



Allegheny County Department *of* Human Services

# Request for Proposals

## One-Stop Operator for PA CareerLink® Pittsburgh and Allegheny County

**RFP Posting:**

Thursday, June 11, 2026

**Questions Deadline:**

3 p.m. Eastern Time on July 23, 2026

**Submission Deadline:**

3 p.m. Eastern Time on August 10, 2026

**Estimated Award Decision/Notification:**

October/November 2026

Allegheny County Department of Human Services  
One Smithfield Street Pittsburgh, PA 15222

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# Acronyms and Definitions

Unless the context indicates otherwise, the following capitalized words are defined as follows for purposes of this RFP:

1. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services
2. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania
3. Bonfire: The County's online procurement software. Proposers must have a Bonfire account to submit a Response to this RFP.
4. Contract Services: The specific services that the Successful Proposer agrees to provide to the County in response to this RFP, as more particularly described in the Scope of Services in the Agreement
5. DHS: [Allegheny County] Department of Human Services
6. DHS Bonfire Portal: A Bonfire webpage specific to Allegheny County Department of Human Services where Proposers can view open, past and awarded solicitations released through Bonfire
7. Education and Retention Network (EARN): A workforce development program that helps public assistance recipients overcome employment barriers and transition into sustainable careers. Funded by state departments of human services and primarily administered at the local level, EARN targets individuals receiving benefits like TANF and SNAP.
8. Local Workforce Development Area (LWDA): Defined geographic region for administration of collaborative workforce services, training and employment programs
9. Memorandum of Understanding (MOU): A formal, written agreement between two or more parties that outlines their shared goals and intentions and the general framework for a collaborative project
10. PA CareerLink®: Pennsylvania's one-stop workforce development system designed to connect job seekers with employers and training programs
11. Pennsylvania Department of Labor and Industry (PA DLI): State-level agency that oversees worker health and safety, administers unemployment and workers' compensation programs, enforces labor laws, and provides vocational rehabilitation and disability services
12. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP
13. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP
14. Response Form: The Word document in which Proposers respond to requested information about this RFP
15. RFP: Request for Proposals

16. RFP Opportunity Page: The Bonfire webpage where the RFP and all supporting documents are listed and where the RFP submission documents must be uploaded for a Proposal to be considered for review
17. Successful Proposer: The Proposer(s) selected by the County to provide the Contract Services
18. Supplemental Nutrition Assistance Program (SNAP): A federal aid program that provides monthly funds to low-income individuals and families to purchase groceries
19. Temporary Assistance for Needy Families (TANF): A federally funded, state-administered program that provides temporary cash assistance and supportive services to low-income families with dependent children
20. Unemployment Compensation (UC): A joint state-federal program that provides temporary financial assistance to eligible workers who have lost a job or had their hours reduced through no fault of their own. UC provides partial income replacement while claimants actively search for new employment.
21. US Department of Education (DOE)
22. US Department of Labor and Industry (DOL)
23. US Department of Health and Human Services (HHS)
24. Work Ready: A workforce development program for families receiving TANF. The County Assistance Office (CAO) refers eligible people to Work Ready, where they receive Intensive Case Management (ICM) designed to help them address barriers that may interfere with achieving self-sufficiency.
25. Workforce Development Board (WDB): The local body that shapes how community-based employment and training services are delivered
26. Workforce Innovation and Opportunity Act (WIOA): The primary federal law governing public workforce development and job training programs in the US

Other terms shall have the meaning or definition as stated in the RFP.

# The RFP at a Glance

## ***Purpose***

Allegheny County, at the request of the Pennsylvania Department of Labor and Industry (PA DLI) and Partner4Work, is seeking Proposals from qualified Proposers to serve as the One-Stop Operator (henceforth “Operator”) for the Pittsburgh and Allegheny County PA CareerLink® workforce system. This procurement is a requirement of the Workforce Innovation and Opportunity Act (WIOA). To ensure seamless service delivery to job seekers and employers, the selected Operator will coordinate service delivery among partners, monitor performance, manage Memoranda of Understanding (MOUs) and support continuous system improvement across two comprehensive PA CareerLink® centers.

## ***Award Details***

The County intends to select a single proposer through this procurement. The initial one-year contract period will span July 1, 2027 through June 30, 2028. The contract may be renewed for up to three (3) additional one-year terms (July 1 through June 30 annually), contingent upon funding availability, program performance and the evolving needs of the Operator model. Renewal terms and funding amounts will be negotiated annually.

This *One-Stop Operator for PA CareerLink® Pittsburgh/Allegheny County Request for Proposals (RFP)* is supported by federal funds from the US Departments of Labor & Industry (DOL) and Health & Human Services (HHS). These funds<sup>1</sup> will provide up to a total of \$200,000, or 100% of the program.

