



REQUEST FOR PROPOSALS

One-Stop Operator Services

Lowcountry Workforce Area

Beaufort, Colleton, Hampton, and Jasper Counties, South Carolina

RFP # WIOA 2026-01-OSO

Issue Date: September 16, 2026

Due Date: October 14, 2026

Time: 3:00 PM (EST)

**REQUEST FOR PROPOSALS
ONE-STOP OPERATOR
RFP # WIOA 2026-01-OSO**

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SECTION 1: OVERVIEW

This Request for Proposals (RFP) is issued to procure services for a One-Stop Operator (Operator) as part of the local service delivery of the Workforce Innovation and Opportunity Act (WIOA) system in the Lowcountry Workforce Area. The One-Stop Operator coordinates the service delivery of required One-Stop partners and ensures the local SC Works system meets the One-Stop Certification Standards established by the South Carolina Workforce Development Board.

This RFP makes reference to the WIOA Grant Recipient and/or WIOA Fiscal Agent. For this RFP, those references are the same entity. The WIOA Fiscal Agent is the entity designated by the Lowcountry Consortium of Chief Elected Officials to receive and administer WIOA funds on behalf of the Lowcountry Workforce Board (LWB). The Lowcountry Council of Governments (LCOG) serves as the Administrative Entity and Fiscal Agent for the Lowcountry Workforce Area.

The workforce area is defined by the boundaries of the following units of government:

- Beaufort County, SC
- Colleton County, SC
- Hampton County, SC
- Jasper County, SC

The timeline shown below is an estimated schedule of the RFP process:

Event	Date
Request for Proposals Issued	September 16, 2026
Deadline for Submission of Questions	September 30, 2026 by 5:00 PM
Deadline for Receipt of Formal Proposals	October 14, 2026 by 3:00 PM

Note: The deadline shown above, October 14, 2026 at 3:00 PM (EST), is extremely important. The completed proposal must be physically received on or prior to that deadline. Proposals received after the scheduled date and time will be immediately disqualified.

SECTION 2: INTRODUCTION

WIOA Guiding Principles

The Workforce Innovation and Opportunity Act (WIOA) is based on several guiding principles to be adopted by state and local workforce development systems:

- Increase access to education, training, and employment, particularly for people with barriers to employment.
- Create a comprehensive, high-quality workforce development system by aligning workforce investment, education, and economic development.

- 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.
- Improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the nation.

Background

All WIOA-funded services in the Lowcountry Workforce Area must be delivered in accordance with WIOA law, rules and regulations, and guidance from the U.S. Department of Labor (DOL), including the administrative requirements at 20 CFR Parts 676-687 and the Uniform Guidance at 2 CFR Part 200 and 2 CFR Part 2900.

WIOA's Three Hallmarks of Excellence

- The needs of businesses and workers drive workforce solutions, and local boards are accountable to the communities in which they are located.
- One-Stop Centers (or American Job Centers) provide excellent customer service to job seekers and employers and focus on continuous improvement.
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

Across the system, continuous improvement is supported through evaluation, accountability, identification of best practices, and data-driven decision-making.

An Overview of the Lowcountry SC Works System

The SC Works Center (also known as a One-Stop) system brings together a wide variety of Federal, State, and local program partners, integrates the provision of their services, and provides a full range of help to job seekers and employers under one roof.

The Lowcountry Workforce Board (LWB) is the policy and planning body for workforce development activities in Beaufort, Colleton, Hampton, and Jasper Counties. The LWB brings together business and community leaders, appointed by the local county Chief Elected Officials (CEOs), functioning together within the conditions established in the Lowcountry Consortium Agreement. The Lowcountry Council of Governments (LCOG) is the administrative entity and fiscal agent for the Lowcountry Workforce Area.

SC Works Lowcountry Centers (American Job Centers/AJC)

Services are driven by business and focus on customer choice. In the Lowcountry, there is a Comprehensive Center located in Beaufort and Affiliate sites in Colleton and Hampton.

