



Marcella Consulting Corporation
Serving as Independent Procurement Entity for

Mid America Workforce Investment Board

Workforce Innovation and Opportunity Act
Request for Proposals
for

One-Stop Operator for Illinois Local Workforce Investment Area 24

Published August 3, 2026

**Submission Deadline: September 11, 2026 by 4 p.m.
Central Time**

RFP posted at:

<https://mawib.org/>
and

<https://www.co.st-clair.il.us/webdocuments/notices/LWIA24OneStopOperatorRFP2026.pdf>

SECTION 1 PROGRAM DESCRIPTION AND REQUIREMENTS

1.1 The Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) is federal legislation that guides employment and training programs and was passed into law on July 22, 2014.

WIOA provides the framework through which workforce areas and regions can leverage Federal, state, local and philanthropic resources to support businesses and job seekers. It seeks to help improve individual's access to employment and training activities that are relevant to current labor market conditions.

WIOA emphasizes training that leads to credentials in targeted growth sectors of the economy. It encourages service coordination among education and workforce partner agencies and the creation and utilization of career pathways in the targeted sectors. The legislation is designed to help workers, including those with barriers, to access services that lead to employment in demand occupations.

WIOA puts the One-Stop system and its operation at the forefront of workforce development activities. WIOA Section 121(d)(2)(A) requires that One-Stop Operators be chosen through a competitive process. The One-Stop Operator is responsible for the management functions of a One-Stop Career Center. The Act also charges the Local Board with responsibility for conducting the competitive procurement for selection of a One-Stop Operator. This procurement must occur at least once every four years. The Mid America Workforce Investment Board (MAWIB) is the Local Board that is responsible for carrying out the procurement in local area 24.

1.2 The Mid America Workforce Investment Board (MAWIB)

The shared vision of the Illinois workNet Center – American Job Center - Belleville, Illinois, is to promote business driven talent solutions that integrate education, workforce, and economic development resources across systems to provide businesses, individuals and communities with the opportunity to prosper and contribute to the local, regional and state economies. The primary goal of LWIA 24 is commitment and collaboration between the Mid America Workforce Investment Board and the partner agencies, working toward achieving the vision using agreed upon principles as guideposts for policy development and program service delivery. Each partner will use its available resources to support these principles:

- Strong partnerships with businesses at all levels.
- Career Pathways to current and future jobs.
- Integrated Service Delivery.
- Access and opportunity for all populations.
- Cross-agency collaboration and alignment for developing and promoting career pathways and industry recognized credentials that are stackable & portable.
- Clear metrics for progress and success.
- Focus on continuous improvement.

More details on the Regional and Local vision and workforce system can be found in the Local Plan and Regional Plan for Economic Development Region #9 available on the MAWIB website.

Established under the guidance of the Workforce Innovation & Opportunity Act (WIOA) of 2014 the WIB develops a plan for how the federal employment and training funds will be spent. The WIB also selects the operators and providers of services in the area, and conducts oversight of the employment and training programs. The WIB coordinates workforce development activities in the counties of Clinton, Monroe, Randolph, St. Clair and Washington.

In furtherance of these goals and in keeping with WIOA, The Mid America Workforce Investment Board is requesting proposals for One-Stop Operator Services.

1.3 Marcella Consulting Corporation (MCC)

Marcella Consulting Corporation (MCC), led by workforce consultant Jeff Marcella, has been contracted by the Mid America Workforce Investment Board (MAWIB) to lead the procurement process for selecting a One-Stop Operator. MCC is a full-service consulting firm based in Chicago, Illinois, with over 25 years of experience in workforce development, including assisting workforce boards in strategic planning, WIOA Regional and Local Planning, WIOA Memorandum of Understanding negotiation, procurement, and related activities. For more information on MCC's experience, see Jeff Marcella's bio at [linkedin.com/in/jeffmarcella](https://www.linkedin.com/in/jeffmarcella).