## ***Who can submit a Proposal***

Anyone, including but not limited to non-profit organizations, for-profit organizations, small businesses and individuals, is eligible to submit a Proposal in response to this RFP, with the exception of elementary and secondary schools as prohibited by WIOA Section

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<sup>1</sup>The Stevens Amendment, Public Law 101-166, Section 511, is an appropriations provision that requires grantees of the Department of Labor and Industry (DOL), Health and Human Services (HHS) and Education (DOE) to disclose for a grant program the percentage of the costs financed with federal funds.

Partner4Work expects that any Agreement resulting from this RFP will be funded through the PA CareerLink® Operating Budget (OB) for PA CareerLink® Pittsburgh/Allegheny County. The OBs are supported 100% by state and federal agencies, including DOL, HHS and DOH, via awards made to the partner organizations. More information can be found about the OBs and contributing partners and programs in the 2024 WIOA One-Stop Partner MOU for the City of Pittsburgh and Allegheny County.

Partner4Work’s contribution to the OB consists of state and/or federal funds provided to Partner4Work as part of awards from DOL (totaling \$5,678,488.76) and HHS (totaling \$6,743,273).

121(d)(3). PA DLI has granted Partner4Work permission to compete in this RFP. Proposers do not need to have an existing contract with Allegheny County to apply, but they must meet all of Allegheny County’s contractual requirements (see Section 6: Contract Requirements for Successful Proposers) and have the programmatic, financial and staffing capabilities to provide the Contracted Services. Current Operator providers who wish to continue their Operator program must submit a Proposal in response to this RFP.

**Proposals must be submitted electronically by logging into or creating an account on [Bonfire](#) (See Section 4: How to Submit a Proposal).**

***What we want***

We seek a Successful Proposer with:

- Strong coordination and relationship management skills and the ability to align many partner agencies and ensure seamless service delivery across the two PA CareerLink® centers.
- Proven experience managing multi-partner workforce or similar systems, including successful implementation of WIOA requirements and work with core program partners.
- Capacity for continuous improvement, including establishing metrics, monitoring partner performance and implementing system-wide enhancements.
- Strong organizational and administrative capabilities, especially in regard to managing MOUs, operational and financial data collection and reporting, contract compliance and federal funding requirements.
- Qualified staffing and leadership; in particular, a Program Director with strategic vision, cultural competency, and the interpersonal skills needed to influence diverse partners and drive coordinated change.

***What we don’t want***

The Operator will **not** participate in the following activities:

- Development, preparation and submission of local plans
- Selection or termination of contracted providers of career services
- Negotiation of local performance accountability measures or development and submission of budgets for activities of the Workforce Development Board (WDB)

***Timeline***

RFP Posting	June 11, 2026
Questions Deadline	July 23, 2026 at 3 p.m. Eastern
Last Website and Q&A Update	Thursday, August 6, 2026 at 6 p.m. Eastern
Submission Deadline	August 10, 2026 at 3 p.m. Eastern
Estimated Award Decision/Notification	October/November 2026

## **Who we are**

DHS is the largest department of Allegheny County government and provides publicly funded services to more than 200,000 people annually, in areas including child welfare, behavioral health, aging, developmental supports, homelessness and community services. More information about DHS is available at <http://www.alleghenycounty.us/human-services/index.aspx>

## **Section 1: Why We Are Issuing This RFP**

Allegheny County, at the request of PA DLI and Partner4Work, is seeking Proposals from qualified Proposers to serve as the One-Stop Operator (henceforth “Operator”) for the PA CareerLink® Pittsburgh/Allegheny County workforce system, as required by the Workforce Innovation and Opportunity Act (WIOA). Allegheny County provides strategic oversight to Partner4Work and is issuing this RFP in that capacity.

### ***About Partner4Work***

As the WDB for Pittsburgh and Allegheny County, Partner4Work has programmatic and administrative responsibility for Pittsburgh and Allegheny County WIOA services. Partner4Work also oversees employment and training programs for Allegheny County recipients of Temporary Assistance for Needy Families (TANF) and the Supplemental Nutrition Assistance Program (SNAP).

### ***The County’s Relationship with Partner4Work***

Allegheny County provides strategic oversight to Partner4Work. The Allegheny County Executive, in partnership with Partner4Work and other applicable partners:

- Appoints Partner4Work’s board of directors (jointly with the Mayor of Pittsburgh).
- Develops and submits a single regional WDB plan and a Local Workforce Development Area (LWDA) plan to set the strategic direction of workforce development activities.
- Approves the Partner4Work budget and workforce center cost allocation plan.
- Approves the selection of the One-Stop Operator through a competitive procurement process.
- Coordinates with Partner4Work to oversee Pittsburgh and Allegheny County operations of the PA CareerLink® system.

The Department of Human Services (DHS) is issuing this procurement on behalf of Allegheny County.

### ***WIOA and One-Stop Centers***

The Workforce Innovation and Opportunity Act of 2014<sup>2</sup> requires that each LWDA competitively procure an Operator to coordinate the service delivery of required partners and core programs in the one-stop service centers (hereafter PA CareerLink® Pittsburgh/Allegheny County system).