Center	Location / Hours
Beaufort SC Works (Comprehensive Center)	164 Castlerock Road, Beaufort, SC 29906 Monday - Friday, 8:30 - 5:00
Colleton County Career Skills Center (Affiliate)	500 Forest Circle., Walterboro, SC 29488 Monday - Friday, 8:30 - 5:00
Technical College of the Lowcountry (Affiliate)	54 Tech Circle, Varnville, SC 29944 Monday - Thursday, 8:30 - 5:00; Friday, 8:30 - noon

In the event new SC Works Center locations are formed, the successful Proposer must be willing to work with the Board to arrange for additional centers and/or relocation of centers or access points so that services remain accessible throughout the four-county area.

Performance Measures

WIOA funding is, in part, based on achieving performance measures regarding employment and training. The Operator will support the Lowcountry SC Works system in meeting the following measures:

- Employment - Entry into unsubsidized employment (2nd quarter after exit).
- Employment Retention - Retention in unsubsidized employment six months after entry into employment (4th quarter after exit).
- Median Earnings - Earnings received in unsubsidized employment (median of 2nd quarter wages after exit).
- Credential Rate - Percentage of participants who obtain a recognized postsecondary credential or diploma during participation or within one year of exit.
- In-Program Skills Gain - Percentage of participants in education leading to a credential or employment who achieve a measurable skill gain during the program year.
- Employer Services - Effectiveness in serving employers.

The Lowcountry Workforce Board requires that the selected Proposer maintain a minimum overall “Satisfactory” customer service satisfaction rating from job seekers and employers.

Definition of Terms - For definitions of any terms used in this RFP, reference Section 3 of the Workforce Innovation and Opportunity Act of 2014. Further clarification may be requested as part of the written question and answer process described in Section 1.

SECTION 3: SCOPE OF WORK

Final details of the scope of work will be negotiated after award. The scope of services required for the Lowcountry SC Works One-Stop Operator includes, but is not limited to, the items below.

SC Works One-Stop Operator Role

The scope of operations involves the delivery of the full array of Workforce Innovation and Opportunity Act (WIOA) services, including WIOA mandated and non-mandated partner organizations, to all interested job seekers and employers in the comprehensive SC Works Center, affiliated SC Works satellite sites, and Access Points. The role of the One-Stop Operator is equivalent to that of a managing partner. In the role, the Operator identifies issues that need to be addressed that have to do with service delivery. The Operator works with co-located partners to form a solution. Certain workforce services are integrated into the framework of the One-Stop service delivery system and are provided through partner agencies under other funding sources. The Operator will be responsible for ensuring a seamless delivery of services from all partners in Beaufort, Colleton, Jasper and Hampton Counties.

Under this RFP, the Operator will:

- Enforce Lowcountry Area operational policies including hours of operation, data confidentiality, use of Personally Identifiable Information, proper equipment use, health and safety, emergencies, and service delivery standards.
- Coordinate with partners to ensure all common areas in each Center are staffed properly.
- Ensure all Centers and services are ADA and Equal Opportunity compliant.
- Coordinate the use of shared equipment (copiers, printers, necessary maintenance, etc.) and supplies (ink and toner) in each Center.
- Maintain updates to the Operations Manual for each Center and coordinate staff training as needed.
- Implement each Center's staff development plan, including technical training for use of SCWOS, information sharing, and team building.
- Establish, disseminate, and enforce Center policies and procedures.
- Evaluate Center activities for customer satisfaction, continuous improvement, and measurement achievement.
- Ensure partner delivery and effectiveness of services.
- Develop and implement a new hire orientation to acclimate new partner employees to site procedures and policies.
- Address customer complaints in a timely and efficient manner.
- Convene regular meetings of the One-Stop Partners (at least quarterly).
- Provide reports of Center activities, deliverables, and milestones to LCOG staff as requested.
- Manage other day-to-day business and facility functions of the designated One-Stop Centers.
- Ensure quality service delivery to all customers.

For more information about the role of the Operator, reference U.S. Department of Labor Training and Employment Guidance Letter (TEGL) 16-16, "One-Stop Operations Guidance for the American Job Center Network."

