# Request for Bids to Provide

# Career Center (One-Stop) Operator Services

**Santa Cruz County Workforce Development Board**

## **BIDS DUE:**

**Friday, September 1, 2023**

**2:00 p.m. Pacific Standard Time**

**Email questions about the requested service and bid process** **to Lacie Gray** (Lacie.Gray@santacruzcounty.us) no later than 8/25/23. Answers will be posted at:

<https://workforcescc.com/publications/> Prospective bidders tab

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Release Application/bid Invitation | August 11, 2023 |
| Questions about Applications Due in Writing | August 25, 2023 |
| Deadline for Submittals /Applications Due  (RFQ may be submitted in tandem) | September 1, 2023 |
| Notify Respondents (tentative) | September 15, 2023 |
| Contract Start Date | October 1, 2023 |

***Bid Specifications:***

* Scope of Work: Not longer than five (5) pages in 12 point font, 1 inch margins. *Please also include experience and qualifications in not more than five (5) pages Scope of Work narrative.*
* Budget and Narrative: *Not more than one (1) page.* Budget should be annual as any contract may need to be renewed on an annual basis. Budget does not need to include work space, desk phone, laptop/pc or printer. These items will be provided by the WDB at Workforce Santa Cruz County Career Center, 18 W. Beach, Watsonville. Contract amount not to exceed $99,000; $75,000 in PY 23/24 for nine (9) months of contract work. Contract may be extended for up to three (3) additional years contingent upon successful contract objective performance.
* Please submit bid deliverables by September 1, 2023, to lacie.gray@santacruzcounty.us.
* Questions may be submitted to the same email address by August 25, 2023.

***Application Checklist:***

* Budget Narrative and Budget *(Not to exceed 1 page)*
* Scope of Work Narrative (Demonstrated Ability, Operations, Administration, Expenditures/leveraged Resources and Matching Funds – Bonus Points) *(not to exceed five (5) pages)*
* Exhibit A: Customer References List and Attached Letters *(not to exceed 1 page each).*
* Exhibit B: Designation of Subcontractors.
* Exhibit C: WIOA Budget
* Conflicts of Interest and Firewall. When the entity serving as the one-stop operator is also serving in a different role within the one-stop delivery system, describe the firewall. *(Not to exceed 1 page).*
* Santa Cruz County Vendor Registration (<http://www.co.santa-cruz.ca.us/Departments/GeneralServices/Purchasing/HowtoRegisterasaVendor.aspx> ), including:
* Santa Cruz County Vendor Application
* W-9
* If vendor so chooses, ACH/EFT payment.

 Request for Qualifications (RFQ) (submitted separately but not later than September 1, 2023).

 Vendor must be able to provide insurance with the following specifications:

A. Types of Insurance and Minimum Limits

(1) Worker's Compensation in the minimum statutorily required coverage amounts. This insurance coverage shall not be required if CONTRACTOR has no employees and notifies the County.

(2) Automobile Liability Insurance for each of CONTRACTOR'S vehicles used in the performance of this Contract, including owned, non-owned (e.g. owned by CONTRACTOR'S employees), leased or hired vehicles, shall be provided in the minimum amount of $500,000 combined single limit per occurrence for bodily injury and property damage.

(3) Comprehensive or Commercial General Liability Insurance coverage in the minimum amount of $1,000,000 combined single limit, including coverage for: (a) bodily injury, (b) personal injury, (c) broad form property damage, (d) contractual liability, and (e) cross-liability.

The policy should also have these additional statements as follows:

1. “The County of Santa Cruz, its officials, employees, agents and volunteers are added as an additional insured as respects the operations and activities of, and on behalf of, the named insured’s performance under its/his/her/their contract with the County of Santa Cruz.”

2. “This insurance shall not be canceled until after thirty (30) days prior written notice has been given to the Santa Cruz County Human Services Department / Workforce Development Board.”

***Attachments to this Bid Invitation:***

* Exhibit A: Customer References List and Attached Letters *(not to exceed 1 page each)*
* Exhibit B: Designation of Subcontractors
* Exhibit C: WIOA Budget *(Not to exceed 1 page)*

***Links for this Bid Invitation:***

* Request for Qualifications (RFQ):

<https://workforcescc.com/publications/> Prospective Bidders tab

* Local Partner Memorandum of Understandings (MOU): <https://workforcescc.com/publications/> Contracts & Agreements tab

***Introduction:***

The Workforce Development Board of Santa Cruz County (WDB) invites applications to serve as the One-Stop Operator, formerly known locally as the Career Center Operator.

