



Verdugo Workforce Development Board
Serving Burbank, Glendale & La Cañada Flintridge

Verdugo Workforce Development Board Request for Proposals (RFP)

Revised April 5, 2019

**One-Stop Operator Services 2019-2020
Workforce Innovation And Opportunity Act (WIOA)**

**RELEASE DATE: March 25, 2019
PROPOSAL SUBMISSION DEADLINE: May 8, 2019**

Issued By: Verdugo Workforce Development Board & City of Glendale, Administering
for the Verdugo Consortium & Workforce Development Board

The Workforce Innovation & Opportunity Act is an Equal Opportunity program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: (818) 548-3857

I. INTRODUCTION5

 A. Statement of Purpose5

 B. Background.....5

 1. Develop Skills6

 2. Serve Individuals with Multiple Barriers6

 3. Engage Business.....6

 4. Ensure Performance Excellence.....6

 5. Fact-Based Decision Making6

II. RFP Specifications.....6

 A. Eligible Proposers6

 1. Eligibility.....6

 B. Contract Term8

 C. Funding Availability.....8

 D. Proposal Submission Deadline8

 E. Obtaining RFP8

 F. Proposers Conference8

 1. Webinar Conference.....8

 G. Scope of Work9

 1. Summary of Responsibilities9

 2. Proposer Services & Deliverables.....10

 3. Limitations11

 H. Technical Assistance12

 1. Questions and Answers12

III. PROPOSAL SCHEDULE.....12

IV. PROPOSAL SUBMISSION INSTRUCTIONS.....13

 A. General.....13

 1. Invitation to Submit Proposal.....13

 2. Meeting RFP Requirements13

 3. Proposal Format13

V. PROPOSAL PREPARATION IN RESPONSE TO RFP.....13

 A. General Instructions for Completing Proposal Narrative13

 1. Preparing Narrative Responses13

- 2. Narrative Responses13
- 3. Narrative Page Limit14
- B. Proposal Package14
 - 1. Proposal Cover Page- Attachment A14
 - 2. Proposal Narrative – Word Document Titled: Attachment B: Proposal Narrative.....14
 - 3. Administrative Questionnaire / References – Attachment B₂.....17
 - 4. Additional Qualification Questions - Attachment C17
 - 5. Budget – Attachment D.....17
 - 6. Signed Debarment Certification (Attachment E)17
 - 7. Signed Lobbying Certification (Attachment F)17
 - 8. Signed Assurances (Attachment G)17
 - 9. Documentation of Corporate Status or Documentation of Nonprofit Status (if applicable).....17
- C. No RFP Alternations.....17
- D. Resources17
- VI. PROPOSAL CHECKLIST18
- VII. EVALUATION19
 - A. Competitive Bid Process.....19
 - 1. Evaluation Steps.....19
 - 2. Evaluation Criteria20
- VIII. PROPOSAL PROVISIONS20
 - A. Proposal Costs20
 - B. Identifying Proprietary Information; Public Record Act.....20
 - C. Appeal Process.....20
 - 1. Appeal Submission.....20
 - D. Failed Competition21
 - E. RFP Cancellation21
 - F. RFP Extension21
 - G. Withdrawal, Cancellation, or Modification of a Proposal22
 - 1. Process for Withdrawal, Cancellation or Modification of Proposal22
- IX. AWARD OF CONTRACT AND CONTRACT PROVISIONS22
 - A. Entering into Contractual Agreement22

- 1. Contract Provisions22
- 2. Contract Type – Cost Reimbursement24
- 3. Compliance24
- X. OTHER TERMS, CONDITIONS, AND REQUIREMENTS.....24
 - A. Procurement24
 - B. Publication policy24
 - C. Reporting and Record Keeping25
 - D. Audits and inspections25
 - E. Proposer’s Indemnification of the City.....25
 - F. Other Requirements25
 - G. Contractor Responsibility25
 - 1. Certifications25
 - 2. Fiscal System26
 - 3. Cost Allocation Plan26
 - H. Breach26
- XI. CITY’S AND VWDB’S RESERVATION OF RIGHTS.....26
 - A. Evaluation Process.....26
 - 1. Limitations26
- XII. ATTACHMENTS.....27
 - A. VWDB One-Stop Operator RFP Documents – Attachments A, B₂, C, E, F, G.....27
 - B. Budget – Attachment D – Excel File.....27
 - C. Sample Insurance Requirements – Attachment H.....27
 - D. Sample Contract – Attachment I.....27

I. INTRODUCTION

A. Statement of Purpose

The purpose of this Request for Proposal (“RFP”) is to solicit year-round services from an experienced and qualified entity to serve as a One-Stop Operator for the Verdugo Workforce Development Board’s (VWDB) America’s Job Centers of California (“AJCC” also sometimes referred to herein as a “One-Stop” center.), in accordance with the Workforce Innovation and Opportunity Act (WIOA) of 2014, and its applicable federal regulations, and applicable state rules, directives, or statutes.

The WIOA requires local workforce development boards to define the role of the One-Stop Operator and competitively procure entity or entities (20 CFR §678.600 – 678.635) to provide this service. The VWDB is now launching its open and competitive procurement process for the new program year (PY) which begins July 1, 2019.

B. Background

The Cities of Burbank, Glendale, and La Cañada Flintridge form the Verdugo Consortium. The VWDB provides governance and policy guidance on behalf of the Verdugo Consortium for the workforce development system established for adults, dislocated workers, and youth. By a joint powers agreement of the three cities that form the Verdugo Consortium, the City of Glendale (the “City”) has administrative responsibility for the workforce development programs, including those funded by the WIOA, Public Law 113-128.

