



Serving Baker, Grant, Harney, Malheur, Morrow,
Umatilla, Union and Wallowa Counties

REQUEST FOR PROPOSALS

**Workforce Innovation and Opportunity Act One-Stop Operator
for the Eastern Oregon Workforce Area**

Release Date: May 21, 2025

Due Date: ~~June 13~~ June 27, 2025, at 11 AM (PDT)

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SECTION I: PURPOSE

OVERVIEW

The Eastern Oregon Workforce Investment Board doing business as the Eastern Oregon Workforce Board (EOWB) is soliciting proposals to identify an entity to serve as the One-Stop Operator within the area's workforce system. The Eastern Oregon area encompasses Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union and Wallowa counties. The One-Stop-Operator will coordinate an integrated one-stop delivery system for Eastern Oregon.

TIMELINE

The timeline below lists the activities related to the One-Stop Operator Request for Proposals. This timeline is subject to change and all times are Pacific Daylight Savings Time.

UPDATED DATES	ACTIVITY AND TIME
May 21, 2025	Release of Request for Proposal (RFP)
May 30 June 13, 2025	Required Letter of Intent to Apply Due by 11 AM (PDT)
June 6 June 20, 2025	Last day to submit RFP questions by 11 AM (PDT)
June 13 June 27, 2025	Proposals due to EOWB by 11 AM (PDT)
June 16-19 June 30-July 3, 2025	Evaluation of proposals
June 20 July 7, 2025	Award Announcement
June 20-27 July 8-11, 2025	Appeal Time Period, Accepted until 11 AM (PDT)
July 1 July 14, 2025	Program Year Contract Begins

ELIGIBLE RESPONDENTS

Entities that are eligible to submit a response to this request for proposal include:

- Educational Institutions such as institutions of higher education, nontraditional public secondary schools such as night schools, and area career and technical education schools. Please note that elementary and other secondary schools are not eligible to become the one-stop operator
- Community-based organizations, non-profit entities, or workforce intermediaries
- Private for-profit entities
- Government agencies or governmental units such as local or county governments, school districts, or state agencies; and
- Other interested organizations that can carry out the duties of the One-Stop-Operator, such as chambers of commerce, and business or labor organizations.

All entities that are eligible to submit a response to this request for proposal are required to submit a **Letter of Intent to Apply by May 30 June 13, 2025 no later than 11 AM (PDT)** by email to info@eowb.org. The Letter of Intent must include the following:

- Name of organization
- Category that qualifies the organization
- Contact Name, phone number, and email address

ESTIMATED AWARD

The contract for the One-Stop Operator will be awarded in an amount not to exceed \$25,000. As a result of a successful proposal, the selected entity will enter into a legally binding agreement for one year of service, with the option for the award to be renewed annually for up to three years. Renewal is at the discretion of EOWB and is contingent upon availability of funding, performance, and other factors determined by EOWB.

SECTION II: BACKGROUND

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

This RFP was developed based upon the Workforce Innovation and Opportunity Act of 2014 (WIOA) and applicable federal regulations. WIOA is designed to improve and streamline access to federally funded employment, education, training, literacy, and vocational rehabilitation programs throughout the United States. The enactment of WIOA directs the nation's one-stop delivery system to respond to the needs of business and to prepare individuals for new and future jobs. The work authorized under WIOA is the foundation of workforce development activities in the Eastern Oregon Area.

WIOA has the following key principles:

- Increase access to and opportunities for employment, education, training, and support services for individuals, particularly those with barriers to employment.
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
- Improve the quality and labor market relevance of workforce investment, education and economic development efforts.
- Promote improvement in the structure and delivery of services.
- Increase the prosperity of workers and employers.
- Provide workforce development activities that increase employment, retention, earnings of participants, and increase post-secondary credential attainment which results in:
 - Workforce quality improvement,
 - Reduction in public assistance dependency,
 - Increase economic self-sufficiency,
 - Meet the skills requirement of employers, and
 - Enhance productivity and competitiveness of the nation.

A successful proposer to this RFP will be expected to remain informed on and comply with all WIOA regulations and requirements. For more information about WIOA, visit www.doleta.gov/wioa.

EASTERN OREGON WORKFORCE BOARD AND WORKFORCE SYSTEM

Eastern Oregon Workforce Investment Board is a 501 (c)(3) non-profit organization focusing on workforce development in the Eastern Oregon area which includes Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union and Wallowa counties. As the designated local workforce development board, EOWB oversees and coordinates the public workforce system within the eight-county area. The oversight and administration of workforce services for the area is chartered to EOWB in partnership with the Eastern Oregon Jobs Council, an intergovernmental jurisdiction of a County Commissioner from each of the eight counties. EOWB works on behalf of and in coordination with the local elected officials in the eight-county area.

