



Request for Proposal No. SRADWCS 2017

SUB-REGIONAL WORKFORCE NETWORK (SWN) FOR ADULT AND DISLOCATED WORKER CAREER SERVICES

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

ABSOLUTELY NO EXCEPTIONS

Alameda County Workforce Development Board

24100 Amador Street, 6th 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 Proposals (RFP) to seek organizations to act as the Sub-Regional Workforce Network lead and coordinator for provision of Career Services for Adult and Dislocated Workers. The ACWDB anticipates up to **\$1.1 million** will be available from Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker funds for this RFP and intends to award funds proportionately within the three geographic regions described below as follows:

1. North Cities: Albany, Alameda Berkeley, Emeryville, Piedmont;
2. Tri-Cities: Fremont, Newark, Union City;
3. Tri-Valley: Dublin, Livermore, Pleasanton. This area also includes the unincorporated area of Sunol.

ACWDB is also seeking responses to a separate WIOA funded RFP for a Comprehensive America's Job Center of California (AJCC) Operator and Career Services Provider in the Eden Area. Applicants may submit a response to **only one** of the WIOA RFPs being issued for Adult and Dislocated Worker services in 2017.

Contracts awarded under this solicitation will be for 12 months for Program Year 2018-2019 with an option to renew for two additional program years contingent upon contract performance and availability of funds. Eligible applicant organizations include all public, private or non-profit organizations, 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, 6th 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 website at www.acwib.org and the General Services Agency (GSA) website at www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp

All questions should be directed to David Dias, Career Services Coordinator, at david.dias@acgov.org, (510) 780-8768.

ALAMEDA COUNTY WORKFORCE DEVELOPMENT BOARD
REQUEST FOR PROPOSAL
SPECIFICATIONS, TERMS & CONDITIONS
For
Sub-Regional Workforce Network Adult and Dislocated Career Services

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ATTACHMENT NO. 1 - RFP NO. SRADWCS 2017 RESPONSE PACKAGE

- Bid Acknowledgement (Exhibit A)
- Bid Form (Exhibit B)
- Current References (Exhibit D-1)
- First Source Agreement (Exhibit H)
- Debarment and Suspension Certification (Exhibit N)
- Response Content and Submittal Complete Checklist

ATTACHMENT NO. 2

- 2A - Master Contract
- 2B - Standard Services Agreement Template
- 2C - Statement of Work
- 2D - Budget
- 2E - Minimum Insurance Requirements
- 2F - Audit
- 2G - Exhibit E-This Page Intentionally Omitted
- 2H - General Conditions/Special Conditions-WIOA
- 2I - Certification Regarding Lobbying
- Attachment A – This Page Intentionally Omitted
- Attachment B - Language Access Requirements

ATTACHMENT NO. 3

- Sub-Regional Workforce Network Diagram

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
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.

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.**

ACWDB intends to award a 12-month contract (with an option to renew for two additional fiscal years) to the bidder(s) selected as the most responsible and whose response conforms to the RFP and meets 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 a variety of agencies working in coordination with each other system-wide. The America's Job Center of California (AJCC) is a critical component to the local workforce delivery system. In addition, other agencies work in networks and collaborations outside the AJCC. All WIOA funded workforce service providers:

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 ACWDB will fund Career Services to WIOA eligible Adult and Dislocated Workers in the sub-regions of North Cities, Tri-Cities and Tri-Valley. Cities and unincorporated areas in each of those sub-regions are listed below.

