



# **Request for Proposal No. CAJCC 2017**

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## **COMPREHENSIVE AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) OPERATOR AND CAREER SERVICES PROVIDER**

Under the  
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

Issued Thursday, December 21, 2017

**Proposals must be received no later than 2:00 P.M.**

**Friday, February 2, 2018 at the**

**ABSOLUTELY NO EXCEPTIONS**

**Alameda County Workforce Development Board**

24100 Amador Street, 6<sup>th</sup> Floor, Room 610C

Hayward, CA 94544-1203

(510) 259-3842

## Alameda County Workforce Development Board

Invites your application to provide services under the  
Workforce Innovation and Opportunity Act

The Alameda County Workforce Development Board (ACWDB) announces the issuance of this Request for Proposal (RFP) to seek an organization to act as the Comprehensive (America's Job Center of California) Operator, and provide Career Services to Adult and Dislocated Workers in the Eden Area. The Comprehensive AJCC is located in the Eden Area Multi-Service Center at 24100 Amador Street, 3<sup>rd</sup> Floor, Hayward, CA. ACWDB anticipates that up to **\$700,000** will be available from Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker funds for this RFP. One award will be made.

**ACWDB is also seeking responses to a separate RFP for provision of Career Services in the remaining sub-regions of the Alameda County Local Workforce Development Area (Local Area). Applicants may submit a response to only one of the WIOA RFP being issued for Adult and Dislocated Worker services for 2017.**

Contracts awarded under this solicitation will be for 12-months for Program Year 2018-2019, with the option to renew for two additional program years contingent upon contract performance and availability of funds. Eligible applicant organizations include all public, or private non-profit entities, community-based organizations, faith-based organizations, local education agencies, government agencies, and for-profit agencies.

### DEADLINE FOR SUBMISSION:

**One (1) original and five (5) copies of the proposal must be received in the ACWDB administrative office on or before 2:00 P.M., Friday, February 2, 2018. One copy must have an original signature, signed in blue ink.**

Send or deliver to:

David Dias, Career Center Coordinator  
Alameda County Workforce Development Board  
24100 Amador Street, 6<sup>th</sup> Floor, Room 610C  
Hayward, CA 94544

This deadline applies to all methods of submittal, whether hand-delivered or mailed, to the ACWDB administrative office. It is recommended that all proposals that are mailed be sent by certified registered mail. Faxed copies of proposals will **NOT** be accepted.

**Attendance at the scheduled Bidders Conference is highly encouraged.** Information will be provided, which could facilitate your response. The Bidders' Conference is intended to be the primary source of information for all applicants.

Technical assistance questions will be answered in writing only. Written questions to staff are due by 5:00 pm, Friday, January 5, 2018. All Bidder Conference questions and answers as well as technical assistance questions and answers will be posted on the ACWDB and the General Services Agency (GSA) website at [www.acwdb.org](http://www.acwdb.org) and [www.acgov.org/gsa\\_app/gsa/purchasing/bid\\_content/contractopportunities.jsp](http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) All questions should be directed to David Dias, Career Center Coordinator, at [david.dias@acgov.org](mailto:david.dias@acgov.org), (510) 780-8768.

# ALAMEDA COUNTY WORKFORCE DEVELOPMENT BOARD

## REQUEST FOR PROPOSAL

### SPECIFICATIONS, TERMS & CONDITIONS

For

Comprehensive America's Job Center of California (AJCC) Operator and Career Services Provider for  
Adult and Dislocated Worker Programs

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# **ALAMEDA COUNTY WORKFORCE DEVELOPMENT BOARD**

## **REQUEST FOR PROPOSAL SPECIFICATIONS, TERMS & CONDITIONS**

**For  
Comprehensive America's Job Center of California (AJCC) Operator and  
Career Services Provider**

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Bid Form (Exhibit B)  
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## I. OVERVIEW OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

The Workforce Innovation and Opportunity Act (WIOA) of 2014 is designed to help job seekers access employment, education, training, and support services to succeed in the labor market, as well as to match employers with the skilled workers they need to compete in the global economy. The workforce system is designed to be customer-focused in meeting both the needs of businesses for skilled workers, and in assisting individuals in easily accessing information and services needed to begin and manage their careers.

The Alameda County Workforce Development Board (ACWDB) is charged with developing and maintaining a workforce development system under the WIOA in the local workforce area. The Alameda County Local Workforce Development Area (Local Area) includes all of Alameda County outside the city of Oakland. In addition to legislated responsibilities under the WIOA, ACWDB plays a major role in a variety of key state, local and regional initiatives.

For reference and information on WIOA and other resources including the ACWDB's strategic local plan the following websites may be helpful.

Workforce Innovation and Opportunity Act Info <http://www.doleta.gov>  
California WIOA [http://www.edd.ca.gov/jobs\\_and\\_training/workforce](http://www.edd.ca.gov/jobs_and_training/workforce)  
Employment Development Dept <http://www.edd.ca.gov/>  
EASTBAY Works <http://www.eastbayworks.com/>  
Alameda County WDB <http://www.acwdb.org>

## II. STATEMENT OF WORK

### A. INTENT

It is the intent of these specifications, terms, and conditions to describe the services and strategies solicited under this RFP. Only one applicant will be awarded funding as the Operator of the Comprehensive America's Job Center of California (AJCC) and to provide Career Services. Additionally, the applicant awarded funds through this RFP will not be awarded funds under the separate RFP for Career Services in the sub-regions of the Alameda County Local Area.

Contracts will be awarded for a 12-month period with an estimated start date of July 1, 2018 through June 30, 2019. **No obligation or commitment of funds will be allowed beyond this contract. Any contract renewal will be based on future funding availability and contractor performance, and will be limited to no more than two additional funding periods. The provider must meet the County's contracting requirements.**

## **B. SCOPE AND BACKGROUND**

The WIOA vision for the publicly funded workforce system is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for job seekers to succeed in the labor force, particularly those with barriers to employment, as well as to meet the needs of local and regional employers.

WIOA is designed to meet the demand for consistent, high-quality education, employment, and training services. It supports the workforce system in meeting that demand through the one-stop service delivery system with sites branded as America's Job Centers. In California those centers are branded as America's Job Centers of California (AJCC). The AJCC include partner agencies in core programs. Under WIOA, AJCC and their partners:

1. Provide job seekers with the skills and credentials needed for employment and advancement to sustainable wages;
2. Provide access to all job seekers, including individuals with barriers to employment;
3. Enable businesses and employers to easily identify and hire skilled workers as well as access to other supports, including education and training for their current workforce;
4. Participate in rigorous evaluations that support continuous improvement of service delivery; and
5. Ensure that policy decisions are informed by integrated data.

The role of the Comprehensive AJCC Operator includes the following:

1. Coordinating the service delivery of required AJCC partners and service providers; and
2. Ensuring the implementation of partner responsibilities and contributions agreed upon in Memorandums of Understanding – Between the ACWDB and WIOA mandated AJCC Partners (Phase I / II).

The role of the Adult and Dislocated Worker Career Services Provider includes the following:

1. Providing basic career services including, but not limited to, participant intake (eligibility determination for WIOA services), orientations, initial assessments, employment services, and referrals to other partners and services;
2. Providing individualized career services including, but not limited to, comprehensive and specialized assessments, case management, individual employment plans including training, career planning, and vocational counseling;
3. Managing the daily operation in coordination with local fiscal agents for the lease, utilities, and other property activities in support of AJCC premises in accordance with County requirements found in Exhibit I in the attachments included with this RFP; and
4. Managing the hours of operation for AJCC.

The ACWDB seeks an applicant to perform both the AJCC Operator role for the Comprehensive AJCC as well as to provide Career Services in the Eden Area (Hayward, San Leandro, San Lorenzo, and adjacent unincorporated areas) of the Local Area.

The Comprehensive AJCC will meet the WIOA Baseline Certification, and will strive to fully meet the Hallmarks of Excellence Certification. In order to meet Baseline AJCC Certification, an AJCC must meet all of the following requirements:

1. The Local Board has implemented a signed MOU with all the required AJCC partners. This includes both Phase I and Phase II of the MOU process.
2. The AJCC has implemented the board-defined roles and responsibilities of the AJCC Operator and Title I Adult and Dislocated Worker Career Services Provider.
3. The AJCC meets all regulatory requirements to be considered a comprehensive AJCC as identified in the WIOA Joint Final Rule Section 678.305.
4. The AJCC ensures equal opportunity for individuals with disabilities in accordance with the ADA and WIOA Section 188, and all other applicable federal and state guidance.

The Hallmarks of Excellence Certification ranks eight (8) criteria on a scale of 1 to 5. To achieve the certification, an AJCC must meet Baseline Certification and score a minimum of 3 for each of the Hallmarks of Excellence criteria listed below:

1. The AJCC physical location enhances the customer experience.
2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.
3. The AJCC actively supports the One-Stop system through effective partnerships.
4. The AJCC provides integrated, customer-centered services.
5. The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.
7. The AJCC has high-quality, well-informed, and cross-trained staff.
8. The AJCC achieves business results through data-driven continuous improvement.

**WIOA requires that each Local Area maintain at least one Comprehensive AJCC. The ACWDB has designated the largest of its sub-regions, Eden, as the location for the Comprehensive AJCC. It is housed in the Eden Area Multi-Service Center at 24100 Amador Street, 3<sup>rd</sup> Floor, Hayward, CA. No other site will be considered during this solicitation.**

The contract with the current Comprehensive AJCC Operator will end on June 30, 2018. The bidder selected through this RFP process will begin operations on July 1, 2018 and may resume services to participants served by the current AJCC Operator. Participants still enrolled may be transferred to the selected operator, after the selected operator reviews the files. Participants not transferring will be exited and count toward the performance of the previous operator.

## 1. COORDINATION OF SERVICES

The ACWDB undertakes efforts to support an integrated workforce system that is flexible, seamless, and responsive to the needs of both job seekers and employers. The role of the ACWDB is to advance the economic vitality of the Alameda County Local Area by developing and maintaining a high quality workforce that is responsive to the local economic conditions. Developing and maintaining a high quality workforce will be accomplished through the delivery of integrated workforce services, education, and career/technical certificated training.

In order to advance the goals of the ACWDB Local Plan, the Comprehensive AJCC will work collaboratively with the WIOA funded Sub-Regional Workforce Networks (SWN) providing career services in the Local Area sub-regions of the North Cities, Tri-Cities, and Tri-Valley, and with the ACWDB Youth Services providers, as well as the ACWDB Business Services Unit, to promote an integrated workforce system. The AJCC will also work collaboratively with adult schools, community colleges, adult schools, and other higher education partners, in their efforts to increase training and educational capacity and opportunities. The Comprehensive AJCC will have a lead role in the community to ensure coordination of the integrated workforce system. The Comprehensive AJCC will coordinate with designated providers involved with ACWDB's special dislocated worker projects and/or any other discretionary grants that are administered by the ACWDB from time to time. The Comprehensive AJCC and partner agencies are expected to be flexible and responsive to the changes in the workforce and adapt services as needed.

