Request for Proposals

For the period of July 1, 2026-June 30, 2030

Intensive Career Services for WIOA Adults and Dislocated Workers

RFP SUMMARY: DCWDB seeks one contractor to offer intensive career services to eligible and suitable job seekers in two PA CareerLink® Delaware County sites. The contractor will support participants in achieving full-time, unsubsidized, family-sustaining employment. Participants will be supported for a 12-month follow-up period.	
RFP ISSUE DATE	March 16, 2026
PROPOSAL DUE DATE	April 27, 2026 by 5pm
PRE-PROPOSAL CONFERENCE	March 18, 2026 at 1pm via MS Teams
DEADLINE FOR QUESTIONS	April 20, 2026
PROPOSAL SUBMISSION PROCESS	All proposals must be submitted in a single PDF document via email to mcgeeverk@co.delaware.pa.us Mailed, faxed, or hand-delivered proposals will not be accepted.
RFP WEBSITE	https://www.delcoworks.org/request-for-proposal/
RFP OFFICIAL CONTACT	Kate McGeever, Executive Director, mcgeeverk@co.delaware.pa.us

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The Opportunity

Summary

The Delaware County Workforce Development Board (DCWDB) invests funds from the Workforce Innovation and Opportunity Act (WIOA) in intensive career services for low-income adults and dislocated workers. The goal is to enhance the long-term success of these individuals through skill development and career planning aligned with local labor market needs.

DCWDB seeks one contractor with skilled Career Advisors and Case Managers to guide WIOA-eligible and suitable adults in the two Delaware County PA CareerLink® sites. The contractor will support participants into full-time, unsubsidized, family-sustaining employment for a 12-month follow-up period.

Background

About Delaware County Workforce Development Board

Delaware County Workforce Development Board (DCWDB) is the Workforce Development Board (WDB) for Delaware County. We connect funding, expertise, and opportunities to develop a thriving workforce in Delaware County. DCWDB seeks to deliver workforce development solutions to meet the current and future needs of businesses and job seekers.

DCWDB 's strategic vision is to create a system that harnesses federal, state, local, and philanthropic resources to invest in employer-demanded skill development to ensure Delaware County has a world-class workforce. The DCWDB connects to regional partners and research-based best practices to add value to the alignment between employers' needs and the workforce development system.

Delaware County's Goals 2025-28

Goal 1 Maximize Use of Earn & Learn Models: DCWDB will partner with Career & Technical Education providers and employers to increase the development and use of earn-and-learn models. Focus on employers' needs to develop registered pre-apprenticeships, apprenticeships, on-the-job training, incumbent worker training, and integrated education and training programs. Recruit job seekers and youth who face barriers to employment or identify as part of underrepresented communities. Use supportive services and follow-up to ensure workers thrive in earn-and-learn employment.

Goal 2 Increase Employer Engagement: DCWDB will continue to increase the quality and quantity of services for employers. Anchor efforts to employers' feedback, labor market information, and partner input to ensure services engage employers. Focus on building relationships with employers in key industry sectors.

Goal 3 Reach Tomorrow's Workforce: DCWDB will partner with middle and high schools, post-secondary education and training providers, community-based organizations, chamber of commerce, and employers to develop services that will attract youth and prepare them to thrive in Delaware County's workforce. Reach youth with barriers to employment or those from underrepresented communities to experience work-based learning through summer employment, pre-apprenticeship, Registered Apprenticeship, internships, job shadowing, mentoring, and other experiences in the workplace, including developing employability skills.

Goal 4 Continuously Improve the PA CareerLink® System: DCWDB will use customer data and feedback to ensure the PA CareerLink® system offers effective, efficient, and comprehensive services. Offer on-site, virtual, and community-based services to engage hard-to-reach job seekers and employers. Engage all PA CareerLink® System core and additional partners to implement an effective referral process to address customers' barriers to success.

Goal 5 Help Vulnerable Job Seekers to Reduce Barriers to Employment: DCWDB will provide a workforce development system that is job seeker-focused. Ensure services are delivered in a manner that is welcoming and supportive to adults and youth who face barriers to employment. Provide or refer to supportive services to address barriers including criminal background, lack of transportation, food and housing insecurity, lack of high-quality childcare, mental and physical health care, or disability.

Goal 6 Respond to Critical Labor Market Needs: DCWDB will build relationships with employers in critical industries (including healthcare, manufacturing, public safety, and early childhood/K12 education) to ensure that the PA CareerLink® system is a trusted partner for recruiting, training, and upskilling the workforce. Leverage state and local resources to address workforce shortages. Advocate for policies that minimize disruption to the labor supply.

Stevens Amendment

The Stevens Amendment is an appropriations provision that requires grantees of the Department of Labor (DOL), Health and Human Services (HHS), and Education to disclose for a grant program the percent of the costs financed with federal funds. The below funding levels are for Program Year 2025 – 2026, covering July 1, 2025 through June 30, 2026 as of July 1, 2025. Services provided by the PA CareerLink® Delaware County including Business Services, Career Services and Training Services are 100% funded through the US Department of Labor under the Workforce Innovation & Opportunity Act (WIOA).

