



Maryland

GOVERNOR'S WORKFORCE
DEVELOPMENT BOARD



Maryland One Stop Operator Procurement Policy

Governor's Workforce Development Board
Policy Issuance 2025-02
December 2025

Policy Issuance 2025-02

TO: Local Workforce Development Boards
Maryland Department of Labor

FROM: Governor's Workforce Development Board

DATE: December 10, 2025

SUBJECT: Maryland One Stop Operator Procurement Policy

PURPOSE: This policy establishes standards for procuring one-stop operators in Maryland in alignment with the Workforce Innovation and Opportunity Act (WIOA) and federal and state procurement laws. Competitive procurement promotes transparency, fairness, and accountability while ensuring cost-effective, high-quality service delivery. The Governor's Workforce Development Board (GWDB) sets requirements, monitors compliance, and supports Local Workforce Development Boards (LWDBs) in maintaining an efficient and effective one-stop system aligned with Maryland's workforce goals.

This new policy establishes statewide requirements for the procurement of one-stop operators.

ACTION: Applicable staff at the Governor's Workforce Development Board (GWDB), Local Workforce Development Boards (LWDBs), and Chief Local Elected Officials (CLEOs) will ensure awareness of this policy and take necessary actions to implement competitive procurement standards, oversee the selection of one-stop operators, monitor compliance, and provide guidance or technical assistance, as needed.

EFFECTIVE: December 10, 2025

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Executive Summary

MARYLAND ONE STOP OPERATOR PROCUREMENT POLICY

Overview

The Governor's Workforce Development Board (GWDB) is establishing a new statewide policy to govern the selection of One-Stop Operators. This policy mandates a competitive procurement process aligned with the Workforce Innovation and Opportunity Act (WIOA) and federal Uniform Guidance. It is designed to promote transparency, fairness, and accountability in the management of Maryland's American Job Centers.

This is a new policy establishing statewide requirements for One-Stop Operator procurement.

Purpose

The One-Stop Operator is a critical entity responsible for coordinating service delivery among partners. This policy ensures that Local Workforce Development Boards (LWDBs) select these operators through a rigorous, open, and competitive process rather than through simple designation or "grandfathering."

Key Mandates & Requirements

1. Competitive Cycle (The "4-Year Rule")

- Frequency: LWDBs must competitively procure their One-Stop Operator at least once every four years.
- Triggers for Early Competition: The State may require earlier re-competition if there are performance failures, compliance issues, significant audit findings, or material changes in the system's scope.

2. Eligible Entities

The policy allows for a broad range of applicants, including public, private, and nonprofit entities, or a consortium of at least three required partners.

- For-Profit Entities: Are eligible to compete. Profit must be negotiated separately and is only permissible on specific funding streams (WIOA Title I, TANF, SNAP E&T), not on Wagner-Peyser or Veterans programs.
- LWDB as Operator: A Local Board may serve as the operator, but the competition must be facilitated by an independent third party to ensure fairness. Governor and Chief Local Elected Official (CLEO) approval is required.

3. Restrictions & Firewalls

To prevent conflicts of interest, the policy explicitly prohibits the One-Stop Operator from

performing certain governance functions, such as:

- Overseeing itself.
- Selecting or terminating other service providers.
- Negotiating local performance measures.
- Developing budgets for the LWDB.

Procurement Mechanics

LWDBs must utilize procurement methods compliant with federal Uniform Guidance (2 CFR 200):

- Standard Methods: Sealed Bids (formal advertising) or Competitive Proposals (RFP).
- Sole Source (Non-Competitive): Permissible only under certain conditions (e.g., emergency, only one source available).
 - *New Requirement:* LWDBs must submit a formal request to the GWDB for sole source usage. Final approval lies with the Maryland Department of Labor (as the State Workforce Agency) on behalf of the Governor.

Monitoring and Oversight

- Annual Review: LWDBs, in partnership with the CLEO, must monitor the One-Stop Operator's performance, fiscal integrity, and contractual compliance at least annually.
- Legally Binding Agreement: The relationship must be formalized in a written contract or MOU containing a clear Statement of Work (SOW) and performance goals.