## 2. EASTBAY Works

The ACWDB is an active member of *EASTBAY Works*, a regional partnership and collaboration among the Workforce Development Boards (WDB) of Alameda County, Contra Costa County, and the cities of Oakland and Richmond.

*EASTBAY Works* consists of over 100 partners and 13 AJCC in Contra Costa and Alameda Counties. It is expected that many of the issues surrounding the operation of the AJCC and of providing career services will be addressed at a regional level since employers and job seekers do not recognize the political boundaries of the service areas. Many partners also cross over the geographic areas and work together in more than one AJCC. *EASTBAY Works* recognizes the value of having regional activities and regional services standards. The successful bidder will participate on the regional level including attending committee meetings, using the regional systems, policies, and software while working together on regional goals.

*EASTBAY Works* provides the following support for the ACWDB funded service providers:

1. *EASTBAY Works* website which includes an online AJCC event calendar of meetings that the AJCC sites are required to attend.
2. HOTJOBS email service.
3. Professional Development for AJCC Site Manager and staff (as available)
4. Networking for:
  - a. Employer services
  - b. Site managers
  - c. Career and job counselors



### 3. LEVERAGING RESOURCES

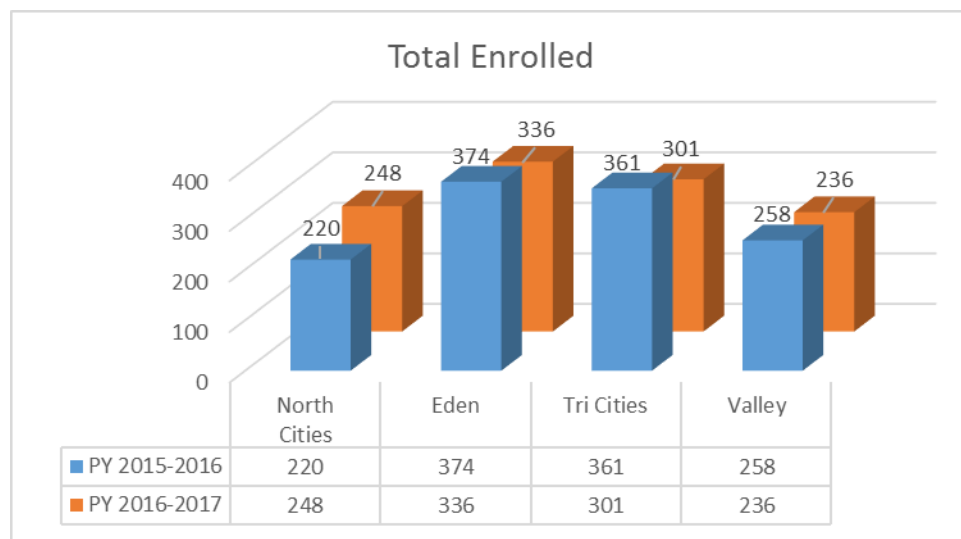
Funds available under this RFP are to be used to leverage additional resources to support the ACWDB funded workforce efforts. **WIOA funds are not intended to be the sole source of funding for the activities of the AJCC or for the networked career services providers.** Services funded through the WIOA are not sufficient to offer a complete range of services to job seekers. To efficiently use Title I WIOA funding and deliver services within the geographical region, it is necessary to leverage a wide-range of public and private resources. Bidders must demonstrate matching resources of **25%** or more from any variety of funding sources. These matching resources must directly support the proposed program activities and must be documented with a Letter of Commitment.

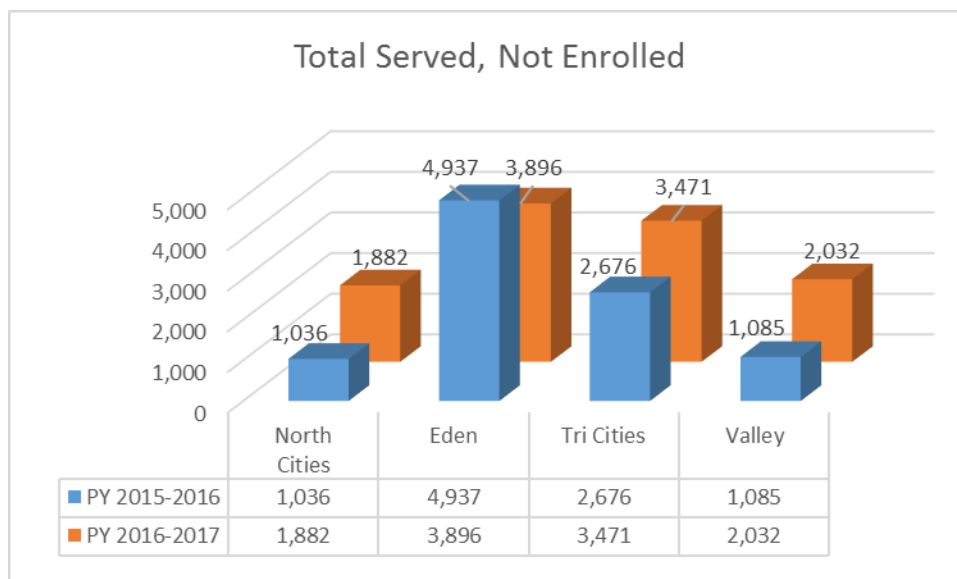
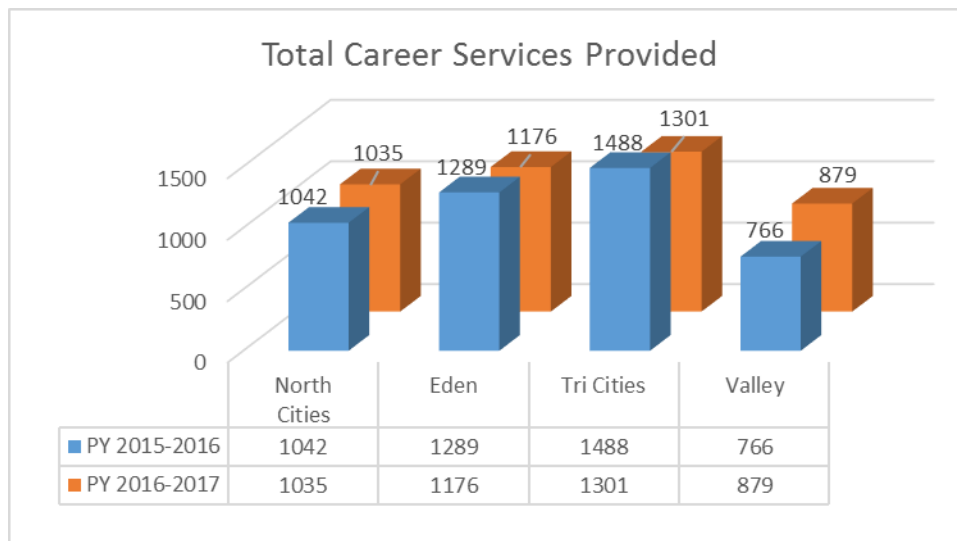
Matching resources can support a particular budget item as long as it supports program activities. Matching resources are defined as a contribution of non-WIOA funds made available to the bidders to be used specifically for program activities

**The WIOA funds awarded through this proposal may not be used to pay for WIOA defined administrative cost. See Part IV-G for the detailed definition.**

### 4. COMPREHENSIVE AJCC CONTRACT SERVICE LEVELS

The Comprehensive AJCC will be contracted to enroll and provide services to eligible WIOA participants. The charts below give an historical reference for levels of services provided in the ACWDB Local Area by sub-regions of North Cities\*, Eden, Tri-Cities\* and Tri-Valley\* in PY 2015-16 and PY 2016-17. The service levels for the Eden Area will be used in the Comprehensive AJCC contract.





*\* The service levels in the sub-regional areas will be contracted through a separate RFP, and are shown here for information and context only.*

## **LOCAL AREA FUNDING ALLOCATIONS**

WIOA Adult and Dislocated Worker funds will be allocated to the identified sub-regions as described in the chart below. Only funds allocated to the Eden area will be included in this RFP

Sub-Region	Allocation by Sub-Region	
	% of Funding Allocation	Funding Amount
Eden	39%	\$ 700,000
North Cities*	21%	\$ 379,000
Tri-Valley*	14%	\$ 252,000
Tri-Cities*	26%	\$ 469,000

*\* The service levels in the sub-regional areas will be contracted through a separate RFP, and are shown here for information and context only.*

## **5. INDUSTRY SECTOR AND OCCUPATIONAL FRAMEWORK (ISOF)**

The Comprehensive AJCC will provide programs and services within a sector framework. Job seekers will receive relevant certificates, degrees and appropriate services to meet the needs of the priority industry sectors. Sector-based strategies must result in industry-recognized certificates or credentials. Skills training may include classroom/cohort training, apprenticeships, and On-the-Job Training (OJT) which are effective and responsive to meet the demands of the regional economy that affects the talent of the local labor pool.

Industry sector-based strategies align industry relevant education with the specific workforce needs of employers to produce workers that possess skills and credentials that ensure they can secure and retain employment. Sector strategies offer a mechanism to focus scarce resources on employers in the local area facing skill and talent gaps, as well as to concentrate comprehensively on the workforce skills lacking in the regional economy.