All recruitment material and advertisements must include the Contractor's telephone number and the following statement: “The Lowcountry Workforce Board provides equal opportunity programs. Services and auxiliary aids are available upon request to individuals with disabilities.”

The Operator must include in its logo and name a “Proud Partner of the American Job Center Network” designation and include the appropriate logo.

The Contractor is expected to follow WIOA law and final regulations, all TEGs, State Instruction Letters, and local policies. All participants served through the SC Works system must be residents of Beaufort, Colleton, Hampton, or Jasper County.

Whenever a single entity performs multiple functions, a written plan and agreement from the single entity must be presented to the Board that includes clear internal controls, identification of the roles the entity will hold, and a firewall between the roles to avoid any conflict of interest or the appearance of a conflict of interest.

With guidance from LCOG staff, the Operator will be responsible for ensuring that the Memorandum of Understanding (MOU), including the Infrastructure Funding Agreement (IFA), is developed and executed with required partners and other partners as applicable.

The Operator will be responsible for ensuring that all invoices related to the MOU/IFA are processed on a quarterly basis.

Lowcountry Workforce Board Strategic Plan

The SC Works One-Stop Operator supports the LWB in achieving the strategic plan goals and action items set forth by the LWB.

One-Stop Certification

The SC Works Operator shall achieve the major work components and standards necessary to acquire and maintain One-Stop Certification. These standards are:

- One-Stop Management Standards.
- Systems Standards for Employer Services.
- System Standards for Job Seeker Services.

Under this component, the Operator is responsible for coordinating with the LWB to ensure system-wide standards are achieved, and for using continuous quality improvement assessment tools to document progress toward certification.

Oversight of the SC Works System

The Operator will coordinate, facilitate, promote, design, and expedite services for the LWB's designated SC Works Centers. The Operator will work in close partnership with LWB and LCOG staff to:

- Represent the SC Works Centers (and the collaboration of all partners) in the community, attending and presenting information to organizations and businesses about SC Works and its offerings.
- Manage workforce development activities planned in the Lowcountry community, assessing events for appropriate partner representation, and coordinating coverage of community events with identified partners.
- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
- Provide access and opportunities to job seekers, including individuals with barriers to employment as defined in Section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and other underserved populations.
- Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce.
- Participate in rigorous evaluations that support continuous improvement of SC Works Centers by identifying which strategies work best for different populations.
- Ensure that high-quality, integrated data inform decisions made by policymakers, employers, and job seekers.

SC Works Center services are currently provided in each county. Agencies representing partners may vary from county to county. The Beaufort SC Works Center serves as the comprehensive SC Works Center for the Lowcountry Workforce Area.

Priority of Service for Veterans

Veterans and eligible spouses receive priority of service in all Department of Labor funded workforce programs, followed by the WIOA Adult program priority for public assistance recipients, other low-income individuals, and individuals who are basic skills deficient.

Partner Requirements

The SC Works Operator will assist the LWB in setting Center budgets and negotiating Individual Funding Agreements (IFAs) with partners. The SC Works Operator will collaborate with LWB staff to ensure partners are expected to make a commitment to support the following:

- A strong entrepreneurial approach designed to serve the customer, simplifying governmental systems.
- Sharing in the cost of Center operations.
- Bringing funded or in-kind resources, if appropriate.
- Providing staff to be supervised (functionally) by the managing entity, or providing a state-of-the-art electronic linkage in lieu of a staff presence.
- Participating in outreach and recruitment efforts for mutual customers.
- Actively participating in the governance of the Center.
- Supporting the Center's mission, goals, and business plan.

The SC Works Operator, working collaboratively with the SC Works Partners and the LWB, will drive the formation of an integrated, innovative SC Works System.