Strategic Impact

Approval of this policy strengthens the integrity of Maryland's workforce system by ensuring that the entities managing our Job Centers are selected based on merit and capability. It provides clear "rules of the engagement" regarding conflicts of interest—crucial for areas where the Local Board or a partner agency may also wish to serve as the operator.

Policy on Maryland's One-Stop Operator Procurement under WIOA

ADVANCING COMPETITIVE PROCUREMENT TO STRENGTHEN MARYLAND'S ONE-STOP SYSTEM

This policy outlines the requirements for Local Workforce Development Boards (LWDBs) to competitively procure and select one-stop operators in accordance with the Workforce Innovation and Opportunity Act (WIOA) and subject to federal and state procurement laws. A one-stop operator is a single entity or a consortium of entities which must coordinate the service delivery of required one-stop partners and service providers.

WIOA Section 121(d)(2)(A) requires LWDBs to use a competitive procurement process to select its one-stop operator and to conduct a re-competition of one-stop operators at least once every four years. The intent of this requirement is to promote efficiency, effectiveness, and accountability in one-stop operator performance by ensuring LWDBs periodically evaluate operator performance, service quality, and cost-effectiveness. WIOA does not allow for the “designation” or “certification” of a one-stop operator, nor does WIOA allow one one-stop operator to be “grandfathered” in based on their current existence as a one-stop operator.

Each LWDB is required to develop procurement procedures, conduct the procurement, review responses, select a one-stop operator, and award a contract or agreement for its local one-stop operator. Each LWDB must ensure that its selected one-stop operator is under contract and prepared to operate by the effective start date established in the procurement timeline.¹

For purposes of this policy, references to “the State” are defined according to statutory function:

- Governor’s Workforce Development Board (GWDB): Provides statewide governance, issues policy guidance, including for one-stop operator procurement, establishes oversight criteria such as performance expectations, compliance requirements, and evaluation standards, and provides technical assistance.
- Maryland Department of Labor (DWDAL): Responsible for carrying out State Workforce Agency functions, including administering workforce programs and ensuring compliance through monitoring and regulatory oversight.

¹Under WIOA sec. 121(d)(2)(A), each LWDB must designate or certify a one-stop operator through a competitive process. Under 20 CFR 678.605(a), that process must occur at least once every four years.

- Governor: Responsibilities under WIOA Section 121(h) include making determinations and implementing the state funding mechanism, when applicable.

Each reference to “the State” within this policy is aligned to the appropriate entity based on the specific function being described.

Procurement Requirements

A. Roles and Responsibilities

The one-stop operator must coordinate the service delivery of one-stop partners and service providers at a career center. The LWDB defines the roles and responsibilities, and these may vary between centers in a local area. The LWDB may assign additional responsibilities to the one-stop operator, which may include:

- Providing career services (excluding training services);
- Providing some of the services within the center;
- Coordinating service providers within the center and across the one-stop system; and
- Coordinating service delivery in a multi-center area, which may include affiliated sites.

The one-stop operator may serve multiple roles in the one-stop delivery system if sufficient firewalls and conflict-of-interest policies and procedures are followed in compliance with [20 CFR § 679.430](#). The role of the one-stop operator must be clearly defined in all phases of the procurement process and the legally binding agreement between the LWDB and the one-stop operator.

In accordance with WIOA and [TEGL 15-16](#), a one-stop operator may not:

- Convene system stakeholders to help develop the local plan;
- Prepare and submit local plans (as required under WIOA sec. 107);
- Be responsible for oversight of itself;
- Manage or significantly participate in the competitive selection process for one-stop operators;
- Select or terminate one-stop operators, career service providers, and youth providers;
- Negotiate local performance accountability measures; or
- Develop and submit budgets for LWDB activities in the local area.

