



# REQUEST FOR QUOTATIONS

For A

*One-Stop Operator*

August 2025

## ***The Eastern CT Workforce Investment Board (EWIB)***

The Eastern Connecticut Workforce Investment Board (EWIB) is a non-profit agency mandated through the Federal Workforce Innovation and Opportunity Act (WIOA) of 2014. EWIB oversees a network of workforce-related programs funded from a variety of sources including the operations of the American Job Centers in Eastern CT. EWIB's mission is to coordinate a regional workforce development system that promotes economic vitality and equitable opportunity by preparing workers for in-demand, quality jobs on career pathways. EWIB's core values are: 1) Partnership; 2) Innovation; 3) Accountability; 4) Efficiency; and 5) Continuous Improvement.

### **The EWIB American Job Centers and WIOA One-Stop Partners**

EWIB together with the other workforce partners in the region promote effective delivery of workforce development services. EWIB oversees the American Job Centers (AJC), comprehensive center in Montville & the two (2) affiliates located in Danielson and Willimantic.

A variety of programs and funding streams are co-located delivering services through the AJCs. These include:

- **WIOA Title I Adult, Dislocated Worker, and Youth programs \***
- Wagner-Peyser Employment Services ~ National Labor Exchange
- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- **Welfare Programs\***

The **starred** programs are delivered by EWIB provider(s). The other programs are delivered by state agencies and staff, referred to as One-Stop partners.

WIOA also includes the following workforce programs as One-Stop partners:

- Family Literacy and Adult Education Act
- Vocational Rehabilitation
- Career and Technical Education (*Perkins Act*)
- Community Services Block Grant
- Second Chance Act programs (*reintegration of ex-offenders*)
- Senior Community Service Employment Program

These programs are delivered by state agencies or their providers.

### **The One Stop Operator**

WIOA requires that each local workforce area procure a “One-Stop Operator” whose responsibility is to coordinate among the One-Stop partner programs. The detailed definition of the One-Stop Operator’s role is left to each local workforce board. WIOA requires that if the provider of WIOA Title I Career Services for Adults and Dislocated Workers is the One-Stop Operator, there must be a distinct “firewall” established to distinguish between the responsibilities of the operator and that of the provider of direct client services. Therefore, if the EWIB selected Career Services provider submits a quote, they will have to describe how the individual assigned to be the One-Stop Operator will work separately from the staff delivering WIOA Title I Career Services with all of the One-Stop partners on an equal basis to rise to the challenge of integration and coordination envisioned by WIOA.

**There shall be only one Operator selected for all the AJCs in Eastern CT.**

### **The Duties of the One-Stop Operator**

The EWIB has defined the role of the Operator to be that of a coordinator.

The Operator shall be charged with, but not limited to, the following duties:

- a. The One-Stop Operator shall serve as an intermediary to the public One-Stop partners.
- b. The One-Stop Operator shall be responsible for familiarizing themselves with the One-Stop partners’ programs and performance so that they know and understand the program services available in the workforce area.
- c. The One-Stop Operator shall work on projects to improve the regional workforce system under the direction of EWIB, in areas such as information sharing and cross referral.
- d. The One-Stop Operator shall be responsible for collaborating with the partners on continuous improvement of the one-stop system.
- e. The One-Stop Operator shall be responsible for reviewing the One-Stop partner agreement or Memorandum of Understanding (*MOU*) and assisting EWIB and the one-stop partners in carrying out the *MOU*.
- f. The One-Stop Operator shall be responsible for familiarizing themselves with the State’s One-Stop certification criteria so as to assure the compliance of EWIB AJCs.

### **The One-Stop Operator Deliverables**

- a. Together with EWIB staff, the Operator will be required to facilitate the development of the required One-Stop Memorandum of Understanding (*MOU*) as described in WIOA section 121, including but not limited to:
  - i. A description of how each one-stop partner will provide access to their services through the one-stop delivery system and the facilitation of ongoing AJC Partner meetings to assure on-going and increasing access to multiple services for individuals that avoids duplication of services. This is also a certification criterion as described in paragraph b below.
  - ii. A description of how the One-Stop partners will coordinate services through the One-Stop delivery system.