WIOA Mandated One-Stop Partners

The Operator will coordinate service delivery among the following required One-Stop partners, consistent with WIOA Section 121(b)(1) and 20 CFR Part 678, Subpart C:

- WIOA Title I Adult, Dislocated Worker, and Youth programs.
- Wagner-Peyser Employment Service (SC Department of Employment and Workforce).
- Adult Education and Literacy (WIOA Title II).
- Vocational Rehabilitation (WIOA Title IV).
- Job Corps.
- Native American programs.
- Migrant and Seasonal Farmworker programs.
- YouthBuild.
- Unemployment Compensation programs.
- Trade Adjustment Assistance activities.
- Jobs for Veterans State Grants programs.
- Community Services Block Grant employment and training activities.
- Housing and Urban Development employment and training programs.
- Temporary Assistance for Needy Families (TANF), as designated by the State.
- Second Chance Act programs.

SC Works Center Management

For more information on functional supervision, see State Instruction Letter 11-11, available at <https://scworks.org/workforce-system/policies-and-guidance>.

SECTION 4: SELECTION CRITERIA

The LWB will identify an eligible Operator for the Lowcountry Workforce Area by awarding a contract on a competitive basis, in consideration of the recommendation of a proposal review committee. The committee will evaluate proposals received based on the evaluation criteria included in this solicitation.

Each proposal will be read by a panel of reviewers. Each reviewer will arrive at an independent score for the proposal, and the scores will then be averaged to obtain a final score.

The Review Committee will consider the following information in determining the appropriateness of funding proposals:

- The ability and capacity to meet project design specifications at a reasonable cost.
- The ability to meet performance expectations.
- A satisfactory record of past performance and/or satisfactory evidence of the ability to perform the services requested in a timely manner.
- A satisfactory record of integrity, business ethics, and fiscal accountability.
- The technical skills required to perform the work.
- An understanding of the project, requirements, and desired outcomes.

Proposals will be scored by the evaluation panel using the criteria and point values below..

Evaluation Item	Range	Maximum Points
Qualifications of the Proposed Service Provider. If staffing has been determined, provide the qualifications, including knowledge, skills, and abilities, of the person who will perform the duties of the Operator.	0 - 10	10
Qualifications for Staff Management. Explain any qualifications related to supervision, hiring, and performance evaluation of employees.	0 - 20	20
Compliance/Quality Assurance Experience. Detail experience relating to monitoring, auditing, and reviewing compliance with federal, state, or local laws and regulations.	0 - 20	20
Capacity to Serve as the Primary Community/Partner Liaison. Outline the connection to communities within the Lowcountry Workforce Area and demonstrate the ability to serve in this capacity.	0 - 20	20
Use of Disadvantaged Business Enterprises (DBE).	0 - 5	5
Budget. Provide line-item costs and the methods used to determine them.	0 - 25	25
Total		100

SECTION 5: REQUESTED SUBMITTAL FORMAT

I. Program Proposal Synopsis

- A. Executive Summary - A brief summary highlighting the Proposer's vision of SC Works Center operations. Include a snapshot of target customers and outcomes for the SC Works Centers.
- B. Main Purpose - A brief statement, similar to a mission statement, of what the Proposer intends to accomplish as the Operator if awarded a contract.
- C. Target Customer(s) - If specific target customer groups or categories are to be served, identify the group(s) and the practical and strategic reasons for that focus.
- D. Goals/Objectives/Performance Outcomes - Describe the goals and expected performance outcomes for the Lowcountry SC Works system under this proposal.

II. Experience, Capacity, and Past Performance

A. Experience

- 1. Description of the Proposer - Briefly describe your organization's mission, history, and accomplishments, including legal organizational name, legal status, size of the organization (total employees), number of years in operation, and the geographic distribution of the Proposer's current professional service delivery sites.
- 2. Describe your organization's financial and administrative experience and capabilities, including experience managing and accounting for multiple federal, state, and local funding sources.
- 3. Describe past and current activities or programs administered and operated by the Proposer that demonstrate the capability to serve as a One-Stop or American Job Center Operator.
- 4. Describe direct or related experience providing daily and long-term strategic oversight of fiscal, facilities, personnel, and service delivery components of a multi-partner workforce project.
- 5. Describe your experience providing oversight of multi-organization staff teams, and experience developing and delivering technical assistance and capacity building with workforce staff and organizations.