Public Law 101-166, Section 511

- Workforce Innovation and Opportunity Act (WIOA) programs are federally supported 100% by the U.S. Department of Labor as part of an award totaling $4,036,566 with $0 (0%) state, local and/or non-governmental funds.
- Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) programs are federally supported 100% by the U.S. Department of Human Services as part of an award totaling $4,856,926 with $0 (0%) state, local, and/or non-governmental funds.
- Discretionary grants are federally supported by the U.S. Department of Labor as part of an award totaling 788,108, with $0 (0%) being state, local and/or non-governmental funds.

Employer Practices

DCWDB recognizes that good jobs are essential to a healthy economy, successful businesses, strong communities and thriving families. This extends to our business partners as well as providers within the workforce development field. Providers with strong workplace practices are better equipped to attract and retain the diverse talent necessary to accomplish program goals. As such, DCWDB encourages that all staff members employed through any agreements resulting from this RFP earn a livable wage per MIT living wage calculator, with a minimum salary of $36,462 per year or $17.53 per hour at the time of this RFP. Additionally, bidders should demonstrate a commitment to implementing job practices that increase economic stability, economic mobility, and equity, respect and voice for all individuals employed by the organization. Such job practices include those identified within the U.S. Department of Commerce Job Quality Toolkit that are organized around eight drivers; 1) Recruitment & Hiring, 2) Benefits, 3) Diversity, Equity, Inclusion, & Accessibility, 4) Empowerment & Representation, 5) Job Security & Working Conditions, 6) Organizational Culture, 7) Pay, and 8) Skills & 14 Career Advancement. Additional consideration will be given to providers that can clearly articulate current and on-going strategies to establish an inclusive work culture and increase job quality for all employees with a particular focus on frontline positions. By responding to this RFP, bidders are also agreeing to the potential of collaborating with DCWDB on job quality initiatives that aim to increase the availability of good jobs within our local economy.

Living Wage Calculation for Delaware County, Pennsylvania

The living wage shown is the hourly rate that an **individual** in a household must earn to support his or herself and their family. The assumption is the sole provider is working full-time (2080 hours per year). The tool provides information for individuals, and households with one or two working adults and zero to three children. In the case of households with two working adults, all values are **per working adult, single or in a family** unless otherwise noted.

The state minimum wage is the same for all individuals, regardless of how many dependents they may have. Data are updated annually, in the first quarter of the new year. State minimum wages are determined based on the posted value of the minimum wage as of January one of the coming year (National Conference of State Legislatures, 2019). The poverty rate reflects a person's gross annual income. We have converted it to an hourly wage for the sake of comparison.

For further detail, please reference the technical documentation here.

	1 ADULT				2 ADULTS (1 WORKING)				2 ADULTS (BOTH WORKI		
	0 Children	1 Child	2 Children	3 Children	0 Children	1 Child	2 Children	3 Children	0 Children	1 Child	2 Children
Living Wage	$17.53	$36.64	$47.44	$61.95	$27.83	$34.42	$39.21	$43.39	$13.92	$20.32	$25.83
Poverty Wage	$6.53	$8.80	$11.07	$13.34	$8.80	$11.07	$13.34	$15.61	$4.40	$5.54	$6.67
Minimum Wage	$7.25	$7.25	$7.25	$7.25	$7.25	$7.25	$7.25	$7.25	$7.25	$7.25	$7.25

Award Terms

Availability of Funds

Funding levels will be unavailable at the issuance of this RFP. Funding is contingent upon the availability of funds and State and Federal authorization in Delaware County. Funding is not guaranteed until the fiscal agent receives the WIOA funds. The DCWDB reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this procurement if adequate funding is not received from the U.S. Department of Labor via the Pennsylvania Department of Labor & Industry or other funding sources or due to legislative changes.

Performance Period

Effective for PY 26, this RFP will be issued for a four (4) year cycle. For PY 26 (7/1/26-6/30/27), contracts will be awarded for a one-year period. Under this solicitation, DCWDB reserves the right to renew contractors for three additional years- PY 27 (7/1/27-6/30/28), PY28 (7/1/28-6/30/29), and PY29 (7/1/29-6/30/30) based upon receipt of WIOA allocation, achievement of performance indicators, cost-effectiveness, fiscal integrity, and compliance with monitoring requirements in WIOA regulations.

Contract Award

The proposal submitted in response to this solicitation is not a legally binding document. However, the contents of the proposal of the successful bidder will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award. Staff will negotiate and execute contracts with the bidder approved for funding. These discussions will take place after final funding approval and may include such items as budget, cost, program design, service levels, location, target population, projections, and clarifications.