EOWB Mission: To connect eastern Oregon employers, individuals, and communities to address shared workforce challenges and leverage opportunities collaboratively.

EOWB's Vision: Eastern Oregon has a qualified labor pool that contributes to a healthy local economy.

In moving towards this vision, EOWB also set the following goals:

- **Customer-Centric System:** Ensure the workforce system is accessible and effective.
- **Employer Resources:** Identify employer workforce needs, and coordinate solutions to help area businesses thrive.
- **Qualified Workforce:** Eastern Oregon's workforce is qualified to enter and advance in high-wage high-demand jobs.
- **Emerging Workforce:** Encourage youth participation in career connected experiences that engage their interests and connect them to employers.
- **Community Awareness:** Eastern Oregon employers and community members are aware of workforce development programs and services available to help them.
- **Organizational Sustainability:** Create long-term organizational sustainability through effective performance measurement, assessment, and accountability.

The cornerstone of the Eastern Oregon area's workforce system is the one-stop service delivery system that aids in the needs of dual customers: job seekers and employers. This delivery system is the mechanism through which programs and services are integrated within each community. In Oregon, this one-stop system is referred to and branded under the name WorkSource Oregon (WSO).

The mission of WSO is to effectively respond to workforce challenges through high-quality services to individuals and businesses, resulting in job attainment, retention and advancement. Released in May of 2015 and updated in December 2017, the WSO Operational Standards provide the minimum-level of services delivered at all centers across the state. Having been implemented across Oregon, the standards solidify Oregon's commitment to an integrated workforce delivery system. More information about the WSO standards can be found on the website.

The current locations of the seven WSO Centers in the Eastern Oregon Area are:

- Pendleton, 408 SE 7th Street Pendleton, OR 97801
- Hermiston, 950 SE Columbia Dr. Ste. B Hermiston, OR 97838
- La Grande, 1901 Adams Ave. La Grande, OR 97850
- Baker City, 1575 Dewey St. Baker City, OR 97814
- Ontario, 375 SW 2nd Ave Ontario OR, 97914
- Canyon City, 120 S Washington St. Canyon City, OR 97820
- Burns 809 W. Jackson St. Suite 400 Burns, OR 97720

Eastern Oregon's Local Leadership Team (LLT) is a significant component of the workforce system. The LLT has managed the implementation of the WSO Operational Standards and other system changes to create a seamless public system throughout the area. The team is comprised of representatives from EOWB, the Oregon Employment Department, WIOA Title 1 services providers, Adult Basic Skills programs, Oregon Department of Human Services' programs: Vocational Rehabilitation and Self-Sufficiency Programs (including SNAP/STEP), and other partner organizations. These representatives manage the programs and staff directly providing services to customers. The team meets periodically to discuss programmatic changes. To achieve the vision for the Eastern Oregon area, EOWB envisions the one-stop operator will work in close collaboration with EOWB, the LLT, and other stakeholders to create and maintain an effective workforce system that is responsive to the needs of employers and individuals.

SECTION III: OPERATOR ROLES AND RESPONSIBILITIES

Under the direction of EOWB, the One-Stop Operator will be responsible for the following:

- Interpret applicable federal and state regulations, WorkSource Oregon Operational Standards, EOWB policies, and the MOU to identify gaps in service delivery operations, practices and processes.
- Evaluate and report ongoing WorkSource Oregon Center status and progress by performing an annual, in-depth, objective assessment of service delivery in each WorkSource Oregon center and submit a report to EOWB which highlights assessment findings and recommendations, as established by EOWB. The report should:
 - Provide recommendations for continuous improvement to maximize center efficiencies and effectiveness
 - Utilize feedback from business, job seekers, and WSO center and partner staff to make recommendations for continuous improvement.
 - Identify best practices and tools from across the state and nation.
 - Provide the status of all centers regarding compliance with Equal Employment Opportunity (EEO), including assuring EEO posters and processes are in place.
- Perform interim evaluations, as needed, and share updates to EOWB on the status of operations and performance improvements. The following may be necessary:
 - Visit at least one of the seven centers monthly, to include all seven centers at least twice each year.

- Track progress on center-related (facility, technology, equipment and other physical setup) improvement activities. In consultation with EOWB, cadence and quantity of center visits will be determined by essential improvements needed in each center.
- Participate in applicable statewide meetings and facilitate continuous improvement efforts through data collection, analysis, and process improvement.
- Schedule and facilitate WorkSource Oregon partner collaboration, with the ability to attend in-person and virtual meetings, including:
 - ◆ Local Leadership Team (LLT) meetings and associated outcomes such as work groups and subregion projects,
 - ◆ Center Leadership Team (CLT) meetings
 - ◆ Other partner meetings to advance system collaboration, as needed.