B. Capacity

- 1. Staffing Plan - Describe the number of staff (in part or in whole), job titles, and job duties to be funded under this proposal, and the range of activities to be performed.
- 2. Administrative Capacity - Describe the monitoring and evaluation of One-Stop operations and staff that will be routinely carried out, including any electronic processes used to capture and report performance.

3. Fiscal Management and Reporting Capacity - Describe the process used to timely capture and report fiscal information to LCOG. Describe your fiscal system, internal controls, and your ability and method to repay disallowed costs if identified during monitoring or audit.
4. Contract Support - Describe organizational support and resources that will be available during implementation of an awarded contract.
5. Past Performance - Describe your past performance managing federally funded workforce development One-Stop systems, or comparable experience, for the last three years.

III. Program Design

A. For Proposers not currently providing SC Works Operator services in the Lowcountry, describe your start-up plan and proposed transition period, including a timeline of events and planned staff training.

B. Program Description - Describe the overall plan of services to be made available to the target customer groups, including priority populations.

C. Describe how the following activities will be provided:

SC Works System Operator

1. Describe your organization's plan (or vision) to deliver SC Works System Operator services in the Lowcountry Workforce Area, addressing the major responsibilities outlined in Section 3 of this RFP.
2. Describe your plans to be involved in workforce development related activities. How will you be the “face” of SC Works and ensure partners are represented?
3. Describe how you plan to coordinate employer services in conjunction with SC Department of Employment and Workforce (DEW) Wagner-Peyser staff and the Lowcountry Business Services Team.
4. Describe your organization's experience managing and providing services to businesses, including identifying workforce needs, matching hiring needs with qualified candidates, and training businesses.
5. Describe your plans to ensure delivery of Rapid Response and Business Assistance services, including re-employment of laid-off workers as rapidly as possible.
6. Describe how you will ensure services align with current local and regional labor market demand, including sector-based strategies.
7. Describe any innovations you would introduce to meet the vision of the LWB, including success stories, research, or supporting data.
8. Describe your plans to ensure that all SC Works Centers meet performance measures, and the role the Operator will play in assisting partners to do so.
9. Describe how your resources, professional contacts, knowledge of the labor market, and special expertise will help the Lowcountry area meet and exceed performance goals.

10. Describe your plan and approach to delivering Career Services and Training Services. Include the services you will provide, and a general description of how they will be provided. Include locations, access points, and a staffing plan, both as the Operator and staffing the resource rooms (partner staff may be used in the staffing plan). How will you use technology? What partnerships are key to the delivery of services, including a description of their role in your vision? Include a “Customer Flow Chart” that visually shows the flow of how a job-seeking customer will be served from the universal access phase of service through the training phase of service, specific to your SC Works site. Highlight how clients will flow through the system to receive optimal service. The flow chart should also include partner services.
11. Describe your process for initially assessing universal customers' needs and directing job seekers to appropriate services, including partnerships developed for this purpose.
12. Describe your process for initially assessing universal customers' needs and directing jobseeker customers to the appropriate services. List and describe the partnerships that you have developed or will develop to provide career and employer services required under WIOA. How will the Proposer provide information to the public on the full array of WIOA and other federal/state program services and encourage their use? How will the Proposer ensure that applicants that cannot be served by the Proposer's program are referred to appropriate services elsewhere? Include how the Proposer will ensure all referrals are tracked and outcomes documented.
13. Describe how you will serve large numbers of individuals. In your description, include service for individuals with limited English proficiency, persons with limited literacy skills, and individuals on probation or parole. In addition, include your plan for services for the more highly skilled job seeker. Provide information on how many and what proportion of staff is bilingual, and how you will ensure that bilingual/multilingual staff will be present and available to serve limited-English and non-English speaking customers. Include in your plan new innovations and strategies that have been found to increase the likelihood of success for both businesses and individuals and how you plan on using those strategies within the SC Works system. Address how will you attract and serve new customers to the system. Describe your methods for providing all job seekers with an Orientation to the SC Works System and the services offered.
14. Describe any partnerships that you perceive to be essential to the success to the project that you propose. Who is to be involved? What are the roles and responsibilities of each partner? If available, include letters of support from the partners and any Memorandum of Agreements that may already be in place. Describe how you will coordinate services and collaborate with the WIOA required partners and how you propose to recruit additional partners as needed to address the identified needs of the target population.
15. Describe your plans to accomplish the following (include timelines if applicable):
 - Establish customer service expectations, surveys, and strategies for improvement;
 - Evaluate and draft a Business Plan for each SC Works Center;
 - Achieve and/or maintain One-Stop Certification Standards;