In 2017, DOL issued Training and Employment Guidance Letter (TEGL) 15-16, describing the competitive Operator-selection process. TEGL requires that local workforce boards use such a competitive process to select an Operator, support continuous improvement through evaluation of Operator performance, and reissue a competitive solicitation every four years. Competition is intended to promote the efficiency and effectiveness of the Operator by providing a mechanism for the local WDB to regularly examine performance and cost against original expectations.

One-Stop Centers, also known as American Job Centers, include a collection of agencies responsible for providing seamless service delivery to job seekers and employers. In Pennsylvania, the one-stop system is branded and referred to as PA CareerLink®. Broadly, the role of the Operator is to administer and coordinate partners within PA CareerLink® centers.

### ***About PA CareerLink® Pittsburgh/Allegheny County***

Partner4Work oversees two workforce development areas, one in Allegheny County and one in the City of Pittsburgh. A comprehensive one-stop center that offers the full range of PA CareerLink® services is located in each area. The purpose of the centers is to provide accessible, seamless and customer-driven services to job seekers, employers and other stakeholders. Allegheny County residents, whether living in or outside of the City of Pittsburgh, may participate in services at either center. Partner4Work expects each One-Stop center to be a welcoming place that offers exceptional customer service and valuable opportunities to a broad range of businesses and job seekers. The centers provide help and guidance to people at all levels of skill and work experience. Individuals may utilize services for a variety of reasons related to their job search. Some may engage solely in self-directed activities with the help of technological tools and informational resources while others may participate in more comprehensive and individualized career and training services. Business customers of PA CareerLink® receive services such as help with candidate screening and recruitment, staff assisted job postings, labor market information and job fair hosting.

No matter their needs, all individuals are welcome to utilize PA CareerLink® for support and guidance. Described below are basic features of the current operational model at PA

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<sup>2</sup> Please visit the DOL website at [www.dol.gov/agencies/eta/wioa](http://www.dol.gov/agencies/eta/wioa) for a more thorough overview of WIOA. All qualified parties interested in submitting an application in response to this RFP must be familiar with the goals and requirements of WIOA and all its implementing guidelines; the selected bidder must follow and comply with all rules and regulations therein.

CareerLink® Pittsburgh/Allegheny County, offered for context and general reference. Proposers must intend to be the Operator of both centers. Partner4Work is responsible for site control, facility leases and/or paying facility costs at both centers. Modifications to the operational model described in this RFP may be proposed—as allowed by regulations and appropriate—if such alterations are conducive to the success of the proposed model. Locations and hours of operation for the comprehensive centers are provided below and are subject to change at any time throughout the contract period.

PA CareerLink® Downtown Pittsburgh  
914 Penn Avenue  
Pittsburgh, PA 15222  
Hours: 8:30 am - 4:00 pm

PA CareerLink® Allegheny East  
300 Penn Center Blvd, Suite 800  
Pittsburgh, PA 15235  
Hours: 8:30 am - 4:00 pm

Core partners of the one-stop system defined by WIOA<sup>3</sup> deliver the spectrum of basic and individualized services offered to job seekers and businesses at PA CareerLink® Pittsburgh/Allegheny County centers. See Appendix A for a full list of core partners.

In addition to the core partners, PA CareerLink® centers are host to numerous other partner agencies that enrich the centers with valuable career, educational and related resources. Both PA CareerLink® locations host representatives of the Unemployment Compensation (UC) Office, available to provide basic assistance to claimants and potential claimants through scheduled appointments. The newest partners are the Allegheny County Education and Retention Network (EARN) and Work Ready Programs. The integration of EARN and Work Ready programs into the PA CareerLink® system will increase access to professional resources for job seekers and businesses and increase training and other workforce services available to EARN and Work Ready clients.

Each center has substantial weekly foot traffic of 100-200 walk-in clients. Of these, an average of 30-40 people are first-time visitors seeking assistance specifically related to UC services. The initial visit represents a vital access point for clients navigating job loss and reemployment resources.

In addition to working with individuals, each partner in PA CareerLink® works with businesses on a weekly basis. System coordination among state and local business

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<sup>3</sup> Partner4Work’s WIOA One-Stop Partner MOU provides a comprehensive overview of the system and its partners and one-stop services. See <https://www.partner4work.org/document/workforce-innovation-opportunity-act-one-stop-partner-memorandum-understanding-city-pittsburgh-allegheny-county/>

services partners is a critical Operator function. Through these connections, partners facilitate the placement of thousands of job seekers each year into open positions using the Commonwealth Workforce Development System (CWDS), effectively bridging job readiness efforts with employer demand. The significant volume of traffic through the centers highlights the imperative for comprehensive, well-coordinated systems to manage referrals and deliver a consistent, high-quality client experience across all services. PA CareerLink® Pittsburgh/Allegheny County is committed to increasing access to job seekers and bringing PA CareerLink® services and resources to locations beyond the one-stop centers. As such, current PA CareerLink® staff provide information, general assistance and services in select neighborhood-based locations.