The VWDB has been providing workforce development services to the communities within its tri-city Consortium for more than 30 years, through the Verdugo Jobs Center (VJC), the local AJCC, and its affiliate site, the Burbank Workforce Connection (BWC). In 2017, the Governor of California and the California Workforce Development Board (CWDB) approved the VWDB as its own Career Services Provider. This designation allows the VWDB to continue providing innovative programs and services directly to the businesses and residents of the Verdugo Consortium and creates the opportunity for the VWDB to develop innovative sector strategies and career pathways to achieve its vision of *an economically vibrant, tri-city region with thriving businesses, youth and job-seekers on career paths that reflect their highest potential.*

To achieve its vision, the VWDB has been a leader in innovation, selected as one of the pilots for the Integrated Service Delivery Model (ISD) and using this framework to continue providing services through its multiple VJC partners in an integrated customer-centered delivery approach, while braiding resources through strategic co-enrollments. VJC partners are 14 members strong and represent education, government, and community based organizations dedicated to serving the most vulnerable populations. These role model practices are the foundation for effectively serving priority customers including low income, veterans, English Language Learners (ELL), justice involved individuals, youth, individuals needing adult basic education and individuals with disabilities, in alignment with the VWDB’s core values of *Excellence, Innovation and Respect.* The VWDB targets customers with multiple barriers for entrance into career pathways to middle-skill occupations and mid-level wages creating opportunities to reach their full potential. The focus on continuing education and training including stackable credentials allows customers at all levels

to continue their upward mobility to the middle class or higher and provide economic security for all Verdugo residents. This is in alignment with US Department of Labor Training and Employment Guidance Letter (TEGL) 16-16 which specifies the goals of the AJCCs:

1. Develop Skills

Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.

2. Serve Individuals with Multiple Barriers

Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers.

3. Engage Business

Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.

4. Ensure Performance Excellence

Participate in rigorous evaluations that support continuous improvement of AJCCs by identifying which strategies work better for different populations; and

5. Fact-Based Decision Making

Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

The One-Stop Operator will facilitate and coordinate all VJC partners to continue to provide legendary service to customers through integrated services in alignment with TEGL 16-16 and ensure that all performance measures are met or exceeded.

II. RFP Specifications

A. Eligible Proposers

1. Eligibility

- a. The following individuals, organizations, or consortium of partners with demonstrated effectiveness are eligible to submit a proposal. Qualified Proposer(s) may include:
 - i. Institutions of higher education;
 - ii. Employment service agencies established under the Wagner-Peyser Act acting on behalf of the local office of the agency;
 - iii. For-profit entities;
 - iv. Non-profit entities;

- v. Faith-based organizations;
 - vi. Community-based organizations;
 - vii. Workforce intermediaries;
 - viii. Labor organizations;
 - ix. Public/government agencies; and/or
 - x. A collaboration of these entities, organizations, and/or agencies.
- b. A consortium of the above qualified Proposers who submits a proposal shall clearly demonstrate that:
- i. All contractual responsibility rests with one of the legal entities in the consortium, and
 - ii. The consortium meets all requirements of a One-Stop Operator under WIOA.
- c. Elementary schools and secondary schools are not eligible to serve as One-Stop Operators, except that a nontraditional public secondary school such as a night school, adult school, or an area career and technical education school may be selected.

2. Proposer Requirements

- a. Proposers must meet the following minimum requirements:
- i. Have a minimum of two (2) years of experience coordinating partnerships in a workforce environment. This experience does not have to be with WIOA programs, although such experience is desirable.
 - ii. Be able to provide services at the Verdugo Jobs Center located in Glendale, California.
 - iii. Meet the proposal submission deadline requirement of May 8, 2019.
 - iv. If applicable, have a satisfactory record of past performance in workforce program coordination.
 - v. Have the ability to fulfill all contract requirements.
 - vi. Have the ability to meet the performance objectives and deliverables as stated in the Scope of Work.
 - vii. Have the administrative and fiscal capability to provide and manage the proposed services and to ensure an adequate audit trail.
 - viii. Propose to and be able to provide all paid services themselves.
 - ix. Meet all other requirements listed in this RFP.
- b. Proposers must be able to agree to the following requirements as the One-Stop Operator:
- i. Disclose any potential conflicts of interest arising from the relations of the Proposer with particular VWDB training service providers or other service providers in accordance with Uniform Guidance Section 200.318;
 - ii. Abide by covenant not to establish 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;

- iii. Comply with federal regulations and procurement policies relating to the calculation and use of profits as outlined in Uniform Guidance; and
- iv. Adhere to any applicable firewalls or internal controls.

B. Contract Term

The contract term will be for one year beginning July 1, 2019 through June 30, 2020. The contract is renewable at VWDB and City's **option** for a possible two additional program years (July 1, 2020 to June 30, 2021 and July 1, 2021 to June 30, 2022) based on contractor performance, available funding, continuing legislation and approval from the VWDB and the City. The VWDB and the City anticipates that final selection of the successful Proposer(s) will be made no later than June 2019.

C. Funding Availability

Funding for this RFP is anticipated to not to exceed \$50,000 per program year and is contingent upon the availability of federal WIOA funds. Federal funds are subject to ongoing congressional appropriation and actual funding from the US Department of Labor.

D. Proposal Submission Deadline

Proposals must be submitted **via email and must be received by VWDB and City on or before May 8, 2019, by 5:00 p.m. (PST).** The VWDB and the City is not responsible for lost, late, incomplete, illegible, unintelligible, damaged, or misdirected proposals, emails, or files; proposals, emails or files not received for any reason; or server unavailability; or computer or other electronic malfunction. Late or incomplete proposals will not be accepted. Please use "**Operator RFP**" in the subject line. All documents should be combined into one pdf file using the following naming convention: **Operator RFP_Applicant Organization.**

E. Obtaining RFP

Proposers must obtain a copy of the RFP from the VWDB's website:

www.verdugoworkforce.com/publicnotice

F. Proposers Conference

1. Webinar Conference

- a. An Optional Proposer's Conference will be held via webinar on April 12, 2019 at 10:00 a.m. (PST) to review the RFP document.
- b. To RSVP for the Proposer's Conference, please send an email by April 10, 2019 to dantonio@glendaleca.gov
- c. Any member of your entity may attend the Optional Proposer's Conference.
- d. Please have a copy of the RFP ready in case we need to refer to the document to answer specific questions.
- e. Requests for accommodations must be received by **April 2, 2019, at 5:00 p.m. (PST)**. To request reasonable accommodation for the webinar, please contact: **Attn: Diana Antonio,**

Verdugo Workforce Development Board, Phone: (818) 937-8081, Email: dantonio@glendaleca.gov

G. Scope of Work

1. Summary of Responsibilities

The One-Stop Operator will hold the responsibility for coordinating the VJC partner agencies to ensure the continuation and expansion of the workforce development system that facilitates access and co-enrollment to the full spectrum of services available through the agencies, in an integrated manner. Partner agencies include: WIOA funded partners: Title I, Title II Adult Education and Family Literacy Act (AEFLA), Title III Wagner-Peyser and Title IV Department of Rehabilitation. Other partners include Los Angeles County Department of Public Social Services (DPSS), Department of Child Support Services (DCSS), Burbank Adult School, Glendale Community College (Career Education, Strong Workforce Program, and Adult Education), Glendale Unified School District, Burbank Unified School District, Glendale Youth Alliance, among others.