Workforce Innovation and Opportunity Act (WIOA) is the federal law that governs the public workforce development system in the United States. WIOA was signed into law on July 22, 2014, by former President Obama. The purpose of WIOA, in part, is to promote an increase in the employment, job retention, earnings, and occupational skills of individuals, particularly those with barriers to employment. WIOA is also meant to support the alignment of workforce investment, education, and economic development systems.

WIOA provides for a workforce system that is accessible to all job seekers, customer centered, and training that is job-driven. The workforce system delivers career and training services at the nation’s nearly 2,500 America’s Job Centers. The Adult, Dislocated Worker, and Employment Services programs provide training and employment services in the America’s Job Center network, and are required partners under the law. Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs, collaborate to create a seamless customer-focused America’s Job Center network that integrates service delivery across all programs to make it easier for workers to access the services they need to obtain skills and employment.

Locally, the WDB brings together Workforce Santa Cruz County, a partnership of local organizations that serve customers, both job seekers and businesses.  The local WIOA program focuses on job training to obtain employment. Workforce Santa Cruz County is also a proud partner of the America’s Job Center of California™ (AJCC) Network, a universal branding effort of California’s one-stop centers.

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

It is the intent to select the most responsive and responsible Respondent(s) that offer(s) the County the greatest value based on an analysis involving several criteria, including but not necessarily limited to the following:

|  |  |  |
| --- | --- | --- |
| **Evaluation Criteria** | | **Points** |
|  | Demonstrated Ability | **20** |
|  | Program Design | **35** |
|  | Performance Outcomes/Measures | **20** |
|  | Program Administration and Operations | **5** |
|  | Expenditures/Leveraged Resources | **20** |
|  | Matching Funds (Bonus points) | **5** |
|  |  |  |
|  | **Total** | **105** |

A committee will evaluate all RFPs and select the Respondent who best meets the needs of the Workforce Development Board and AJCC.

***Scope of Work***

Vendor should respond to each of the below in its application:

Scope

This Service Area is for an estimated $99,000 for an entire program year [to be divided between three (3) funding sources, Adult ($33,000), Dislocated Worker ($33,000), Youth ($33,000) during contract negotiations] to be provided to one contractor. For program year 2023/24, the contract will commence no earlier than October 1, 2023, for nine (9) months of contract work.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Adult | Dislocated Worker | Youth | TOTAL |
| PY 23/24  Contract Allocation  *COMMENCING 10/1/2023* | 25,000 | $25,000 | $25,000 | $75,000 |
| PY 24/25  Contract Allocation | $33,000 | $33,000 | $33,000 | $99,000 |

This estimate is based on the 2023/24 program year allocation and is subject to change based on the final Department of Labor (DOL) allocations. Funding amounts may increase or decrease during the contract period based on the funds available and on contractor performance. Given federal government budgetary issues, contracting could potentially be affected by these impacts during the contract period. A prospective contractor should be aware that budgets will be dependent upon the continuing availability of revenue, contractor performance and a determination of needs by the County.

One-Stop Operator Role

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

Contractor will be responsible for coordination across one-stop partners and service providers in full compliance with WIOA regulation. Mandated one-stop partners and services they provide are listed in the Local Workforce Innovation & Opportunity Act (WIOA) Partner Memorandum of Understanding (MOU) at <https://workforcescc.com/publications/> Contracts & Agreements tab "[2022 WIOA Memorandum of Understanding](https://workforcescc.com/wp-content/uploads/2022/09/Agreement-2022-WIOA-Santa-Cruz-County-MOU-fully-executed.pdf)".