As a result of local and State strategic planning measures and with the recommendation of its Systems and Strategies Committee, the ACWDB adopted an Industry Sector and Occupational Framework (ISOF) for the Alameda County Local Area. The ISOF is a three-tiered (shown below) hierarchal model that highlights growth and presence of industries and occupations in Alameda County over the next five years, and also includes occupational wage criterion. The ACWDB has adopted a policy related to the ISOF, one of which requires contracted service providers to use the ISOF as a tool to direct and guide workforce development activities. More information about ISOF can be found at: [http://alamedasocialservices.org/acwib/info-research/documents/display.cfm?folder=documents&filename=AB\\_99\\_-\\_Industry\\_Sector\\_and\\_Occupational\\_Framework.pdf](http://alamedasocialservices.org/acwib/info-research/documents/display.cfm?folder=documents&filename=AB_99_-_Industry_Sector_and_Occupational_Framework.pdf)

### **Tier I- ACWDB Priority Industries:**

1. Health Care / Social Assistance
2. Professional, Scientific and Technical Services
3. Advanced Manufacturing
4. Transportation / Warehousing
5. Construction

### **Tier II- ACWDB Priority Occupations: \***

1. The occupation demonstrates growth
2. The occupation's wage exceeds \$19.20 an hour

*\*occupation list available at [www.acwdb.org/info-research/documents/action-and-information-bulletins/](http://www.acwdb.org/info-research/documents/action-and-information-bulletins/)*

**Tier III - Participant Priority Occupations – Tier III of the ISOF grants flexibility to the job seeker client, by allowing the freedom to choose a desired occupation, so long as it meets the same criteria in Tier II of the ISOF:**

1. The occupation demonstrates growth
2. The occupation's wage exceeds \$19.20 an hour

## **6. POPULATIONS SERVED**

Bidders are required to research the communities in the region to demonstrate knowledge of local demographic and labor market information. This includes, but is not limited to, demographic variables such as income levels, employment status, culture, language spoken, educational level, ethnicity, and other factors such as homelessness and offender status. Access to job search services must be available to the general public, referred to as the universal client, without determining eligibility for WIOA funded services. The ACWDB is interested in providing services to all population groups in the Local Area, including the universal customer, however, with limited resources the ACWDB places an emphasis on those job seekers who have multiple barriers to employment. Populations with priority for services include, but are not limited to:

- a. Veterans and spouses of veterans;**
- b. Public assistance recipients or people who are otherwise low income;**
- c. Individuals with disabilities; and**
- d. Re-entry population.**

## **7. WIOA PARTICIPANT ELIGIBILITY**

An Adult applicant must have a valid Social Security Number and be:

- a. U.S. born or naturalized citizen; or authorized by USCIS as eligible to accept employment in the U. S.;
- b. Eighteen years old or older; and
- c. Able to demonstrate their residence or employment within the Alameda County Local Area
- d. A male applicant born after December 31, 1959, must be registered with Selective Service OR be able to prove, through documentation, his "EXEMPT" status as defined in the Military Selective Service Act.

A Dislocated Worker is a person who meets all the Adult criteria, AND:

### **CATEGORY 1:**

- Has been terminated or laid off, or who has received a notice of termination or layoff, from employment; and
- Is eligible for , or has exhausted, entitlement to Unemployment Insurance (UI) (exceptions granted for individual who would be eligible for UI but have insufficient wages or have worked for an employer not covered by UI); and
- Is unlikely to return to his/her previous industry or occupation

### **CATEGORY 2:**

- Has been terminated or laid off, or has received a notice of termination or layoff that will occur within 180 days, as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;

**CATEGORY 3:**

- Is self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters;

**CATEGORY 4:**

- Is a displaced homemaker, that is, an individual who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income; and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment; or

**CATEGORY 5:**

- Is a recently separated military veteran; or the spouse of a military veteran who is displaced due to the relocation of the military spouse.

NOTE: Reasonable accommodation must be made to offer language services to individuals of Limited-English Proficiency (LEP) during eligibility determination and service delivery.

**8. TRAINING SERVICES**

a. Training services shall be available to Adult and Dislocated Workers who:

- i. Have met the eligibility requirements for individualized services described in Section C and are unable to obtain or retain employment through career services alone;
- ii. After assessment, have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected training programs or services; and
- iii. Select training programs or services that are directly linked to employment opportunities in an ACWDB ISOF priority in the region or in another area in which the adult or dislocated worker is willing to relocate. Training must lead to an employer or industry recognized certificate of degree. The priority industry sectors are:
  - Health Care/Social Assistance
  - Professional, Scientific and Technical Occupations
  - Advanced Manufacturing
  - Transportation /Warehousing
  - Construction

b. The provision of training services shall be limited to individuals who:

- i. Are unable to obtain other grant assistance for such services, including Federal Pell Grants established under title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.); or

- ii. Require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.
- c. Training services may be provided to an individual who otherwise meets the requirements above while an application for a Federal Pell Grant is pending, except that if such individual is subsequently awarded a Federal Pell Grant, appropriate reimbursement shall be made to Alameda County from such Federal Pell Grant. Training services include:
  - i. Occupational skills training, including training for nontraditional employment;
  - ii. On-the-Job training (OJT);
  - iii. Programs that combine workplace training with related instruction, which may include cooperative education programs;
  - iv. Training programs operated by the private sector;
  - v. Skill upgrading and retraining;
  - vi. Entrepreneurial training;
  - vii. Job readiness training (Note: stand-alone job readiness training is not eligible for claiming credential attainment performance outcome, unless linked to vocational training);
  - viii. Adult education and literacy activities provided in combination with services described above;

In the event that Dislocated Workers funds are limited, priority is given to veterans. The ACWDB shall direct the Comprehensive AJCC Operator with regard to making determinations related to such priority.

Training services shall be provided in a manner that maximizes consumer choice in the selection of an eligible training provider of such services. For vocational training, individuals may select a training program from the Eligible Training Provider List (ETPL) that is available through CalJOBS. This list was established by the California Employment Development Department to identify qualified training providers that offer a wide range of educational programs, including classroom, correspondence, online and apprenticeship programs. The list includes a description of the programs through which the providers may offer the training services, and the information identifying eligible providers of OJT and customized training and the performance information and performance cost information relating to eligible providers of training services. The Comprehensive AJCC may directly provide or identify training resources for basic, pre-vocational, apprenticeships, or other customized trainings. Non-WIOA funds may be used as well. It is expected that the Comprehensive AJCC provides a thorough list of non-WIOA training options that includes cohort training available through local educational agencies.

## 9. INDIVIDUAL TRAINING ACCOUNTS

Training services are to be provided through the use of individual training accounts (ITAs). The Comprehensive AJCC operator will track and manage the contract process for each individual participant. The maximum expenditure per participant is currently \$5,000 but is subject to waivers for special circumstances. If combined with an On-the-Job Training (OJT) contract, the maximum expenditure increases to \$7,500. The average current expenditure is approximately **\$3,027**. Payments to ITA and OJT providers are made through a contracted vendor, and are not the responsibility of the AJCC operator.

**NOTE: Funds for training service are external costs, not included or required in this solicitation.**

Funds in this account are not unlimited and may run out prior to the end of the fiscal year. The selected bidder will have access to the account balance as a condition of a contract between the payment vendor and the ACWDB.

## 10. SUPPORTIVE SERVICES

The Comprehensive AJCC is encouraged to allocate funds to provide supportive services to enrolled adults and dislocated workers, who are participating in programs and who are unable to obtain such supportive services through other programs providing such services. These services typically address traditional and emerging barriers to employment or barriers that may prevent success in completing a training option. Supportive services are limited by policy to: transportation, work related clothing, safety items, verifications and documents. The Comprehensive AJCC may create a local policy for use of these funds, however, must use the ACWDB supportive services policy as a guideline and may not exceed the scope of that policy. **NOTE: Supportive services funds are internal costs and are part of the allocation to the Comprehensive AJCC operator.**

## 11. JOB REFERRALS AND PLACEMENT SERVICES

The Comprehensive AJCC will work in concert with multiple agencies in their communities to support an integrated workforce system that moves job-seekers into jobs that meet the ISOF criteria.

The Comprehensive AJCC must provide supply-side (job seeker) services and activities that address the hiring needs of employers. These include:

- a. Job development;
- b. Recruiting job seekers;
- c. Placing job seekers in positions based on employer job orders;
- d. Matching participants with local jobs, including OJT opportunities;
- e. Collaborating with the ACWDB Business Services Unit on activities;
- f. Enhancing participants' knowledge of industries;

- g. Meeting other placement activities or ISOF requirements that may be determined by the ACWDB; and
- h. Meeting other service requirements that may be determined by the ACWDB.

Additional services may include, but are not limited to:

1. Participating in the ACWDB's new Business Engagement Plan (demand driven services) including participation in strategy and other relevant meetings, as well as providing job seeker information and other data when requested;
2. Participating in EASTBAY *Works* meetings, trainings, and availing themselves of the supports offered through this collaboration;
3. Attending Rapid Response events and assisting with the Rapid Re-employment strategies;
4. Utilizing CalJOBS to identify job openings for candidates;
5. Facilitating OJT opportunities, including negotiating master agreements, and placing candidates into those positions, as an incentive for employers to hire job seekers through the workforce system;
6. Job Posting writing assistance;
7. Participating in recruitments events;
8. Obtaining Testimonials/Success Stories of placement;
9. Participating in Joint Regional Marketing Initiatives and/or Job Fairs; and
10. Reporting activities in CalJOBS as instructed by ACWDB staff.

## 12. PERFORMANCE MANAGEMENT

The Comprehensive AJCC Operator will work closely with the ACWDB to achieve Federal, State and local performance goals and attain the prescribed standards for the delivery of services. ACWDB **current** Local Area Performance Measures and goals are found in the chart below and serve as a reference for PY 2018-19. Performance Measure and Goals may be modified to remain in compliance with federal, state, and local requirements.

PY 2017-18 Local Area Performance Goals		
Measures	Adults	Dislocated Workers
Employment Rate 2 <sup>nd</sup> Quarter After Exit	65.50%	71%
Employment Rate 4 <sup>th</sup> Quarter After Exit	63%	69.5%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$5,157	\$7,523
Credential Attainment within 4 Quarters After Exit	63%	66%



The Comprehensive AJCC will also be required to provide reports that reflect the numbers of universal clients served as well as the numbers and types of services they use.

Standards will be developed in the future for Measurable Skills Gains as a performance goal. They will address the five areas of:

- Education functional level increase;
- Secondary school diploma attainment;
- Documentation of progress through transcript or report card;
- Meeting training milestone;
- Increase in skills preparation measured through training or trade related benchmarks.

### **C. COMPREHENSIVE AJCC SERVICES**

Services available directly at the AJCC are universal and available to all customers *with no eligibility requirements*. However, WIOA funded services, identified as Basic Services and Individualized Services, including training, are available to Adults and Dislocated Workers who have been determined to be WIOA eligible. While the services for Adults and Dislocated Workers may be the same, there are separate funding streams under WIOA for Adults and Dislocated Workers. The Comprehensive AJCC will be funded by both sources.

The AJCC shall be responsible for developing and implementing the services to adults and dislocated workers toward specific performance measures as assigned by ACWDB, its Director and staff. Services must be provided within the Local Area. The WIOA enrolled job seekers must meet the ACWDB approved residency policy.

#### **1. SITE HOURS**

Hours of Operation: Regular hours of operation for the site are Monday-Friday from 9am-5pm. The Comprehensive AJCC may be closed on applicable city, state and federal holidays. The successful bidder should be aware that some services may require non-traditional hours.

