

Contra Costa County Employment and Human Services Department
Workforce Development Board
Request for Interest (RFI) #717
COVID-19 Impacted Individuals

The Contra Costa County Employment and Human Services Department (EHSD) on behalf of its Workforce Development Board (WDB) announces Request for Interest #717 to manage and implement all aspects of Workforce Innovation and Opportunity Act (WIOA) funded services focused on dislocated workers laid off due to COVID-19.

A recent report by McKinsey and Company on April 2, 2020, estimated that the two highest sectors for potential job loss nationally as a result of the COVID-19 pandemic were accommodation and food services, with up to 12.5 million jobs lost, and retail trade, with the possibility of more than 10 million jobs lost. (<https://www.mckinsey.com/industries/public-sector/our-insights/lives-and-livelihoods-assessing-the-near-term-impact-of-covid-19-on-us-workers>). Based upon these national estimates, and local Worker Adjustment and Retraining Notification (WARN) reports for Contra Costa County, the proposed project will focus primarily on individuals in the personal accommodation services, food and hotel service, and the retail sectors. Contra Costa County has had a shelter in place (SIP) order in effect since March 18, 2020. Contra Costa was one of seven Bay Area counties to join together for a fairly restrictive SIP. Some counties are easing their SIP but not all, especially in the Bay Area, which is taking a stricter approach to reopening the region. Nail salons, hairdressers, bars and nightclubs remain closed in Contra Costa County as of this date. Restaurants are open for takeout only. It is unknown whether many of these individuals will be able to return to their previous jobs at all in the near or distant future.

Funding for this RFI comes from the National Dislocated Worker Grant (NDWG), which must serve a minimum of **120 program participants, 80 of which must receive training**, with an array of services intended to prepare them for new employment opportunities as rapidly as possible. Services will include the following: assessment of existing skills and experience; provision of labor market information related to employment sectors that are growing; job readiness training; supportive services (including child care, access to digital tools such as a laptop computer and broadband connection needed for remote training /employment, etc.); resume preparation support; job placement services; and career planning. Due to the likelihood that social distancing rules may still be in place when the project gets underway, online training and virtual platform service strategies may be implemented to the greatest extent possible. Training will include industry-recognized certificates, access to pre-apprenticeship programs, on-the-job training (OJT), and cohort training as appropriate. Training that emphasizes and supports creative technology and virtual work practices is encouraged.

A total of \$400,000 is available. Funding breakdown:

- \$300,000 for training
 - Cohort trainings are encouraged but not required
- \$40,000 for supportive services at an average of \$500 per person
 - Average cost per participant for training and support services: \$2,833
- \$60,000 for OJT at a maximum of \$5,000 per participant

The EHSD/WDB will award **multiple contracts** that address a combination of training and services that best meet the requirements of the grant and the needs of the target population. Proposals may address any combination of services and appropriate number of participants to be served.

Individual proposal requests not to exceed \$200,000.

Description of Service

The purpose of this RFP is to obtain bids from individuals and/or organizations that are capable of providing project management and implementation of all program elements and direct services to dislocated workers as defined by [WIOA section 3 \(15\)](#), impacted by COVID-19. Individuals must meet one of the following:

- Laid off due to COVID-19
- Experiences a reduction in hours and/or pay due to COVID-19
- Was unable to work, but is now looking for work, for any of the following COVID-19 related reasons:
 - Subject to quarantine
 - Caregiver for someone who is subject to quarantine
 - Need to care for children because of school closure or closure of other child care provider
 - At higher risk of getting seriously ill from COVID-19, or lives with someone at higher risk, as outlined on the California Department of Public Health COVID-19 website

Proposals should describe how respondents will conduct outreach, provide career development, provide minimal computer, online and virtual assistance, training referral, employment-related services and follow-up to individuals in Contra Costa County minus the City of Richmond.

Respondents should demonstrate how they will work with the EASTBAY *Works America's* Job Centers system, as well as other local workforce system partners connected to the WDB such as the SparkPoint Contra Costa, Bay Point Works Career Center, and other organizations and networks.

The selected organization(s) and/or individual(s) will employ one or more people who will work directly with job seekers and provide a full range of services. Successful responder(s) will utilize the CalJOBS case management system required by the State.