Partner4Work and Allegheny County envision the PA CareerLink® Pittsburgh/Allegheny County system as an integrated, customer-centered workforce network that provides seamless access to employment, training, education, supportive services and business engagement resources. The One-Stop Operator plays a critical role in advancing this vision by fostering collaboration among partners, strengthening operational consistency, improving customer experience and promoting continuous innovation across the workforce system. The County seeks an Operator that will actively identify opportunities to improve service integration, responsiveness, accessibility and overall system effectiveness for both job seekers and employers.

## **Section 2: What We Are Looking For**

The County seeks a Successful Proposer to serve as the Operator to coordinate and monitor partners within the PA CareerLink® Pittsburgh/Allegheny County centers.

### ***Service Description***

Successful Proposers must have a track record in coordinating a network of partner services, preferably in a workforce system context. As the Operator, the Successful Proposer must demonstrate the capacity to:

- **Coordinate the service delivery of all required partners and core programs** in the two PA CareerLink® Pittsburgh/Allegheny County centers, ensuring a seamless distribution of career, training and other employment-related services.
- **Monitor and bring continuous improvement** to all partners engaged in the PA CareerLink® Pittsburgh/Allegheny County system.

The Operator will serve as a neutral system convener and operational facilitator and support alignment across all one-stop partners while maintaining a strong focus on customer-centered service delivery. The Operator is expected to 1) proactively identify operational challenges, gaps in coordination, customer flow inefficiencies and opportunities for service integration and 2) work collaboratively with Partner4Work and system partners to implement practical solutions.

Specifically, in collaboration with Partner4Work, the Operator will be responsible for the following activities.

### ***Partner Coordination***

1. Ensure that the role of all required partners has been defined and integrated into the service delivery system and that those partners contribute to a shared vision of success for the system
2. Establish procedures and protocols that promote effective and seamless partner referral
3. Implement and monitor the negotiated One-Stop partner MOU, notifying Partner4Work of any issues related to partners' adherence to the terms of the MOU or policies that need to be addressed by Partner4Work
4. Seek new MOU partnerships to meet an expected or demonstrated client need
5. Hold regular cross-agency staff meetings with both on-site and off-site partner staff to coordinate services within the structure of the multi-partner MOU
6. Support the implementation of customer-centered practices that improve accessibility, navigation, responsiveness and overall customer satisfaction across the PA CareerLink® system

### ***Monitoring and Continuous Improvement***

7. Establish and monitor metrics for measuring success based on state and federal requirements associated with provider and partner funding streams
8. Convene a regular meeting of the administrative leadership of MOU partners to review the progress, integration and performance of the core programs
9. Develop and implement a plan for continuous improvement that engages all partners
10. Present a quarterly report in a format approved by Partner4Work at each WDB meeting, as requested, regarding the coordination of services, adherence to the MOU and performance outcomes Provide a monthly activity report to Partner4Work summarizing MOU partner activity at each center
11. Work collaboratively with partners to identify and address operational barriers impacting customer access, including barriers related to language access, disability access, digital access and service coordination
12. Support the development and use of customer feedback mechanisms, including customer satisfaction tools and operational improvement strategies informed by customer experience
13. Promote consistency in customer experience, operational practices and partner coordination across both centers
14. Support the effective use of operational data, referral tracking processes and workforce technology systems to improve coordination, accountability and customer outcomes across the PA CareerLink® system

15. Collaborate with Partner4Work and system partners on initiatives related to virtual service delivery, digital accessibility and operational technology improvements

### **Staffing**

The Successful Proposer will recruit and retain sufficient full-time staff equivalents qualified to carry out the responsibilities listed under Service Description. We expect the Successful Proposer's staffing complement to include, at minimum, a Program Director who brings strategic vision, cultural competency and the professionalism (e.g., sensitivity, conflict resolution, listening skills) necessary to influence and drive change across the system. The Successful Proposer will be responsible for hiring, onboarding and training new staff as needed.

The Successful Proposer must have the capacity and infrastructure to support all functions of funding regulations and expectations, including contract administration, tracking expenses and preparing monthly invoices.

Preference will be given to proposers with demonstrated experience leading complex multi-partner environments, facilitating cross-system collaboration, managing operational change and implementing continuous improvement strategies in workforce development or similarly complex human service systems.

### **Budget**

This One-Stop Operator for PA CareerLink® Pittsburgh/Allegheny County Request for Proposal is supported by DOL and HHS. Services funded through this RFP (100% of the Operator for PA CareerLink® Pittsburgh/Allegheny County or up to \$200,000) are financed with federal funds.<sup>4</sup>

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<sup>4</sup> The Stevens Amendment, Public Law 101-166, Section 511, is an appropriations provision that requires grantees of the Department of Labor and Industry (DOL), Health and Human Services (HHS) and Education (DOE) to disclose for a grant program the percentage of the costs financed with federal funds.