- Draft and execute Standard Operating Procedures;
- Draft and execute Staff Training Plans for Center staff including partners;
- Establish Resource Room Schedules;
- Establish One stop Center communication protocols;
- Provide ongoing workshops/soft skills training;
- Incorporate the State's and Lowcountry WDB's Strategic Plans into Service Delivery;
- Investigate and implement best practices for employers and job seekers;
- Establish connections with community partners and share with Center staff;
- Establish and ensure compliance with ADA laws; and
- Establish and maintain Access Points.

16. Describe how the Proposer's on-site staff will balance their responsibilities to their employer and to being responsive to the Lowcountry WDB, if offered a contract.

17. Describe what data, metrics, reports, etc. the Proposer plans to use to reach target performance levels.

18. Describe what data, metrics, reports, etc. the Proposer plans to provide in its progress reports to the Lowcountry WDB staff (and as requested) in person at the Lowcountry WDB meetings.

19. Describe how the Proposer will maintain and process current information on the WIOA program, including state and federal directives, for both program and fund management. Describe who will be responsible to both internally inform/educate staff and provide relevant information to the Lowcountry WDB Administrative Entity staff.

20. Describe how you will ensure timely communication is given to all SC Works Center staff (and community partners as appropriate), including employer and partner information?

21. Describe how the Operator will manage disputes that may arise among partners. How will the Proposer ensure that a firewall exists between the Operator and the program services offered in the SC Works Centers? How will the Proposer avoid favoritism?

22. Describe past innovation(s) that you have used in delivering similar types of services to similar types of populations as would be serviced through this RFP.

23. Describe any future innovation(s) that you envision implementing should you be awarded a contract under this RFP. Describe how these innovations match Lowcountry WDB priorities for jobseekers, industry sectors, career pathways, and methods of service delivery. Describe how innovations would improve the effectiveness of workforce services delivered to jobseekers requesting assistance through the SC Works system.

24. Are there plans to subcontract with others for services or activities contained in the proposal? If so, describe the nature of those subcontracts, the subcontractor, the services and activities to be provided by the subcontractor and the planned cost.

For applicants submitting proposals as partnerships to deliver services through the SC Works Centers, describe the quality of the applicant's relationship with their subcontractors. Include how long the organizations have been working together, and explain methods of maintaining communication and coordination among the organizations. Please provide the following information:

- Describe your organization's capacity for overseeing subcontractors.
- Identify all current and potential subcontractors for this project and their administrative and service locations.
- State the roles and responsibilities of each subcontractor.
- Identify anticipated funds provided to each subcontractor.
- Attach a draft subcontract or letter of intent to enter into an agreement for each subcontracting relationship.
- Include a letter of commitment that explains the scope of work and any financial or in-kind contribution.

IV. Outreach

- A. Describe how you will conduct outreach in the Lowcountry area, promoting both employer and job seeker services, including a timeline and methods to be used.
- B. Describe how the Proposer will ensure that target customer groups in local communities are aware of SC Works and WIOA services, including outreach to hard-to-reach communities.
- C. Describe what relationships, partnerships, and community organizations are essential to your outreach plan.
- D. Describe what innovative outreach methods will be used to promote awareness of SC Works Center services.

V. Partnerships

- A. Describe your organization's current level of partnership with each of the WIOA mandated partners in your local Workforce Development Area. Discuss how the partnership results in an increased quality and quantity of services available to WIOA customers.
- B. Describe your organization's current level of partnership with other organizations in the Lowcountry region and across the upstate of South Carolina that are not specifically mandated by WIOA. Discuss how the partnership results in an increased quality and quantity of services available to WIOA customers. If your organization is not located within the Lowcountry area, describe partnerships you currently have in your local area.
- C. Workforce Development is about preparing the workforce to meet Employer needs. Describe partnerships that you will prioritize during the contract period and how these will improve services, referrals, and system outcomes. Describe your relationship and strategy to effectively leverage resources with WIOA mandated partners and non-WIOA mandated partners.