Services should include:

- Recruitment and outreach
- Eligibility determination and documentation
- Intake, orientation, and enrollment in WIOA Programs
- Individual assessment and employment plans
- Case record management
- Supportive services
- Training and or on-the-job training
- Job search seminars and job development workshops
- Employment referrals
- Job placement and tracking
- Follow-up documentation of job retention

Funding

Pending approvals from the WDB and the Contra Costa County Board of Supervisors, the EHSD will award multiple standard contracts, **no single contract to exceed \$200,000**, projected to begin January 2021 and run through December 2021.

Qualified Bidders should demonstrate:

- Knowledge of employment and training programs
 - Working knowledge and experience with services that respond to customer choice and labor market data
 - Ability to effectively use existing programs to meet employment and education goals
- Two years' experience providing case management services in the employment and training field to adult populations receiving public assistance and other social supports
- Experience providing comprehensive career development and employment-related services and associated reporting of specific, legislated program outcomes in CalJOBS
- An understanding of the local community, including:
 - Experience working with local populations
 - Understanding of the labor market needs
- Presentation of budget that reflects effective use of allocated resources, including:
 - Experience with general accounting principles

Additional Qualifications

- Ability to work a flexible schedule to meet the needs of the population
- Demonstrated experience in developing and leveraging resources for service delivery
- Experience in outreach and engagement with targeted populations
- Ability to perform administrative functions of case management and WIOA reporting requirements in CalJOBS.

RFI submission components

Completed submittals must include a proposed budget, resumes of key staff that will be engaged with this project, and a comprehensive explanation of how respondent will provide services outlined above.

Selection Criteria

In general, proposals will be evaluated based upon their ability to demonstrate the following:

- Knowledge of WIOA regulations and federal, state, and local policy;
- Ability to enroll, retain and effectively serve the target population;
- Ability to provide a full range of effective program services that meet WIOA requirements;
- Ability to meet performance outcomes; entered employment rate, earnings, credential attainment, and measurable skills gains
- Utilize collaborative partnerships that increase wrap-around services and create a synergy that produces outcomes greater than the sum of efforts taken independently;
- Costs are reasonable, allowable, necessary and realistic;
- Program timelines are reasonable and realistic to support program success;
- Adequate staffing with the necessary experience and qualifications;
- Administrative and fiscal capacity to operate the requested program services;

Proposals will be scored and ranked by a team of independent reviewers (RFP Scoring Panel) who will score and rank all responsive proposals using the criteria set forth in this RFP and make a recommendation for funding based on the evaluation scores. The table below provides a summary of the scoring method for this RFP:

RFP SCORING Methodology	
Organization Description and Qualifications	15
Program Content & Design	40
Collaboration, Partnerships, and Access (access is defined as equitable programmatic and physical opportunity to participate)	10
Program Management	
Performance: Past and Anticipated	10
Measures and Results	10
Budget and Budget Detail	15
TOTAL AVAILABLE POINTS	100

Respondents must have a total average score of 80 points or higher to be recommended for funding. WDBCCC reserves the right to consider multiple proposals. WDBCCC may require interviews.

Deadline and delivery

Interested parties must submit proposals with a letter of interest including an e-mail address and description of experience, work samples and proposed fees as outlined above to EHSD for RFI #717 to:

Contra Costa County
 Employment and Human Services Department
 Contracts Unit, Attention: **RFI #717**
 40 Douglas Drive
 Martinez, CA 94553

Telephone: (925) 608-4969
 Fax: (925) 313-1517
 E-mail: contractbid@ehsd.cccounty.us
 Website: www.ehsd.org/rfi

Complete responses must be received on or before 5:00 p.m. on Thursday, September 17, 2020. 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 that the office is open to the public 8 a.m. to 5 p.m., Monday through Friday.

Additional information

Right to Reject Proposals

Submission of a proposal indicates acceptance by the respondent of the conditions contained in this RFI. The WDB and Contra Costa County EHSD reserves the right to reject any or all proposals submitted. Applicants are also advised of the following:

1. Costs for developing the proposals are solely the responsibility of the bidders. The WDB of Contra Costa County will not provide reimbursement for such costs.

2. A submitted proposal may be withdrawn prior to the proposal due date. A written request to withdraw the proposal must be submitted electronically to contractbid@ehsd.cccounty.us

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 must be submitted in writing to:

Workforce Development Board
RFI #717
Attn: Kathy Gallagher, Director
Employment and Human Services Department
40 Douglas Drive
Martinez, CA 94553

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.