#### **2. BASIC CAREER SERVICES**

Basic career services shall be available to all Adults and Dislocated Workers seeking assistance at the AJCC and at a minimum include:

- a. Determination of whether an individual is eligible to receive assistance;
- b. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system;
- c. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- d. Job search and placement assistance, and where appropriate, career counseling;
- e. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:

- Job vacancy listings in such labor market areas; and
  - Information on job skills necessary to obtain the jobs and information relating to local occupations in demand and the earnings and skill requirements for such occupations.
- f. Provision of performance information and program cost information on eligible providers of training services, provided by program, and eligible providers of youth activities, providers of adult education, providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);
  - g. Provision of information regarding how the Local Area is performing on the local performance measures and any additional performance information with respect to the AJCC system in the local area;
  - h. Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate;
  - i. Provision of information regarding filing claims for unemployment compensation;
  - j. Assistance in establishing eligibility for:
    - Programs of financial aid assistance for training and education programs that are not funded under WIOA and are available in the local area; and
    - Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

NOTE: The successful bidder will also be responsible for providing follow-up services to the participants enrolled and exited by the previously funded agencies.

### **3. INDIVIDUALIZED SERVICES**

Individualized services shall be available to Adults and Dislocated Workers:

- a. Who are unemployed and are unable to obtain employment through basic services listed above and who have been determined by the Comprehensive AJCC operator to be in need of more individualized services in order to obtain employment; or
- b. Who are employed but who are determined by the AJCC or partner agency to be in need of such individualized services in order to obtain or retain employment that allows for self-sufficiency.

Such individualized services may include the following:

- a. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
  - i. Diagnostic testing and use of other assessment tools; and
  - ii. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- b. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
- c. Group counseling;
- d. Individual counseling and career planning;
- e. Case management for participants seeking training services; and
- f. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

#### **D. COMPREHENSIVE AJCC DESIGNATION**

The Comprehensive AJCC Operator may be a public or private entity, or consortium of entities, of demonstrated effectiveness, which may include: a postsecondary educational institution; an employment service agency established under the Wagner-Peyser Act, on behalf of the local office of the agency; a private nonprofit organization (including a community-based organization); a private for-profit entity; a government agency; and another interested organization or entity, which may include a local chamber of commerce or other business industry organization. The only exception is that elementary schools and secondary schools shall not be eligible for designation or certification as AJCC operators, except that nontraditional public secondary schools and area vocational education schools shall be eligible for such designation or certification (*WIOA Sec. 121(d)(2)(B)*).

In the case of a consortium of entities applying, one agency must be designated as the fiscal agent of the operator and bear all financial and legal responsibility of the service contract.

**The Comprehensive AJCC must, at a minimum, include the following federally required partners:**

- **WIOA Title I Adult and Dislocated Worker Programs;**
- **WIA II Adult Literacy:** Adult education and literacy activities authorized under title II;
- **WIOA Title III Wagner-Peyser:** Programs authorized under the Wagner-Peyser Act;
- **WIOA Title IV Vocational Rehabilitation:** Programs authorized under title I of the Rehabilitation Act of 1973;
- **Carl D. Perkins Postsecondary:** Postsecondary vocational education activities

authorized under the Carl D. Perkins Vocational and Applied Technology Education Act;

- **Title V Older Worker:** Activities authorized under title V of the Older Americans Act of 1965;
- **Job Corps:** Programs authorized under the National and Community Service Act of 1990;
- **Native American Programs;**
- **Veterans Services;**
- **Trade Adjustment Assistance;**
- **Community Services Block Grant:** Employment and training activities carried out under the Community Services Block Grant Act;
- **HUD Employment & Training:** Employment and training activities carried out by the Department of Housing and Urban Development; and

State-mandated partners/categories include:

- **Temporary Aid to Needy Families (TANF)** programs including California Work Opportunity and Responsibility to Kids (CalWORKs) programs, Food Stamp and Social Security programs; and
- Programs that promote local **economic development**, such as the city economic development departments, local chamber of commerce, business associations, etc.

Additional partners/categories that are not required participants may include any governmental, community-based or private industry partner that would further the goals and objectives of the one-stop system or any community employment initiatives and are reflective of Alameda County's demographic and larger communities.

The Comprehensive AJCC Operator shall establish the relationships among collocated and non-collocated partners to ensure customer access to all services provided by these partners. The WIOA Memorandum of Understanding (MOU) shall include, but is not limited to the following provisions describing:

1. The services to be provided through the Comprehensive AJCC;
2. Methods for referral of individuals between the Comprehensive AJCC Operator and the partners, for the appropriate services and activities; and
3. The duration of the MOU and the procedures for amending the MOU.

Note: Each required partner must enter into a MOU with the ACWDB and the Comprehensive AJCC, as outlined in 20 CFR 662 Sub-Part C.

## **RESOURCE SHARING AGREEMENTS/COST ALLOCATION PLAN**

Co-location and resource sharing is an essential part of the Comprehensive AJCC model. The Comprehensive AJCC is expected to have many of the required partners located at the AJCC on a full or part-time basis. Currently, the co-located partners are the Department of Rehabilitation, Title V for Older Americans Act and TANF through Alameda County Social Services Agency. The WIOA regulations require that each partner must contribute a fair share of operating costs of the Comprehensive AJCC delivery system proportionate to the use of the system by individuals attributable to the partner's program.

## **E. DEBARMENT/SUSPENSION POLICY**

In order to prohibit the procurement of any goods or services ultimately funded by Federal awards from debarred, suspended or otherwise excluded parties, each bidder will be screened at the time of RFP response to ensure bidder, its principal and their named subcontractors are not debarred, suspended or otherwise excluded by the United States Government in compliance with the requirements of 7 Code of Federal Regulations (CFR) 3016.35, 28 CFR 66.35, 29 CFR 97.35, 34 CFR 80.35, 45 CFR 92.35 and Executive Order 12549. The County will verify bidder, its principal and their named subcontractors are not on The Federal Debarred List, suspended or otherwise excluded list of vendors located at [www.sam.gov](http://www.sam.gov); and Bidders are to complete a Debarment and Suspension Certification form, Exhibit N attached, certifying bidder, its principal and their named subcontractors are not debarred, suspended or otherwise excluded by the United States Government.

## **F. DELIVERABLES/REPORTS**

The successful bidder is required to use an online data management system to record and track client activities and program services. Reports generated from this system will be utilized to determine program performance by the ACWDB and the State of California. Knowledge of the system, accuracy and timely entry of information are critical. System training will be facilitated through the ACWDB but it is the contractor's responsibility to ensure on-going staff expertise and cooperation.

In addition, the successful bidder may be asked to provide additional documentation or information not accessible through the online data management system to evaluate performance outcomes, as well as program strengths and weaknesses.

## **III. INSTRUCTIONS TO BIDDERS**

### **A. COUNTY CONTACTS**

ACWDB is managing the competitive process for this project. All contact during the competitive process is to be through ACWDB only.

The evaluation phase of the competitive process shall begin upon receipt of proposals and continue until a contract has been awarded. Bidders shall not contact or lobby evaluators during the evaluation process. Attempts by Bidders to contact evaluators may result in disqualification of bidder.

All questions regarding these specifications, terms and conditions are to be submitted in writing, preferably via e-mail by 5:00 p.m. on January 5, 2018 to:

David Dias, Career Center Coordinator  
Alameda County Workforce Development Board  
24100 Amador Street, 6<sup>th</sup> Floor  
Hayward, CA 34544  
E-Mail: [david.dias@acgov.org](mailto:david.dias@acgov.org)

The ACWDB and GSA websites will be the official notification posting place of all Requests for Interest, Proposals, Quotes and Addenda. **Go to [www.acwdb.org](http://www.acwdb.org) and/or General Services Administration website: [http://www.acgov.org/gsa\\_app/gsa/purchasing/bid\\_content/contractopportunities.jsp](http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp)**

It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and the site condition. By the submission of a bid, the bidder certifies that if awarded a contract they will make no claim against the ACWDB based upon ignorance of conditions or misunderstanding of the specifications.

## **B. CALENDAR OF EVENTS**

<u>Event</u>	<u>Date/Location</u>
RFP Released to the Public	December 21, 2017
Networking/Bidders Conferences	January 3, 2018 1:00 pm. – 3:00 p.m. at: Eden Area Multi-Service Center <u>24100 Amador Street, Hayward, CA</u> California Poppy Room, 2 <sup>nd</sup> Floor  January 4, 2018 1:00 p.m. – 3:00 p.m. at: Emeryville Bridgecourt Room 3990 Harlan St. Emeryville, CA 94608
Written Questions Due	January 5, 2018 <b>by</b> 5:00 p.m.
Addendum Posted	January 10, 2018
Response Due	February 2, 2018 <b>by</b> 2:00 p.m.
Evaluation Period	February 8, 2018 – February 28, 2018
Funding Recommendations presented to the ACWDB Systems and Strategies Committee	April 18, 2018
ACWDB Approval	May 10, 2018
Board of Supervisors Approval	June 5, 2018
Contract Start Date	July 1, 2018

**Note:** Dates are subject to change.

## **C. REQUESTING AN RFP PACKET**

To request an RFP packet (either hard copy or by e-mail), please contact:

Josephine Zaraspe, Secretary  
(510) 259-3836  
[JZaraspe@acgov.org](mailto:JZaraspe@acgov.org)

Please include your name, organization, address, phone and e-mail address when requesting a copy of the RFP either in hard copy or e-mail form. Also, specify the name of the RFP you are requesting.

Additionally, an RFP can be picked up at the ACWDB offices located at: 24100 Amador Street, 6th Floor, Room 610C, Hayward, CA 94544 between 8:30 a.m. and 3:00 p.m. preferably **prior to the Bidders Conference**. RFP packets will also be available at the Bidders' Conference.

#### **D. BIDDERS CONFERENCE**

Two Bidders Conferences will be held to:

- Provide an opportunity for bidders to ask specific questions about the project and request RFP clarification.
- Provide ACWDB with an opportunity to receive feedback regarding the project and RFP.

All questions will be addressed and the list of attendees will be included in an RFP Addendum following the networking/bidders conference in accordance with the Calendar of Events.

Attendance at the Bidders Conference is not mandatory but is **highly encouraged**. Vendors who attend the bidder's conference will be added to the Vendor Bid List and made available by the Addendum Posted date of January 10, 2018 as stated in Section B: Calendar of Events.

**BIDDERS CONFERENCE 1:**  
**WEDNESDAY, JANUARY 3, 2018**  
**1:00 P.M. – 3:00 P.M.**  
Eden Area Multi-Service Center  
California Poppy Room, 2<sup>nd</sup> Floor  
24100 Amador Street  
Hayward, CA 94541

**BIDDERS CONFERENCE 2:**  
**THURSDAY, JANUARY 4, 2018**  
**1:00 P.M. – 3:00 PM**  
Bridgecourt Room  
3990 Harlan Street  
Emeryville, CA 94608

#### **E. SUBMITTAL OF BIDS**

1. All bids must be received at the ACWDB offices **by** 2:00 p.m. on February 2, 2018 as specified in the Calendar of Events.