Partner4Work expects that any Agreement resulting from this RFP will be funded through the PA CareerLink® Operating Budget (OB) for PA CareerLink® Pittsburgh and Allegheny County. The OBs are supported 100% by state and federal agencies, including DOL, HHS and DOH, via awards made to the partner organizations. More information can be found about the OBs and contributing partners and programs in the 2024 WIOA One-Stop Partner MOU for the City of Pittsburgh and Allegheny County.

Partner4Work's contribution to the OB consists of state or federal funds provided to Partner4Work as part of awards from DOL (totaling \$5,678,488.76) and HHS \$totaling 6,743,273.00).

We intend to select a single proposer as the result of this procurement. The initial one-year contract period will span July 1, 2027 through June 30, 2028. The contract may be renewed for up to three (3) additional one-year terms (July 1 through June 30), contingent upon funding availability, program performance and the evolving needs of the One-Stop Operator model. Renewal terms and funding amounts will be negotiated annually.

## **Section 3: Proposal Requirements and Evaluation Criteria**

DHS will evaluate Proposals based upon the evaluation criteria listed below. Proposers must address their qualifications in their Proposal by responding to the requested items or questions in the Response Form. Proposers should download and type their responses directly into the Response Form available on the Active Solicitations webpage at <https://solicitations.alleghenycounty.us/>. The maximum score that a Proposal can receive is 65 points, as outlined in the following sections.

### ***Organizational Capacity (15 points)***

- A concise explanation of why the Proposer is the best candidate for this opportunity and how the Operator service fits within the Proposer’s mission (5 points)
- Strong history of collaborating with and/or coordinating a network of partner services (e.g., experience with multi-agency service coordination, MOU management, partner performance monitoring), preferably in a workforce system context (10 Points)

### ***Service Description (30 points)***

- Plan to implement the partner coordination responsibilities described in Section 2 (10 points)
- Plan to improve customer experience for job seekers and employers across sites as described in Section 2 (10 points)
- Plan to implement the monitoring and continuous improvement responsibilities described in Section 2 (10 points)

### ***Staffing (10 points)***

- Description of staffing complement that lists all operator staff and details their responsibilities and expertise, including, if applicable, existing positions that will directly or indirectly support Operator (5 points)
- Organizational chart that shows how Operator staff fit into the Successful Proposer’s larger organization (5 points)

### ***Budget (10 Points)***

- A detailed line-item one-year budget that reflects a realistic estimate of the costs associated with implementing and sustaining the Operator service; any startup costs identified should be submitted as a separate budget (5 points)
- A budget narrative that clearly explains and justifies all line items in the proposed budget (5 points)

## **Section 4: How to Submit a Proposal**

### ***4.1 Submit a Proposal***

- a. Proposers should take time to review and understand the RFP in its entirety including:
  - The background (see Section 1: Why ACDHS Is Issuing This RFP)
  - The narrative (see Section 2: What ACDHS Is Looking For)
  - The requirements (see Section 3: Proposal Requirements and Evaluation Criteria)
  - The evaluation process (see Section 5: How ACDHS Will Evaluate Your Proposal)
- b. Proposers must use the Response Form to develop your Proposal. Type your response to each requested item directly into the Response Form. It is available on the RFP Opportunity Page on our ACDHS Bonfire Portal and on our Active Solicitations webpage with the RFP announcement at <https://solicitations.alleghenycounty.us/>.
- c. Collaborative Proposals
  - Collaborative Proposals, in which two or more entities partner to apply together, are permitted. Collaborative Proposals can include:
    - i. Lead Agency: The County can enter a contract with only one partner of a Collaborative Proposal. Therefore, a Collaborative Proposal must identify one entity as the Lead Agency that will be the contracting party with the County. The Lead Agency should be the Proposer.
    - ii. Partners: Partners must be committed to a role in carrying out the Contract Services and will be compensated for that role. Collaborative Proposals must include a signed letter of commitment from each Partner that details and agrees to their role in the Contract Services.
  - Entities may participate in more than one Collaborative Proposal.
- d. Proposers must submit a complete Proposal that includes the following attachments:

- Response Form (available on the RFP Opportunity Page and the Active Solicitation Webpage)
  - Detailed one-year line-item budget and budget narrative
  - Partner commitment letters, if applicable
  - W-9
  - Minority, Women or Disadvantaged Business Enterprise (MWDBE) and Veteran-Owned Small Business (VOSB) documents (see sections 6.1 and 6.2)
- e. Proposers should not send any attachments other than those listed either above or in the Response Form.
  - f. Proposers must make sure to complete each section of the Response Form and to stay within any word counts or page limits specified in the Response Form.
  - g. Proposals must be submitted electronically by logging into or creating an account on Bonfire at <https://allegHENycountyDHS.bonfirehub.com> and uploading the required submission documents to the appropriate RFP Opportunity Page no later than 3 p.m. Eastern Time on Monday, August 10, 2026, to be considered for review. If you are having trouble making an account or uploading your documents, please contact Bonfire Support. You can also reach out to the DHS Procurement Team at or (412) 350-6352.**
  - h. All Proposals must be submitted before the deadline! Once the deadline has passed, the RFP Opportunity Page will no longer accept Proposals. If a Proposal is late, it will be rejected and will not be presented to the Evaluation Committee (as described in Section 5 below) for review and scoring.
  - i. Proposers will receive an email acknowledging receipt of their Proposal. If a Proposer does not receive this notification within 48 hours of submitting their Proposal, please contact: [DHSProposals@allegHENycounty.us](mailto:DHSProposals@allegHENycounty.us).