The effectiveness of the workforce development system is measured by its ability to address the multiple barriers of program participants to ensure successful completion of their Individual Employment Plans (IEP) to become the skilled human capital that local businesses need. The Operator will serve as the coordinator of the VJC partner agencies to facilitate the accomplishments of the workforce development system and ensure that all compliance and performance measures are met.

In accordance with TEGL 16-16, the one-stop operator carries out the following activities:

- a. ***Facilitate Partnerships:*** Facilitates integrated partnerships that seamlessly incorporate services for the common customers, including target populations, served by multiple program partners of the AJCC.
- b. ***Develop and Implement Operational Policies:*** Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.
- c. ***Ensures Integrated Service Delivery:*** Organizes and integrates AJCC services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams).
- d. ***Implements Staff Development:*** Ensures that staff are trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirements of each of the partner programs. This includes cross-training to understand other partner programs' services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers

2. Proposer Services & Deliverables

Regulations (20 CFR §678.600) require VWDB to enter into an agreement with a One-Stop Operator that specifies the One-Stop Operators locally defined role. Pursuant to 20 CFR §678.620(a), at a minimum, the One-Stop Operator shall coordinate the service delivery of required partners and service providers. To fully comply with the regulatory requirements, and align with the guidance provided in TEGL 16-16, and ensure that the AJCC meets its performance measures, the successful Proposer shall perform, at a minimum, all of the following services:

- a. Facilitate partnerships and develop and implement policies to ensure integrated service delivery by:
 - i. Developing and implementing strategies to meet requirements stipulated in the partners' Memorandum of Understanding (MOU)
 - ii. Conduct at a minimum (4) partner meetings each program year (July to June) to assist in implementing the strategies developed to meet MOU requirements
 - iii. Facilitate updates and resource sharing agreements to the MOU
 - iv. Create and maintain a Customer Flow Chart inclusive of the referral process for all partners (co-located and non-co-located) to support integrated service delivery
 - v. Implement policies directly from state and federal issued WIOA directives
 - vi. Develop and implement a Partner Catalog to be used in the promotion of the AJCC, its partners, and the service offered through the AJCC. The catalog should include, at minimum:
 - (a) Description of the AJCC and its purpose;
 - (b) Description of the area and population served;
 - (c) Partner organization descriptions, information, and contact information;
 - (d) Updated list of AJCC goals and objectives; and
 - (e) Other information as requested by the VWDB.
- b. Ensure performance excellence and compliance by meeting the Baseline and Hallmarks of Excellence Certification Criteria for Comprehensive AJCCs and Affiliate Sites including:
 - i. Develop a business strategy for targeted outreach to increase number of work-based learning and job placement opportunities
 - ii. Develop a robust business service team that provides integrated business services and engages businesses to support regional and local career pathways
 - iii. Develop a system to measure and determine business customer satisfaction
 - iv. Research and present current status and projections on the most in demand occupations/industries in the region
 - v. Coordinate training and technical assistance on the policies to the One-Stop partners including all AJCC staff
 - vi. Implement and track One-Stop partner staff training, cross-training, and professional development plan for all AJCC Partners
 - vii. Create and implement an AJCC Partner satisfaction determination system

- viii. Institute monthly leadership meetings with AJCC partners for ISD decision making and ensure effectiveness of the system
 - ix. Review, develop and implement customer co-enrollment tracking system to ensure all co-enrollments are effectively tracked
 - x. Complete customer-centered design Grand Entrance Project for immediate access to all partner services.
- c. Ensure integrated service delivery for individuals with multiple barriers including target populations such as those with disabilities, ELL, reentry, low income and veterans, through compliance of Equal Opportunity (EO) under WIOA:
- i. As an objective One-Stop Operator, assume the role of the EO officer
 - ii. Attend State EO trainings
 - iii. Implement EO state and federal directives
 - iv. Implementing vendor EO compliance training
 - v. Support VWDB staff during EO audits
 - vi. Identify virtual services that would be beneficial to clients with multiple barriers
 - vii. Providing EO compliance staff training to all AJCC partners.
- d. Ensure fact-based decision making and performance measures are being met by developing and implementing an AJCC Performance Report that accurately reflects partner accomplishments including:
- i. Partner activity and performance goals met
 - ii. Number of co-enrollments
 - iii. Number of referrals and outcomes
 - iv. Success stories
 - v. Summary of ISD status and effectiveness of customer flow
 - vi. AJCC Customer demographics.

Important: Provision of services shall be coordinated through both VWDB locations, the Verdugo Jobs Center and the Burbank Workforce Connection.

3. Limitations

Pursuant to 20 CFR § 678.620(b)(1), the One-Stop Operators **may not perform** the following functions:

- a. Convene system stakeholders to assist in the development of the local plan;
- b. Prepare and submit local plans;
- c. Be responsible for oversight of itself;
- d. Manage or significantly participate in the competitive selection process for One-Stop Operators;
- e. Select or terminate One-Stop Operators, career services, and youth providers;

- f. Negotiate local performance accountability measures; or
- g. Develop and submit budget for activities of VWDB.