D. Describe instances, projects, or collaborative relationships in which your organization has led or worked closely with one or more WIOA system partners or other workforce and economic development entities on cooperative workforce development projects, programs, or initiatives. Describe strengths and weaknesses of the collaboration. For all strengths and weaknesses, cite particular examples of relevant aspects of the program and how they impacted services. For weaknesses, describe what was done to remedy the problem and improve the situation.

E. Describe the partner referral system you will put in place within the SC Works Centers and throughout the SC Works System, including partnership agreements.

VI. Budget

All Proposers must also complete and include an estimated annual organization budget (clearly delineating the total funds requested) as an attachment.

Provide a budget narrative to justify your organizational budget. The budget narrative is a representation of the overall fiscal capability of an organization. It must detail each item within every category for which funding is requested. The budget description must include how the project's proposed budget supports the stated objectives and activities in the project, along with how funds are allocated to minimize administrative costs and support direct services to participants. The budget narrative should follow in the same order as the line items in an attachment of your organization's annual budget.

The narrative should describe the following:

1. **Personnel Costs:** Staff salaries and associated fringe benefits are necessary for direct service delivery. Personnel expenses do not include subcontracted professional services or staffing (these costs should be allocated to the direct expenses category). While staff performing administrative functions is allowable, positions that are fiscal, managerial, or administrative in nature should be allocated to the Other Expenses category. Provide salary ranges for each position included in the budget. Provide cost-of-living and merit-based increase methodologies and frequency for receipt. Describe how health care and other employee benefits will be calculated and billed.

2. **Operational Expenses:** Program costs that are necessary for the general operating and infrastructure costs to run the program, including building rental, facilities maintenance, utilities, phones, general consumable materials and supplies, Internet, insurance, audits, and other costs related to supporting and maintaining organizational infrastructure. Professional services purchased from vendors (as opposed to subcontractors) are included in this category. Costs related to technology and equipment (computers, printers, fax machines, and office furniture) needed can be included as part of your budget and will be reviewed for cost effectiveness and reasonableness. Equipment leases should also be listed here.

3. **Direct Expenses:** Expenditures directly related to the program area. Possible costs include supplies and materials specifically used for the program, travel and conferences, and contractual services/ consultant time, subsidized wages, and supportive services.

4. Other Expenses: These costs are defined as costs of operations related, required, and incurred for official business in coordination of those functions under WIOA. Some examples include accounting, financial, procurement and purchasing, payroll, personnel management, resolution of findings, and general legal services. These costs are capped at 10%. This may include an indirect cost rate; however, if used, this rate should include audit, payroll, and other costs of program support such as general costs that cannot be directly identified as a cost to any specific program, but are equitably allocated to all the programs that the organization operates and therefore should not also be listed in Infrastructure /Operating Costs Category.

C. Documents Required of Proposer

The following documents must be submitted with the proposal, in order:

- List of current Board members of the governing body.
- Charter and By-Laws of the organization.
- Organizational chart showing lines of authority down to the proposed on-site management and front-line positions in the Lowcountry service area.
- Current resumes of senior organization management and any existing staff proposed for assignment to this project.
- Job descriptions for proposed staff assigned to this contract.
- Current financial statement and most recent audit report (or a written explanation if either is unavailable or more than one year old).
- Copy of Indirect Cost Plan and approval, if applicable.
- Grievance procedures.
- Staff, personnel, procurement, and travel policies.
- A proposed monitoring schedule and monitoring tool.
- A budget narrative addressing how the proposed budget supports the program model, evidence of any leveraged resources or in-kind contributions, and documentation to support any requested profit and/or indirect rate.

The failure to meet any one of the above requirements does not establish that a Proposer is not responsible, unless the failure is substantial or persistent for two or more of the requirements.