As the contracted entity to lead this procurement process, MCC serves as a "separate and independent outside entity to conduct the competition" for the One-Stop Operator. MCC and its team will review all submitted proposals and evaluate them on a scale coordinated and agreed upon by MAWIB, with guidance from the Illinois Department of Commerce and Economic Opportunity (DCEO). Based on its evaluation, MCC will submit its recommendation, along with a description of the selection process and scoring justification, to the Workforce Board for approval.

1.4 Purpose of Request for Proposal

The Workforce Innovation and Opportunity Act (WIOA) puts forth a framework for establishing One-Stop Career Centers. Each comprehensive center must have a One-Stop Operator and that Operator must comply with requirements established under WIOA and its implementing rule. At a minimum, the role of the One-Stop Operator is to coordinate the service delivery of required one-stop partners and service providers.

The purpose of the RFP is to solicit proposals from qualified entities for a WIOA One-Stop Operator for LWA 24.

The LWA 24 Comprehensive One-Stop Center is located at:

Illinois workNet Center
7650 Magna Dr.
Belleville Illinois 62223.

1.5 Solicitation

- MCC on behalf of MAWIB hereby solicits proposals, using a competitive bid process, to qualified organizations to provide One-Stop Operator services for LWA 24.
- This RFP does not commit MCC on behalf of the MAWIB to accept any proposal submitted, nor is the MAWIB responsible for any costs incurred by respondent(s) in the preparation of responses to this RFP.
- MCC on behalf of the MAWIB reserves the right to reject any or all proposals and/or to accept or reject any or all items in the proposal(s).
- The MAWIB reserves the right to negotiate with the respondent(s) after proposal review, if such action is deemed to be in their best interest.
- The MAWIB reserves the right to modify any resulting contract to include additional responsibilities reasonably related to the initial scope of work with necessary funding to support completion of those additional tasks provided as appropriate.
- **The MAWIB will obligate up to \$25,000 annually for the reimbursement of this contract.**
- **The contract will be on a cost reimbursement basis.**

- The contract duration will be from **10/1/2026 to 9/30/2027** with option to renew for additional periods based on Illinois WIOA and MAWIB policy.
- The specifications outlined in this RFP have been deemed to be a minimum acceptable standard. The respondent(s) are encouraged to submit a proposal that will provide LWA 24 with the best quality and cost-effective option for the services being requested.

1.5.1. RFP Release and Timeline

One-Stop Operator Procurement Timeline	
Project Element	Date
Request for Proposals Released	August 3, 2026
Deadline for Questions	August 21, 2026
Responses to questions posted on Workforce Board website	August 24, 2026
Proposal submission deadline	September 11, 2026
Interviews (if necessary)	Week of September 14, 2026
MCC Recommendation of Selected One-Stop Operator to Workforce Board	September 28, 2026
Workforce Board Approval and Selected Bidder Notified	Approx. October 5, 2026
Planned Contractor Start Date	November 1, 2026

Beginning on August 3, 2026, the RFP will be available for download from the MAWIB website at <https://mawib.org/> and the St. Clair County Intergovernmental Grants website at <https://www.co.st-clair.il.us/webdocuments/notices/LWIA24OneStopOperatorRFP2026.pdf>. Additional content posted there will include responses to questions received, MAWIB and County policies related to procurement and any additional information. If you have difficulty downloading the proposal, or have any questions regarding the proposal, please contact the WIB's RFP consultant, Jeff Marcella at Marcella Consulting Corporation at jeffmarcella@gmail.com.

Questions regarding this RFP and the One-Stop Operator for LWIA 24 may be submitted via email to Jeff Marcella at jeffmarcella@gmail.com. Questions must be submitted by August 21, 2026. Please reference "LWIA 24 One-Stop Operator RFP" in the subject line of your email. Responses to questions will be posted publicly on the MAWIB RFP website by August 24, 2026.

Proposals are due via email to jeffmarcella@gmail.com by September 11, 2026 by 4:00 p.m. CT.

