



C o u n t y o f S a n L u i s O b i s p o

General Services Agency

Janette D. Pell, General Services Agency Director

Helen McCann, Department Administrator

REQUEST FOR PROPOSAL PS- #1017 WORKFORCE INVESTMENT BOARD ONE STOP SERVICES

January 30, 2009

The County of San Luis Obispo is currently soliciting proposals for professional services for Workforce Investment Board One Stop Services.

Each proposal shall specify each and every item as set forth in the attached specifications. Any and all exceptions must be clearly stated in the proposal. Failure to set forth any item in the specifications without taking exception may be grounds for rejection. The County of San Luis Obispo reserves the right to reject all proposals and to waive any informalities.

If your firm is interested and qualified, please submit eight (8) copies of your proposal by 3:00 p.m. on February 27, 2009 to:

County of San Luis Obispo
Phill Haley, Purchasing
1087 Santa Rosa Street
San Luis Obispo, CA 93408

If you have any questions about the proposal process, please contact me. For technical questions and information contact Trish Avery Caldwell at (805) 781-1831.

PHILLHALEY
Buyer – GSA - Purchasing
phaley@co.slo.ca.us

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TO: ALL PROSPECTIVE PROPOSERS
SUBJECT: LOCAL PROPOSERS PREFERENCE

The County of San Luis Obispo has established a local vendor preference. All informal and formal Request for Proposals for contracts will be evaluated with a 5% preference for local vendors. Note the following exceptions:

1. Those contracts which State Law or, other law or regulation precludes this local preference.
2. Public works construction projects.

A "local" vendor will be approved as such when, 1) It conducts business in an office with a physical location within the County of San Luis Obispo; 2) It holds a valid business license issued by the County or a city within the County; and 3) Business has been conducted in such a manner for not less than six (6) months prior to being able to receive the preference.

As of March 3, 1994 individual County Buyers evaluate RFP's (Request For Proposals) considering the local vendor preference described above. The burden of proof will lie with proposers relative to verification of "local" vendor preference. Should any questions arise, please contact a buyer at (805) 781-5200. All prospective proposers are encouraged to quote the lowest prices at which you can furnish the items or services listed in County proposals.

	YES	NO
Do you claim local vendor preference?		
Do you conduct business in an office with a physical location within the County of San Luis Obispo?		
Business Address: _____ _____		
Years at this Address: _____		
Does your business hold a valid business license issued by the County or a City within the County?		
Name of Local Agency which issued license: _____		

Business Name: _____

Authorized Individual: _____ Title: _____

Signature: _____ Dated: _____

PROPOSAL SUBMITTAL AND SELECTION

1. All proposals, consisting of eight, (8) copies must be received by mail, recognized carrier, or hand delivered no later than 3:00 p.m. on February 27, 2009. **Late proposals will not be considered.**
2. All correspondence should be directed to:

San Luis Obispo County
General Services Agency
1087 Santa Rosa Street
San Luis Obispo, CA 93408
ATTENTION: Phill Haley
Telephone: 805-781-5904
3. Costs of preparation of proposals will be borne by the proposer.
4. It is preferred that all proposals be submitted on recycled paper, printed on two sides.
5. Selection of qualified proposers will be by an approved County procedure for awarding professional contracts.
6. This request does not constitute an offer of employment or to contract for services.
7. The County reserves the option to reject any or all proposals, wholly or in part, received by reason of this request.
8. The County reserves the option to retain all proposals, whether selected or rejected.
9. All proposals shall remain firm for sixty, (60) days following closing date for receipt of proposals.
10. The County reserves the right to award the contract to the firm who presents the proposal which in the judgment of the County, best accomplishes the desired results, and shall include, but not be limited to a consideration of the professional service fee.
 11. Selection will be made on the basis of the proposals as submitted. The Selection Committee may deem it necessary to interview applicants. The County retains the right to interview applicants as part of the selection process.
12. The proceedings of the Selection Committee are confidential. Members of the Selection Committee are not to be contacted by the proposers.