However, an entity serving as a One-Stop Operator, that also serves a different role within the One-Stop delivery system, may perform some or all of these functions when it is acting in its other role, **if it has established sufficient firewalls and conflict of interest policies and procedures.** (20 CFR § 678.620(b)(2).) Therefore, in the event a Proposer is, will, or may serve a different role within the VWDB One-Stop delivery system, that Proposer’s proposal must include a description of the firewalls and conflict of interest policies and procedures that will allow it to function as the One-Stop Operator under federal laws and regulations. The policies and procedures must conform to the specifications in 20 CFR § 679.430 for demonstrating internal controls and preventing conflict of interest, as well as any applicable state directives regarding conflicts of interest and/or firewalls. VWDB reserves the right to reject any proposed controls recommended or implemented by a selected Proposer.

H. Technical Assistance

1. Questions and Answers

Questions regarding the contents of this RFP must be received via email **on or before April 26, 2019, at 5:00 p.m. (PST)**, to dantonio@glendaleca.gov. Please use “**Operator RFP Question**” in the Subject Line. All written questions and responses will be distributed via email to all participating Proposers on a weekly basis and posted on the VWDB website. Technical assistance by telephone will not be provided.

III. PROPOSAL SCHEDULE

Date	Description
March 25, 2019	Public notice begins. RFP released via the Board’s website: www.verdugoworkforce.com/publicnotice
April 10, 2019	Final date to RSVP for Bidder’s Conference/Webinar via email to dantonio@glendaleca.gov . RSVPs must be received by 5:00 p.m. PST
April 12, 2019	Optional Bidder’s Conference Webinar: 10:00 a.m. PST
April 26, 2019	Deadline for Submission of Questions. Must be received 5:00 p.m. PST
May 8, 2019	Deadline for Proposal. Must be received by 5:00 p.m. PST
May 13 to June 7, 2019	Proposals reviewed by VWDB
June 10 to June 14, 2019 (exact date TBD)	8:30 – 11:30 a.m. Proposer’s Interviews Proposer representative should be available during this time to attend the interview. Interview time will be coordinated with Proposer.
June 19, 2019	Tentative Date for Awarding Contract

IV. PROPOSAL SUBMISSION INSTRUCTIONS

A. General

1. Invitation to Submit Proposal

All interested and qualified Proposers are invited to submit proposals for consideration. Submission of a proposal indicates that the Proposer has read and understands the entire RFP, to include all appendixes, attachments, exhibits, schedules, and addendum (as applicable) and all concerns regarding the RFP have been satisfied.

2. Meeting RFP Requirements

Proposals must be completed in all respects as required in this section. A proposal may not be considered if it is incomplete. Failure to comply with requirements or deviation from the RFP format can result in disqualification of the proposal.

3. Proposal Format

- i. All proposals must be submitted with (1-inch) margins and singled spaced, using font size 12, Times New Roman or equivalent font. Each page, including attachments, must be clearly and consecutively numbered at the bottom of each page.

V. PROPOSAL PREPARATION IN RESPONSE TO RFP

A. General Instructions for Completing Proposal Narrative

1. Preparing Narrative Responses

- a. All Proposers must respond to the questions and instructions contained in this RFP. Answer questions in concrete language and be specific about the role of each collaborator, if submitting a proposal as a consortium of partners.
- b. Your proposal narrative must be prepared as a Word document using the required Proposal Format (Section IV.A.3) and instructions (Section V). Narrative is limited to a maximum of 25 pages.
- c. Please label your Word document at the top: **Attachment B: Proposal Narrative**

2. Narrative Responses

- a. All responses should answer the following questions:
 - i. what will be done to accomplish the services and deliverables;
 - ii. who will do it and who will be involved in the task/activity;
 - iii. who will receive the service;
 - iv. how the services will be delivered: what process will be used to accomplish the services or deliverables including tasks that will be completed; and
 - v. where it will be done.
- b. Evaluators will base their scores on the completeness of the information provided in the narratives and how well they address the aforementioned questions: who, what, where, and how.

3. Narrative Page Limit

- a. Narrative responses shall be limited to a maximum of twenty-five (25) pages. This does not include any attachments, exhibits, addendums or other documents required in this RFP. **Links to attachments are at the end of this RFP document.** Please note that 25 pages is the maximum allowable pages; however, narratives may be completed and submitted with less pages. Scores will be assigned on the completeness of answers and how they respond to questions (Section V.A.2. as opposed to the number of pages submitted).

B. Proposal Package

Proposal documents should be completed using required formats and narrative instructions provided in Section IV and V. Proposal documents, including Narrative, shall be completed and combined into **one pdf file** in the following order for submission:

1. Proposal Cover Page- Attachment A

- a. Attachment A is to be used as the cover page. This form must be fully completed and signed by an authorized officer of the Proposer. This attachment is not included in the 25 page limit.

2. Proposal Narrative – Word Document Titled: Attachment B: Proposal Narrative

Narrative shall respond to the following

- a. ***Experience and Demonstrated Ability:*** Describe your qualifications and capability to provide the following solicited services:
 - i. Provide a company overview including:
 - (a) brief history of company, entity, or consortium of partners involved;
 - (b) strengths and accomplishments;
 - (c) size/organizational structure; and
 - (d) experience with workforce development and/or WIOA.
 - ii. List and describe relevant industry experience or specific experience for the last two (2) years coordinating partnerships in a workforce environment and discuss your performance outcomes. Summaries of related work products. Include information that demonstrates your ability to complete the work requested in this RFP.
 - iii. Describe your demonstrated ability to undertake projects, meet contract performance goals and reporting in a timely manner.
 - iv. Describe your overall business qualifications, the primary markets served or similar projects undertaken.
 - v. Discuss why your organization would be the most qualified and/or eligible to receive the award as One-Stop Operator based on your demonstrated ability.
 - vi. Discuss staffing capacity, experience and qualifications of staff, who will be assigned to this project.
 - vii. Discuss your administrative and fiscal capability to provide and manage the proposed services and ensure an adequate audit trail.