Program Cost Reimbursement

Payment related to any agreement resulting from this RFP will be made on a cost-reimbursement basis. This means your organization must have the financial capacity to pay all costs upfront. DCWDB will require an invoice, proof of expenses, and required documentation to process a reimbursement. DCWDB will only reimburse the provider for actual expenses incurred during the effective dates of the contract. The reimbursement timeline will be finalized during the contract negotiation. Allowable costs will be determined by all applicable federal, state, and local regulations.

Scope of Work

1. Staffing

At a minimum, the contractor must provide the following roles: Career Advisor, Case Manager, Workshop Facilitator, and Data Quality Manager.

Program staff and supervisors funded through this contract are expected to work in-person at the PA CareerLink® no less than 90% of paid time. This excludes any paid time off and outreach events sanctioned by the PA CareerLink® administration team. Off-site program space rental will not be funded through this contract.

Staff on this contract are expected to follow the work/holiday schedule of the PA CareerLink® not the contractor's schedule.

The minimum responsibilities for the required roles include:

Career Advisor

Offer pre-enrollment career advising to PA CareerLink® walk-ins as scheduled by Site Administrator
Educate job seekers about local Labor Market Information (LMI) related to career pathways
Provide financial literacy guidance related to wages and participants' career goals
Manage a caseload of 50 new job seekers per year plus 50 participants in 12 months follow-up
Create and maintain an Individual Employment Plan (IEP) for job seekers
Assess participants' existing skills, aptitudes, and goals
Collaborate with Case Manager to identify and remediate participants' barriers to success
Maintain case notes following local policies in the system of record
Guide participants through the IFR process to evaluate occupational training opportunities, if applicable
Offer resume writing assistance and interview practice for participants
Advocate for participants in case review meetings including ITA committee review, match meetings, or DST meetings, if applicable
Ensure participants are aware of and participate in hiring events
Provide follow-up services to participants for 12 months after exit and document follow-up services in CWDS

Case Manager

Lead the identification and remediation of participants' barriers to success
Identify, provide access to, and document the use of grant-funded supportive services
Identify, provide access to, and document the use of external resources
Manage work-readiness activities for participants including workshops, SkillsUP, and
Maintain case notes following local policies in the system of record
Provide follow-up services to participants for 12 months after exit and document follow-up services in CWDS

Workshop Facilitator

Using customer input, develop a training plan that includes topics, desired outcomes, delivery modality,

and schedule
Develop workshop content
Deliver workshops
Collect customer satisfaction from workshop attendees
Enter pertinent data into CWDS
Collaborate with PA CareerLink® core partners to ensure a robust, comprehensive workshop offering

2. Provide Career Services at the PA CareerLink® sites at Chester and Media

- Under the direction of the One-Stop Operator and PA CareerLink® Site Administrator, provide Career Advisors who can support walk-in job seekers with an intake and initial resume or career planning advice.
- Referral to appropriate services, including Intensive Career Services (WIOA Title I), Adult Education/English as a Second Language (WIOA Title II), Wagner Peyser Universal Job Seeker Career Services (WIOA Title III), Vocational Rehabilitation (WIOA Title IV), and any community-based services that address barriers to employment.
- Facilitate in-person and virtual workshops that provide job seekers with skills and knowledge to increase the efficacy of their job search efforts.

3. Design program to meet WIOA Adult and Dislocated Worker career services requirements, as identified in sec. 134(c)(2) of WIOA

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
    - Diagnostic testing and use of other assessment tools; and
    - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter);
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experiences that are linked to careers (as described in § 680.170 of this chapter);
- Workforce preparation activities;
- Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter;
- Out-of-area job search assistance and relocation assistance; and

- Referral to English language acquisition and integrated education and training programs.
- Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

4. Enroll WIOA Eligible and Suitable Participants

The Intensive Career Services contractor will screen PA CareerLink® customers to identify job seekers who are both eligible and suitable for intensive career services. Candidates for intensive career services must have a goal of full-time employment and must be willing to commit to participating in the program elements. The contractor will serve all eligible and suitable job seekers. There will not be separate contracts for special populations.

It is the responsibility of the contractor to gather all the appropriate documentation and complete the eligibility process in its entirety. The applicant file must be reviewed and certified as eligible before enrolling into the Commonwealth Workforce Development System (CWDS) before participation begins. Staff training will be provided by DCWDB. Files deemed ineligible must be destroyed immediately. Incomplete files must be destroyed if not completed within 30 days. Providers will be required to pay for any disallowed costs for participants deemed ineligible after submission. Paper files of eligibility documentation are required to be maintained by successful applicants following the PA Labor and Industry record retention policy. Files must be accessible to the DCWDB for monitoring and oversight.