<u>North Cities</u>	<u>Tri-Cities</u>	<u>Tri-Valley</u>
Alameda	Fremont	Dublin
Albany	Newark	Livermore
Berkeley	Union City	Pleasanton
Emeryville		Sunol
Piedmont		

As a means of maximizing the WIOA funds in each of these regions, the ACWDB will fund Career Services through a network of agencies offering multiple access points. This is not a center-based service delivery model, but rather, a service delivery model based on coordination of services in an integrated workforce system. This new strategy is designed to:

1. Leverage existing workforce services, broadly described as job seeker and employer services and supports intended to increase employment and improve the local and global workforce in each area;
2. Provide the networking and organizational infrastructure needed to ensure that WIOA services are client-centered;
3. Provide access to WIOA funded services in a variety of access points in the community; taking the services to the clients rather than have clients come to a single location to avail themselves of services;
4. Use technology to connect service providers and job seekers and employers;
5. Make the best use of available WIOA funds for job seekers and employers.

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 (determining WIOA eligibility), 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, career planning, and vocational counseling.

ACWDB will contract with a lead agency to provide, and coordinate access to WIOA funded services, in each sub-region of the Local Area through a network of partner agencies, known as the Sub-Regional Workforce Network (SWN). A lead agency will be the fiscal agent and responsible for all contractual obligations associated with this funding.

The role of the lead agency is to manage coordination of the partnership among the SWN agencies, including sharing information, ensuring broad access to services by job seekers and employers, meeting WIOA reporting requirements, ensuring partner agency participation and adherence to standards for high quality services and staff skills and knowledge.

SWN Adult and Dislocated Worker Career Services providers must include a Title II Adult Education and Literacy partner. Other partners in the networks will include local and community level workforce services agencies.

1. COORDINATION OF SERVICES

The ACWDB undertakes efforts to support an integrated workforce system that is flexible, seamless, and responsible 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, apprenticeships, and career/technical certificated training.

In order to advance the goals of the ACWDB Local Plan, the SWN lead agency, and other partners as appropriate, will work collaboratively with the Comprehensive AJCC located in Hayward, CA. The SWN will also work in collaboration with the ACWDB Business Services Unit, the community colleges, and other higher education partners, in their efforts to increase training and educational capacity and opportunities in order to promote an integrated workforce system. The SWN 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, as needed. The SWN lead agency and other partners as appropriate, 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, the city of Oakland and the city of Richmond.

EASTBAY *Works* consists of over one hundred partners and thirteen AJCC in Contra Costa and Alameda Counties. It is expected that many of the issues surrounding the delivery of 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 area. 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 event calendar
2. HOTJOBS email service.
3. Professional Development for SWN managers and staff (as available)
4. Networking for:
 - a. Employer services
 - b. Site managers
 - c. Career and job counselors