#### **4.2 How to Contact ACDHS about this RFP and RFP Communications**

- a. If you have any questions about this RFP, please use the Vendor Discussion feature through the ACDHS Bonfire Portal at <https://allegHENycountyDHS.bonfirehub.com> on the RFP Opportunity Page, or email us at [DHSProposals@allegHENycounty.us](mailto:DHSProposals@allegHENycounty.us).
  - a. All content-related questions must be submitted by the Questions Deadline on July 23, 2026 at 3 p.m. Eastern.
  - b. You may submit technical or logistical questions at any time, even after the Questions Deadline.
- b. All information about the RFP, including answers to all content-related questions and any changes or amendments, will be posted on the Bonfire RFP Opportunity Page and on our Active Solicitations website at <https://solicitations.allegHENycounty.us/>. Once you have created an account and indicated you are interested in this RFP, you will receive automatic email updates through Bonfire when any questions, changes or amendments are available.

- a. Please check our ACDHS Bonfire Portal and the website regularly for answers to questions, additional information and changes to the RFP or the RFP process.
- b. The webpage will be updated only on Thursdays, with any new information visible after 6 p.m.
- c. The last Q&A and website update for this RFP will be on Thursday, August 6, 2026, at 6 p.m. We will make every effort not to post any new information after this time; however, we reserve the right to post new information in emergency circumstances.

#### **4.3 New Provider Requirements**

- a. Any Successful Proposer who does not have a current Allegheny County ACDHS contract will be required to submit audited financial reports for the last two years. If a Successful Proposer does not have audited financial reports for the last two years, then they may submit other financial documentation that attests to the financial health of the organization. Tax returns are the preferred alternative. Please note that providing adequate financial documentation is a requirement of contracting through Allegheny County.

#### **4.4 Other Information**

- a. **The issuance of this RFP does not obligate the County to accept any Proposal or enter into an Agreement with any Proposers. The County reserves the right to reject any and all Proposals and to not enter into an Agreement for the Contracted Services.**
- b. Any Agreement originating from this RFP is subject to all the Terms and Conditions specified in Section 6: Contract Requirements for Successful Proposers.
- c. Proposers are responsible for all costs related to the preparation and submission of a Proposal.
- d. Proposals become the property of the County and may become part of any subsequent Agreement between the Proposer and the County.
- e. Successful Proposal(s) will be posted online in the ACDHS Solicitations Archive after an Agreement has been fully executed by the County and the Successful Proposer(s).

#### **4.5 Pennsylvania's Right-to-Know Law**

Proposers should be aware that all documents and materials submitted in response to this RFP may be subject to requests for access to public records made pursuant to Pennsylvania's Right-To-Know Law (RTKL). Under the RTKL, records in the possession of a public agency like the County are presumed to be public records and the County may have to make documents and materials submitted by the Proposer available to a requestor after an award of an Agreement is made.

If the Proposer includes any information within its Proposal that the Proposer asserts is either a “trade secret” or “confidential proprietary information,” as those terms are defined under the RTKL, the Proposer must include with its Proposal a written statement signed by an authorized representative of the Proposer identifying those portions or parts of its Proposal that the Proposer believes constitute a “trade secret” or “confidential proprietary information” and provide contact information to enable ACDHS to contact the Proposer in the event that the County receives a Right-To-Know request for the Proposal. The Proposer shall have five (5) business days from date of receipt of any notification from the County to provide a written statement signed by an authorized representative of the Proposer explaining why the Proposal or any portion thereof is exempt from disclosure as a trade secret, confidential proprietary information or other legal reason. The County shall consider this statement in either granting or denying a request for public access to the Proposal or any portion thereof. The County will notify the Proposer of its decision whether to grant or deny the request either in whole or in part.

## **Section 5: How DHS Will Evaluate Your Proposal**

ACDHS will convene an Evaluation Committee to evaluate Proposals. The Evaluation Committee will assign scores to each Proposal by awarding points based on the evaluation criteria in Section 3: Proposal Requirements and Evaluation Criteria, by using the point scale listed in Section 5.1 b.