**NOTE: LATE BIDS CANNOT BE ACCEPTED. IF HAND DELIVERING BIDS, PLEASE ALLOW TIME FOR METERED STREET PARKING OR PARKING IN AREA PUBLIC PARKING LOTS, AND ENTRY INTO SECURE BUILDING.**

Bids will be received only at the address shown **below**, and by the time indicated **in the Calendar of Events**. Any bid received after said time and/or date or at a place other than the stated address cannot be considered and will not be accepted.

All bids, whether delivered by an employee of bidder, U.S. Postal Service, courier or package delivery service, must be received and time stamped at the stated address prior to the time designated. The ACWDB timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids.

2. Bids are to be delivered to:

David Dias, Career Center Coordinator  
Alameda County Workforce Development Board  
24100 Amador Street, 6<sup>th</sup> Floor, Room 610c  
Hayward, CA 94544

3. Bidders are to submit one (1) original hard copy bid, signed with **BLUE ink**, plus five (5) copies of their proposal. Original proposal is to be clearly marked, printed on plain white paper, and must be either loose leaf or in a 3-ring binder (**NOT** bound).
4. No telegraphic, email (electronic) or facsimile bids will be considered.
5. Bidder agrees and acknowledges all RFP specifications, terms and conditions and indicates ability to perform by submission of its bid.
6. Submitted bids shall be valid for a minimum period of 12 months.
7. All costs required for the preparation and submission of a bid shall be borne by the bidder.
8. Only one bid response will be accepted from any one person, partnership, corporation, consortium or other entity; however, several alternatives may be included in one response. For purposes of this requirement, “partnership” shall mean, and is limited to, a legal partnership formed under one or more of the provisions of the California or other state’s Corporations Code or an equivalent statute.
9. Proprietary or Confidential Information: No part of any bid response is to be marked as confidential or proprietary. ACWDB may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure. ACWDB shall not be liable in any way for disclosure of any such records. Additionally, all bid responses shall become the property of ACWDB. ACWDB reserves the right to make use of any information or ideas contained in submitted bid responses. This provision is not intended to require the disclosure of records that are exempt from disclosure under the California Public Records Act (Government Code Section 6250, *et seq.*) or of “trade secrets” protected by the Uniform Trade Secrets Act (Civil Code Section 3426, *et seq.*).

**F. RESPONSE FORMAT**

1. The proposal must meet the deadline and location for submittal, i.e., no later than 2:00 p.m., Friday, February 2, 2018 at 24100 Amador Street, 6th Floor, Hayward, CA. – **No late proposals will be accepted.**
2. One (1) original, signed in blue ink, and five (5) copies of the proposal must be submitted by the due date and time. One copy must have original signatures. The proposal must be formatted as follows:
  - 12 point font
  - Single spaced



- Single sided
  - 1-inch margins
  - All pages numbered sequentially
  - Loose leaf, or in a 3-ring binder
  - Header on each page with the funding strategy: Comprehensive AJCC Operator and Adult and Dislocated Worker Career Services Provider.
3. **Include with the submitted hardcopy of the proposal, a single file scanned image of the original, with all appropriate signatures on a disk or USB flash drive. Submit an electronic copy of the signed proposal to David Dias at [david.dias@acgov.org](mailto:david.dias@acgov.org) once the hardcopies have been delivered to ACWDB.**
  4. The proposal must comply with the provisions of the Request for Proposals and all its instructions.
  5. Bid responses are to be straightforward, clear, concise and specific to the information requested.
  6. In order for bids to be considered complete, bidder must provide all information requested. See Exhibit M, Response Content and Submittals Completeness Checklist.
  7. The proposal budget must reflect actual costs. The costs that will be covered for funding are those associated with providing program services.
  8. The proposal must contain accurate and complete information as requested in this proposal. ACWDB reserves the right to disqualify any proposal that contains inaccurate information.
  9. Proposals will be reviewed as initially submitted. No changes, additions, or re-submissions will be accepted after the initial deadline for submission.
  10. ACWDB reserves the right to withdraw a contract-funding award if it is determined that the award was based on false information provided by the proposer.

#### **G. PROPOSAL REVIEW AND GRANT AWARD PROCESS OVERVIEW**

The evaluation and scoring of proposals and recommendation of providers for the Comprehensive AJCC Operator and Career Services Provider RFP will consist of several phases:

1. A preliminary review will be conducted by ACWDB staff to ensure that each proposal meets the minimum qualifications for proposal acceptance.
2. For proposals that meet the minimum qualifications, evaluation and scoring of each proposal will be conducted by an outside Review Panel according to the criteria listed in Section III.H, Evaluation and Scoring. Staff may arrange site visits with the bidders to confirm the information stated in the proposals. Bidders may have the opportunity to be interviewed by the Review Panel prior to final scoring if the review panel finds it necessary.

3. Upon completion of the proposal review process, recommendations for selecting providers will be strictly based on the aggregate scores of the Review Panel. These recommendations will be presented to the ACWDB Systems and Strategies Committee for approval. A notice of planned action is sent to the bidders. Bidders have the right to address the Systems and Strategies Committee at the public meeting when these recommendations are presented.
4. The final provider selection and funding allocation recommendations from Systems and Strategies Committee will then be submitted to the ACWDB for approval. A Notice of Intent is sent to bidders. Bidders have the right to address the ACWDB at the public meeting, for three minutes when these recommendations are presented.
5. Authority to execute contracts will be given by the Alameda County Board of Supervisors following contractor selection by the ACWDB. Funding will be contingent on state and federal policies.

If no more than one proposal is received in response to this solicitation, the County reserves the right to classify this procurement as a failed competition and reissue the RFP or enter into sole source agreements to ensure service delivery. Funding decisions are the sole responsibility and at the sole discretion of the ACWDB. Any formal appeal of funding decisions must be in accordance with Section III. K (Bid Protest/Appeals Process) of this RFP document.

## **H. EVALUATION AND SCORING**

Each proposal will be evaluated and scored on the information contained in the proposals directly responding to the proposal questions. Information may be disputed or confirmed by staff through follow-up site-visits and consultations with provided references. Additionally, each applicant may have the opportunity to attend an interview with the review panel to answer any questions the panel has regarding their proposal.

A proposal evaluation system, which includes a point system for rating each proposal submitted, will be used to review all proposals that meet minimum qualifications. This system will ensure uniformity in evaluating proposals, and will identify the rationale for approval or disapproval. Each proposal will be given a score between zero and 100. A PROPOSAL MUST SCORE A MINIMUM OF 75 POINTS TO BE CONSIDERED FOR FUNDING.

Bidders should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments, or unrealistically high or low in cost, will be deemed reflective of an inherent lack of technical competence or indicative of a failure to comprehend the complexity and risk of the requirements as set forth in this RFP.

Bidders are advised that in the evaluation of cost it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension.

As a result of this RFP, ACWDB intends to award a contract to the responsible bidder whose response conforms to the RFP and whose bid presents the ***greatest value to*** ACWDB, all evaluation criteria considered. The combined score of the evaluation criteria is greater in importance than cost in determining the greatest value to the County. The goal is to award a contract to the bidder that proposes the best quality as determined

by the evaluation criteria. ACWDB may award a contract of higher qualitative competence over the lowest priced response.

The basic information that each section should contain is specified below, these specifications should be considered as minimum requirements. Much of the material needed to present a comprehensive proposal can be placed into one of the sections listed. However, other criteria may be added to further support the evaluation process whenever such additional criteria are deemed appropriate in considering the nature of the goods and/or services being solicited.

Each of the following Evaluation Criteria below will be used in ranking and determining the quality of bidders' proposals. Proposals will be evaluated and scored according to each Evaluation Criteria. The scores for all the Evaluation Criteria will then be added together to arrive at a total score for each proposal. A proposal with a high total will be deemed of higher quality than a proposal with a lesser total. The final maximum score for any project is one hundred (100) points. The Evaluation Criteria and their respective scores are as follows:

	Evaluation Criteria	Score
A	<p><b>Completeness of Response:</b> Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria and will receive no further consideration.</p> <p>Responses that are rated a Fail and are not considered may be picked up at the delivery location within 14 calendar days of contract award and/or the completion of the competitive process.</p>	Pass/Fail
B	<p><b>Debarment and Suspension:</b> Bidders, its principal and named subcontractors are not identified on the list of Federally debarred, suspended or other excluded parties located at <a href="http://www.sam.gov">www.sam.gov</a>.</p>	Pass/Fail
C	<p><b><u>References/Previous Contract Experience:</u></b> References for similar projects have been provided, and the County was able to speak with a <i>minimum of two (2) references in order to verify.</i></p>	Pass/Fail
D	<p><b>Statement of Need:</b> 1. Overview of Current Economy and Workforce-Demonstrate clearly and fully the need for the WIOA Title I investment by describing the economy and workforce needs.</p>	15 Points
E	<p><b>Management and Organizational Capacity:</b> 1. Staff Capacity-Demonstrate staffing patterns and qualifications will properly manage the program.</p>	5 Points
	<p>2. Fiscal, Administrative and Performance Management Capacity-Demonstrate the capacity to administer WIOA Title I funds.</p>	5 Points
	<p>3. Applicant's Experience-Demonstrate experience leading or participating in comprehensive partnerships and partners experience in implementing career services, training, education, and job placement initiatives.</p>	5 Points

<b>F</b>	<b>Strategy and Work Plan</b>	
	1. Addressing Conditions described in the Statement of Need, targeted industries and occupations-Demonstrate a clear strategy and implementation plan.	10 Points
	2. Roles and level of commitment of partners-Demonstrate the breadth and depth of partners' commitment to the proposed service delivery strategy.	15 Points
	3. Proposed Recruitment, Training, Placement, and Retention Strategies-Demonstrate a comprehensive outreach and recruitment strategy.	10 Points
	4. Work Plan-Demonstrate a comprehensive work plan that includes startup, recruitment, training, placement and retention.	15 Points
<b>G</b>	<b>Outcomes and Deliverables</b>	
	1. Projected Performance Outcomes-Provide outcome projections and demonstrate the capacity to collect participant-level data and aggregate outcomes.	10 Points
	2. Appropriateness and Feasibility, Degrees or Certificate Resulting from Training, and Deliverables-Demonstrate the appropriateness and feasibility of projected outcomes.	10 Points
	Total	100 Points

## EXAMPLE – REVIEW COMMITTEE RATING FORM

### SECTION 1: Minimum Bidder Requirements

- The RFP Proposal is complete. ☐ yes/pass ☐ no/fail
- Debarment & Suspension Certification\*: ☐ yes/pass ☐ no/fail
- References: ☐ yes/pass ☐ no/fail

\*Bidders, its principle and named subcontractors are not identified on the list of federally debarred, suspended or other excluded parties located at [www.sam.gov](http://www.sam.gov) and have submitted Debarment & Suspension Form.

