



Dutchess County Workforce Development Board

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“Driving economic growth through Workforce Partnerships” □

DUTCHESS COUNTY WORKFORCE DEVELOPMENT BOARD

REQUEST FOR PROPOSALS (RFP)

WIOA SYSTEM OPERATOR & WIOA CENTER OPERATOR

ISSUE DATE

April 14, 2026

MANDATORY LETTER OF INTENT DUE

April 30, 2026 (by 4:00 PM)

BIDDERS CONFERENCE (OPTIONAL)

April 29, 2026 at 9:00 AM (In Person)

191 Main Street

Poughkeepsie, NY 12601

PROPOSALS DUE

May 12, 2026 (by 3:00 PM)

CONTACT

Dutchess County Workforce Investment Board

Attn: WIOA Operator RFP

3 Neptune Road

Poughkeepsie, NY 12601

Email: taylor@dcwib.org

All questions must be submitted in writing.

SECTION I – PURPOSE

The Dutchess County Workforce Development Board (DCWIB) is soliciting proposals for:

- 1. WIOA System Operator**

2. WIOA Center Operator (DCWORKS Operator)

Respondents may submit proposals for:

- One role only, or
- Both roles

The DCWIB reserves the right to award contracts separately or jointly.

SECTION II – BACKGROUND

The DCWIB provides oversight, governance, and strategic direction for the workforce development system in Dutchess County, NY. The system operates under the Workforce Innovation and Opportunity Act (WIOA), which requires a coordinated, customer-centered service delivery model.

DCWIB oversees DCWORKS, the American Job Center located at 191 Main Street, Poughkeepsie, NY, along with a network of required one-stop partners.

WIOA operations in Dutchess County are designed to:

- Deliver integrated and seamless services across partners
- Ensure universal access to workforce services
- Align with regional labor market demand
- Meet federal and state performance indicators
- Utilize systems such as NYS OSOS for performance tracking
- Support career pathways and employment outcomes

WIOA requires the competitive procurement of:

- A **System Operator** (system coordination)
- A **Center Operator** (career center operations)

These roles must remain functionally distinct, even if awarded to the same entity.

SECTION III – SCOPE OF WORK

A. SYSTEM OPERATOR

Purpose

Coordinate the workforce system across all partners.

Responsibilities

- Convene and facilitate partner meetings
- Coordinate service delivery and referrals
- Support MOU and infrastructure agreements
- Maintain partner directory
- Align system with regional strategies
- Report to the DCWIB Executive Director on system activities and issues

Estimated Budget

Estimated Budget: \$1,500 per quarter (\$6,000 annually), beginning July 1, 2026

B. CENTER OPERATOR (DCWORKS) Purpose

Manage day-to-day operations of DCWORKS. **Responsibilities**

- Coordinate service delivery among partners
- Work with DCWORKS manager and staff
- Ensure WIOA performance outcomes
- Oversee customer flow and service integration
- Support data-driven decision-making
- Facilitate staff training and partner collaboration

Estimated Budget

Up to approximately \$50,000 annually

SECTION IV – FIREWALL & CONFLICT OF INTEREST REQUIREMENTS

To ensure compliance with WIOA and federal regulations:

- The System Operator and Center Operator roles must remain separate and distinct
- Entities applying for both roles must demonstrate:
 - Separate staffing and supervision
 - No self-oversight
 - Clear separation of duties
- Operators may NOT:
 - Oversee their own performance
 - Participate in procurement decisions
 - Develop policy or negotiate performance measures

Failure to demonstrate adequate internal controls may result in disqualification.

SECTION V – ELIGIBLE APPLICANTS

Eligible applicants include:

- Non-profits
- Government entities
- Educational institutions
- Workforce intermediaries
- Private for-profit organizations
- Consortia

SECTION VI – PROPOSAL REQUIREMENTS

Letter of Intent (MANDATORY)

Due April 30, 2026

Must include:

- Organization name
- Address
- Contact person

Proposal Content

Respondents must indicate:

System Operator

Center Operator

Both

Required Sections

1. Organizational Overview
2. Relevant Experience
3. Approach to Scope of Work
4. Staffing Plan
5. Performance Strategy
6. Budget & Budget Narrative
7. Experience with OSOS or similar systems
8. References (3)

If Applying for BOTH Roles

Must include:

- Separate scopes of work
- Separate budgets
- Separate staffing plans
- Firewall Plan (required)

SECTION VII – REQUIRED FIREWALL PLAN (SHORT TEMPLATE)

Respondents applying for both roles must include:

1. Organizational Structure

Describe how roles will be separated.

2. Staffing Separation

Identify staff assigned to each role.

3. Supervisory Structure

Explain reporting lines.

4. Conflict Mitigation

Describe how self-oversight will be avoided.