3. LEVERAGING RESOURCES

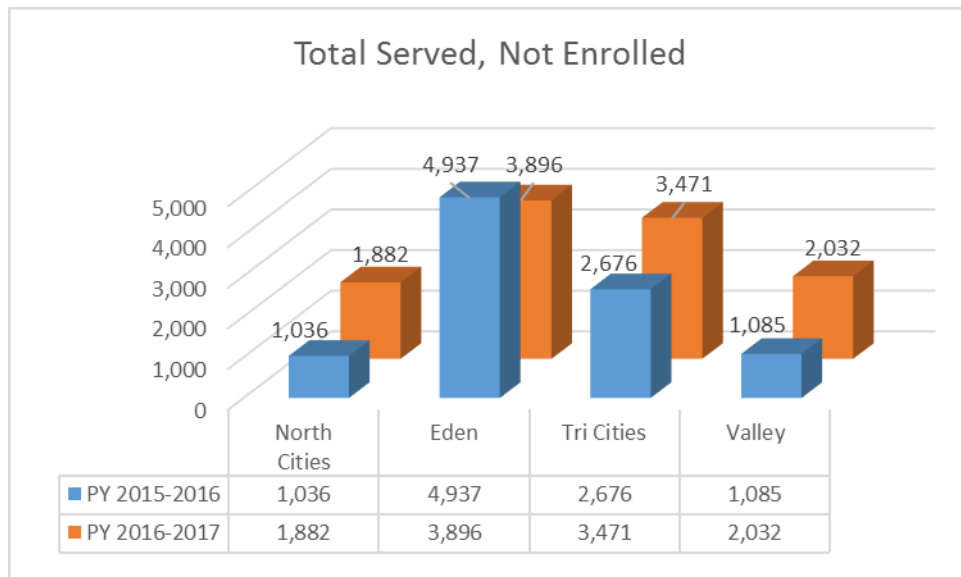
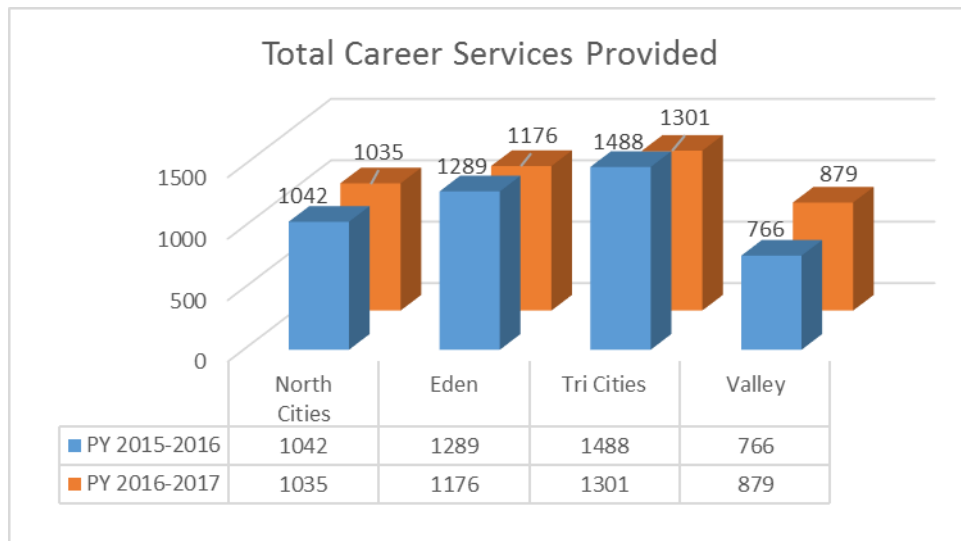
Funds available under this RFP are to be used to leverage additional resources to support the ACWDB funded workforce efforts. **WIOA funds are not intended to be the sole source of funding for the activities of the SWN Career Services providers.** Services funded through the WIOA are not sufficient to 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 match 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.

Match resources can support a particular budget line item as long as it supports program activities. Match is 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. CONTRACT SERVICE LEVELS

The SWN 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 the sub-regions of North Cities, Eden*, Tri-Cities and Tri-Valley in PY 2015-2016 and PY 2016-2017.



**The service levels for the Eden Area will be used in the Comprehensive AJCC contract and are here for reference 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.

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

**Funding for the Eden Area is only available for the Comprehensive AJCC and not available for this RFP.*

5. INDUSTRY SECTOR AND OCCUPATIONAL FRAMEWORK

The SWN providers will provide Career 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

Tier I- ACWDB Priority Industries

1. Health Care/Social Assistance
2. Professional, Scientific and Technical Occupations
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

**Occupations found at*

<https://www.acwdb.org/info-research/documents/actions-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. The ACWDB is interested in providing services to all population groups in the Local Area, 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 industry sector 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;
 - 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.

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. Apprenticeships and pre-apprentice training are also allowable training options for Adult and Dislocated Workers and non-WIOA funds may be used as well.

9. INDIVIDUAL TRAINING ACCOUNTS

Training services are to be provided through the use of individual training accounts (ITAs), which the Career Services contractor tracks and manages for each individual participant. The maximum expenditure per participant is currently \$5,000 (subject to waivers for special circumstances). If combined with an On-the-Job Training (OJT) the maximum expenditure increases to \$7,500. The average current expenditure is approximately **\$3,027**. Payments to the ITA and OJT providers are made through a contracted vendor, and are not the responsibility of the Career Services network lead agency or member agencies. **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 SWN Career Services providers are 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 SWN may create a local policy for use of these funds, however, must use the ACWDB support 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 SWN.** . The exception is when the supportive service costs are related to a participant's training activity. Those costs can be external costs.