### SECTION 2: Rating Elements

<b>STATEMENT OF NEED: “Does the proposal...</b>	<b>Total Points</b>
1. Demonstrate clearly and fully the need for training and employment in the Local Area by describing the overall economy and workforce needs?	15
<b>Subtotal:</b>	<b>15</b>
<b>MANAGEMENT &amp; ORGANIZATIONAL CAPACITY: “Does the proposal...</b>	
1. Provide strong evidence that the applicant and its required partners have the staff capacity to implement the proposed initiative?	5
2. Provide strong evidence that the applicant and its required partners have the fiscal, administrative, and performance management capacity to effectively administer the WIOA Title I funding stream(s)?	5
3. Demonstrate the applicant’s experience leading or participating significantly in a comprehensive partnership and demonstrate its partners experience in implementing and operating training, education, and job placement initiatives of	5

similar focus, size and scope?	
<b>Subtotal:</b>	<b>15</b>
<b>STRATEGY &amp; WORK PLAN: “Does the proposal...</b>	
1. Demonstrate the proposed strategy that addresses the needs and challenges of the target population, target industries and occupations and the employment needs in the industry?	10
2. Demonstrate the breadth and depth of the partner’s commitment to the proposed strategy?	15
3. Demonstrate a comprehensive outreach and recruitment strategy, a detailed explanation of the proposed training activities, a clear strategy for placing participants into employment and a clear job retention strategy?	10
4. Provide a comprehensive work plan?	15
<b>Subtotal:</b>	<b>50</b>
<b>OUTCOMES &amp; DELIVERABLES: “Does the proposal...</b>	
1. Demonstrate a results-oriented approach to managing and operating the proposed project by providing projections for outcome categories relevant to measuring the success or impact of the proposed strategy?	10
2. Demonstrate the appropriateness and feasibility of projections of the outcomes and the degrees or certificates resulting from training and deliverables?	10
<b>Subtotal:</b>	<b>20</b>
<b>GRAND TOTAL</b>	<b>100</b>

#### **I. PROPOSAL REVIEW PANEL**

A preliminary review will be conducted by ACWDB staff to ensure that each proposal meets the minimum qualifications for proposal acceptance. An outside Review Committee will review and score each proposal that has met the Minimum Qualifications. The Review Committee may be composed of staff from other Local Workforce Areas that may have expertise or experience relevant to this RFP. The evaluation of the proposals shall be within the sole judgment and discretion of the Review Committee and will be based on the evaluation criteria set forth in this RFP.

All contact during the evaluation phase shall be through ACWDB staff only. Bidders shall neither contact nor lobby evaluators during the evaluation process. Attempts by Bidder to contact and/or influence members of the Review Committee may result in disqualification of Bidder. The Review Committee will evaluate each proposal meeting the qualification requirements set forth in this RFP.

#### **J. CONTRACT AWARD PROCESS**

ACWDB staff will present funding recommendations to the ACWDB for approval. Funding recommendations will include a summary of the Review Committee evaluations. Bidders will be allowed a total of three (3) minutes during the public hearing to address

the ACWDB regarding the specific funding recommendations being presented. A bidder may have the option to provide verbal testimony regarding the merits of its proposal and the reasons for consideration of funding. There is no requirement for any bidder to make a presentation to the ACWDB. Any presentation that is made **MUST** be an oral one and **CANNOT INCLUDE THE DISTRIBUTION OF WRITTEN MATERIALS**.

It is in the best interest of the bidders to attend the funding hearing and to be prepared to answer any questions that the ACWDB may have regarding the application package. ACWDB staff will send notices to each bidder regarding the recommendations being made as well as a confirmation of the date, time and location for the ACWDB meeting. It is the responsibility of the bidder to confirm the date, time and place of the meeting to assure attendance.

Once the ACWDB has made a funding decision and taken action to select the successful bidder, all bidders will receive written notification of the contract award recommendation by ACWDB staff. Notification will be provided via e-mail or fax, and by certified mail. The document providing this notification is the Notice of Intent to Award/Non-Award. The Notice of Intent to Award/Non-Award will provide the following information: 1) the name of the bidder being recommended for contract award; and 2) the names of all other parties that submitted proposals.

Upon completion of any bid protest/appeal, the ACWDB will approve the final contract award recommendation. If no bid protest/appeal is made, the ACWDB's decision to issue the Notice of Intent to Award/Non-Award is considered the final contract award decision of the ACWDB. The ACWDB will then submit the final contract award decision to the County Board of Supervisors, who approves and executes all contracts for the ACWDB.

Contracts will commence July 1, 2018 contingent upon availability of funds from the State of California. Grant awards will be conferred annually based upon the following criteria: provider meets contractual obligations; successful performance; and, determination of need and that any changes under WIOA authorization do not significantly alter operations, which would then impact this procurement. The ACWDB must formally approve the subsequent annual awards.

#### **K. BID PROTEST/APPEAL PROCESS**

The County and ACWDB pride themselves on the establishment of fair and competitive contracting procedures and the commitment made for following those procedures. The following is provided in the event that bidders wish to protest the bid process or appeal the recommendation to award a contract for this program once the Notices of Intent to Award/Non-Award have been issued. Bid protests submitted prior to issuance of the Notices of Intent to Award/Non-Award will not be accepted by the ACWDB.

1. Any bid protest must be based on one or both of the following:
  - a. The action of the ACWDB is at variance with the law; and/or
  - b. The action of the ACWDB contravenes current ACWDB or County Policy.
2. Any bid protest by any bidder regarding any other bid must be submitted in writing to the County's SSA Finance Director, located at 1111 Jackson Street,

Suite 103, Oakland, CA 94607, Fax: (510) 839-0748, before 5:00 p.m. of the **FIFTH (5<sup>th</sup>)** business day **following the date of issuance of the Notice of Intent to Award/Non-Award, not the date received by the Bidder.** A bid protest received after 5:00 p.m. is considered received as of the next business day.

- a. The bid protest must contain a complete statement of the reasons and facts for the protest.
  - b. The protest must refer to the specific portions of all documents that form the basis for the protest.
  - c. The protest must include the name, address, email address, fax number, and telephone number of the person representing the protesting party.
  - d. The SSA Finance Director will transmit a copy of the bid protest to all bidders as soon as possible after receipt of the protest.
3. Upon receipt of written protest, the SSA Finance Director, or designee will review and evaluate the protest and issue a written decision. The SSA Finance Director, may, at his or her discretion, investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting bidder and others (as appropriate) to discuss the protest. The decision on the bid protest will be issued at least ten (10) business days prior to the ACWDB's final contract approval/appeal hearing date.

The decision will be communicated by e-mail and certified mail, and will inform the bidder whether or not the recommendation to the ACWDB in the Notice of Intent to Award/Non-Award is going to change. A copy of the decision will be furnished to all bidders affected by the decision. As used in this paragraph, a bidder is affected by the decision on a bid protest if a decision on the protest could have resulted in the bidder not being the apparent successful bidder on the RFP.

4. The decision of the SSA Finance Director on the bid protest may be appealed to the ACWDB. All appeals must be submitted to the ACWDB Director, 24100 Amador Street, 6<sup>th</sup> Floor, Hayward, CA 94544. The bidder whose bid is the subject of the protest, all bidders affected by the SSA Finance Director's decision on the protest, and the protestor have the right to appeal if not satisfied with the SSA Finance Director's decision. All appeals to the ACWDB shall be in writing and submitted within five (5) business days following the issuance of the decision by the SSA Finance Director, not the date received by the bidder. An appeal received after 5:00 p.m. is considered received as of the next business day. Upon receipt of a compliant appeal, the ACWDB Director will schedule a hearing with the ACWDB to hear the merits of the appeal.
- a. The appeal shall specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
  - b. In reviewing protest appeals, the ACWDB will not re-judge the proposal(s). The appeal to the ACWDB shall be limited to review of the procurement process to determine if there were material errors in the RFP process or, where appropriate, ACWDB or County policies or other laws and regulations.
  - c. The appeal to the ACWDB also shall be limited to the grounds raised in the original protest and the decision by the SSA Finance Director. As

such, a bidder is prohibited from stating new grounds for a Bid protest in its appeal.

- d. The ACWDB may overturn the results of a bid process for ethical violations by ACWDB staff, selection committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.
  - e. The ACWDB shall review the materials and conclusions reached by the SSA Finance Director and will determine whether to uphold or overturn the protest decision.
  - f. The decision of the ACWDB is the final step of the appeal process. The decision of the ACWDB will be furnished to the protestor, the bidder whose bid is the subject of the bid protest, and all bidders affected by the decision at the appeal hearing.
5. The County and ACWDB will complete the bid protest/appeal procedures set forth in this Section K before a final recommendation to award the Contract is considered by the ACWDB.

The procedures and time limits set forth in this paragraph are mandatory and are each bidder's sole and exclusive remedy in the event of bid protest. A bidder's failure to timely complete both the bid protest and appeal procedures shall be deemed a failure to exhaust administrative remedies. Failure to exhaust administrative remedies, or failure to comply otherwise with these procedures, shall constitute a waiver of any right to further pursue the bid protest, including filing a Government Code Claim or legal proceedings.

#### **L. CONTRACT EVALUATION AND ASSESSMENT**

During the initial 60 day period of any contract, which may be awarded to a Contractor, the ACWDB staff will meet with the Contractor to evaluate the performance and to identify any issues or potential problems.

ACWDB reserves the right to determine, at its sole discretion, (a) whether the Contractor has complied with all terms of this RFP and (b) whether any problems or potential problems with the proposed services were evidenced which make it unlikely (even with possible modifications) that such proposed services have met ACWDB requirements. If, as a result of such determination ACWDB concludes that it is not satisfied with Contractor, Contractor's performance under any awarded contract and/or Contractor's goods and/or services as contracted for therein, the Contractor will be notified of contract termination effective 45 days following notice. The County will have the right to invite the next highest ranked bidder to enter into a contract. The County also reserves the right to re-bid this project if it is determined to be in its best interest to do so.

### **IV. TERMS AND CONDITIONS**

#### **A. AWARD**

1. Proposals will be evaluated by a review panel and will be ranked in accordance with the RFP section entitled "Evaluation and Scoring."