B. Eligible Entities

The one-stop operator may be a public, private, nonprofit entity or a consortium of entities in the local area. A consortium must include at least three or more of the required one-stop partners as described in [20 CFR 678.400](#). Entities selected and serving as one-stop operators are subrecipients of a federal award; therefore, they must follow the Uniform Guidance at 2 CFR part 200, including 2 CFR 2900, and 20 CFR 678.605. Uniform Guidance is the Federal government's guidance on Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards. The types of entities that may serve as one-stop operators include but are not limited to:

- A public, private, for-profit, or nonprofit organization;
- An institution of higher education;
- Non-traditional public secondary schools, such as night schools, and adult education schools or career and technical education schools;
- An employment service state agency established under the Wagner-Peyser Act;
- A government agency;
- A local workforce development board, with approval from the chief elected official and the Governor;
- Local chambers of commerce, business organizations, or labor organizations;
- Indian Tribes.

A for-profit entity (or a consortium that includes a for-profit entity) may compete to serve as the one-stop operator. When a for-profit entity is selected, the LWDB must negotiate profit as a separate element of the contract price whenever cost analysis is performed or when there is no price competition. Profit must be reasonable and must align with the contractor's level of effort, the degree of risk assumed, and the performance outcomes required under the contract.

In accordance with the principles referenced in 48 CFR 15.404-4, LWDBs may consider factors such as contractor risk, contract complexity, and expected performance results when determining a fair and reasonable profit. LWDBs may also establish a maximum profit cap within the approved budget.

Profit may only be earned on allowable programs where federal statute permits it—specifically WIOA Title I (Youth, Adult, Dislocated Worker), TANF, and SNAP E&T, consistent with WIOA §§ 121(d), 122(a), and 134(b). Profit may not be earned on Wagner-Peyser or Veterans programs.

This profit requirement applies only to for-profit entities. Nonprofit and public entities recover costs through allowable indirect costs under the Uniform Guidance (2 CFR Part 200, Subpart E) rather than through profit.

LWDBs may serve as a one-stop operator if selected through the competitive procurement process, pursuant to 20 CFR 678.605(c) and 678.615(a). Additionally, consistent with 2 CFR § 200.320(c) of the Uniform Guidance, noncompetitive (sole source) procurement may be used under limited circumstances, as outlined in Section (G) of this policy.

When a LWDB elects to compete to serve as the one-stop operator, the procurement must be facilitated by an independent third party (such as a consultant, auditor, or other qualified outside entity) that has no financial interest in the competition's outcome. The LWDB may not develop specifications, manage, or participate in the evaluation of award process for procurements in which it is a bidder, in accordance with 20 CFR 678.605(c) and 678.615(a).

C. Allowable Methods of Competitive Procurement

The following methods of procurement are permissible to select a one-stop operator through a competitive process:

- Sealed Bids (formal advertising), such as an invitation for bids (IFB) pursuant to 2 CFR 200.320(b)(1);
- Competitive Proposals, such as a request for proposals (RFP), pursuant to 2 CFR 200.320(b)(2).
- Sole Source - A LWDB may select a one-stop operator through sole source selection only under the criteria outlined in 20 CFR 678.610. The LWDB must follow its local sole source procurement policies and procedures and the Uniform Guidance, and may only use in the specific circumstances outlined in 2 CFR 200.320(c). LWDBs that use the sole source selection process must prepare and maintain written documentation describing the entire process of making such a selection.

D. Phases of the Competitive Procurement Process

Formal competitive processes may include multiple phases and steps, which may occur concurrently with other activities. The various phases and steps are designed to ensure that the competitive procurement process is open and transparent, and may include:

- Planning;
- Release and Evaluation;
- Negotiation and Selection;
- Implementation; and
- Closeout.

E. Procurement Standards

LWDBs are solely responsible for conducting competitive procurements for one-stop operators. LWDBs must use procurement policies and procedures that align with the

Uniform Guidance (2 CFR 200.318–200.326), including requirements related to competition, conflicts of interest, documentation, and allowable procurement methods. State procurement law does not apply to one-stop operator procurements conducted by LWDBs.

All other non-Federal entities, including entities that receive funding from a State (such as LWDB), must use a competitive process to select a one-stop operator that is based on local procurement policies that are consistent with the procurement standards of the Uniform Guidance at 2 CFR 200.318 through 200.326..