To determine general eligibility, an individual must provide proof of:
• Delaware County residency. Individuals from other areas will be referred to their home Workforce Development Area.
• Social Security Number
• Date of birth
• US Citizenship or eligibility to work in the United States
• Selective Service Registration (if applicable)
• High School Diploma or GED

Individuals who meet general eligibility requirements may further qualify for Adult or Dislocated Worker funding:
• Adult funding eligibility may be determined for unemployed or part-time employed individuals with a family income at or below 70% Lower-Level Standard Income Level (LLSIL). Priority shall be given to applicants meeting the economic eligibility and one or more documented barrier to employment.
• Dislocated Worker funding eligibility may be determined for individuals who have been terminated or laid off or have received a notice of termination or layoff from employment and are eligible for or have exhausted unemployment compensation benefits.

5. Assess Participants

The contractor will be responsible for participant assessment, including work readiness skills, prior work experience, barriers to employment, family situation, occupational interest and aptitudes, supportive services, and developmental needs. This information can be acquired through various testing methods, including but not limited to competency-based assessment tools and career strategy tools. Staff should have adequate training in the administration and proper use of testing protocols. When administering

assessment tests, job seekers with disabilities must be provided with reasonable accommodations, as appropriate, considering guidelines associated with assessment testing, state laws, or policy. Information collected from the assessment process becomes part of the Individual Employment Plan (IEP) for adults

6. Career Advising

Career Advisors will provide labor market information from the PA CareerLink® system, such as job vacancy listings, job skills necessary to obtain jobs, local in-demand occupations, earnings, and skill requirements as part of career pathway planning. Career Advisors work with job seekers to identify the employment goals, appropriate achievement objectives, and an appropriate combination of services for the participant to achieve the employment goals, and career pathways to attain career objectives.

7. Supportive Services

Any barriers to success that have been identified during the initial assessment or program participation must be addressed through supportive services and must be documented in the IEP as a barrier. Supportive services may include WIOA-funded support, services through referral to PA CareerLink® partners, or referrals to other organizations. WIOA-funded supportive services must be documented through request forms requiring signoff from the participant, case manager, and supervisory staff and must be entered into the service record for the participant. All types of supportive services and referrals must be documented in case notes in the system of record.

8. Follow-up services

The contractor must offer follow-up services for not less than 12 months after the first day of employment. Follow-up includes, but is not limited to, counseling about the workplace, contacting the individual or employer to verify employment, helping secure better-paying jobs, career planning, or counseling, resolving work-related problems, providing information about educational or employment opportunities, and referral to other community services.

Follow-up services must include more than simply a contact for securing documentation to report a performance outcome

9. Collaboration with Business Services

The Intensive Career Service contractor will connect job seekers to employment using the PA CareerLink®. The contractor should prioritize job search activities using PA CareerLink®, encourage employers to register in PA CareerLink® and refer to the Business Service Team for support. Contractor must support the Business Service Team through participation in weekly match meetings, recruitment events, and job fairs coordinated by the PA CareerLink®

10. Professional Development and System Coordination

The successful applicant will ensure staff funded by this contract have read and are experts in the agreed-upon scope of work and all regulations related to this contract. Funded staff must participate in professional development as assigned by PA Labor & Industry and DCWDB.

Staff funded by this contract are required to attend Delaware County Workforce Development System

coordination meetings led by the One-Stop Operator or DCWDB Staff.

11.Reporting

The contractor will provide DCWDB with monthly reports about activities, outcomes, customer satisfaction, and any relevant information requested.

Performance Metrics and Contract Management

Performance Metrics

DCWDB's performance goals for the WIOA programs are established through negotiations with the PA Department of Labor and Industry. Providers must meet or exceed these goals.

The negotiated performance levels for PY2025 in Delaware County are below. Once performance levels for PY2026 have been negotiated, the successful contractor will be obligated to reach or exceed those levels.

Delaware WDA	
	PY 2025 Negotiated
Adult	
Employment Second Quarter after Exit	69.0%
Employment Fourth Quarter after Exit	65.0%
Median Earnings Second Quarter after Exit	$6,000
Dislocated Workers	
Employment Second Quarter after Exit	79.0%
Employment Fourth Quarter after Exit	78.0%
Median Earnings Second Quarter after Exit	$10,500

Second-Quarter Employment Rate is the percentage of program participants who are in unsubsidized employment during the second quarter after exit from common measures.

Fourth-Quarter Employment Rate is the percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from common measures.

Median Earnings are the statistical median earnings of program participants who are in unsubsidized employment during the second quarter after exit from common measures.

Effectiveness in Serving Employers is the retention with the same employer in the second and fourth quarters following a participant's exit from a WIOA core program.