Respondents will be notified by the MAWIB of selection by October 5, 2026.

Funds will become available with an expectation for the selected One-Stop Operator to begin services as of November 1, 2026.

1.5.2. Award Appeal Process

After the Board makes its selection, Respondents who wish to appeal the decision of the Board may do so within 10 days from the date of notification via an email submitted to the Mid America Workforce Investment Board's Executive Committee via email to jeffmarcella@gmail.com. The appeal must cite the reason(s) the non-selected respondent believes the selection is not in conformance with the requirements of the RFP or the selection process described herein. The MAWIB will review appeal requests and make a final determination within 30 days of receiving an appeal.

1.5.3. Submittal Requirements

Proposals must conform to the requirements of the Request for Proposal (RFP). All proposals must provide all information requested. Incomplete information and insufficient signatures and

documentation may result in disqualification of the proposals. Authorized personnel of the bidder must sign the proposal. **Proposals must be submitted no later than 4:00p.m. CT, September 11, 2026. Proposals must be submitted electronically to jeffmarcella@gmail.com.**

1.6 Eligible Respondents

Under WIOA Section 121(d)(2)(B), the following are eligible respondents to this RFP:

- a) A single entity (public, private, or non-profit) or a consortium of entities. If the consortium of entities is one of one-stop partners, it must include a minimum of three of the one-stop partners.
- b) The One-Stop Operator may operate one or more one-stop centers. There may be more than one one-stop operator in a local area.
- c) The types of entities that may be a One-Stop Operator include:
 1. An institution of higher education;
 2. An Employment Service State agency established under the Wagner-Peyser Act;
 3. A community-based organization, nonprofit organization, or workforce intermediary;
 4. A private for-profit entity;
 5. A government agency;
 6. A Local Workforce Development Board, with approval of the chief elected official and the Governor; or
 7. Another interested organization or entity, which is capable of carrying out the duties of the one-stop operator. Examples may include a local chamber of commerce or other business organization, or a labor organization.
- d) Elementary schools and secondary schools **are not** eligible as one-stop operators, except that a nontraditional public secondary school such as a night school, adult school, or an area career center and technical education school may be selected.

Notes:

Respondents should indicate in their proposal which of the above types of eligible respondents they represent. Consortium respondents should identify each of the organizations that form the consortium and the type of eligible respondent each represents.

The selected One-Stop Operator will be required to submit certain Certifications and Attestations, including certifying that they will not use funds for Lobbying, a Certification regarding debarment and suspension, and assurances that they meet a range of other State and County requirements. Samples of these forms are provided on the RFP website.

SECTION 2 PROJECT SCOPE

2.1 Roles and Responsibilities

The roles and responsibilities of the One-Stop Operator will include, but are not limited to the following. Applicants should consider their capacity to perform these functions.

Please note, this section outlines the Scope of Work for the One-Stop Operator, but this section is not the questions that respondents should respond to. Those are in the following Section 3.

2.1.1 Service Coordination

- Convene monthly meetings of the required WIOA partners to support the implementation of the Memorandum of Understanding, One-Stop System and Local Plan. The Operator will develop agendas, facilitate meetings and provide minutes from the meeting.
- Coordinate service delivery of required one-stop partners and service providers.
- Coordinate partner services to business.
- Coordinate partner services to individuals.
- Coordinate partner service delivery models outlined in the One-Stop Partners Memorandum of Understanding for those services provided at the center and through direct linkage. *Note: the One-Stop Operator will refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training and education services.*
- Ensure effective referral processes are in place for all partner services that include standardization of format, follow-up requirements and reporting. The referral process will be reviewed periodically at the One-Stop Operations Committee meetings to ensure that a smooth and effective process for referrals is on-going.
- Lead partners in the development of customer satisfaction feedback and reporting mechanisms.