5. Monitoring & Compliance

Explain how compliance will be ensured.

SECTION VIII – EVALUATION CRITERIA

Each role will be evaluated separately.

| Criteria | Points |
|--------------------------------------|---------------|
| Organizational Capacity | 20 |
| Relevant Experience | 20 |
| Approach to Scope | 25 |
| Staffing Plan | 15 |
| Budget & Cost Effectiveness | 10 |
| Collaboration & System Understanding | 10 |

Total: 100 points

Minimum score: 70

SECTION IX – TIMELINE

| Activity | Date |
|-------------------------------|----------------|
| RFP Issued | April 9, 2026 |
| Bidders Conference (Optional) | April 29, 2026 |
| Letter of Intent Due | April 30, 2026 |
| Proposals Due | May 12, 2026 |
| Award Notification | TBD |

SECTION X – GENERAL CONDITIONS

- DCWIB reserves the right to reject any/all proposals
- Awards may be made in whole or in part
- Contract term: One (1) year, with the option to renew for up to three (3) additional one-year periods based on performance, funding availability, and DCWIB discretion
- Contracts anticipated to begin July 1, 2026

RFP RESPONSE COVER SHEET

WIOA SYSTEM OPERATOR & CENTER OPERATOR RFP

Organization Name: _____

Address: _____

Primary Contact Name: _____

Primary Contact Title: _____

Phone Number: _____

Email Address: _____

Proposal Type (check all that apply):

- System Operator Only
- Center Operator Only
- Both (must include separate sections and budgets)

Total Proposed Budget(s):

System Operator Budget: \$ _____

Center Operator Budget: \$ _____

Certification

I hereby certify that the information contained in this proposal is true and accurate. I am authorized to submit this proposal on behalf of the organization.

Name (Print): _____

Signature: _____

Date: _____

RFP QUESTIONS / NARRATIVE REQUIREMENTS

Instructions:

- Maximum: 8–10 pages per section
- Double spaced, 12 pt font
- If applying for both roles, respondents must complete **both Section A and Section B**, and include **Section C**

◆ SECTION A – SYSTEM OPERATOR QUESTIONS

1. Organizational Mission & Alignment

Describe your organization’s mission and how it aligns with the goals of this RFP and the WIOA system.

2. Relevant Experience (System-Level)

Describe your experience with:

- Convening and facilitating multi-partner groups
- Workforce system coordination and alignment
- Supporting regional workforce strategies

3. System Coordination Approach

Describe how you will:

- Coordinate service delivery across partners
- Improve communication and referrals within the system
- Support continuous system improvement

4. Partner Engagement Strategy

Describe your approach to:

- Convening required WIOA partners
- Facilitating effective meetings
- Supporting MOU and infrastructure discussions

5. Data & System Performance

Describe your experience using data to:

- Monitor system performance
- Identify gaps and improve outcomes
- Support decision-making

6. Knowledge of Workforce Systems

Describe your understanding of:

- WIOA system structure
- Regional workforce strategies
- Challenges facing workforce systems

7. Staffing Plan (System Operator)

Identify staff assigned to this role and describe:

- Roles and responsibilities
- Relevant experience

8. Interest & Value

What motivates your organization to serve as System Operator?

What unique value do you bring?

◆ SECTION B – CENTER OPERATOR QUESTIONS

1. Organizational Mission & Alignment

Describe your organization's mission and how it aligns with the goals of this RFP and operation of DCWORKS.

2. Relevant Experience (Center Operations)

Describe your experience with:

- Managing workforce centers or similar environments
- Supervising staff
- Delivering customer-focused services

3. Service Delivery Approach

Describe how you will:

- Ensure integrated service delivery across partners
- Manage customer flow and service quality
- Provide services to both job seekers and businesses

4. Performance Strategy

Describe how you will:

- Meet or exceed WIOA performance measures
- Use data systems (e.g., OSOS) to track outcomes

5. Staffing & Management Plan

Describe:

- Organizational structure for the center
- Staff roles and supervision
- How you will support existing staff and partners

6. Partner Collaboration

Describe how you will:

- Work with required WIOA partners on-site
- Strengthen integration of services

7. Customer Experience & Quality

Describe how you will:

- Ensure high-quality customer service
- Gather and use customer feedback
- Improve service delivery

8. System Knowledge & Tools

Describe your experience with:

- OSOS or similar systems
- Reporting and compliance requirements

9. Interest & Value

What motivates your organization to operate DCWORKS?
What unique value do you bring?

◆ SECTION C – REQUIRED ONLY IF APPLYING FOR BOTH ROLES

Firewall & Conflict of Interest Plan

Describe how your organization will ensure:

- Separation of System Operator and Center Operator roles
- No conflict of interest
- No self-oversight
- Independent supervision and accountability