Contract Performance Monitoring

The provider must regularly track and monitor data related to participation and outcomes, then use observations and evaluation to ensure continuous program improvement. The provider is required to provide DCWDB with timely reports and supporting documentation that clearly demonstrate program enrollment, participation, activity compliance, progress, outputs, and outcomes. DCWDB will work with the provider to understand reporting requirements and program exiting procedures, and reporting outcomes and performance. Reporting frequency and content are subject to change at the discretion of DCWDB. Possible areas of reporting include, but are not limited to:

- Outreach activities
- Referrals and enrollments
- Activities occurring in the PA CareerLink®
- Activities and services clients are engaged in
- Participant and employer stories; included successes and major challenges
- Barriers to employment faced by clients
- Efforts to remediate barriers to employment, including related results
- Credentials attained, including credentialing program characteristics
- Job placements and retentions
- Client wages and benefits
- Incentives issued to clients
- Business engagement efforts
- Partner referrals
- Customer satisfaction rates

Commonwealth Workforce Development System (CWDS)

The provider will be required to utilize the Commonwealth Workforce Development System (CWDS) as the information system of record for all participant and employer communication, service provision, and other program activity and must ensure that all data is entered accurately and in a timely manner, adhering to all applicable data rules, regulations, and entry time requirements. Staff must be fully competent in utilizing CWDS. DCWDB will utilize data from CWDS, as well as data collected from other sources, to determine program compliance and evaluate the performance of the provider.

The provider will follow guidelines for proper use of CWDS provided by DCWDB and maintain internal protocols for uniform and detailed case notes to ensure clear and consistent tracking and documentation of progress throughout the program. The provider will participate in data quality, validation, and compliance activities required by DCWDB, as well as regular meetings and review of performance reports, and other written reports when requested.

The provider will identify staff members whose work requires access to CWDS and submit applications for CWDS access per local protocols, subject to approval by DCWDB. Appropriate staff members to

receive CWDS access include Case Managers, Career Advisors, and other staff members who have regular contact with participants or whose work requires monitoring and oversight of participant data maintained in CWDS. CWDS account credentials and login information may not be shared between staff members or other individuals. The provider must submit notification if any staff member with CWDS access is terminated, voluntarily or involuntarily, within 24 hours of termination.

Use of a private, secondary database is prohibited.

Records and Documentation

The provider must retain, secure, and ensure the accuracy of all program files and records, whether related to clients, employers, or general operations, in compliance with related federal and state regulations, and DCWDB record retention requirements. The provider must allow DCWDB and representatives of other regulatory authority's access to all records, program materials, staff and participants related to this Agreement.

The provider is responsible for maintaining and securing participant case files at all times, as well as ensuring privacy and protection of all personal information collected from participants per applicable laws, regulations and DCWDB policies. Accurate documentation showing evidence of time spent in activities and work are critical to meeting performance. Case files are the property of DCWDB and must contain a variety of documentation including but not limited to:

- Identification and contact information
- Release of Information Form
- Assessment information and service plans
- Attendance forms, time sheets and excused absences
- Client contacts and updates
- Job search logs, time and attendance sheets
- Employment Verification Forms (EVF) and paystubs
- Verification of retention
- Other relevant forms and information

The provider will participate in regular data and document validation requests initiated by DCWDB, responding to such requests in a timely manner, according to the deadlines defined by DCWDB. To effectively respond to data and document validation requests by DCWDB, the provider must have ready access to client data and documentation, and the capacity to send client data and documentation to DCWDB electronically. When transmitting client data and documentation to DCWDB in response to such requests, the provider will utilize a secure online application, as determined by DWDB and follow all related privacy rules and regulations.

Role of DCWDB

DCWDB is responsible for all levels of program monitoring, compliance, and evaluation for all activities of the Delaware County WIOA programs. The provider is required to keep good records and collect data that will help DCWDB comply with such requirements.

DCWDB Responsibilities: DCWDB will monitor, evaluate, and provide guidance and direction to the provider in the conduct of services performed. DCWDB has the responsibility to determine whether the provider has spent funds in accordance with applicable laws and regulations, including federal audit requirements, and will monitor the activities of the provider to ensure such requirements are met. DCWDB may require the provider to take corrective action if deficiencies are found.

The Provider's Responsibilities: The provider will permit DCWDB to carry out monitoring and evaluation activities, including any performance measurement system required by applicable law, regulation, and funding source guidelines, and the provider agrees to ensure, to the greatest extent possible, the cooperation of its agents, employees and board members in such monitoring and evaluation efforts. The provider shall cooperate fully with any reviews or audits of the activities by authorized representatives of DCWDB or federal or state agencies and the provider agrees to ensure to the extent possible the cooperation of its agents, employees, and board members in any such reviews and audits. The provider will make available all books and records, including payroll and attendance records of participating employees, subject to inspection by DCWDB, federal or state agencies and others for auditing, monitoring, or investigating activities. Said books and records shall be maintained in compliance with applicable federal, state, and local laws as well as DCWDB policies. If the provider receives notice of any litigation or claim, the provider shall retain records until otherwise instructed by DCWDB.

Submission Instructions

Executive Summary (1-page maximum)

The Executive Summary should include the bidder's vision/mission statement and a summary of the proposed program.