2.1.2 Reporting and Performance

- Produce a formal report of the partner's progress in implementing the Memorandum of Understanding to the Board on a quarterly basis.
- Coordinate production by partners of quarterly WIOA performance outcomes reports.
- Prepare Board members to be knowledgeable and to speak about the One-Stop System.
- Produce formal reports to the System Development & Oversight Committee of the Board on a quarterly basis of the One-Stop Operator's progress in meeting the following goals.
 - Timely convening of One-Stop Partners in furtherance of the MOU and implementation of the One-Stop System and Local Plan.
 - Integration through a common referral process.
 - Integration through cross training of staff.
 - Facilitation and/or production of performance indicators identified in the local plan and other reports to the WIB.

2.1.3 Facilities and Operations

- Cooperate and coordinate with the Board on the day-to-day operation of the One- Stop.
- Manage hours of operation at the One-Stop Center.
- Facilitate the resolution of issues related to space usage, facility location and customer flow within the facility.
- Coordinate the center calendar to schedule facility usage for use of classrooms, workshops and conference rooms.

2.1.4. One-Stop Center Staffing

- Facilitate cross training among One-Stop System partner staff.
- Develop annual staffing plan.

2.2 Organizational Overview - Experience

The organization selected to perform the One-Stop Operator duties outlined in Section 2.1 shall be able to demonstrate their past effectiveness in delivering similar services, and shall demonstrate the experience of staff proposed to be assigned to these duties.

2.2.1 Demonstrated Experience in the following areas:

- Convening professional meetings – provide specific examples.
- Activities associated with the coordination of services to business and job seekers.
- Implementation of Memorandums of Understanding or other similar agreements.
- Service integration including customer referrals and customer satisfaction.
- Facilities management and staffing.
- Production of professional reports including those specifically related to performance outcomes and progress benchmarks.
- Workforce development programs and systems.

2.2.2. Organizational Overview - Staff Qualifications

- Proven workforce management expertise.
- Demonstrated past successful coordination efforts.

2.3 Budget – Fiscal Management

2.3.1 General Instructions

- A line item budget must be included using the attached budget form (Attachment B) that accounts for all costs. *(No other budget form will be accepted)*
- A strong narrative should be included that justifies why the funds being requested are critical to the program. Include staff positions, percentage of time dedicated to each position, proposed wage/salary and justification for including each position in this proposal.
- All costs should be necessary and reasonable in accordance with the Federal guidelines set forth in the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards set forth in 2 CFR 200.
- Costs included in the proposed budget cannot already be paid by another source; they must be actual costs incurred in delivering the proposed services, and these funds cannot supplant funds already received by the proposing organization.
- Details of the organization's cost allocation method if one is used.
- Details of the organization's indirect cost rate, along with how it was determined, if used.
- State what contingency plans are in place to repay the WIB, in the event that there are any disallowed costs as a result of an audit or monitoring review.

2.3.2 Fiscal Controls

- Describe your organization's experience administering federally funded programs.
- Provide evidence that a proper accounting system is in place.
- Provide fiscal audit for the past year and monitoring reports for the most recent year if applicable.

The selected operator must disclose any potential conflict of interest arising from the relationship of the one-stop operator with particular area training providers or other service providers involved in the local workforce system.

SECTION 3 EVALUATION CRITERIA AND PROPOSAL NARRATIVE FORMAT

Proposals will be evaluated based on the respondent's qualifications and responses to the following criteria in their proposal narrative.

It is recommended that respondents' proposal Project Approach Narrative answer each question below and organize the proposal following the protocol below (for example with section headings, 3.1.a, 3.b..., 3.2.a..., and so on). Respondents do not need to restate the question text in their response. The proposal narrative is limited to 15 pages.

3.1 Project Approach (40 points)

This category will evaluate the respondent's adequacy in providing the roles and responsibilities outlined in Section 2.1.