2. The Review Panel will recommend award to the bidder who, in its opinion, has submitted the proposal that best serves the overall interests of the ACWDB and attains the highest overall point score. Award may not necessarily be made to the bidder with the lowest price.
3. ACWDB reserves the right to reject any or all responses that materially differ from any terms contained in this RFP or from any Exhibits attached hereto, to waive informalities and minor irregularities in responses received, and to provide an opportunity for bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
4. ACWDB reserves the right to award to a single or multiple contractors.
5. ACWDB has the right to decline to award this contract or any part thereof for any reason.
6. ACWDB and the Alameda County Board of Supervisor's approval to award a contract are required.
7. A contract must be negotiated, finalized, and signed by the intended awardee prior to Board approval.

The RFP specifications, terms, conditions and Exhibits, RFP Addenda and bidder's proposal, may be incorporated into and made a part of any contract that may be awarded as a result of this RFP.

**B. TERM / TERMINATION / RENEWAL**

1. The term of the contract, which may be awarded pursuant to this RFP, will be 12 months.
2. By mutual agreement, any contract which may be awarded pursuant to this RFP may be extended for two additional one year terms at agreed prices with all other terms and conditions remaining the same.
3. The initial contract will include the PY 2018-2019 award, scope of work and performance requirements. This contract will be amended to include performance requirements and any scope of work modifications necessary as a result of changes in federal or state mandates. Awards will be dependent upon continuance of enabling legislation and fund availability for the Alameda County Workforce Development Area.

**C. METHOD OF ORDERING**

1. A written Purchase Order (PO) and signed contract will be issued upon ACWDB and County Board of Supervisor's approval.
2. POs and payments for services will be issued only in the name of Contractor.
3. Changes in service delivery shall be agreed upon by Contractor and County and issued as needed in writing by County.

#### **D. CONTRACTING REQUIREMENTS**

Contractors will be responsible for the following:

1. Providing and training qualified staff to plan, administer, and implement the program;
2. Providing specified services to eligible participants as required by law;
3. Coordinating and tracking management information systems and paperwork associated with the WIOA, and complying with deadline and reporting requirements;
4. Coordinating with the ACWDB Program Liaison and the Eligibility and MIS Unit to ensure that required eligibility forms/certification, performance reports and fiscal claims are submitted in its entirety and on time;
5. Costs associated with contract closeout activities;
6. Attending in-service training sessions and mandatory meetings;
7. Implementing strategies for effective program evaluation and continuous improvement;
8. Attending mandatory ACWDB Board and Committee;
9. Participating in EASTBAY *Works* standing committee meetings;
10. Providing evidence of regularly scheduled local partnership meetings; and
11. Using the mandatory online data management system as directed.

In order to contract for WIOA funds, the Contractor must:

1. Be legally capable of entering into a contract, and be able to provide proof of the ability to administer WIOA programs (i.e., previous experience administering employment and training programs, other related service programs and no disbarment).
2. Provide Articles of Incorporation and evidence of current corporate status, as filed with the Secretary of State.
3. Be an Equal Employment and Affirmative Action Employer. If selected for funding, the lead agency and any collaborative partner agencies will be required to meet EEO requirements.
4. Be in compliance with all applicable provisions of the Americans with Disabilities Act (ADA) of 1990.

5. Ensure that reports and/or documents contain correct information.
6. File required insurance documentation with the County of Alameda as an exhibit to the contract. The County must review all documentation before the initial invoice will be processed. The following are insurance requirements that contractors must carry:
  - Commercial General Liability in the amount no less than \$1,000,000. Combined Single Limit for each occurrence. Must include personal injury coverage.
  - Workers' Compensation as required by State law or \$1,000,000. Employers Liability minimum \$100,000.
  - Automobile Liability in an amount not less than \$1,000,000 combined Single Limit per accident for bodily injury and property damage covering owned, non-owned, and hired vehicles.
  - Professional/Liability/Errors & Omissions in the amount no less than \$1,000,000.
  - The County of Alameda is covered as additional insured.
  - Notice of Cancellation must ensure that each insurance policy shall be endorsed to state that the coverage shall not be suspended, voided, or canceled except after 30 days prior written notice has been given to the County of Alameda.
7. Comply with requirements for lobbying, debarment and drug-free workplace certification.
8. Address the County's Language Access requirements.
9. Provide the most recently completed financial statement of the organization which may be either a Single Audit Report, per the requirements of the applicable OMB circular, or a Financial Audit in accordance with the U.S. Comptroller General's Government Auditing Standards.

**E. TYPE OF CONTRACT**

Contracts will be written on a cost reimbursement basis. The Contractor is required to provide a detailed line-item budget as part of the contract and agree to submit monthly invoices for payment. All costs reported on monthly and final cost statements shall be supported by appropriate accounting documentation. The documentation shall establish that the County is charged a fair and equitable portion of any indirect or shared costs attributable to services performed under this Contract.

**F. INVOICING**

1. Contractor shall invoice ACWDB as prescribed in the executed contract.
2. County shall notify Contractor of any adjustments required to invoice.
3. Contractor shall utilize standardized invoice provided by ACWDB and as defined within the contract Scope of Work.

4. Invoices shall only be prepared and submitted by the Contractor who is awarded a contract.
5. Payments will be issued to and invoices must be received from the same Contractor whose name is specified on the executed contract Purchase Order.
6. The County will pay Contractor monthly, or as agreed upon, not to exceed the total maximum specified in the executed contract Exhibit B Budget.

**G. ADMINISTRATIVE COSTS**

The Workforce Innovation and Opportunity Act regulations at 20 CFR 667.200 identify specific items of cost, which must be classified to the administrative cost category. Please ensure that expenditures attributable to the following functions are appropriately classified to the Administration category of cost. These costs can be both personnel and non-personnel and both direct and indirect.

Performing the following overall general administrative functions and coordination of those functions under WIOA Title I:

- Accounting, budgeting, financial and cash management functions;
- Procurement and purchasing functions;
- Property management functions;
- Personnel management functions;
- Payroll functions;
- Coordinating the resolution of findings arising from audits, reviews, investigations and incident reports;
- Audit functions;
- General legal services functions;
- Developing systems and procedures, including information systems, required for these administrative functions;
- Performing oversight and monitoring responsibilities related to WIOA administrative functions;
- Costs of goods and services required for administrative functions of the program, including goods and services such as rental or purchase of equipment, utilities, office supplies, postage, and rental and maintenance of office space;
- Travel costs incurred for official business in carrying out administrative activities or the overall management of the WIOA system;
- Costs of information systems related to administrative functions (for example, personnel, procurement, purchasing, property management, accounting and payroll systems) including the purchase, systems development and operating costs of such systems; and
- Awards to sub recipients or vendors that are solely for the performance of administrative functions are classified as administrative costs.

Personnel and related non-personnel costs of staff that perform both administrative functions specified above and programmatic services or activities must be allocated as administrative or program costs to the benefiting cost objectives/ categories based on

documented distributions of actual time worked or other equitable cost allocation methods.

Continuous improvement activities are charged to administration or program category based on the purpose or nature of the activity to be improved. Documentation of such charges must be maintained.

Specific costs charged to an overhead or indirect cost pool that can be identified directly as a program cost are to be charged as a program cost. Documentation of such charges must be maintained.

All costs incurred for functions and activities by your organization and vendors who are awarded funds for the purpose of delivering programmatic services are program costs.

Costs of the following information systems including the purchase, systems development and operating (e.g., data entry) costs are charged to the program category:

- Tracking or monitoring of participant and performance information;
- Employment statistics information, including job listing information, job skills information, and demand occupation information;
- Performance and program cost information on eligible providers of training services, youth activities, and appropriate education activities;
- Local area performance information; and
- Information relating to supportive services and unemployment insurance claims for program participants.

#### **H. PROHIBITION AGAINST SUBCONTRACTING OR ASSIGNMENT**

**Contractor shall not contract with any entity to perform in whole or in part the work or services required hereunder without the express written approval of the ACWDB. Neither this Agreement nor any interest herein may be assigned or transferred, voluntarily or by operation of law, without the prior written approval of the ACWDB. Any such prohibited assignment or transfer shall be void.**

#### **I. RECORD KEEPING**

Contractor will be expected to maintain complete up-to-date and accurate records and management controls. The Contractor will be expected to maintain complete fiscal and accounting records, in accordance with Federal Government Accounting Principles, including, but not limited to, backup documentation to the contract budget, and demonstration of acceptable accounting methods to disburse costs. All documents and records will be maintained for a period of no less than five (5) years. This is a federal administrative requirement

#### **J. MONITORING**

The Contractor selected and funded with WIOA funds may be visited at any time by the ACWDB Workforce Systems and Strategies Committee, ACWDB, County staff, State of California, Department of Labor, or Contractors of these units of government, and others who have a direct concern in administration of WIOA programs and projects. All agency records must be available for inspection. All areas of the project will be subject to examination and could include, but are not limited to, inspection of personnel files and

applications, and the financial bookkeeping records. In addition, monitoring may include interviews with employers, supervisors, instructors, and staff of agencies partnering within this operator to ensure provision of agreed upon services.

**K. COUNTY PROVISIONS**

SMALL, LOCAL AND EMERGING BUSINESS (SLEB) PARTICIPATION: Contractor has been approved by County to participate in contract without SLEB participation (*SLEB Waiver #F 1198*). As a result, there is no requirement to subcontract with another business in order to satisfy the County's Small Local and Emerging Business provision.

**However, if circumstances or the terms of the contract should change**, Contractor may be required to immediately comply with the County's Small Local and Emerging Business provisions, including but not limited to:

- a. Contractor must be a certified small or emerging local business(s) or subcontract a minimum 20% with a certified small or emerging local business(s).
- b. SLEB subcontractor(s) is independently owned and operated (i.e., is not owned or operated in any way by Prime), nor do any employees of either entity work for the other.
- c. Small Local and/or Emerging Business (SLEB) participation and current SLEB certification status must be maintained for the term of the contract. Contractor shall ensure that their own certification status and/or that of participating subcontractors (as is applicable) are maintained in compliance with the SLEB Program.
- d. Contractor shall not substitute or add any small and/or emerging local business(s) listed in this agreement without prior written approval from the County. Said requests to substitute or add a small and/or emerging local business shall be submitted in writing to the County department contract representative identified under Item #13 above. Contractor will not be able to substitute the subcontractor without prior written approval from the Alameda County Auditor Controller Agency, Office of Contract Compliance (OCC).
- e. All SLEB participation, except for SLEB prime contractor, must be tracked and monitored utilizing the Elation compliance System.

County will be under no obligation to pay contractor for the percent committed to a SLEB (whether SLEB is a prime or subcontractor) if the work is not performed by the listed small and/or emerging local business.