- b. **Services and Deliverables:** Describe how you will provide the services and generate the deliverables in the Scope of Work. Include descriptions of tasks to be completed, how they will be accomplished and how the deliverables will be met for the following:
- i. Describe how you will facilitate partnerships to develop and implement policies to ensure integrated service delivery, including:
 - (a) how you will develop and implement strategies to meet requirements stipulated in the partners' Memorandum of Understanding (MOU)
 - (b) how you will conduct at a minimum (4) partner meetings each program year (July to June) to assist in implementing the strategies developed to meet MOU requirements
 - (c) how you will facilitate updates and resource sharing agreements to the MOU
 - (d) how you will create and maintain a Customer Flow Chart inclusive of the referral process for all partners (co-located and non-co-located) to support integrated service delivery
 - (e) how you will implement policies directly from state and federal issued WIOA directives
 - (f) how you will develop and implement a Partner Catalog to be used in the promotion of the AJCC, its partners, and the service offered through the AJCC. The catalog should include, at minimum:
 - (1) Description of the AJCC and its purpose;
 - (2) Description of the area and population served;
 - (3) Partner organization descriptions, information, and contact information;
 - (4) Updated list of AJCC goals and objectives; and
 - (5) Other information as requested by the VWDB.
 - ii. Describe how you will ensure performance excellence and compliance by meeting the Baseline and Hallmarks of Excellence Certification Criteria for Comprehensive AJCCs and Affiliate Sites including:
 - (a) how you will develop a business strategy for targeted outreach to increase number of work-based learning and job placement opportunities
 - (b) how you will develop a robust business service team that provides integrated business services and engages businesses to support regional and local career pathways
 - (c) how you will develop a system to measure and determine business customer satisfaction
 - (d) how you will research and present current status and projections on the most in demand occupations/industries in the region
 - (e) how you will coordinate training and technical assistance on the policies to the One-Stop partners including all AJCC staff
 - (f) how you will implement and track One-Stop partner staff training, cross-training, and professional development plan for all AJCC Partners.

- (g) how you will create and implement an AJCC Partner satisfaction determination system
 - (h) how you will institute monthly leadership meetings with AJCC partners for ISD decision making and ensure effectiveness of the system
 - (i) how you will review, develop and implement customer co-enrollment tracking system to ensure all co-enrollments are effectively tracked
 - (j) how you will complete customer-centered design Grand Entrance Project for immediate access to all partner services.
- iii. Describe how you will ensure integrated service delivery for individuals with multiple barriers including target populations such as those with disabilities, ELL, reentry, low income and veterans, through compliance of Equal Opportunity (EO) under WIOA, including:
- (a) how you will assume the role of the EO officer
 - (b) confirm you will attend State EO trainings;
 - (c) how you will implement EO state and federal directives
 - (d) how you will implement vendor EO compliance training
 - (e) confirm you will support VWDB staff during EO audits
 - (f) how you will identify virtual services that would be beneficial to clients with multiple barriers
 - (g) how you will plan, coordinate and provide EO compliance staff training to all AJCC partners.
- iv. Describe how you will ensure fact-based decision making and performance measures are being met by developing and implementing an AJCC Performance Report that accurately reflects partner accomplishments including:
- (a) Partner activity and performance goals met
 - (b) Number of co-enrollments
 - (c) Number of referrals and outcomes
 - (d) Success stories
 - (e) Summary of ISD status and effectiveness of customer flow
 - (f) AJCC Customer demographics.
- c. **Project Timeline:** Please include a project timeline that outlines the tasks, projected dates for implementation, and who will be assigned to the task.
- d. **Budget Narrative:** Provide a detailed narrative justification for all line items contained in the document, Budget - Attachment D. Narrative shall include how the proposed costs are necessary and reasonable for completing the tasks and deliverables.

3. Administrative Questionnaire / References – Attachment B₂

- a. Attachment B₂ is a continuation of the Narrative providing specific information on the bidder's organization and administrative profile. The questionnaire asks for information on references. Please provide responses to these questions for the agency that will enter into contract with the City of Glendale/VWDB. This questionnaire is not included in the 25 page limit.

4. Additional Qualification Questions - Attachment C

- a. Attachment C contains additional qualification questions required for all vendors that contract with the City/VWDB. Please complete these for the agency that will be entering into contract. If you are applying as a consortium of partners, one agency must be selected as the administrative entity that will enter into contract with the City. This attachment is not included in the 25 page limit.

5. Budget – Attachment D

- a. Attachment D should be used to address your budget. Prepare the applicable line item budget given the narrative you have written.
- b. Specify the deliverables and costs associated with those deliverables. Include the method or formula for calculating each line item amount. Include hourly rate, projected travel expenses (if applicable), costs of materials (if any), and any other anticipated costs. This narrative is included in the 25 page limit.

6. Signed Debarment Certification (Attachment E)

- a. Document should be reviewed and signed by an authorized officer of the Proposer.

7. Signed Lobbying Certification (Attachment F)

- a. Document should be reviewed and signed by an authorized officer of the Proposer.

8. Signed Assurances (Attachment G)

- a. Document should be reviewed and signed by an authorized officer of the Proposer.

9. Documentation of Corporate Status or Documentation of Nonprofit Status (if applicable)

- a. If the contracting agency is a corporation, please attach a copy of your agency's Articles of Incorporation or other documentation of corporate status. If agency is a non-profit, please include documentation verifying non-profit status.

C. No RFP Alternations

The Proposer must not modify or revise the RFP's questions, statements, instructions, forms, or attachments in any manner. Additionally, unauthorized conditions, exemptions, limitations, or provisions attached to a Proposal will render it informal and may cause its rejection.

D. Resources

Responses to this RFP must comply with WIOA legislation. Proposers should obtain and thoroughly familiarize themselves with both the Act (Public Law 113-128) and the Final Rules (20

CFR Part 652 *et seq.*). Interested parties who are unfamiliar with WIOA are encouraged to obtain more information by accessing <http://www.doleta.gov/wioa/>. Other resources for this proposal are available at www.verdugoworkforce.com/publicnotice and include:

- TEGL 16-16
- Verdugo Performance Measures
- Verdugo Jobs Center Partner MOU
- VWDB Baseline and Hallmarks of Excellence Certification Criteria

VI. PROPOSAL CHECKLIST

Proposers can use the following checklist to ensure all documents are completed and submitted as required and detailed in Section V. B. All documents, except for the Proposal Narrative, are available on the VWDB’s website: www.verdugoworkforce.com/publicnotice

The Proposal Narrative must be prepared on a separate Word document as detailed in Section V. All documents, including the Proposal Narrative, must be combined into one pdf file and submitted to dantonio@glendaleca.gov by the due date of May 8, 2019, 5:00pm PST.