General procurement requirements under WIOA must be followed during the competitive process. The requirements must be consistent with the Uniform Guidance and include:

1. *Written Policies and Procedures.* These written policies describe the competitive process for selecting a one-stop operator and how it will address the settlement of all contractual and administrative issues, such as protests, appeals, and disputes. The policies must also outline a timetable to ensure that the selection of a one-stop operator through a competitive process is conducted every four years.
2. *Appropriate Methods of Procurement for Competitions.* Non-Federal entities (such as LWDBs), are required to use the methods of procurement described at 2 CFR 200.320 when selecting a one-stop operator, which are:
 - a. Sealed Bids-2 CFR 200.320(b)(1);
 - b. Competitive Proposals-2 CFR 200.320(b)(2); and
 - c. Sole Source-Only permissible under limited conditions per 2 CFR 200.320(c) and 20 CFR 678.610.
3. *Full and Open Competition.* All procurement transactions must be conducted using full and open competition. Written procedures must allow sufficient time for all phases of the procurement process to be carried out without unduly restricting competition. Pre-qualified lists must be current and include enough qualified sources to ensure open and free competition and must not preclude bidders and offerors from qualifying during the solicitation period.
 - a. *Thresholds for Simplified Acquisitions.* Procurements exceeding the simplified acquisition threshold (currently set at \$250,000 by 48 CFR 2.101) cannot use the small purchase procurement.
 - b. *Allowability and Reasonableness of Costs.* Entities performing a competitive procurement must ensure the one-stop operator's proposed costs are allowable, reasonable, necessary, and allocable.
 - c. *Ensuring Open and Fair Competition.* Restricting competition is not allowed. Activities that may be considered to be restrictive of competition include, but are not limited to:
 - i. Unreasonable requirements on firms to qualify to do business;
 - ii. Requiring unnecessary experience and excessive bonding;
 - iii. Non-competitive pricing practices between firms or between affiliated companies;
 - iv. Non-competitive contracts to consultants on retainer contracts;
 - v. Organizational conflicts of interest;

- vi. Specifying only a “brand name” product instead of allowing “an equal” product to be offered and describing the procurement's performance or other relevant requirements; and
 - vii. Any arbitrary or exclusionary action in the procurement process.
4. *Standards of Conduct.* Each LWDB must have written standards of conduct that require fairness, objectivity, ethical standards, and other related standards of conduct during all phases of the procurement process.² Written standards of conduct must address:

Mitigating apparent or real conflicts of interest. Conflicts of interest would arise when the employee, officer or agent, any member of his or her immediate family, his or her partner, or an organization that employs or is about to employ any of the parties indicated has a financial or other interest or a tangible personal benefit from a firm considered for a contract.³

- a. Disclosure of any real or apparent conflict of interest, whether individual or organizational. Written standards of conduct must identify the process for recusal of individuals or organizations that are members of the LWDB who disclose a real or apparent conflict of interest.⁴
 - b. A description of the firewalls and internal controls to mitigate conflict of interest in circumstances including, but not limited to, situations where an entity acts in more than one role in the one-stop delivery system or performs more than one function in the procurement process, as well as situations where the non-federal entity uses a sole source selection.⁵
 - c. Confidentiality of information contained in the proposals submitted for consideration.⁶
 - d. Not allowing any entity that develops or drafts specifications, requirements, statements of work, IFBs or RFPs (requests for proposals), and/or evaluation of proposals to compete under the procurement.⁷
5. *Transparency and Responsibility.* The procurement process must be transparent and responsible from the planning phase to the closeout phase. Information about the selection and certification of the one-stop operators must be made available to the public regularly through electronic means and open meetings.⁸ Information must also be made available to the Maryland Department of Labor, GWDB, auditors, and Federal reviewers.⁹ This provides an avenue for public comment and participation in the process. When selecting an entity as the one-stop operation, the LWDB must consider:
- a. The entity's integrity,
 - b. Compliance with public policy,

² 2 CFR 200.318(c)(1)

³ WIOA 107(h); 20 CFR 679.430; 2 CFR 200.318(c)(1)

⁴ WIOA 107(h); 20 CFR 679.430

⁵ 20 CFR 679.430(b)

⁶ 2 CFR 200.318(c)(1)

⁷ 2 CFR 200.319(a)

⁸ WIOA 107(g)(1)(B); 20 CFR 678.605(d)

⁹ 20 CFR 683.710(b); 2 CFR 200.318(i)

- c. Record of past performance, and
- d. Additional factors that demonstrate transparency and responsibility.¹⁰

The LWDB must also ensure that the entity is not debarred, suspended, or otherwise excluded from participation in federal programs, per SAM.gov and 2 CFR 180.300.