Narrative (10-page maximum)

Program Specifications (15 points)

Describe the proposed staffing structure, including which roles are accountable for each proposed program element (pre-enrollment services, evaluation, workshops, LMI expertise, connection to high-quality employers, initial and ongoing data entry and data review, 12-month follow-up, etc.) Provide job descriptions and resumes as attachments. Note: All staff resumes will be required at contracting.

Describe onboarding and ongoing professional development for staff funded under this proposal. Include assurances that staff funded by this contract will read and be experts in the scope of work resulting from this proposal, will participate in contractor-based training for staff working in CWDS, ans will review local/state/federal regulations that impact this work.

Describe how this program will support the overall operations of the PA CareerLink® site. Include assurances of cooperation with the PA CareerLink® administration team in providing pre-enrollment career advising to general PA CareerLink® customers, conducting workshops, supporting the CRC, and actively participating in all coordinating meetings.

Program Components (30 points)

Provide a detailed description of how each of the WIOA-mandated Career Services will be delivered.

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
    - Diagnostic testing and use of other assessment tools; and
    - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter);
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experiences that are linked to careers (as described in § 680.170 of this

chapter);

- Workforce preparation activities;
- Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter;
- Out-of-area job search assistance and relocation assistance; and
- Referral to English language acquisition and integrated education and training programs.
- Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Provide a detailed description of how eligible Adult and Dislocated Worker job seekers will be evaluated for suitability for Intensive Career Services.

Describe how your program provides meaningfully higher wages for Intensive Career Services program participants compared to wages earned without Intensive Career Services.

Goals and Outcomes (20 points)

Provide PY 24 & PY 25 performance results and planned PY26 performance goals.

WIOA Primary Indicators of Performance

Adult	PY 24	PY 25	Proposed PY26
Employed 2nd Quarter After Exit			
Employed 4th Quarter After Exit			
Median Earnings			
Dislocated Worker	PY 24	PY 25	Proposed PY26
Employed 2nd Quarter After Exit			
Employed 4th Quarter After Exit			
Median Earnings			

Agency Experience (15 points)

Describe your experience in providing these or similar proposed services, including the number of years of experience, program year(s) funded, number of participants served, and outcomes achieved.

If applicable, list your agency's performance in Delaware County related to past participants' wages

	As of 12/15/2025
Number of recently exited participants	
Number of recently exited participants in full-time employment	
Range of wages among exited participants in full-time employment	
Average wages among exited participants in full-time employment	

Describe internal continuous improvement process including participant feedback.

Describe how your organization collaborates with other community providers.

Fiscal Plan (20 points)

Provide a brief narrative justifying the proposed budget.

Describe your ability to be compliant with program reporting and record-keeping and the capability to generate accurate and timely fiscal and programmatic reports to the DCWDB as required.

Describe procedures in place to ensure accounting records are supported by source documentation for each transaction.

Describe what procedures are in place to ensure that allowable costs will be limited to those necessary and reasonable for and directly related to the proper and efficient operation of the program.

Provide job descriptions for fiscal positions funded under this proposal that include duties and responsibilities necessary to implement the fiscal activities required by DCWDB.

Submission Instructions

Submission of Proposals

Proposals must be formatted into one PDF document that includes the cover sheet (attachment A), narrative, budget, and all supporting documents. Proposals will only be accepted by email and must be received no later than 5:00 p.m. EST on April 27, 2026. The proposal must be emailed to Kate McGeever mcgeeverk@co.delaware.pa.us with a subject line of "WIOA Intensive Career Services- Bidder's Name"

Proposals received after this time and date will not be considered for review. Timely receipt of the proposals is the sole responsibility of the proposer.

Bidders' Conference and Questions

A bidders' conference will be held virtually on March 18, 2026, at 1pm. Registration by email to baselicec@co.delaware.pa.us will be required. At the conference, the DCWDB staff will review the requirements of the RFP and accept questions from the attendees regarding the RFP. All interested applicants are encouraged to attend, although attendance is not required to submit a proposal. A recording of the bidders' conference and any Q&A will be posted to https://www.delcoworks.org/request-for-proposal/

Miscellaneous Requirements

DCWDB:

• Will not be responsible for any expenses incurred by any organization in preparing and submitting a proposal. All proposals shall provide a clear and concise delineation of the organization's capabilities to satisfy the requirements of this RFP. Emphasis will be on completeness and clarity of content.

• The submission of this RFP does not commit DCWDB to award a contract or to procure or contract for services or supplies.

• It is the expectation that applicants to this RFP become proficient in their understanding of WIOA services and subsequent regulations and be prepared to adjust programming as necessary to comply with future regulations.

• Reserves the right to negotiate separately with all sources deemed qualified, allow staff to negotiate final budgets and to cancel or amend any part of this RFP.

• Reserves the right to request clarification of proposals submitted if such does not affect the performance of the proposal, and to adjust any conflicting administrative or programmatic requirements that may occur prior to or after the contracting process based upon current or proposed legislative activity.

• May elect to contract with one or any number of providers for the services as set forth by this RFP.