### ***5.1 Evaluation of Proposals***

The evaluation process will consist of the following steps:

- a. ACDHS will form an Evaluation Committee. The Evaluation Committee, which will be comprised of evaluators with expertise in the subject matter of this RFP, may include community members with lived experience, external subject matter experts, provider representative(s), representative(s) from key partners or funders, and ACDHS staff.
- b. All Evaluation Committee members will individually review and score each Proposal. Each Evaluation Committee member will award points for each response on a Proposer’s Response Form, utilizing their personal expertise and best judgment of how the Proposal submitted by that Proposer meets the evaluation criteria in Section 3 using the following scale:
  - 0 – Not addressed in Proposal
  - 1 – Poor
  - 2 – Below expectations
  - 3 – Meets expectations
  - 4 – Exceeds expectations
  - 5 – Outstanding
- c. Each 0-5 score will be multiplied by the appropriate weight for the number of possible points noted after each evaluation criterion in Section 3. For example, for a

criterion worth 15 points, the 0-5 score would be multiplied by three. An “Outstanding” response would receive 15 points, while one that “Meets Expectations” would receive nine points.

- d. ACDHS will tally the average scores of the members of the Evaluation Committee and report a list of average scores to the entire Committee. The Committee will meet, consider the average scores, and arrive at a consensus on which Proposer(s) can best provide the Contract Services in response to the RFP. The Committee will have discretion to either: (1) recommend to the ACDHS Director that a reduced number of Proposals be shortlisted for more extensive review through a formal oral presentation to the Committee, interview or a site visit or (2) recommend to the ACDHS Director that ACDHS request authorization for the County to enter into an Agreement(s) with the Successful Proposer(s).
- e. As described in d above, ACDHS, on behalf of the County, shall have the exclusive discretion to shortlist a reduced number of Proposals for more extensive review. In this case, ACDHS may request that shortlisted Proposers make a formal oral presentation to the Evaluation Committee. Each Committee member will individually score the oral presentation of the shortlisted Proposers using the following criteria and the scale outlined in 5.1b. The maximum score that a shortlisted Proposer’s oral presentation can receive is 15 points:
  - Presentation demonstrates Proposer’s ability to implement the Contract Services effectively (5 points)
  - Proposer’s answers to Evaluation Committee’s questions demonstrate Proposer’s ability to implement the Contract Services (5 points)
  - Proposer’s presentation is thoughtful and well prepared (5 points)
- f. ACDHS will tally the scores of the members of the Evaluation Committee and report a list of average scores to the entire Committee. The Committee will meet, consider the scores and arrive at a consensus as to which Proposer(s) can best provide the Contract Services in response to the RFP.
- g. The Committee will submit its recommendation for award of an Agreement or Agreements to the ACDHS Director for approval. The Director will, in turn, submit a request to the County Manager for approval for the County to enter into an Agreement with the Successful Proposer(s).
- h. At any time during the evaluation process, ACDHS may contact a Proposer to discuss any areas of the Proposal needing clarification or further explanation.
- i. At any time during the evaluation process, ACDHS may contact a Proposer’s references.
- j. As part of determining a Proposer’s eligibility to enter a contract with Allegheny County, all Proposers’ financial audits or other documentation will be reviewed by ACDHS fiscal analysts to ensure a Proposer’s financial stability.
- k. The County is under no obligation to award or enter into an Agreement with a Proposer as a result of this RFP. The County reserves the right to reject any and all Proposals.**
- l. All Proposers will be notified of the County’s final decision of which Proposer(s) will be awarded an Agreement.

- m. Proposers that are not awarded an Agreement but who are interested in receiving feedback regarding their submission may request a phone call at [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us).

## **5.2 Other Requirements**

For a Proposal to be eligible for evaluation, it must be:

- a. Received by the due date/time.
- b. Properly formatted and include responses to all requested information.
- c. Complete with all required forms and attachments.

Proposals which do not meet the above requirements will be automatically rejected and will not be presented to the Evaluation Committee.

## **Section 6: Contract Requirements for Successful Proposers**

In order to enter into an Agreement with the County, Successful Proposers must comply with all contract requirements listed below, all standard terms and conditions contained in a County contract for provision of services to ACDHS and its offices, and all terms and conditions of the grant agreement from HUD. In addition, Successful Proposers must be able to meet the insurance requirements necessary to provide the Contract Services. Additional details about contracting with Allegheny County and the insurance requirements are available in the [DHS General Requirements/Contract Specifications Manual](#) and the [Insurance Requirements Overview](#).

### **6.1 Minority, Women or Disadvantaged Business Enterprise (MWDBE) Requirements**

Allegheny County has MWDBE goals of 13% participation for Minority Business Enterprises and 2% participation for Women Business Enterprises and expects that Successful Proposers will make a “good faith effort” to help the County meet these goals.

- a. All Proposals must include a completed Allegheny County DHS Combined MWDBE Form and supporting documents. The Allegheny County DHS Combined MWDBE Form should be completed as follows:
  - All Proposers must complete Section 1 – Contact Information and attach their MWDBE Diversity Plan (see Section 4 – Sample Diversity Policy).
  - If the Proposer can meet the MWDBE contract goals, the Proposer should complete Section 2 – MWDBE Participation Statement. Proposers also must attach the MWDBE certifications of the firms cited in the Participation Statement.