Specific duties

1. Coordinate the service delivery of required one-stop partners and service providers, including planning for adequate one-stop staffing and facilitate the overall coordination of all partners, as well as between respective partners.
2. Establish a system for management of state merit staff. As defined: State staff, who, for the purposes of WIOA are generally EDD staff, who are hired with the merit principle philosophy and guidelines that the quality of public service at all levels of government can be improved by the development of systems of personnel administration consistent with stated merit principles (42 U.S. Code § 4701).
3. Ensure the implementation of partner responsibilities and contributions agreed upon in MOU.
4. Create annual WIOA staff and partner training plan, including but not limited to partner program cross-training and other topics of interest to partners.
5. Lead/facilitate ongoing One-Stop Operators meeting three (3) to four (4) times per year. Must clearly delineate deliverables, roles and responsibilities of meeting partners from meeting to meeting to clearly track progress on work from each meeting, including, but not limited to:
6. System coordination of co-location site in comprehensive and satellite/affiliate site(s).
7. Use of universal referral process and completion of any/all revisions/updates as necessary and/or required.
8. Use of technology for streamlining the provision of WIOA services between mandated partners to the extent possible. For example, working toward creating an online version of the universal referral form to make it accessible to partners and clients. Sharing resources online between partners should be addressed.
9. Engaging one-stop partners in discussion and work toward the use of technology for streamlining the provision of WIOA services to customers.
10. Report to WDB staff for ongoing guidance to carry out functions. WDB will monitor the One-Stop Operator annually.
11. Report to local Workforce Development Board on:
12. Operations at the One-Stop(s)
    * + One-Stop Operator systematically communicates via technology to all co-located partners any daily schedule changes through a system agreeable to the WDB about:
        - The staffing of the resource room;
        - Overall ongoing general staffing changes.
13. Managing one-stop partner MOU agreements, including tracking payment on infrastructure costs and responsibilities as agreed upon in the MOU.
14. Service Provider Performance Measures: Provide a description of how the One-Stop Operator will track and support WIOA service providers and all co-located partners in attaining their respective Performance Outcome goals. For instance, if a specific partner agency is below expected enrollment, the One-Stop Operator should help develop a system-wide response to this issue. In addition to One-Stop Operator Performance Measures proposed, the WDB may negotiate quarterly benchmarks with the provider by which contract performance of the provider will be measured. The provider will report performance measures to the One-Stop Operators meeting, appropriate WDB committees/the WDB and other venues as decided by the WDB.
15. Managing Performance Outcomes: Discuss your organization's approach to managing performance outcomes, including any additional indicators of performance you have experience managing and believe to be relevant to this application. Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved.
16. Performance of the One-Stop Operator Duties: Including but not limited to:
    * 1. Implementing three to four (3-4) One-Stop Operator Meetings per year.
      2. Continuous improvement
      3. Access to Services
      4. Customer Satisfaction
      5. Overall Service Delivery System
      6. Partner MOU Implementation
      7. Tracking Partner Performance and providing system-wide solution when one or more specific partner(s) need assistance to remedy a hindrance to performance and/or service delivery.
17. Participate in the local Lean Continuous Improvement Initiative and create a sustainable measurable strategy as it relates to the One-Stop Operator duties and WIOA partners, including but not limited to recommendations for the overall service delivery system, workforce website contents, customer satisfaction (both business and job seeker) and on access to services per the one-stop Partner MOU.
18. Implement Local WDB Policies.
19. Implement Local and Regional WIOA Plans as they relate to one-stop Operations.
20. Oversight and enforcement of:
21. Unifying name and brand of America’s Job Centers of CaliforniaSM and Workforce Santa Cruz County (WFSCC). Identification of needed Common Identifier items and developing cost sharing agreements for those items.
22. Physical and programmatic accessibility for the comprehensive one-stop as it related to WIOA Section 188.
23. AJCC Certification Indicator Assessments, conducted by independent and objective evaluator, to measure continuous improvement in service delivery of all AJCCs.
24. Selected contractor will be expected to provide oversight of website features including client engagement tools. Selected contractor will be expected to provide regular functionality feedback to the WDB for continuous improvement of the website. Workforce website content updates, upon request of the WDB.

**Racial Equity**

The purpose of racial equity is to eliminate racial disparities in program staffing and participant access to services. Racial equity is important to the WDB. Developing plans to address racism and advancing racial equity in accessing program services must be a priority for the contracted service provider. Staff should reflect the diversity of the community we serve. The organization’s leadership should ensure a culture of competency around issues of race and equity.