F. Competitive Procurement of One-Stop Operators

Each LWDB must select its one-stop operator through a competitive process at least once every four years, as required by WIOA § 121(d)(2)(A). A LWDB may choose to conduct a competitive procurement more frequently based on local needs, performance considerations, or system changes.

The State may require a more frequent competition when:

1. **Performance Concerns** – The one-stop operator fails to meet local or state performance accountability measures under WIOA Sec. 116 or demonstrates a pattern of underperformance.
2. **Compliance Issues** – There is a finding of noncompliance with WIOA, the Uniform Guidance at 2 CFR 200.318–200.326, or, in cases where the State is the procuring entity, Maryland state procurement law and regulations.
3. **Material Changes in Scope** – Substantial changes occur in the design, service delivery model, or partner composition of the local one-stop delivery system that affect the operator's role under [TEGL No. 15-16](#).
4. **Significant Audit or Monitoring Findings** – State or federal monitoring identifies material weaknesses, disallowed costs, or systemic issues that impact the integrity or efficiency of one-stop operations under [20 CFR 683.420\(a\)\(1\)](#).

The LWDB must conduct competitive procurement based on its local procurement policies and procedures and the competitive procurement requirements in the Uniform Guidance at [2 CFR 200.318](#) through [200.326](#). The LWDB must document, in writing, the process used to conduct the competitive procurement of a one-stop operator.

When the LWDB Competes to Be a One-Stop Operator

1. Use of a Third Party
 - a. When the LWDB competes to serve as a one-stop operator, the procurement must be managed by an independent third party.
2. Who the Third Party Can Be
 - a. The third party may be a consultant, a professional, or any other independent entity engaged to arrange, notice, and process the procurement.
3. Required Independence
 - a. The third party must not bid on, compete for, or have any financial interest in the procurement or its outcome.

¹⁰ 2 CFR 200.318(h)

4. Role of the Local Board

- a. All procurement activities must be carried out solely by the third party, following the Local Board's guidance.

The third party must meet the requirements outlined in Uniform Guidance at 2 CFR 200.318–326.

If the LWDB is selected as the one-stop operator, the Governor and the chief elected official (CEO) must approve. The LWDB must document and use appropriate firewalls and conflict-of-interest policies and procedures to govern the operations. These policies and procedures must align with [20 CFR 679.430](#), including internal controls, and demonstrate how they will prevent conflicts of interest.

The LWDB must apply appropriate policies to ensure participants in a competitive bid are not directly involved with the procurement process itself, including (but not limited to) drafting procurement requirements, establishing review criteria, reviewing responses, and making the final selection. The entity conducting the procurement cannot have any financial interest in its outcome.

G. Non-Competitive Procurement of One-Stop Operators (Sole Source)

A LWDB may select a one-stop operator through sole source selection only under the criteria outlined in [20 CFR 678.610](#) and [2 CFR 200.320\(c\)](#). Sole source procurement can only be done when:

- The item or service is available only from a single source;
- The public exigency or emergency for the item or service will not permit a delay resulting from competitive solicitation;
- The Federal awarding agency or Maryland Department of Labor expressly authorizes noncompetitive proposals in response to a written request from the non-federal entity; or
- After soliciting several sources, competition is determined to be inadequate, whether for reasons of the number or quality of proposals/bids.

LWDBs that use the sole source selection must prepare and maintain written documentation describing the entire selection process. The sole source procurement must be done in accordance with locally established internal control and conflict of interest policies, and procedures according to [20 CFR 679.430](#).

LWDBs requesting to use sole source procurement for one-stop operators must submit a formal request to the Maryland Department of Labor's Division of Workforce Development and Adult Learning via email to dlwdalcommunications-labor@maryland.gov. The request must include justification that all other options were exhausted and identify the reason for the sole source from the items listed above. The Division will have 3 weeks to respond to the

request. The LWDB must identify the timeline and activities before the sole source request submission. The LWDB must also certify that all appropriate measures consistent with WIOA and this policy have been taken.