SECTION 6: PROJECT SCHEDULE

Notice to Proceed for this project will be given as soon as a contract with the successful Proposer has been executed and all state and federal requirements are met.. Based upon funding availability and satisfactory performance, the LWB may extend the contract period if it appears to be in the best interest of the LWB and is agreeable to the contractor.

SECTION 7: RESPONSE SUBMISSION

Proposals in response to this RFP, WIOA 2026-01-OSO, will be received until 3:00 PM (EST) on October 14, 2026. Any proposal received after the scheduled date and time will be

immediately disqualified in accordance with LCOG procurement policy. Proposals may be hand-carried or mailed to:

Berkeley-Charleston-Dorchester Council of Governments
Attn: Jason McGarry, Procurement/Contracts Administrator
5790 Casper Padgett Way
North Charleston, SC 29406

Each proposal must be submitted with one original bearing an original signature in blue ink, clearly marked "ORIGINAL, one digital copy by email or flash drive, and seven paper copies (one redacted copy, if applicable). Each copy must be bound or stapled in a single volume, with pages numbered. The name of the Proposer's organization, the person submitting the proposal, the label "Request for Proposal Lowcountry WIOA 2026-01-OSO," and the RFP due date must be typed or written on the outside of the package.

Questions or requests for additional information must be submitted in writing to ensure receipt prior to September 30, 2026 at 5:00 PM (EST), to Jason McGarry, Procurement/Contracts Administrator at jasonm@bcdcog.com

Addenda to this RFP, including responses to written questions, will be posted at <https://scworkstrident.org/> or <https://bcdcog.com/procurement/>

SECTION 8: SIGNATURE REQUIREMENTS

Each proposal must be signed by an official authorized to contractually bind the Proposer and commit to the provisions of the proposal. Unsigned proposals will be rejected unless an authorized representative signs the proposal prior to the deadline for receipt of proposals. Consortia, joint ventures, or teams submitting proposals, although permitted and encouraged, will not be considered responsive unless one entity is clearly identified as the prime Proposer with sole responsibility for contract performance.

SECTION 9: ADDITIONAL INFORMATION

- The agency reserves the right to reject all proposals and to re-solicit if deemed to be in its best interest. Selection is also dependent on execution of a mutually acceptable contract with the successful Proposer.
- Each proposal shall state that it is valid for a period of not less than ninety (90) days from the date of receipt.
- All plans, reports, correspondence, meeting minutes, and related data generated for this project will be included in the final documents submitted to LCOG. Ownership of all data, materials, and documentation originated and prepared for LCOG or with WIOA funds shall belong exclusively to LCOG.

- Final payment will not be made to the Contractor until the initiative is completed to the satisfaction of LCOG staff. Federal funds received by LCOG will be used as the overall funding source for this project and are contingent upon continued federal appropriation.
- The successful Proposer will be required to comply with all applicable WIOA law and final regulations, 2 CFR Part 200, and 2 CFR Part 2900, along with all TEGs, State Instruction Letters, and local LWB policies.
- No contracts will be finalized with Proposers who have outstanding audit resolutions or monitoring exceptions unless negotiations have been initiated and LCOG staff determines resolution is imminent.
- The LWB may require the Proposer selected by the Board to participate in cost negotiations, technical revisions, or other revisions to finalize the award.

**LOWCOUNTRY WORKFORCE AREA
ONE-STOP OPERATOR
(PROPOSAL COVER SHEET)
RFP # WIOA 2026-01-OSO**

NAME OF ORGANIZATION:

ADDRESS: _____

CONTACT PERSON/TITLE:

TELEPHONE: _____

EMAIL: _____

TYPE OF AGENCY:

- | | |
|--|--|
| ☐ Government | ☐ Private Non-Profit |
| ☐ School District | ☐ Private-for-Profit |
| ☐ Public Non-Profit | ☐ Accredited Training Institution |

Appendix A – OneStop Operator Budget Form

[OneStop Operator RFP Blank Budget Forms.xls \(1\).xlsx](#)