Important: Only a single pdf document will be accepted. Zip files are not allowed by the City of Glendale’s firewall and will not reach dantonio@glendaleca.gov

Completed Document to Submit		Page(s) / Reference	✓
1.	Proposal Cover Page - Attachment A	14 V.B.1.	
2.	Proposal Narrative – Attachment B: Word document, titled: Attachment B: Proposal Narrative. Narrative is comprised of four sections: a. Experience & Demonstrated Ability; b. Services & Deliverables; c. Project Timeline; and d. Budget Narrative	14-16 V.B.2.	
3.	Administrative Questionnaire / References – Attachment B ₂	17 V.B.3.	
4.	Additional Qualification Questions – Attachment C	17 V.B.4.	
5.	Budget – Attachment D	17 V.B.5.	
6.	Debarment Certification - Attachment E Signed document	17 V.B.6.	
7.	Lobbying Certification – Attachment F Signed document	17 V.B.7.	
8.	Assurances – Attachment G Signed document	17 V.B.8.	
9.	For Corporations Only: Documentation of Corporate Status or Documentation of Non-Profit Status	17 V.B.9.	

VII. EVALUATION

A. Competitive Bid Process

This RFP represents the initiation of a competitive process designed to obtain the service of the most competent Proposer. The VWDB will follow the process and procedures in evaluating the proposals, selecting successful Proposers, and awarding contracts:

1. Evaluation Steps

- a. The first step of the review process is the examination of all proposals received for responsiveness to RFP technical requirements and for completeness. At the outset, City staff will examine whether the proposal meets the following:
 - i. Proposal was received via email by the deadline of May 8, 2019 at 5:00pm PST.
 - ii. Proposer meets “**Eligibility**” and “**Proposer Requirements**” (Section II.A.1-2).
 - iii. Staff will also review and ensure that all documents and attachments are included as listed in Section V.B, 1-8 and that all forms are signed as required.
 - iv. If a proposal does not meet the Minimum Proposal Requirements, or is missing any required documents, it will not be passed on to the Proposal Review Committee (‘PRC’).
 - v. The City may treat a proposal as non-responsive for any one or more of the following reasons:
 - (a) The proposal is incomplete;
 - (b) The Proposer fails to:
 - (1) Provide the information that the forms require;
 - (2) Submit the required documents and attachments;
 - (c) The proposal fails to meet any of the requirement described in this RFP; or
 - (d) The Proposer knowingly and willfully submits false information. (If the City later determines that a contract was awarded as a result of false data submitted in response to this RFP, funding may be withdrawn and the contract may be terminated).
 - vi. Proposals that meet the RFP technical requirements and are complete will be referred to the PRC.
- b. The PRC will review and score each proposal based upon evaluation criteria published in this RFP. Based on the scores, the PRC will make funding recommendations to the VWDB. Funding recommendations may differ from amounts requested based on changes in available funding. Deliverables may be adjusted accordingly through the contract negotiation process.
 - i. The VWDB will consider the PRC’s funding recommendations. The VWDB may approve the PRC’s recommendations, or may vote to award funds differently from the PRC’s recommendations. The VWDB may in its sole election reject any and all proposals with or without cause.

2. Evaluation Criteria

Each proposal will be evaluated on a system of one hundred (100) possible points, which are divided into the categories described in the following table:

Criteria	Maximum Points
a. Demonstrated ability: experience, expertise and capability to deliver the services described in the Scope of Work	20
b. Quality of proposed services and deliverables	50
c. Budget	20
d. References	10

The City reserves the right to request additional data and/or an oral presentation to corroborate any written proposal.

VIII. PROPOSAL PROVISIONS

A. Proposal Costs

All costs of proposal preparation shall be borne by the Proposer. The City and VWDB shall not be liable for any pre-contractual expenses incurred in the preparation and/or submission of the proposal.

B. Identifying Proprietary Information; Public Record Act

A Proposer must identify and list all copyrighted material, trade secrets, or other proprietary information (‘protectable documents’) that the Proposer included in its Proposal which Proposer believes should be exempt from disclosure under California’s Public Records Act, Government Code Section 6250, et seq.

By listing the documents, the Proposer agrees to indemnify, defend, and hold harmless the City and its officers, agents, employees, and representatives from and against any action, claim, lawsuit, or proceeding, including costs and expenses, arising out of or connected with the City’s refusal to disclose the protectable documents to any party making a request for those items.

The City will treat any Proposer, who fails to identify documents that the Proposer believes should be exempt from disclosure, as having waived its right to an exemption from disclosure, as the Public Records Act provides.

All Proposals and other material submitted become the property of the City and may be returned only at the City’s option. The City reserves the right to use any ideas presented in any response to the RFP. Selection or rejection of the Proposal does not affect this right.

C. Appeal Process

1. Appeal Submission

Proposers submitting proposals that are not accepted for any reason will be informed of the fact in writing. Any Proposer may appeal the decision. The proposer shall have ten (10) calendar days from receipt of the rejection notification to make an appeal in writing to:

Attention: Diana Antonio
Verdugo Workforce Development Board
1255 S. Central Avenue
Glendale, CA 91204

- a. Within ten (10) calendar days of receipt of the above appeal letter, the proposer will be contacted to establish the next action step. If an oral appeal is indicated, such appeal will be heard by an Ad Hoc Appeal Committee of the VWDB, which shall consist of at minimum two (2) VWDB members, at least one of whom must have served on the original Ad Hoc VWDB Proposal Review Committee that recommended awards to the full VWDB regarding the procurement process under appeal by the proposer. The proposer shall be granted thirty (30) minutes to address the Ad Hoc Appeal Committee to address issues which resulted in a refusal of its offer. Subsequently, a question and answer period of thirty (30) minutes may occur, subject to extension only by agreement of members of the Ad Hoc Appeal Committee. The appeal outcome shall be announced in writing to the proposer within five (5) days of the Ad Hoc Appeal Committee decision.
- b. If the proposer wishes to make further protest, said proposer must transmit notification within two (2) days after the Ad Hoc Appeal Committee decision is issued. Then the City Manager or designee of the City of Glendale shall hear the appeal at the earliest possible date. The City Manager or designee shall exercise full discretion in conducting the process. The City Manager's or designee's shall issue a decision within (10) ten calendar days of the hearing. The City Manager's or designee's decision is final and conclusive.
- c. No contracts with other bidders that were approved for awards by the VWDB may be finalized until the full appeal process has been exhausted at the City Manager or designee level.