- a. Describe your approach for convening meetings of One-Stop Partners.
- b. Describe the proposed philosophy, approach and implementation plan for coordinating outreach, recruitment and delivery of One-Stop Partner and Service Provider services to
 - a broad array of customers including employers across all regional industries;
 - a diverse population of individuals including diversity based on race/ethnicity, age, gender and gender identity, sexual orientation, religion and other factors;
 - economically disadvantaged individuals; dislocated workers; and individuals with various barriers to employment.
- c. Describe your approach to service integration activities including those associated with common customer referral.
- d. Describe your approach to coordinating virtual and remote services within the One-Stop system.
- e. Describe your approach to developing processes for measuring customer satisfaction levels including the types of customer satisfaction feedback methods and associated reports.
- f. Describe your approach to reporting and performance accountability functions.
- g. Describe your approach to management of a facility including use of space for delivery of services and resolution of any associated issues in coordination with the MAWIB.
- h. Describe your approach to coordinated staffing including cross-training, service integration and annual staffing plans.

3.2 Organizational Overview – Experience (35 points)

This category will evaluate the respondent's organizational capability and staff experience in providing One-Stop Operator services outlined in Sections 2.1 and 2.2.

- a. Provide a brief description of the respondent's organization, history and services.
- b. Describe your organization's or staff's experience in operator functions associated with coordination of partner services, convening of meetings, developing plans for sharing of services and cross-training, referral tracking and measurement of customer satisfaction.
- c. Describe your organization's or staff's experience in operator functions associated with management and scheduling of facility and staff resources.
- d. Describe your organization's experience providing services with an intentional focus on incorporating diversity, equity, and inclusion into programming and providing outreach and services to diverse populations.
- e. Describe your organization's or staff's experience in performance management including reporting on project goals and attaining performance expectations for program outcomes. Please refer to a program you have operated and include performance results for the past two years if applicable.
- f. Provide a list of the qualifications of the individual(s) that will fulfill the functions of the One-Stop Operator. If this person(s) is not yet hired, then provide a list of the qualifications to be included in the job posting.

3.3 Budget – Fiscal Management (25 points)

This category will evaluate the cost of the proposal, the reasonableness of those costs to carry out the responsibilities outlined in Section 2.1, ability to comply with budgetary, administrative requirements as outlined in Section 2.2 and adequate fiscal controls.

- a. Include the budget form from Attachment B with the proposal. Details of the cost allocation method should be included if applicable and the organization's indirect cost rate and how it was determined should be included if used.
- b. Provide a budget narrative that justifies the costs as reasonable and necessary to the program, including staff positions, percentage of time dedicated to each position, proposed wage/salary and justification for including each position in this proposal.
- c. Describe your organization's experience with administering federally funded programs. Provide evidence of proper accounting systems and supply the fiscal audit for the past year and monitoring reports for the past year if applicable.

SECTION 4 PROPOSAL INSTRUCTIONS

The respondent(s) must complete and submit a proposal in this order and consisting of a Cover Page, Table of Contents, Executive Summary, Project Approach Narrative and Attachments. All proposals should clearly demonstrate the respondent's qualifications and abilities to provide the services outlined in Section 2 by responding with a narrative proposal responding to the Questions/Criteria in Section 3. Proposals not conforming to the following requirements may have points deducted, or may be deemed non-responsive.

4.1 Formatting Requirements

Proposal shall be formatted as follows:

- Font size: 12-point
- Font style: Times New Roman
- Line spacing: Single-spaced
- Margins: 1" on all sides
- Page number: Bottom right of each page
- Other: Proposals should be submitted electronically. Each section should be clearly marked.

4.2 Proposal Organization

1. Cover Page – Attachment A
2. Executive Summary – Include an executive summary that provides a brief overview of the proposal not to exceed one (1) page.
3. Project Approach Narrative – Include a detailed narrative, not to exceed 15 pages, that describes your proposed response to each of the required proposal evaluation criteria in Section 3, including all items in Project Approach (3.1), Organizational Overview - Experience (3.2), Budget and Fiscal Management (3.3).
It is recommended that respondents' proposal Project Approach Narrative organize the proposal following the numbering provided (for example with section numbers 3.1.a., 3.1.b., 3.1.c., and so on). Respondents should not restate the question text in their response.