• The contents of this proposal submitted by providers awarded funds and this RFP will become part of the contract for these services.

• Price information provided in the successful proposal(s) is a matter of public record under Commonwealth bidding procedures. If a proposal contains any other information that the respondent considers confidential, each sheet of such information must be so marked. Confidential information will not be revealed or discussed with competitors.

• Assumes no responsibility for proposals undeliverable by e- mail. Submissions by fax and mail are not permitted.

• Applicants will assure that in administering any program contracted because of this RFP, will comply with the standards of conduct for maintaining the integrity of the project and avoid any real or apparent conflict of interest in its administration. The respondent shall notify the County of any potential conflict of interest.

• The DCWDB reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.

• Applicants shall not under penalty of law offer or provide any gratuities, favors, or anything of

monetary value to any officer, member, employee, or agent of the DCWDB for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.

• Reserves the right to deny a contract renewal based on non-compliance with the requirements set forth in the RFP, the corresponding contractor proposal and/ or non-compliance with any requirements DCWDB deems relevant.

• An official authorized to bind the responder to the provisions of this RFP must sign the proposal. The proposal remains valid for one hundred twenty (120) days after the date of submission.

• A forty-five (45) day evaluation and contract negotiation period may be needed. Therefore, start dates should be at least forty-five (45) days after the submission date and include ample implementation time

How We Choose

Minimum Qualifications

Eligible lead applicants include non-profit and for-profit providers, private sector entities, educational institutions, governmental agencies, community-based providers, and other entities operating in accordance with federal, state, and local law, and in business for at least three years. Applicants must be an incorporated organization. Eligible lead applicants must be in good standing with the federal government, registered in the System for Award Management, not debarred, and have proof of insurance and FIEN/EIN number. Providers currently barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a Federal, State, City, or County department/agency, a quasi-governmental agency, or Delaware County Workforce Development Board (DCWDB) are ineligible to apply.

Applicant Competency – All applicants must have the technical competence, knowledge and expertise, management and administrative capabilities and capacity, professional staff, financial resources and stability, and administrative and fiscal systems to carry out the work described in this RFP. Applicants must meet high standards of public service and fiduciary responsibility. DCWDB requires assurance that the selected applicant's performance of the terms and conditions of any agreement resulting from this RFP be undertaken in accordance with the highest level of integrity and business ethics.

Evaluation Criteria

A DCWDB review team will independently evaluate each proposal. Selection will be made based on the criteria listed below. A proposal *must* receive a minimum total score of 65% to be considered for funding.

PROPOSAL SECTIONS	POINTS AWARDED PER CATEGORY
Program Specification	15
Program Components	30
Goals and Outcomes, including past performance if returning contractor	20
Agency Experience and Expertise	15
Fiscal Plan	20
Total	100

DCWDB seeks to contract with providers that not only have expertise and capacity to be responsible stewards of public workforce funds, but also models the job quality practices we hope to advance among employers. Below are descriptions of the abilities and practices required from all successful DCWDB contractors.

The administrative load of implementing a workforce development program funded by DCWDB is significant. Compliance with the policies and regulations from the US Department of Labor, the PA Department of Labor and Industry and DCWDB must be addressed within the design of providers and the administrative structure. It is required that successful bidders and subsequent contractors will have the administrative capacity to work closely with DCWDB staff to maintain program compliance throughout the program year through technical assistance training, professional development, regular check-ins, open communication and timely reporting.

Data entry and overall case management requirements are also significant and consideration for such must be planned for in staffing models and case load capacity. The fiscal administration of the program requires the ability to potentially track spending across multiple funding streams according to both participant-based funding eligibility and an established cost-allocation model. DCWDB requires documentation of all expenses to be submitted with invoices that may include, but not be limited to receipts, general ledgers, timesheets for staff and/or participants and payroll ledgers in order to document allowable costs for reimbursement. Proposals must demonstrate the administrative capacity for maintaining both fiscal and program compliance in order to be considered for this solicitation.

Selection Process, Award, and Protest Procedures

Selection Schedule (subject to change)

Public notice March 11-13, 2026
Release RFP on website Monday, March 16, 2026
Bidder's Conference Wednesday March 18 at 1pm
Proposals due Monday, April 27 at 5pm
DCWDB Board Meeting Thursday, June 11
Delaware County Council Meeting Wednesday, June 17
Notify contractors June 18, 2026
Start date for contract July 1, 2026

Award

The actual amount of awards will be based on proposed budgets, availability of funds, and standards for use of public funds (all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories). DCWDB is unable to define with certainty the funding allocation that will be made available for any agreement resulting from this RFP. DCWDB reserves the right to vary or change the terms of any contract executed as a result of this RFP, including funding levels, the scope of work, performance standards, and shortening or extending the contract period, as it deems necessary and in the best interests of DCWDB. The proposal most advantageous to

DCWDB in terms of quality and cost will be recommended for funding.