D. Failed Competition

If only one responsive proposal is received from this solicitation, the competition may be reopened or sole source procurement may be declared.

E. RFP Cancellation

This RFP may be withdrawn at any time if cancellation is deemed to be in the best interest of the City or VWDB.

F. RFP Extension

The submission deadline may be extended should such action be deemed necessary. Proposers have the right to revise their proposals in the occurrence of such an event.

G. Withdrawal, Cancellation, or Modification of a Proposal

1. Process for Withdrawal, Cancellation or Modification of Proposal

- a. **Before** the Proposal Deadline, a Proposer may withdraw and then modify a Proposal, by giving written notice, signed by the Proposer. A withdrawal request must be addressed as follows and delivered to:

Verdugo Workforce Development Board
Attn: Diana Antonio
1255 South Central Avenue
Glendale, CA 91204
Phone: (818) 937-8081
Email: dantonio@glendaleca.gov

- b. For a withdrawal to become effective, the VWDB must receive the Proposer's request for withdrawal before the Proposal Deadline. The City and VWDB will not accept or consider a Proposer's verbal request for modification or withdrawal of a Proposal.
- c. If a Proposer withdraws its Proposal, the withdrawal will not prejudice the Proposer's right to submit a new Proposal, if the new Proposal is submitted: (a) in accordance with the RFP's requirements, and (b) before the Proposal Deadline.
- d. **After** the Proposal Deadline, a Proposer must not withdraw, cancel, or modify its Proposal for a period of at least ninety (90) calendar days following the Proposal Deadline. The City may extend the 90 day period upon the City's written request and upon the affected Proposers' written approval.

IX. AWARD OF CONTRACT AND CONTRACT PROVISIONS

A. Entering into Contractual Agreement

1. Contract Provisions

- a. Once selected, the successful Proposer must enter into a written Agreement with the City. The RFP, or any part of it, and the Proposer's responses, will be incorporated into and made a part of the Contract.
- b. The City and the VWDB reserve the right to reduce the award or not award the contract in the event that fund allocations decrease or in the event of poor performance or non-compliance by the contractor.
- c. Before any services can commence, the selected Proposer will be required to execute the Contract, which is a standard form of agreement. To facilitate the Project's smooth and timely implementation, Proposers responding to this RFP must review all the terms and conditions of the Contract, including, but not limited to, provisions relating to insurance, indemnity, and termination, as seen in Attachment I, *Sample Contract*.

- d. The City's policy is that the Contract be accepted as is. By submitting a Proposal to the City in response to this RFP, each Proposer is deemed to have provided its approval to the Contract, accepting it without qualification. If a Proposer seeks limited modification of the Contract, then in the Proposal a Proposer must identify the proposed changes.
- e. However, changes or qualifications to the Contract may be weighed in the evaluation of the Proposal and may cause rejection of the proposal as non-responsive, in City's determination.
- f. The City reserves the right to further negotiate the terms and conditions of the Contract. The Proposer whom the City selects must cooperate with the City in good faith to negotiate, sign, and deliver the final Contract. The City will draft the Contract and may require the selected Proposer to attend one or more Contract negotiation conferences to discuss possible:
 - i. Revisions to the Contract's service-related terms, conditions, requirements, specifications, or minimum performance standards, other than the insurance and the indemnity provisions; and
 - ii. Additions to the Contract, by the parties' mutual agreement, or as a City Ordinance or Resolution, the City's Charter or Municipal Code, or any other law may require.
- g. The City may require the selected Proposer to submit a variety of documents, including, but not limited to:
 - i. Incorporation documents; and
 - ii. Addresses and telephone numbers of members of the board of directors (if any).
- h. The selected Proposer's failure to provide requested documents in what the City considers a reasonable time constitutes sufficient grounds for discontinuation of contract negotiations and cancellation of the award.
- i. At any time, and for any reason, if contract negotiations with the selected Proposer fail to progress, to the City's reasonable satisfaction, the City reserves the right to not only end negotiations with the selected Proposer, but also cancel the award and reject the Proposal. At its discretion, the City may then: reopen the proposal process; choose from among the remaining, if any, qualified Proposers; reissue the RFP; negotiate directly with any firm for services; or choose not to contract for services.
- j. The selected Proposer must submit to the City all of the following items:
 - i. Three (3) originals of the Contract, properly signed by the Proposer.
 - ii. Insurance certificates and additional insured endorsements that fully conform to the Contract's requirements. General insurance requirements are listed in Insurance Requirements — Attachment H. These insurance requirements are guidelines and are not specific to the final contract.
- k. After the City receives the signed Contracts and insurance documents, the City Attorney's office will review the Contract. Additionally, the City Attorney's office or the City's Risk

and Insurance Services Manager will review the required insurance. If the selected Proposer has not changed any terms of the Contract, and if the insurance conforms to the Contract's requirements, the City will sign the Contract and return an original of the Contract to the Proposer.

- l. The City may award a contract based solely on the written proposal; therefore, each proposal should be presented with the most favorable and supportable description and price.
- m. Nothing in this RFP shall create any contractual relationship between any Proposer and the City. A selected proposal is accepted only in principle. Selection does not imply acceptance of all terms and conditions in the proposal as it was submitted. This RFP is not in itself an offer of work, nor does it commit the VWDB or the City to fund any proposals submitted.
- n. The City reserves the right to negotiate any proposed program and can require a design modification to conform to new directives from the State of California, new local policies, or federal rules, regulations, or statutes. Negotiations may include but are not limited to types and scope of services, performance criteria, administrative and program structure, and budget amounts.