4.3 Required Attachments

The respondent must include each of the following attachments to the proposal, which do not count toward the page limit:

- A. Proposal Cover Sheet (Attachment A) – This is to be included as the cover page for the proposal.
- B. Budget Information Summary (Attachment B) – This is a summary budget page to be attached to the proposal.
- C. Fiscal Audit and Monitoring Reports if applicable.
- D. Federal Tax Payer Identification Number – This is to be signed by the authorized representative of the proposing organization and attached to the proposal.
- E. Resumes – Include resumes outlining the personal qualifications for each staff person to be included in the proposal.
- F. References – Include contact information (name, organization, e-mail address, telephone number) for three references that may be contacted by the WIB who are familiar with the respondent's qualifications to perform the proposed work.

ATTACHMENT A

Mid America Workforce Investment Board One-Stop Operator Procurement

Proposal Cover Sheet

Name of Organization:

Mailing Address:

City, State, Zip Code:

Telephone Number:

Project's Contact Person: *(Name/Title)*

Telephone:

Email:

Authorized Negotiator: *(Name/Title) if different*

Telephone Number:

Email:

Authorized Signatory: (Organization executive authorized to enter into contracts/agreements)

Telephone Number:

Email:

I hereby certify that to the best of my knowledge that the governing body of the proposer's organization has authorized the submission of this proposal

Authorized Signature _____ Date _____

ATTACHMENT B**Mid America Workforce Investment Board One-Stop Operator Procurement****Budget Information Summary**

	Funding Request	In-Kind/Other	Total
Personnel Wages			
Personnel Fringe Benefits			
Personnel Travel			
Supplies			
Internet/Telephone Costs			
Equipment			
Other (Specify)			
Total (Maximum Request \$25,000)			

ATTACHMENT C
Respondent's Federal Taxpayer Identification Number

Under penalties of perjury, I certify that _____ - _____
is the applicant organization's correct Federal Taxpayer Identification Number. I am doing
business as a (please check one):

- | | |
|--|---|
| ☐ Individual | ☐ Real Estate Agent |
| ☐ Sole Proprietorship | ☐ Government Entity |
| ☐ Partnership | ☐ Tax Exempt Organization (IRC 501 (a) only) |
| ☐ Corporation | ☐ Trust or Estate |
| ☐ Medical and Health Care Services Provider Corporation | |

Signed

Date

Enter your taxpayer identification number in the appropriate space. For individuals and sole proprietors, this is your social security number. For other entities, it is your employer identification number. Federal Employer Identification Numbers (FEINs) must not be used for sole proprietorships.

If you do not have a TIN, apply for one immediately. To apply, get form SS-5, Application for a Social Security Number Card (for individuals) from your local Social Security Administration, or form SS-4, Application for Employer Identification Number (for businesses and all other entities), from your local Internal Revenue office.

To complete the certification if you do not have a TIN, fill out the certification indicating that a TIN has been applied for, sign and date the form, and return it to this agency. As soon as you receive your TIN, sign and date the form, and give it to this agency.

If you fail to furnish your correct TIN to this agency, you are subject to an IRS penalty of \$50.00 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

WILLFULLY FALSIFYING CERTIFICATIONS OR AFFIRMATIONS MAY SUBJECT YOU TO CRIMINAL PENALTIES INCLUDING FINES AND/OR IMPRISONMENT.

ATTACHMENT D

Resumes

Include resumes outlining the personal qualifications for each staff person to be included in the proposed Operator role.

ATTACHMENT E

References

Include contact information (name, organization, e-mail address, telephone number) for three references that may be contacted by MCC and the MAWIB who are familiar with the respondent's qualifications to perform the proposed work. Please be sure to inform your references that we may be contacting them.