- iii. A description of the One-Stop partner services that will be delivered through the One-Stop system.
  - iv. A description of the process agreed by the partners for the integration of services and how participants will be referred among and between the one-stop partners.
- b. One-Stop Centers and One-Stop delivery systems must be certified by the state, every 3-years, in three (3) broad categories:
- i. The One-Stop Center's integration and coordination of services for participants and employers.
  - ii. The One-Stop Center's ability to meet the workforce development needs of participants and the employment needs of local employers by identifying new ways to coordinate between the One-Stop, education and employers that involve all the One-Stop partners.
  - iii. Demonstrating continuous improvement principles.

These criteria are already in place and are implemented and monitored through existing policies. The selected proposer will be required to work with the EWIB on continuous improvement in these areas.

- c. The One-Stop Operator will be required to prepare reports monthly to include actions taken with respect to each of the deliverables highlighting accomplishments, improvements, challenges, and recommendations.

**Qualifications for the One Stop Operator:**

To fulfill the WIOA requirements, EWIB is seeking an independent consultant or entity to serve as the One-Stop Operator.

1. The following entities may respond to this RFQ:
  - a. A public entity such as a governmental entity including a single One-Stop partner is listed in WIOA section 121.
  - b. A private for-profit entity
  - c. A private nonprofit entity
  - d. Another interested organization or entity such as an independent consultant or consulting firm
  - e. The entity may not be a traditional school system providing elementary or high school education.

Entities responding must be able to identify the individual who will serve as the Operator and who can be held accountable for accomplishing the deliverables. EWIB reserves the right to approve the individual selected to serve as the Operator.

The individual, consultant or entity selected to serve as the Operator should:

1. Be experienced in public and/or customer relations.
2. Be able to serve as a neutral proponent of the workforce system when engaging partner participation.

3. Have experience bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align and be able to advocate for the benefits of coordinating workforce services to supervisors and line staff.
4. Be capable of performing the duties of the One-Stop Operator as described above and have a history of demonstrated effectiveness.

A defined schedule will be established for the individual or entity selected. It is anticipated that these tasks will require approximately 20 – 40 hours per month.

### **One Stop Operator Time Commitment**

EWIB expects the entity selected to be able to commit the individual assigned to serve as the operator for the first year beginning January 1, 2026, through June 30, 2026.

### **Contract Term**

A contract will be entered into with the selected individual or entity. The contract will be for four (3) renewable, one-year terms. Each of the duties of the Operator will be quantified into deliverables so that the EWIB staff will be able to measure the Operator's performance. The Operator will be expected to report on their progress in writing in a format approved by EWIB management for presentation to the Board at their regularly scheduled meetings.

### **Funds Available:**

EWIB has budgeted ~\$30,000.00 - \$40,000.00 annually for the Operator functions, subject to negotiation.

## INSTRUCTIONS

1. Please include a cover letter on the letterhead with the following information:
  - a. Name of proposing entity
  - b. Type of Entity
  - c. Federal ID Number (*FEIN*)
  - d. DUNS Number (*Proposers without DUNS Numbers will have to apply for a number if selected*)
  - e. Contact Person and Title
  - f. Address
  - g. Business Phone Number / Cell Number
  - h. E-Mail Address
2. Responses to this RFQ must be submitted by **September 12, 2025**, no later than 4:00 p.m. Entities submitting a quote may be asked to make an appearance before the selection committee.
3. In no more than 3-5 pages tell us your approach to accomplishing each deliverable identified by the EWIB. If the proposer is the Title I Career Services Provider or is bidding to be the Title I Career Services Provider, the proposal may be up to nine (9) pages and proposer must describe how they will adhere to the “*Firewall*” Prohibition in WIOA.
4. Include a timeframe for the completion of each of the tasks.
5. Follow the order of the deliverables to be accomplished when submitting your quote so that we know that no step in the process has been omitted.
6. Provide a quote for the services to be provided. It is EWIB’s intent to award the contract as a result of this request for quotations from one firm, 1099 individual or entity. Please provide an hourly rate if applicable and the hours to be dedicated to each deliverable.
7. If the entity is a for-profit, profit must be separately identified in the quote.
8. Proposers must submit one (1) signed original unbound copy of the proposal mailed to the attention of Carol LaBelle, Sr. Director of Programs & Special Projects, Eastern CT Workforce Investment Board, 108 New Park Ave., Franklin, CT 06254 **and** an electronic copy of the proposal in MS Word via e-mail ([labellec@ewib.org](mailto:labellec@ewib.org)). Proposals submitted electronically without the requisite hard copy will be deemed non-responsive.