Key areas that the Operator will support during Program Year 2025 include:

- WorkSource Center service delivery improvement plans.
- Implementation of a “no wrong door” strategy that facilitates customer access to services across all programs, partners and locations.

It will be required for EOWB staff to participate in the selection process to identify the individual(s) to serve as the one-stop operator if the bidding agency proposes to hire the individual(s) after the award.

All activities performed under the award resulting from this RFP will be delivered in accordance with WIOA, applicable regulations, Uniform Guidance 2 CFR part 200 and 2 CFR Part 2900, policies and procedures that have been enacted by the U.S. Department of Labor, the State of Oregon, and/or EOWB.

SECTION IV: SUBMISSION INFORMATION AND REQUIREMENTS

COMMUNICATION

EOWB’s website will be used as the primary mode of communication between EOWB and potential bidders. Beginning May 21, 2025, interested parties can download the Request for Proposals at <http://www.eowb.org>. Bidders may submit additional questions in writing to EOWB staff via the website through June 6 20, 2025, not later than 4:00 PM. All questions and their answers will be posted on EOWB’s website as needed. It is the bidders’ responsibility to view the website frequently to stay connected and apprised throughout the process. Questions received after 4:00 PM on June 6 20, 2025, will not be acknowledged.

CONTACT WITH BOARD MEMBERS OR STAFF

To avoid conflicts of interest, the appearance of conflicts of interest, or undue influence over the process, all potential bidders to this RFP are prohibited from contacting Board members, EOWB staff, and the Eastern Oregon Jobs Council regarding this solicitation. **Violations may result in the rejection of the related proposal.**

SUBMISSION

EOWB must receive the proposal and all related documents **no later than 11 AM (PDT) on June 13 June 27, 2025**. Proposals not received by this time, or if the applicant did submit an Intent to Apply, will be automatically disqualified from competition - **no exceptions**.

Bidders will provide an electronic copy of the complete proposal to EOWB by the timeframe stated in this proposal. Electronic copies of the proposal must be sent to info@eowb.org. The documents listed above must be submitted as a single PDF file.

WITHDRAWAL

A submitted proposal may be withdrawn prior to the proposal due date. A written request to withdraw the application must be submitted to EOWB. If a bidder does not withdraw a proposal by the due date, the proposal becomes the property of EOWB and may be subject to public disclosure per the Freedom of Information Act.

APPEALS

Appeals can only be submitted if a party believes EOWB did not follow the process outlined in the RFP. Appeals may not be submitted in contention with the score, outcome, or awards of the RFP. Any bidder who wishes to contest the process of the funding award under this RFP, must write to EOWB within seven (7) days of the funding award. EOWB will issue a decision on appeals within 30 days of receipt. Appeals should be emailed to: info@eowb.org.

SECTION V: PROPOSAL CONTENT

The proposal shall clearly demonstrate the respondents' ability to provide the requested services. A responsive proposal is one that complies with the format and content requirement of the RFP. To simplify the review process and obtain the maximum degree of comparison, the proposals must contain the following documents in the order listed below:

- One-Stop Operator Proposal Cover Form *No page count* Pass/Fail
- Proposal Narrative
 - Executive Summary Pass/Fail
 - Administration 20 Points
 - Experience and Approach 60 Points
- One-Stop Operator Budget Form 20 Points
- Administrative Requirements *No page count* Pass/Fail
 - Copy of documentation proving legal entity (i.e. articles of incorporation, 501(c)(3) letter).
 - Copy of each of the last three (3) years audit Letters of Opinion and/or monitoring reports. Or, if your agency is a new organization and has not had an audit or a financial statement performed, submit a statement from an independent CPA identifying the accounting system and specifying the system is sufficient to meet federal and state requirements.
 - Proof of current insurance coverage for general liability with a limit of no less than \$1,000,000.

PROPOSAL FORMATTING

All parts of the Proposal Narrative must follow the formatting below:

- Font: 12 point, Calibri
- Margins: One (1) inch for all margins
- Spacing: Normal Spacing Styles
- All pages of the Proposal Narrative must contain a footer that includes the page number, total pages, and organization name.

PROPOSAL NARRATIVE

Executive Summary: Provide a summary not to exceed one (1) page that must include an organizational overview or chart, explain how the organizational focus relates to workforce development, and the experience level coordinating service providers across the one-stop delivery system in a multi-center area.