The proposals submitted in response to this solicitation is not a legally binding document. However, the contents of the proposal of the successful bidder will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award. Staff will negotiate and execute contracts with the bidder approved for funding. These discussions will take place after final funding approval and may include such items as budget, cost, program design, service levels, location, target population, projections, and clarifications.

Protest and Appeals Process

This Request for Proposal contains an allowance for written appeals for disputes involving this procurement action. Appeal dispute sources may include, but are not limited to:

- Unfair competition in the decision-making process
- Illegal/improper act or violation of law

Written appeals must be made to Kate McGeever, Executive Director, Delaware County Workforce Development Board. All disputes will be reviewed by the Executive Director and LMC with written response in twenty (20) days. If appealed, the DCWDB's decision is final

Terms and Conditions

Providers must follow all federal, state, local, and DCWDB laws and guidance. This includes, but is not limited to:

- Delaware County Workforce Development Board Policy Manual https://eadn-wc04-6631928.nxedge.io/wp-content/uploads/2025/09/PY25-DCWDB-Policy-Manual-DCWDB-Approved-9.11.25.pdf
- Financial Management Guide Pennsylvania Department of Labor & Industry https://eadn-wc04-6631928.nxedge.io/wp-content/uploads/2025/10/financial-management-guide.pdf

Equal Opportunity and Nondiscrimination

The respondent assures that WIOA-funded services, activities and agreements will comply fully with the provisions of WIOA, Section 188, Nondiscrimination and Equal Opportunity regulations (29 CFR Part 38), Title VI of the Civil Rights Act of 1964, The Americans with Disabilities Act of 1990, The Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973 and Title IX of the Education Amendments of 1972 and practice Diversity, Equity and Inclusion

Overview of Administrative Requirements

At a minimum, all Provider organizations must meet the Standards for Financial and Program Management found at 2 CFR 200 in the OMB Uniform Guidance, as well as any regulatory requirements related to the funds. Your organization's financial management system must provide for the following:

Tracking spending on multiple individual funding streams: Identification, in its accounts, of all Federal awards received and expended and the Federal programs under which they were received. Federal program and Federal award identification must include, as applicable, the CFDA title and number, Federal award identification number and year, name of the Federal Agency, and name of the pass-through entity.

Fiscal reporting on an accrual basis: Accurate, current, and complete disclosure of the financial results of each Federal award or program in accordance with the reporting requirements set forth in 2 CFR 200.327 Financial Reporting and 200.328 Monitoring and Reporting Program Performance. If a federal awarding agency requires reporting on an accrual basis from a recipient that maintains its records on other than an accrual basis, the recipient may develop accrual data for its reports on the basis of an analysis of the documentation on hand. Similarly, a pass-through entity must not require a Provider to establish an accrual accounting system and must allow the Provider to develop accrual data for its reports based on an analysis of the documentation on hand.

Maintaining documentation supporting all spending and assets: Records that identify adequately the source and application of funds for federally funded activities. These records must contain information pertaining to Federal awards, authorizations, obligation, unobligated balances, assets, expenditures, income, and interest and be supported by source documentation.

Maintaining internal controls that ensure compliance with all funding regulations: Control over, and

accountability for, all funds, property, and other assets. The non-Federal entity must adequately safeguard all assets and assure that they are used solely for authorized purposes. See § 200.303 Internal Controls.

Producing a budget to actual report: Comparison of expenditures with budget amounts for each Federal award.

Processing payments on a reimbursement basis: Written procedures to implement the requirements of § 200.305 Payment.

Budgeting and spending funds in allowable cost categories (i.e., direct, indirect, program, and admin costs) Written procedures for determining the allowability of costs in accordance with Subpart E - Cost Principles of this part and the terms and conditions of the Federal award.

Attachment A: Proposal Cover Sheet

Agency Name: _____

Agency Address: _____

Agency Website: _____

Contact Person: _____

Contact Information: Phone#: _____E-Mail: _____

Total Funds Requested: **$ _____**

AGENCY STATUS: (*Check all that apply)*

	Non-Profit		For-Profit
	Corporation		Partnership
	Governmental		Local Education Agency
	Labor Union		Business or Trade Organization
	Labor Management Organization		Industry Association
	Private Licensed School by Pa. Dept of Ed		Community-Based Organization

Number of Years in Operation: _____ Federal I.D. # _____

Number of years operating the program model being proposed: _____

Number of years operating the same or similar model being proposed_____

In compliance with this RFP format, and subject to the conditions thereof, the undersigned offers to furnish the services requested and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named above.

_____ _____

Contractor (Agency) Date

_____ _____

Printed Name & Title of Authorized Signatory Signature of Authorized Signatory

	Required Attachments with Proposal, will not count toward page limits		**If awarded a grant, Required Documents with First Invoice**
	Organizational Chart		Data entry policy
	Resumes/Job Descriptions of key roles		Fiscal policy
	Participant Flow Chart		Program policy
	Outcomes Chart		All staff resumes