The following criteria should also be included with the request for sole source:

- Copy of the RFP/IFB (if issued);
- Proof of the announcement/publication(e.g., newspaper ad, website, social media post);
- Documentation showing how long the announcement/publication was posted;
- The name of the entity to which the sole source is to be awarded; and
- Documentation of the entity's qualifications and capacity to serve as the one-stop operator.

No sole source award may proceed without prior approval.

H. Legally Binding Agreement

After competitively selecting a one-stop operator, the Local Workforce Development Board (LWDB) must enter into a legally binding agreement (e.g., contract, or Memorandum of Understanding (MOU)) with the selected entity.

At a minimum, the agreement must include the following elements:

- *Statement of Work (SOW).* The SOW must clearly define:
 - The period of performance or the start and end date of the contract, the services to be performed, including measurable performance goals to be delivered under the contract, agreement, or MOU.
- *Authorized Officials and Purpose.* Authorized officials are authorized to enter into and sign legally binding agreements and must be on record as the signatory official. Signatures of the authorized persons must be a part of the written contract.
- *Additional contractual terms and conditions.* The agreement must clearly identify the one-stop operator as a subrecipient of federal funds and must comply with applicable provisions of [2 CFR 200.331](#) (Requirements for Pass-Through Entities).

The legally executed document solidifies the agreement between an LWDB and a one-stop operator, different from the MOUs required between the LWDB and its one-stop partners.

I. Meaningful Competition

In accordance with WIOA Section 121(d)(2)(A) and the procurement standards in 2 CFR 200.318–200.326, LWDBs must ensure full and open competition when procuring a one-stop operator. LWDBs must demonstrate broad solicitation of qualified entities, describe the

methods used to encourage multiple bids, and document circumstances where only a single bid is received.

Additional federal guidance—20 CFR 678.605(d) and TEGL 15-16—requires LWDBs to maintain written records that detail the history of the procurement, including steps taken to promote competition, evaluation criteria, and rationale for selection.

J. Recordkeeping

LWDBs must prepare written documentation, in accordance with [20 CFR 678.605\(d\)](#), explaining the competitive process for selecting a one-stop operator. States and LWDBs must also maintain sufficient records to detail the history of procurement in accordance with [2 CFR 200.318\(i\)](#) and [2 CFR 200.334](#). These records must include, but are not limited to the following:

- All proposals/bids received;
- Proposal evaluation scores, comments, or review notes;
- Rationale for the method of procurement used;
- Type of contract or agreement awarded;
- Rationale for selection or rejection of each proposal or bids;
- Appeals and disputes; and
- Justification for the final contract price.

LWDBs that make the selection for sole source must prepare and maintain written documentation of the entire sole source selection process. This documentation should:

- Provide evidence that the review was performed by an impartial entity or organization;
- Provide clear evidence that firewalls and conflict-of-interest policies were in place during the review of the proposals;
- Identify the criteria that justified the use of noncompetitive procurement under [2 CFR § 200.320\(c\)](#)

All procurement records must be retained for a minimum of three years from the date of final expenditure report submission, or longer if required by federal or state policy in accordance with WIOA Regulations, 2 CFR § 200.334.

K. Avoiding Conflicts of Interest

Each one-stop operator must disclose potential conflicts of interest arising from the relationships of the operators with training service providers, other service providers, or entities with whom it has professional or financial ties. A conflict of interest can arise when

actions taken or may appear to be taken by any entity or individual involved in more than one role, when the performance of that entity or individual affects the interest of the other role, thereby making it difficult for the entity or individual to perform the procurement process objectively and impartially.

Proper firewalls must be in place to ensure:

- Transparency and integrity of the procurement process;
- Demonstrate that the selection process was impartial and free of preferential treatment toward the awardee; and
- Separation between governance, procurement, and service delivery functions.

Additionally, due diligence must be exercised to avoid certain conflicts of interest that may arise during the competitive process, including the recusal of members of the LWDB with financial or other interests in the entities applying to be the one-stop operator. However, if the number of members who must recuse themselves deprives the LWDB of a quorum, the LWDB must follow an alternative process and outsource the selection to an outside entity. Best practices also require LWDB's procurement policies and procedures to define the requirements for a quorum for decisions made by the LWDB.