- If the Proposer would like to request a waiver from participating in the MWDBE contract goals, the Proposer should complete Section 2 – MWDBE Participation Statement and Section 3 – MWDBE Participation Waiver Request Form.
- b. MWDBE forms and resources can be found on the RFP Opportunity Page and through the links provided below:
  - [Allegheny County DHS Combined MWDBE Form](#)
  - MWDBE Resources
    - [MWDBE Contract Specifications Manual](#)
    - [MWDBE Guide for DHS Proposers](#)
- c. For more information about MWDBEs, visit the [Allegheny County Department of Equity and Inclusion website](#).
- d. A listing of certified DBE vendors can be found at <https://paucp.dbesystem.com>.

## **6.2 Veteran-Owned Small Business (VOSB) Requirement**

Allegheny County also has a goal of 5% participation for veteran-owned small businesses (VOSB) in all contracts. The County, therefore, expects that Successful Proposers will make a “good faith effort” to help the County meet this goal.

- a. A veteran-owned small business is defined by the County as a business having 100 or fewer full-time employees and not less than 51% of which is owned by one or more veterans, or in the case of any publicly owned business, not less than 51% of the stock of which is owned by one or more veterans, and the management and daily business operations of which are controlled by one or more veterans. The VOSB vendor **MUST** provide proof of veteran ownership including percentage and name and address of business.
  - For contracts under \$100,000, VOSB vendors are from all bonding requirements.
- b. All Proposals must include either of the following:
  - If the Proposer can meet the VOSB contract goal, a completed VOSB Participation Statement is required. You must also attach a copy of the VOSB vendor(s) DD 214 discharge form(s) cited in the Participation Statement.
  - If the Proposer requests a waiver from participating in the VOSB contract goal, a completed VOSB Participation Statement and VOSB Waiver Request are required.
- e. VOSB forms and resources can be found on the RFP Opportunity Page and through the links provided below:
  - [VOSB Participation Statement](#)
  - [VOSB Waiver Request](#)
- c. A listing of Small Businesses, Small Diverse Businesses, and Veteran Business Enterprises (SB, SDB, and VBE) can be found at [www.dgs.internet.state.pa.us/suppliersearch](http://www.dgs.internet.state.pa.us/suppliersearch).

### **6.3 HIPAA Compliance**

ACDHS is a covered entity under the Health Information Portability and Accountability Act (HIPAA). Therefore, a Successful Proposer must comply with all HIPAA requirements.

### **6.4 Cyber Security**

- a. Successful Proposers must meet the minimum computer specifications that begin on page 14 of the [DHS General Requirements/Contract Specifications Manual](#), available at [www.allegHENYcounty.us/dhs/solicitations](http://www.allegHENYcounty.us/dhs/solicitations).
- b. All electronic devices must have sufficient security software and settings to minimize the risk of an information breach.
- c. Successful Proposers must also have policies in place to ensure that electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected).

### **6.5 Equal Employment Opportunity and Non-Discrimination Requirements**

By submitting a Proposal, a Proposer agrees to not discriminate against any employee, applicant for employment, independent contractor, client or any other person on the basis of race, color, religion, national origin or ancestry, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, age (40 or over), or use of a guide or support animal because of blindness, deafness or physical disability.

### **6.6 Language Diversity Requirements**

Successful Proposer(s) must assure resources are secured and/or made available for participants/consumers/clients with limited English proficiency or other communication barriers. Such actions shall include but not be limited to assessing the need for interpreters, evaluating the need for alternate language materials, identifying internal and external resources to meet identified needs, and accessing services contracted by ACDHS through their assigned contract monitor(s).

# Appendix A

## PA CareerLink One-Stop System Partners

Program	Partner(s)
WIOA Adult	Partner4Work Providers: Dynamic Workforce Solutions, Goodwill
WIOA Dislocated Worker	Partner4Work Providers: Dynamic Workforce Solutions, Jewish Family and Community Services
WIOA Youth	Partner4Work Providers: Auberle, Goodwill, Phase 4, Pittsburgh Public Schools, the Trade Institute of Pittsburgh
Wagner-Peyser	Bureau of Workforce Partnership and Operations (BWPO)
YouthBuild	Garfield Jubilee
Indian and Native American Program	COTRAIC
Senior Community Service Employment Program	AARP Foundation Urban League of Greater Pittsburgh
Migrant and Seasonal Farmworker Program	PathStone
Job Corps	Pittsburgh Job Corps
Trade Adjustment Assistance	Bureau of Workforce Partnership and Operations (BWPO)
Jobs for Veterans	Bureau of Workforce Partnership and Operations (BWPO)
Unemployment Compensation	PA Department of Labor & Industry
REO Program	Partner4Work
Adult Education and Family Literacy	Literacy Pittsburgh
OVR	Office of Vocational Rehabilitation
Perkins Post-Secondary CTE	Community College of Allegheny County Rosedale Technical College
TANF	PA Department of Human Services
Community Services Block Grant – Employment and Training Activities	PA Department of Community and Economic Development
HUD Employment and Training Activities	Allegheny County Housing Authority City of Pittsburgh Housing Authority