For further information regarding the Small Local Emerging Business participation requirements and utilization of the Alameda County Contract Compliance System contact the County Auditor- Controller's Office of Contract Compliance (OCC) located at 1221 Oak St., Rm. 249, Oakland, CA 94612 at Tel: (510) 891-5500, Fax: (510) 272-6502 or via E-mail at [ACSLEBcompliance@acgov.org](mailto:ACSLEBcompliance@acgov.org).

1. First Source Program: The First Source Program has been developed to create a public/private partnership that links CalWORKs job seekers, unemployed and under employed County residents to sustainable employment through the

County's relationships/connections with business, including contracts that have been awarded through the competitive process, and economic development activity in the County. Welfare reform policies and the Workforce Innovation and Opportunity Act require that the County do a better job of connecting historically disconnected potential workers to employers. The First Source program will allow the County to create and sustain these connections.

Vendors awarded contracts for goods and services in excess of One Hundred Thousand Dollars (\$100,000) as a result of any subsequently issued RFP are to allow Alameda County ten (10) working days to refer potential candidates to vendor to be considered by Vendor to fill any new or vacant positions that are necessary to fulfill their contractual obligations to the County, that Vendor has available during the life of the contract before advertising to the general public. Potential candidates referred by County to Vendor will be pre-screened, qualified applicants based on vendor specifications. Vendor agrees to use its best efforts to fill its employment vacancies with candidates referred by County, but the final decision of whether or not to offer employment, and the terms and conditions thereof, rest solely within the discretion of the Vendor.

Bidders are required to complete, sign and submit in their bid response, the First Source Agreement that has been attached hereto as Exhibit H, whereby they agree to notify the First Source Program of job openings prior to advertising elsewhere (ten day window) in the event that they are awarded a contract as a result of this RFP. Exhibit H will be completed and signed by County upon contract award and made a part of the final contract document.

If compliance with the First Source Program will interfere with Contractor's pre-existing labor agreements, recruiting practices, or will otherwise obstruct the Contractor's ability to carry out the terms of the contract, the Contractor will provide to the County a written justification of non-compliance.

If additional information is needed regarding this requirement, please contact the EASTBAY Works AJCC network at 1-888-411-HIRE or (510) 768-4450.

#### **L. GENERAL REQUIREMENTS**

1. Proper conduct is expected of Contractor's personnel when on County premises. This includes adhering to no-smoking ordinances, the drug-free work place policy, not using alcoholic beverages and treating employees courteously.
2. County has the right to request removal of any Contractor employee or subcontractor who does not properly conduct himself/herself/itself or perform quality work.
3. Contractor personnel shall be easily identifiable as non-County employees (i.e., work uniforms, badges, etc.).

#### **M. COMPLIANCE WITH APPLICABLE REGULATIONS**

This RFP has been developed consistent with applicable State and Federal statutes, regulations, and published guidelines and policies.

# **EXHIBIT I**

## **COUNTY OF ALAMEDA**

**RFP No. CAJCC 2017**  
**for**  
**Comprehensive America's Job Center of California Operator and Career Services Provider**

### **Exceptions, Clarifications, Amendments: Contractor Space Usage**

#### **I. County Facilities and Equipment**

##### **A. County Spaces:**

1. County shall make portions of the County Spaces available for Contractor's use for the performance of the terms of this Agreement, as delineated in Exhibit E-1 ("the Contractor Use Areas"). By making the Contractor Use Areas available for Contractor's use, the County conveys to Contractor no property rights or right to possession; however, Contractor may presume that County will not allow other contractors to make use of the Contractor Use Areas during the Term of this Agreement, and may keep Supplement Furniture and equipment, including computer equipment, in the Contractor Use Area overnight. Contractor's use of the County Spaces other than the Contractor Use Areas is prohibited except to the extent necessary for ingress and egress, or where approved in writing by the County. Bathroom, shared kitchen and conference room facilities located outside of the Contractor Use Areas available for use by Contractor, if any, shall be marked on Exhibit E, and are subject to any further restrictions contained therein. Contractor shall be prohibited from using other bathroom, shared kitchen and conference room facilities in the County Spaces not delineated for its use on Exhibit E-1, except where permitted by the County.
2. Contractor shall maintain the Contractor Use Areas in a neat and tidy manner in conformance with applicable laws, ordinances, codes and regulations, including but not limited to the California Occupational Safety and Health Act, and with any rules or regulations adopted by the County for management of the County Spaces. Contractor shall refrain from creating any hazards or potential hazards in the Contractor Use Areas. Contractor shall be responsible for ensuring existing and future Americans with Disabilities Act ("ADA") features of the Contractor Use Areas are not obstructed or damaged, and shall promptly report any damage or obstruction to the County.
3. At the earlier of the expiration or termination of this Agreement, Contractor shall vacate the Contractor Use Areas, and remove all of Contractor's Supplemental Furniture and equipment, including computer hardware.

- B. Security:** The County maintains the security of the County Spaces, but does not provide a guarantee of safety. Contractor shall be responsible for the safety of its employees, and the members of the public to whom its staff is providing the services called for in this



Agreement in the Contractor Use Areas. Contractor acknowledges and understands that the County Spaces are shared with County employees, agents and volunteers, and serves the general public. Contractor shall promptly raise any safety concerns with the County. Contractor shall develop security protocols for its employees consistent with the understood and acknowledged use of the County Spaces and the County's rules and regulations for the County Spaces, and shall train its employees on that security protocol. Contractor may take such additional security measures beyond those put in place by the County so long as those security measures do not interfere with use of the County Spaces by the County, its agents, volunteers and invitees, upon notice to and approval from the County, which shall not unreasonably be withheld. County shall not be responsible for Contractor's cost of additional security measures.

C. Signage: No signs may be posted in the County Spaces outside of the Contractor Use Areas without the written approval of the County.

D. Furniture, Fixtures and Equipment

1. Contractor shall not use County property (including equipment, instruments and supplies) or personnel for any purpose other than in the performance of its obligations under this Agreement. Contractor shall not use or store its own property (including equipment, instruments and supplies) at the County Spaces, except to the extent Contractor's property is reasonable and necessary for the performance of the services called for in this Agreement.
2. The Contractor Use Areas are equipped with basic furnishings, fixtures and equipment including cubicles, desks, chairs, file cabinets, lighting and shelves, an inventory of which is attached as Exhibit E-2 ("the Furniture"). Contractor may make use of the Furniture in the performance of the services called for in this Agreement. County shall be responsible for the maintenance, upkeep, repair and replacement of the Furniture. County shall inspect the Furniture at least once annually, or more frequently as may be called for by manufacturer recommendation or applicable regulations. Contractor shall be responsible to report to County immediately upon discovering any damage to any Furniture or that any Furniture, is in need of maintenance, repair or replacement. After providing said notice to the County, Contractor shall cease using said Furniture, until receiving further direction from the County. Contractor shall defend and indemnify County, its Board of Supervisors, officers, employees, agents and volunteers to the fullest extent permissible by law for any and all claims arising out of or pertaining to Contractor's actual or constructive knowledge of any Furniture in need of maintenance, repair or replacement, or that is otherwise damaged for which Contractor either did not provide County with immediate notice as required by this paragraph, and/or Contractor continuing use of Furniture that Contractor continued to use despite having actual or constructive knowledge of its damage or its need for repair, maintenance or replacement.
3. Contractor may supplement the Furniture ("Supplemental Furniture") to the extent necessary for the performance of the services called for in this Agreement upon prior written approval of the County. The Supplemental Furniture may only be kept or installed in the Contractor Use Areas and not in the County Spaces outside of the Contractor Use Areas. Contractor shall be solely liable for

maintenance, repair and upkeep of any Supplemental Furniture it brings into the Contractor Use Areas, and for the removal of the Supplemental Furniture at the sooner of the end of the Term or termination of this Agreement. Notwithstanding the approval called for in this paragraph, Contractor shall hold County harmless and shall defend and indemnify the County to the fullest extent permitted by law concerning any claims arising out of or pertaining to the Supplemental Furniture.

4. The Furniture may not meet the particular needs of Contractor's employee(s) to which said employee(s) is/are entitled to reasonable accommodation under the ADA. It shall be Contractor's responsibility to procure and maintain Supplemental Furniture for this purpose, the approval of which shall be in writing and will not unreasonably be withheld by County.

E. Computers and Network:

1. County shall supply and maintain a computer system for use by Contractor in the provision of the services. The computer system will include terminals for each workstation in the Contractor Use Area with a sufficient number of software licenses for the operating system and additional software as delineated in Exhibit E-3. County shall upgrade the computer system in accordance with its regular cycle of hardware and software replacement. County does not warrant that the computer system is useful or sufficient for performance of the services called for in this Agreement.
2. Contractor shall supply such other hardware and software that it deems necessary for the performance of the services called for in this Agreement. Contractor shall coordinate with County the installation of the additional hardware and software, which it shall be Contractor's sole responsibility to maintain and upgrade and remove. Contractor will not remove, re-wire, relocate or otherwise adjust County's network nor any separate wireless network be connected unless prior written agreement is given by County. Contractor will not install any new or separate networks, including wireless connectivity without County's formal consent.
3. The County-supplied computer system will be connected to the County's network and have access to the Internet. It shall be County's responsibility to maintain the network and provide non-exclusive Internet access, but County does not warrant the shared network and non-exclusive Internet access is useful or sufficient for the performance of services called for in this Agreement. Contractor is not relieved from performance of services by virtue of the unavailability of the County's network due to routine maintenance, repair or unexpected short-term outages for the network.
4. Contractor shall be responsible for exercising due care to avoid malicious software causing damage to County's computers or network.
5. County's computers and network are not available for Contractor's use for any purpose other than the performance of services, such as, but not limited to, personal use or use for services other than those called for in this Agreement.

**BID RESPONSE PACKET  
COMPREHENSIVE AMERICA'S JOB CENTER OF  
CALIFORNIA (AJCC) OPERATOR AND CAREER  
SERVICES PROVIDER  
(Separate file)**

Documents are available online at: <http://www.acwdb.org/info-research/documents/rfp/>

## **ATTACHMENT NO. 2**

### **CONTAINS THE FOLLOWING DOCUMENTS: (Separate file)**

Master Contract  
Standard Services Agreement Template  
Statement of Work  
Budget  
Minimum Insurance Requirements for Community Colleges/Adult Schools  
Minimum Insurance Requirements for Nonprofits  
Audit Requirements  
This Page Intentionally Omitted - Exhibit E  
Debarment Suspension Certification  
General Conditions/Special Conditions WIOA (Youth)  
Certification Regarding Lobbying  
This Page Intentionally Omitted - Attachment A  
Language Access Requirements

Documents are available online at: <http://www.acwdb.org/info-research/documents/rfp/>