One-stop operators must comply with all nondiscrimination and equal opportunity requirements under WIOA Section 188, 29 CFR Part 38, and all applicable federal civil rights laws, including Title VI of the Civil Rights Act, the Americans with Disabilities Act (ADA), and the Rehabilitation Act Section 504. Operators must ensure that no conflict of interest, service-delivery practice, or operational decision results in unequal access, preferential treatment, or reduced service delivery for individuals with barriers to employment. The one-stop operator must comply with federal regulations and procurement policies governing the calculation and use of profits.

If the one-stop operator also serves as a direct service provider, appropriate firewalls must be in place for competition and subsequent oversight, monitoring, and evaluation of the service provider's performance. In this situation, the one-stop operator cannot develop, manage, or conduct the competition of a service provider in which it intends to compete.

In Maryland, consistent with 20 CFR 679.430, LWDBs must adopt written policies and procedures that establish clear firewalls and internal controls when the one-stop operator is also a service provider. These policies must:

- Delineate roles and responsibilities between the operator and service provider functions to prevent conflicts of interest.
- Ensure that procurement is conducted in accordance with WIOA requirements and the Uniform Guidance (2 CFR Part 200).
- Provide for independent oversight, monitoring, and evaluation of the operator/service provider by the LWDB or its designated oversight entity.

L. Monitoring and Oversight

Under WIOA § 107(d)(8) and 20 CFR 679.430, each Local Workforce Development Board (LWDB), in partnership with the Chief Local Elected Official, is responsible for monitoring the performance, fiscal integrity, and contractual compliance of its one-stop operator at least annually.

As the State Workforce Agency, DWDAL is responsible for monitoring LWDB compliance with WIOA, the Uniform Guidance (2 CFR 200.332, 2 CFR 200.328), and state policies, including oversight of the LWDB's monitoring of the one-stop operator.

The GWDB provides statewide governance, establishes policy expectations, and reviews statewide performance outcomes under WIOA §§ 101(d) and 107(e), but does not conduct programmatic or fiscal monitoring of LWDBs.

Per WIOA and 20 CFR 679.430, each LWDB is responsible for monitoring the performance of its one-stop operator to ensure compliance with all applicable federal, state, and local laws, regulations, policies, and procedures.

- WIOA 107(d)(8) requires LWDBs to oversee youth, adult, and dislocated worker programs, including the proper use and management of allocated funds.
- WIOA 107(d)(8)(A)(i) mandates that LWDBs, in partnership with the Chief Local Elected Official (CLEO), provide oversight of the local one-stop delivery system.
- When an LWDB serves as the one-stop operator, it must implement a monitoring structure that prevents conflicts of interest and ensures impartial oversight, consistent with 20 CFR 679.430.

Monitoring must be conducted at least annually and documented in writing. The review should address programmatic, fiscal, and administrative compliance with WIOA, the Uniform Guidance at 2 CFR Part 200, and relevant state policies. If deficiencies are identified, the LWDB must take corrective action in consultation with the Chief Local Elected Official (CLEO) and, as appropriate, the Maryland Department of Labor in its role as the SWA, to ensure timely resolution.

References

Federal Statutes

- [Workforce Innovation and Opportunity Act of 2014, Public Law 113-128](#), Sections 107(d)(10)(A), 107(g)(2), and 121(d)

Federal Regulations

- 20 CFR parts 678.605-625, [Workforce Innovation and Opportunity Act Final Rule](#), 81 FR 56072, August 19, 2016
- 2 CFR, Part 200 [Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards](#)
- 2 CFR, Part 2900 [Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards](#), 81 FR75871, December 19, 2014

Federal Guidance

- [Training and Employment Guidance Letter \(TEGL\) No. 15-16, Workforce Innovation and Opportunity Act \(WIOA\) Competitive Selection of One-Stop Operators, January 17, 2017.](#)

State Statutes and Regulations

- Md. Ann. Code, [State Finance and Procurement Article](#)
- [COMAR Title 21](#)



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