2. Contract Type – Cost Reimbursement

The City will enter a cost reimbursement contract with successful Proposer(s). Successful entities will be expected to pay for all costs up front, and will be reimbursed by the City on a quarterly basis after providing documentation of all costs. No advances will be given.

3. Compliance

Proposers must comply with WIOA, WIOA regulations, state and local laws and regulations, policies of the California Employment Development Department, and all City policies, procedures, and program requirements. Proposers must also comply with the grantor's requirements. To ensure compliance, *City of Glendale Contract Assurances, Certifications and Agreements* will be incorporated into all contracts. This document is available for examination prior to contract negotiation in Attachment I on the VWDB website: www.verdugoworkforce.com/publicnotice

X. OTHER TERMS, CONDITIONS, AND REQUIREMENTS

A. Procurement

Proposers must comply with the City's Procurement Policy when acquiring allowable supplies, supportive services, etc. The City's Procurement Policy will be provided at contract execution.

B. Publication policy

In generally distributed publications, Proposers must state that the program or activity is an Equal Opportunity employer or program, and that auxiliary aids and services are available upon request to individuals with disabilities.

C. Reporting and Record Keeping

Proposers must maintain standardized records and supporting documentation for services rendered including financial, statistical and property records.

D. Audits and inspections

Proposers must comply with audit requirements of the Single Audit Act of 1984 (31 U.S.C. 7501-7) and 29 CFR Part 96, U.S. Department of Labor regulations which implement Office of Management and Budget Circular A-128 or A-133 (whichever is applicable to the contracting entity). Proposers will be required to have a financial and compliance audit. All contract payments are subject to audit. The City, the State, the U.S. Department of Labor, the Comptroller General of the United States or any of their duly authorized representatives may perform audits after reasonable advance notice to the Proposer at any time during the contract period or within three (3) years from the date of final contract payment.

E. Proposer's Indemnification of the City

At its expense, Proposer agrees to indemnify, defend, and hold harmless the City, VWDB, and their officers, agents, employees, and representatives from and against any and all liability, suits, actions, proceedings, judgments, claims, demands, liens, losses, damages, costs, and expenses (including attorneys' fees, litigation, arbitration, mediation, appeal expenses) if a dispute, lawsuit, or other proceeding arises out of any one or more of the following:

- Proposer's submitting the Proposal;
- The City's accepting Proposer's Proposal; or
- The City's awarding a Contract to Proposer in compliance with this RFP, or state, federal, or local laws.

F. Other Requirements

The City of Glendale may: (1) request credit, criminal, and investigative reports about you and your firm, and (2) contact the references, government entities, and other persons listed in this Proposal. The City of Glendale will use this information to evaluate your firm's financial resources, responsibility, and integrity with respect to this Proposal, an award of the Contract, or any contract renewal. The City of Glendale will treat any information that it obtains now or later as confidential.

G. Contractor Responsibility

1. Certifications

- a. **Debarment:** any Proposer receiving an award of \$25,000 or more in Federal grant funds must submit a signed Debarment Certification. The certification assures that no principle contract representative has been excluded from the Federal award process as a result of convictions or civil judgments or other violations that would affect the integrity of grant funds.
- b. **Lobbying:** any Proposer receiving an award of \$100,000 or more in Federal grant funds must submit a signed Lobbying Certification that no Federal grant funds have been paid or will be paid by the Proposer for influencing or attempting to influence an officer or employee of the Verdugo Workforce Development Area (WDA), a Member of Congress, or an employee of a member of Congress in connection with the award of the contract.

2. Fiscal System

Proposers must maintain accounting systems and program records to document actual expenditures. The financial system must provide accurate, current and complete disclosure of the financial results of each program activity in accordance with the contract. All records must be made available to the City for fiscal monitoring.

3. Cost Allocation Plan

Funds may be granted to a Proposer from more than one source, or a Proposer may plan to operate services using multi-source funding outside VWDB grants. Upon request, a Proposer must prepare a budget spreadsheet identifying funding sources relative to all services, whether or not such funds were awarded by VWDB.

H. Breach

In the event a Proposer fails to provide services during the period and at the cost negotiated, the City reserves the right to pursue all remedies it deems appropriate, including the right to apply criteria of reasonable and necessary costs.

XI. CITY'S AND VWDB'S RESERVATION OF RIGHTS

A. Evaluation Process

1. Limitations

- a. This RFP and the proposal evaluation process do not:
 - i. Obligate the City and/or VWDB to accept or select any Proposal;
 - ii. Constitute an agreement by the City and/or VWDB that it will actually enter into any contract with any Proposer.
- b. When it best serves the City's and/or the VWDB's interests, the City and/or VWDB may do any of the following:
 - i. Reject any Proposal or all Proposals at its sole discretion.
 - ii. Extend the deadline for accepting the Proposals.
 - iii. Accelerate the pace of the RFP process if only one or a handful of Proposals are received.
 - iv. Waive any or all information, defects, irregularities, or informalities in a Proposal.
 - v. Accept amendments to Proposals after the Proposal Deadline.
 - vi. Amend, revise, or change the RFP's evaluation or selection criteria.
 - vii. Cancel, withdraw, amend, revise, change, or negotiate the terms of this RFP, the proposed Contract, or both.
 - viii. Reissue a Request for Proposals.
 - ix. Conduct oral interviews.
 - x. Visit a Proposer's facilities or business.
 - xi. Examine financial records of Proposer to the extent necessary to ensure financial stability.

- xii. Make a partial award.
 - xiii. Negotiate with one or more Proposers.
 - xiv. Award contracts to one or more Proposers.
 - xv. Require a best and final offer from one or more Proposers.
-

This concludes the RFP instructions.

XII. ATTACHMENTS

All attachments are available at www.verdugoworkforce.com/publicnotice

- A. VWDB One-Stop Operator RFP Documents – Attachments A, B₂, C, E, F, G**
- B. Budget – Attachment D – Excel File**
- C. Sample Insurance Requirements – Attachment H**
- D. Sample Contract – Attachment I**

If you have any issues with the attachments, please send an email to: dantonio@glendaleca.gov