

CONTRA COSTA COUNTY
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT
Workforce Development Board
Request for Interest (RFI) # 620
One-Stop Operator

The Workforce Development Board of Contra Costa County (WDBCCC) announces **Request for Interest (RFI) #620**, seeking an individual consultant or organization/firm, public or private entity, to serve as a One-Stop Operator for the Contra Costa County Workforce Development Board America's Job Centers of California (AJCC). The One-Stop Operator will serve as the facilitator and coordinator of the WDBCCC's AJCC partner-shared services.

STATEMENT OF WORK

Together with the Adult and Dislocated Worker Career Services Providers, the AJCC Operators play a critical role in ensuring that AJCCs serve as all-inclusive access points to education and training programs for a wide range of customers.

In alignment with the Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, local boards are required to conduct an open and competitive process in order to select their AJCC Operators (WIOA Section 121[d][2][A]).

In California, AJCC Operators are responsible for coordinating service delivery among all AJCC partners and service providers within the Local Workforce Development Area (Local Area). By having the AJCC Operator act as the local service delivery coordinator, it allows Local Boards to focus on strategic planning and developing partnerships at the local and regional level.

WDBCCC intends to award a one (1) year contract (2017-2018) to the bidder(s) whose response best conforms to this Request for Interest (RFI) and meets the requirements set forth herein. Contract(s) will be effective July 1, 2017, and any contract entered into as a result of this RFI may be renewed for up to two (2) additional fiscal years.

The total amount of funding available for this RFI is \$70,000 for the initial twelve (12) month period. All contract awards are contingent upon receipt of adequate Federal and State funding.

DESCRIPTION OF WORK:

WDBCCC seeks proposals from individuals, community-based organizations, public or private, for-profit or non-profit agencies, and/or a collaboration of these organizations, to serve as the One-Stop Operator. The One-Stop Operator will serve as the facilitator and coordinator of the WDBCCC AAJCC partner-shared services.

CONTRACTOR ROLES AND RESPONSIBILITIES:

- 1) In conjunction with appropriate WDBCCC staff, coordinate the implementation of WDBCCC negotiated Memorandums of Understanding with all mandated partners.

- 2) Acting as a liaison between WDBCCC and other AJCC partners, for the purpose of:
 - I. Coordination of shared facility use.
 - II. Resolving disputes.
 - III. Identifying any changes that may be needed to partner working agreements.

- 3) Along with the site coordinator for each AJCC, support the convening and facilitation of bi-monthly Workforce Integration Network partner meetings for each sub-region in Contra Costa County: East, Central and West, to ensure effective communication in the delivery of services such as:
 - I. Partner collaboration.
 - II. Process improvement.
 - III. Implementing recommended changes as identified by WDBCCC staff.

- 4) Support general coordination or Integrated Service Delivery Teams across all partners.

- 5) Identify needs for AJCC partner coordinated activities, such as:
 - I. Equipment.
 - II. Resources.
 - III. Marketing and outreach.

- 6) Ensure WDBCCC's AJCC priority initiatives/goals are implemented.

- 7) Working with the WDBCCC Staff to designate, implement and maintain appropriate customer service flow for AJCC shared services.

- 8) Participate in the evaluation and compliance of AJCC/One-Stop certification process .

- 9) Assess, develop and generate a WDBCCC AJCC-System quarterly report that accurately reflects/measures the following:
 - I. Partner activity.
 - II. AJCC traffic.
 - III. Co-enrollments across partner agencies .
 - IV. Success stories.
 - V. Referrals and outcomes .

FUNDING

Pending approval by an evaluation committee WDBCCC may award a standard contract not to exceed \$70,000 for the first contract year. Based on satisfactory services, the contract may be renewed for up to two additional years.

BIDDER QUALIFICATIONS

- Bidder shall have knowledge and experience with the Workforce Innovation and Opportunity Act (formerly Workforce Investment Act) for at least three (3) years.
- Bidder shall be and/or provide qualified staff with relevant experience.
- Bidder shall possess all permits, licenses and professional credentials necessary to perform services as specified under this RFI.
- Bidder shall provide proof of a sound financial management system based upon general accepted accounting principles
- Bidder shall provide evidence of and maintain required insurance upon award of contract
- Contractor shall provide Worker's Compensation insurance at Contractor's own cost and expense, and neither Contractor nor its carrier shall be entitled to recover from the Employment and Human Services Division any costs, settlements, or expenses of Worker's Compensation claims arising out of this Agreement.

SELECTION CRITERIA

Proposals may earn up to 100 points as follows:

Expertise and Qualifications of Proposer/Lead Agency	35 Points
Proposed outline for delivery of services	35 Points
Budget Justification/Leveraged Resources	30 Points

ADDITIONAL INFORMATION

Right to Reject Proposals

Submission of a proposal indicates acceptance by the respondent of the conditions contained in this RFI. Workforce Development Board of Contra Costa County – EHSD reserve the right to reject any or all proposals submitted. Applicants are also advised of the following:

- Costs for developing the proposals are solely the responsibility of the bidders. WDBCCC, EBW or its partners will not provide reimbursement for such costs.

A submitted proposal may be withdrawn prior to the proposal due date. A written request to withdraw the proposal must be submitted electronically to Donna Van Wert, Executive Director, WDBCCC at dvanwert@ehsd.cccounty.us.

CONFLICT OF INTEREST

All proposers who have any financial and/or organizational relationships with any WDBCCC member or staff must clearly disclose such a relationship in writing in a letter accompanying the original proposal.

DEADLINE AND DELIVERY

This RFI will be posted for four weeks.

Interested parties must submit a letter of interest including an e-mail address and description of experience, work samples, demonstration of knowledge and proposed fees as outlined above. Proposals must include the bidder's e-mail address. Email attachments must be in MS Word, MS Excel, and/or PDF file format. Send proposals to:

Contra Costa County Employment and Human Services Department
Contracts Unit, Attention: **RFI #620**
40 Douglas Drive
Martinez, Ca 94553

Telephone: (925) 313-1691
Fax: (925) 646-0117
E-mail: contractbid@ehsd.cccounty.us
Website: www.ehsd.org/rfi

Responses must be received no later than 5:00 p.m. April 24, 2017. Please note that responses will not be returned, and postmarks will NOT be accepted. If you plan to hand-deliver your response, please be advised the building is open to the public 8:00am to 12noon and 1:00pm to 5:00pm, Monday through Friday.

APPEALS

The RFI Appeal Process is initiated the date the award notification letters are sent to the RFI respondents. The appeal period last no less than ten (10) working days from the date the appeal period is initiated.

All appeals must be submitted in writing to:

Workforce Development Board
RFI #620
Attn: Executive Director
300 Ellinwood Way, Suite 300
Pleasant Hill, CA 94523

The appeal letter must state the following:

1. The issues appealed,
2. How the alleged claim detrimentally effects the entity appealing, and,
3. The rectification sought by appellant.