Instructions: The proposal must address all bulleted items listed under the headings below, Administration, and Experience and Approach, in 12 pages or less. Pages in excess of the requirement will be discarded and not included in the proposal evaluation and scoring. In addressing each bulleted item, do so in consecutive order, by re-typing each bullet, then responding directly below it. Be sure to answer each bulleted item completely.

Administration (Total Points Available for this Section: 20 Points)

The proposal must describe organizational capacity for administration and management of funds in the following areas:

- Briefly describe your organization's mission, history, organizational structure and connection to workforce development. Describe how this proposal relates to your organization's goals.
- Describe your organization's experience with federal financial management standards. Include:
 - Experience and processes that are in place for managing federal, and/or other governmental funding, and
 - How the organization ensures compliance with those standards.
- Describe how your organization has resolved any monitoring and audit findings, or any other issues raised in the audit reports, management letters, and any related corrective action plans for each of the last three years.

Experience and Approach (Total Points Available for this Section: 60 Points)

Describe the organization's experience and approach to:

- Strategies for building and maintaining positive partnerships across multi-agencies.
- Developing and implementing a methodology for evaluating effectiveness of services.
- Executing an objective assessment of a complex human-centered system.
- Interpreting and applying regulations and policies.
- Identifying best practices from across the state and nation.
- Developing recommendations for system changes to improve operations and performance.

One Stop Operator Budget Form (Total Points Available for this Section: 20 points)

Please complete the One-Stop Operator Budget Form. The successful bidder may be required to submit a more detailed budget prior to the execution of the contract. Be aware that the proposed budget may not necessarily be the amount funded.

SECTION VI: EVALUATION AND SELECTION

Proposals will be reviewed for compliance with the specifications of this RFP through the following three-phase process:

Phase I:

Each proposal will undergo a technical review to ensure it is complete. The following minimum criteria will be used to determine which proposals will continue to Phase II:

- The proposer has met specified deadlines
- The proposal meets formatting requirements
- The proposal includes all requested information and documentation in the RFP

Phase II:

Proposals having met the minimum criteria, as stated above, will then undergo an evaluation of the narrative responses using a scoring rubric. The evaluation will be performed by a committee. Committee members will review and score proposals according to the criteria and assigned points specified in this RFP. EOWB retains the right to request additional information or request oral presentations from bidders. If no response adequately addresses the services and outcomes requested, the committee may recommend that no award be made.

Phase III:

The recommendations from the evaluation committee will be presented to the EOWB Board of Directors for approval. Any award will be considered provisional, pending receipt of any additional documentation regarding administrative qualifications and/or any other areas of concern and the successful completion of contract negotiations.

SECTION VII: PROVISIONS & DISCLAIMERS

- EOWB reserves the right to withdraw this request from publication at any time.
- EOWB reserves the right to waive informalities and minor irregularities in offers received.
- This RFP does not commit EOWB to award a contract.
- EOWB may accept any item or group of items of any offer, unless the bidder qualified its offer by specific limitations.
- EOWB reserves the right to request additional data or oral discussion or documentation in support of written offers. No costs will be paid to cover the expense of preparing a proposal.
- All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to EOWB and be subject to disclosure under the Freedom of Information Act. Applicants are advised that most documents in the possession of EOWB are considered public records and subject to disclosure under the State of Oregon's Public Records Law.
- Formal notification to award a contract and the actual execution of a contract are subject to the following: Receipt of anticipated funding, results of negotiations between selected bidder and EOWB staff, and continued availability of funds.
- Proposals submitted for funding consideration must be consistent with – and if funded, operated according to – relevant federal legislation, all applicable federal regulations, State of Oregon policies, and EOWB policies and procedures.
- Additional funds received by EOWB may be contracted by expanding existing programs. These decisions shall be at the discretion of EOWB.
- EOWB may decide not to fund part or all of a proposal even though it is found to be in the competitive range, if in the opinion of EOWB, the services proposed are not needed, or the costs are higher than EOWB finds reasonable in relation to the overall funds available, or if past management concerns lead EOWB to believe that the bidder has undertaken more services than it can successfully provide.
- EOWB has a right to fund a lower-ranked proposal over a higher ranked proposal because of valid policy considerations, including but not limited to, geographical considerations, leveraging of outside resources, and target populations.
- All bidders must ensure compliance with the Nondiscrimination & Equal Opportunity Assurance (29 CFR Part 37) and all Federal statutes relating to nondiscrimination. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA-funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.
- All bidders must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
- EOWB reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process. The proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.