11. JOB REFERRALS AND PLACEMENT SERVICES

The SWN 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 SWN must provide supply-side (job seeker) Career 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:

- a. 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;
- b. Participating in EASTBAY *Works* meetings, trainings, and availing themselves of the supports offered through this collaboration;
- c. Attending Rapid Response events and assisting with the Rapid Re-employment strategies;
- d. Utilizing CalJOBS to identify job openings for candidates;
- e. Facilitating On-the-Job training opportunities, including negotiating master agreements, and placing candidates into those positions, as an incentive for employers to hire job seekers through the workforce system;
- f. Job Posting writing assistance;
- g. Participating in recruitments events;
- h. Obtaining Testimonials/Success Stories of placement;

- i. Participating in Joint Regional Marketing Initiatives and/or Job Fairs; and
- j. Reporting activities in CalJOBS as instructed by ACWDB staff.

12. PERFORMANCE MANAGEMENT

The SWN providing Career Services will work closely with the ACWDB to implement Federal, State and local performance measures 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 nd Quarter After Exit	65.50%	71%
Employment Rate 4 th Quarter After Exit	63%	69.5%
Median Earnings 2 nd Quarter After Exit	\$5,157	\$7,523
Credential Attainment within 4 Quarters After Exit	63%	66%

The SWN providing Career Services 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:

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

C. ADULT AND DISLOCATED WORKER CAREER SERVICES

1. BASIC CAREER SERVICES

Basic career services shall be available through a coordinated network of service providers, and 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:
 - i. Job vacancy listings in such labor market areas; and
 - ii. 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 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 development 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.

2. 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 a SWN partner agency to be in need of more individualized services in order to obtain employment; or
- b. Who are employed but who are determined by SWN 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. 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; 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.

E. 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, 6th Floor
Hayward, CA 34544
E-Mail: 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 and/or General Services Administration website: 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 p.m. – 3:00 p.m. at: Eden Area Multi-Service Center 24100 Amador Street, Hayward, CA California Poppy Room, 2 nd Floor January 4, 2018 1:00 p.m. - 3:00 p.m. at: Emeryville Bridgecourt Room 3990 Harlan Street Emeryville, CA 94608
Written Questions Due	January 5, 2018 by 5:00 p.m.
Addendum Posted	January 10, 2018
Response Due	February 2, 2018 by 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

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 date of January 10, 2018 as stated in Section B: Calendar of Events.

The Bidders Conferences will be held:

BIDDERS CONFERENCE 1:
WEDNESDAY, JANUARY 3, 2018
1:00 p.m. - 3:00 p.m.
Eden Area Multi-Service Center
California Poppy Room, 2nd Floor
24100 Amador Street
Hayward, CA 94541

BIDDERS CONFERENCE 2:
THURSDAY, JANUARY 4, 2018
1:00 p.m. – 3:00 p.m.
Emeryville 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.

Bids are to be delivered to:

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

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). **Include with the submitted hardcopy of the proposal, a pdf file or a single file scanned image of the original, with all appropriate signatures on a disk or USB flash drive.**