**Staffing**

**Staffing will be performed by a single individual.** A bilingual/bi-literate Spanish and English position is preferred and will receive preference in the scoring of bids. If the position is not deemed bilingual, zero points will be awarded; if a bilingual position is preferred or mandatory, points will be awarded accordingly. It is anticipated that staff will be located onsite at the comprehensive one-stop. Space will be provided for the One-Stop Operator at the Watsonville Career Center. Staffing changes for the One-Stop Operator through the course of any resulting contract, including but not limited to change in salary or other compensation, number of staff or FTEs, implementing staff positions not defined in the contract, or making changes in management level staff, require the concurrence of the WDB Director.

**Limitations/Firewall**

The One-Stop Operator will **not** perform or function in the following capacity:

1. Develop, manage, or conduct the competition or procurement in which it intends to compete.
2. Evaluate performance of any of the service providers. Distinction is made between evaluating and reporting the performance to the board as referenced above.
3. Conduct oversight and/or monitor the performance of any of the service providers.

In situations where the One-Stop Operator is also a service provider, a firewall in the form of an agreement incorporated into the contract and/or policies and procedures, will be established for internal controls and to prevent any potential conflict of interest. The One-Stop Operator will recuse himself/herself from any and all decision making over the evaluation and oversight of service provider performance and monitoring of services. [20CFR 678.625; 20CFR 679.430]

**Exhibit A**

**Customer References**

Provide four (4) customer references for whom you have furnished similar services in size and nature. Customers within the County and public agencies are preferred.

1. Agency Name:

Agency Address:

Contact Name:

Contact Title:

Contact Phone:

Contact Email:

Service Type:

2. Agency Name:

Agency Address:

Contact Name:

Contact Title:

Contact Phone:

Contact Email:

Service Type:

3. Agency Name:

Agency Address:

Contact Name:

Contact Title:

Contact Phone:

Contact Email:

Service Type:

4. Agency Name:

Agency Address:

Contact Name:

Contact Title:

Contact Phone:

Contact Email:

Service Type:

**Exhibit B**

**Designation of Subcontractors**

Provide the following information for each subcontractor. A Subcontractor is one who either (1) performs work for or (2) provides a service to the Respondent**.** If there are no subcontractors, please state “NONE”.

1. Subcontractor Name:

Subcontractor Address:

Services to be performed:

2. Subcontractor Name:

Subcontractor Address:

Services to be performed:

3. Subcontractor Name:

Subcontractor Address:

Services to be performed:

4. Subcontractor Name:

Subcontractor Address:

Services to be performed:

|  |  |  |  |
| --- | --- | --- | --- |
| **EXHIBIT I - WIOA Program Budget Form: Service Area 1** | | | |
| **The Response Limit for this Exhibit is One Page** | | | |
| ***Provider Name:*** |  | | |
| **LINE ITEM EXPENDITURES** | **WIOA FUNDING** | **IN-KIND FUNDING** | **TOTAL FUNDING** |
| ***PERSONNEL COSTS*** |  |  |  |
| *STAFF SALARIES & WAGES (Position, FTE, and Staff Name)* |  |  | **0** |
| Employment Specialist, 1.0, (Jane Doe) |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
| *STAFF FRINGE BENEFITS* |  |  |  |
| Employment Specialist, 1.0, (Jane Doe) |  |  | **0** |
| 0 |  |  | **0** |
| 0 |  |  | **0** |
| 0 |  |  | **0** |
| 0 |  |  | **0** |
| **SUBTOTAL PERSONNEL COSTS** | **0** | **0** | **0** |
| ***NON-PERSONNEL COSTS*** |  |  |  |
|  |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
| **SUBTOTAL NON-PERSONNEL COSTS** | **0** | **0** | **0** |
| ***PARTICIPANT COSTS & RENT COSTS*** |  |  |  |
|  |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
|  |  |  | **0** |
| **SUBTOTAL PARTICIPANT COSTS** | **0** | **0** | **0** |
|  |  |  |  |
| **SUBTOTAL: PERSONNEL; NON-PERSONNEL; PARTICIPANT COSTS; RENT COSTS** | **75,000** |  |  |
|  |  |  |  |
| **GRAND TOTAL** | **75,000** | **0** |  |

Email [Lacie.Gray@santacruzcounty.us](mailto:Lacie.Gray@santacruzcounty.us) for an excel based version of this form.