit of business and job seeker customers as designated One-Stop Career Center Operators.

Timeline: The TSWDB will release this request for Letters of Intent (LOIs) on May 12, 2017, for interested entities. The deadline for submission of LOIs is 4:00 PM EST on May 19, 2017. A fully-executed Memorandum of Understanding must be in place within the first 30 days of the program year with the successful respondent.

Scope of Project. The One-Stop Operator expectations are outlined within the memo of the Request for Letters of Intent to Bid

Period of Performance: July 1, 2017, through June 30, 2018

Organization Qualifications. Who may be a One-Stop Career Center Operator? Eligible entities include [WIOA Section 121(d)(2)(B)]:

- A public, private, or non-profit entity, or
- A consortium of entities that must include at least three (3) or more required one-stop partners located in the local area

It CAN be:

- An institution of higher education
- An employment service State agency established under the Wagner-Peyser Act [29 U.S.C. 49 et seq.] on behalf of the local office of the agency
- A community-based organization, nonprofit organization, or intermediary
- A private for profit entity
- A government agency
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization
- A nontraditional public secondary school and area career and technical education school

It CANNOT be:

- An elementary or traditional secondary school

LOI Guidelines and Requirements. Interested agencies shall complete, sign and return their Letter of Intent (sample at Attachment A). The LOI will be considered complete when the following areas are addressed:

- The county(ies) to be served
- What type of organization is intending to bid
- Where the agency, or consortium is located
- Acknowledgement that the period of performance is July 1, 2017, through June 30, 2018
- The LOI is signed by the authorized signatory for the agency/consortium
- The completed and signed LOI is received by TSWDB staff by the required time/date.

Please note the attached [MEMO](#) with detailed information regarding this process. Please contact Rosalind M. Cross, rcross@cccc.edu, should you have questions.



Request for Letter of Intent to Bid M E M O

TO: All Potential One-Stop Operators
FROM: Rosalind M. Cross, Director
DATE: May 12, 2017
SUBJECT: Letter of Intent (LOI) – One-Stop Operators

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

Background: The Workforce Innovation and Opportunity Act (WIOA) requires the one stop operator to be selected through a competitive process. A WIOA service provider may be the one-stop operator; however, there must be firewalls in place to ensure that the operator is not conducting oversight of itself as a service provider. The concept of firewalls is to ensure that job seeker and employer customers both perceive and receive counsel and information that is not biased toward any specific organization(s). This issue can arise in perception and in reality, whenever an organization that operates education or training services also operates an NCWorks Career Center. Therefore, proper internal controls and firewalls must be in place to ensure that the entity, in its role as one stop operator, does not conflict with its role of service provider.

Purpose: The TSWDB is seeking Letters of Intent to Bid for the purpose of selecting organizations with the capacity and expertise to design, administer and implement an innovative and compliant system of one-stop workforce development services for the benefit of business and job seeker customers as designated One-Stop Career Center Operators.

Timeline: The Triangle South Workforce Development will release this request for Letters of Intent (LOIs) on May 12, 2017, for interested entities. The deadline for submission of LOIs is 4:00 PM EST on May 19, 2017. A fully-executed Memorandum of Understanding must be in place within the first 30 days of the program year with the successful respondent.

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

- Coordinate service delivery among partners
- Manage hours of operation
- Manage partner responsibilities as defined in the Memorandum of Understanding
- Coordinate services for businesses and individuals through an integrated service delivery infrastructure to better meet their needs



- Ensure basic services such as orientations, information on careers and labor markets, and resource rooms are provided
- Follow federal, state, and local area regulations/policies concerning handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
- Follow appropriate North Carolina Division of Workforce Solutions Policy Issuances
- Follow and implement TSWDB Policy and Procedures
- Report to the Triangle South Workforce Development Board, as required
- Ensure staff/partners of the NCWorks Career Center receive necessary training in customer service, use of the NCWorks Online system, and partner agency services
- Offer demand-driven resources to the public
- Use employer, customer, and staff feedback to drive the model
- Make decisions and develop strategies based on data and successful practices

Priority Populations: WIOA requires states, Workforce Development Boards, and One-Stop Career Centers to connect supports and services for priority populations that lead to long-term employment and outcomes for individuals seeking services, especially those with significant challenges to employment, including:

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

The One-Stop Operator will also work closely with local businesses, particularly those in the manufacturing and healthcare industries. Additionally, the One-Stop Operator will collaborate with partners including community-based service agencies, community colleges, and local and state government.

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LOI Guidelines and Requirements. Interested agencies shall complete, sign and return their Letter of Intent (sample at Attachment A). The LOI will be considered complete when the following areas are addressed:

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- The LOI is signed by the authorized signatory for the agency/consortium
- The completed and signed LOI is received at the Triangle South Workforce Development Board by the required time/date.

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

Rosalind M. Cross, Director of Workforce Development and WIOA Programs
Triangle South Workforce Development Board
1105 Kelly Drive
Sanford, NC 27330

OR

rcross@cccc.edu

No Later Than 4:00 PM EST on May 19, 2017.

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



ATTACHMENT A

SAMPLE FORMAT FOR LETTER OF INTENT

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

Date: _____

Rosalind M. Cross, Director of Workforce Development and WIOA Programs
Triangle South Workforce Development Board
1105 Kelly Drive
Sanford, NC 27330

Dear Ms. Cross:

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

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

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

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

We acknowledge that the period of performance is July 1, 2017, through June 30, 2018.

Sincerely,