2. No telegraphic, email (electronic) or facsimile bids will be considered.
3. Bidder agrees and acknowledges all RFP specifications, terms and conditions and indicates ability to perform by submission of its bid.
4. Submitted bids shall be valid for a minimum period of 12 months.
5. All costs required for the preparation and submission of a bid shall be borne by the Bidder.
6. 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.
7. 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: Sub-region Career Services for (identify the sub-region)
3. The proposal must comply with the provisions of the Request for Proposals and all its instructions.
4. Bid responses are to be straightforward, clear, concise and specific to the information requested.
5. In order for bids to be considered complete, bidder must provide all information requested. See Exhibit M, Response Content and Submittals Completeness Checklist.
6. The proposal budget must reflect actual costs. The costs that will be covered for funding are those associated with providing program services.
7. 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.
8. Proposals will be reviewed as initially submitted. No changes, additions, or re-submissions will be accepted after the initial deadline for submission.
9. 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 Sub-Regional Workforce Network Career Services 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(s) 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 contract(s) to the bidder(s) 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>Completeness of Response: 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>Debarment and Suspension: Bidders, its principal and named subcontractors are not identified on the list of Federally debarred, suspended or other excluded parties located at www.sam.gov.</p>	Pass/Fail
C	<p>References/Previous Contract Experience: 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>Statement of Need: 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>Management and Organizational Capacity: 1. Staff Capacity-Demonstrate staffing patterns and qualifications will properly manage the project.</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
F	<p>Strategy and Work Plan 1. Addressing Conditions described in the Statement of Need, targeted industries and occupations-Demonstrate a clear strategy and implementation plan.</p>	10 Points
	<p>2. Roles and level of commitment of Project Partners-Demonstrate the breadth and depth of partners' commitment to the proposed service delivery strategy.</p>	15 Points
	<p>3. Proposed Recruitment, Training, Placement, and Retention Strategies-Demonstrate a comprehensive outreach and recruitment strategy.</p>	10 Points
	<p>4. Project Work Plan-Demonstrate a comprehensive project work plan that includes startup, recruitment, training, placement and retention.</p>	15 Points
G	<p>Outcomes and Deliverables 1. Projected Performance Outcomes-Provide outcome projections and demonstrate the capacity to collect participant-level data and aggregate outcomes.</p>	10 Points
	<p>2. Appropriateness and Feasibility, Degrees or Certificate Resulting from Training, and Deliverables-Demonstrate the appropriateness and feasibility of projected outcomes.</p>	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 and have submitted Debarment & Suspension Form.

SECTION 2: Rating Elements

STATEMENT OF NEED: “Does the proposal...	Total Points
1. Demonstrate clearly and fully the need for training and employment in the local area by describing the overall economy and workforce needs?	15
Subtotal:	15
PROJECT MANAGEMENT & ORGANIZATIONAL CAPACITY: “Does the proposal...	
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 similar focus, size and scope?	5
Subtotal:	15
STRATEGY & WORK PLAN: “Does the proposal...	
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
Subtotal:	50

OUTCOMES & DELIVERABLES: “Does the proposal...”	
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?	10
2. Demonstrate the appropriateness and feasibility of projections of the program outcomes and the degrees or certificates resulting from training and deliverables?	10
Subtotal:	20
GRAND TOTAL	100

I. PROPOSAL REVIEW PANEL

A preliminary review will be conducted by WDB 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 don't 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 project 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.
 - 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 946109, Fax: (510) 839-0748, before 5:00 p.m. of the **FIFTH (5th)** 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, 6th Floor, Hayward, CA 94544. The bidder whose bid is the subject of the protest, all bidder s 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 Investment 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

Operators 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 meetings;
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 WIOA 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; and
- 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.
- 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 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 # F1197*). 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:

1. 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).
2. 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.
3. 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.

4. 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).
5. All SLEB participation, except for SLEB prime contractor, must be tracked and monitored utilizing the Elation Compliance System.
 - i. 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.

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.

ATTACHMENT NO. 1

BID RESPONSE PACKET SUBREGIONAL WORKFORCE NETWORK ADULT AND DISLOCATED WORKER CAREER SERVICES (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
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/>

ATTACHMENT NO. 3
SUBREGIONAL WORKFORCE NETWORK
ADULT AND DISLOCATED WORKER
CAREER SERVICES DIAGRAM

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