

# Request for Proposal - RFP 21-02

## One Stop Operator (OSO)

**Contract Period July 1, 2021 – June 30, 2023**

**RFP Release Date:** Wednesday, May 12, 2021

**Program Proposal Due Date:** Monday, June 14, 2021, by 9 a.m.

**Bidders' Questions Due Date:** Wednesday, May 19, 2021

**Response to Bidders' Questions by:** Friday, May 21, 2021

**Anticipated Award of Contract:** Wednesday, June 30, 2021

**Summary:** This Request for Proposal is soliciting qualified and experienced service providers who are capable of providing contracted activities and services at the PA CareerLink® Bucks County.

The One-Stop Operator is responsible for the management of the day-to-day operations of the two Bucks County one-stop centers in coordination with Workforce Innovation Opportunity Act (WIOA) legislation and the Local Workforce Development Board (LWDB). Management includes partner service responsibilities, managing hours of operation and overseeing appropriate staffing, and managing services for businesses and individuals as defined in federal, state and local policies. The Operator will be responsible for ensuring that the needs of the One-Stop customers are being met including customer satisfaction surveys, attendance of workshops, foot traffic, data reported in the State System of Record.

The Operator is responsible for reporting to LWDB on operations, performance and continuous improvement, evaluate customer service, oversee direct outreach and report on outreach effectiveness.

As the center point for all incoming referrals and walk-in traffic, the Operator will ensure that appropriate referrals will be allocated to the requisite partner agency. The Operator will report contacts and referrals to WDB and Partners on a quarterly basis and will be a standing agenda item on quarterly partner's meetings.

Funding is contingent upon the availability of funds and continued state and federal authorization for program activities in Bucks County.

**To receive an electronic copy of the RFP please contact:** the individual below at @buckscounty.org  
Kris Shovlin, County of Bucks, Department of Workforce and Economic Development  
Email: [kshovlin](mailto:kshovlin) Phone: 215-872-6921

**All Proposals must be sent via email to:** the individual below at @buckscounty.org  
Kris Shovlin, County of Bucks, Department of Workforce and Economic Development  
Email: [kshovlin](mailto:kshovlin)

**Bidders' questions regarding the RFP package should be directed by to:** @buckscounty.org  
County of Bucks, Department of Workforce and Economic Development  
Kris Shovlin, Administrative Assistant  
Email: [kshovlin](mailto:kshovlin) Phone: 215-872-6921