PROPOSAL FORMAT

A qualifying proposal must address all of the following points:

1. Project Title
2. Applicant or Firm Name
3. Firm Qualifications
 - a. Type of organization, size, professional registration and affiliations.
 - b. Names and qualifications of personnel to be assigned to this project.
 - c. Outline of recent projects completed that are directly related to this project. Consultant is required to demonstrate specific design and project expertise relating to the requirements of the Project Scope.
 - d. Qualifications of consultants, subcontractors, or joint venture firm, if appropriate.
 - e. Client references from recent related projects, including name, address and phone number of individual to contact for referral.
4. Understanding of and Approach to the Project
 - a. Summary of approach to be taken.
 - b. Description of the organization and staffing to be used for the project.
 - c. Indication of information and participation the proposer will require from County staff.
 - d. Indication of time frame necessary to complete the plan review once a Notice to Proceed is issued.
5. Fees and Insurance
 - a. Propose total fixed fees to complete project as described under Project Scope.
 - b. The selected Consultant will be required to provide insurance coverage in the amount of \$ 1,000,000 General Liability Insurance and \$ 1,000,000 of Professional Liability Insurance. This amount of insurance coverage shall be reflected in your estimated professional fee.

- c. The Consultant shall provide within five (5) days after the Notice of Award is issued a certificate of liability insurance naming the County of San Luis Obispo and its employees and officers as additionally named insured. This shall be maintained in full force and effect for the duration of the contract and must be in an amount and format satisfactory to the County.

- d. Indemnification:

Consultant shall defend, indemnify and hold harmless the County, its officers and employees from all claims, demands, damages, costs, expenses, judgments, attorney fees, liabilities or other losses that may be asserted by any person or entity, and that arise out of or are made in connection with the acts or omissions relating to the performance of any duty, obligation, or work hereunder. The obligation to indemnify shall be effective and shall extend to all such claims and losses, in their entirety, even when such claims or losses arise from the comparative negligence of the County, its officers and employees. However, this indemnity will not extend to any claims or losses arising out of the sole negligence or willful misconduct of the County, its officers and employees.

The preceding paragraph applies to any theory of recovery relating to said act or omission, by the Consultant, or its agents, employees, or other independent contractors directly responsible to Consultant including, but not limited to the following:

1. Violation of statute, ordinance, or regulation.
2. Professional malpractice.
3. Willful, intentional or other wrongful acts, or failures to act.
4. Negligence or recklessness.
5. Furnishing of defective or dangerous products.
6. Premises liability.
7. Strict Liability.
8. Violation of civil rights.
9. Violation of any federal or state statute, regulation, or ruling resulting in a determination by the Internal Revenue Service, California Franchise Tax Board or any other California public entity responsible for collecting payroll taxes, when the Consultant is not an independent contractor.

It is the intent of the parties to provide the County the fullest indemnification, defense, and "hold harmless" rights allowed under the law. If any word(s) contained herein are deemed by a court to be in contravention of applicable law, said word(s) shall be severed from this contract and the remaining language shall be given full force and effect.

INTRODUCTION AND OVERVIEW

San Luis Obispo County Workforce Investment Board

The San Luis Obispo County Board of Supervisors and the San Luis Obispo County Workforce Investment Board (WIB) work in partnership to administer the Workforce Investment Act (WIA) for eligible San Luis Obispo County residents. The WIB is a 35-member board comprised of business leaders and representatives from labor, education, economic development, social services, rehabilitative agencies, and other community entities. The San Luis Obispo County Department of Social Services is the administrative entity and fiscal agent and provides staff support to the WIB and its committees.

The Local Workforce Investment Area (LWIA) includes the entire San Luis Obispo County. Local unemployment rates for the area, as of November 2008, have increased to 6.6% up from 4.4% one year ago. This increase equates to 2,900 job losses over the last year or a 2.6% decrease from 110,200 jobs in November 2007 to 107,300 in November 2008.

Solicitation

This Request for Proposals (RFP) is being issued to interested applicants with experience or related experience in managing and operating a One-Stop Career Center (Center). The purpose of this proposal is to procure a qualified provider(s) to enter into a one-year (1) contract for the management and operation of Career Centers in San Luis Obispo County. The respondent must manage and provide, alone or in coordination with partners, the three tiers of service identified in the WIA: core services universally available to all job seekers; intensive services for job seekers that require staff assistance beyond core services to secure employment, and training services for customers whose assessment results indicate a need for academic or occupational skills training along with business and rapid response services.

The LWIA currently operates two centers, a comprehensive Center, Creekside Career Center located at 4111 Broad Street, and a satellite Center, Estrella Career Center located on the Cuesta College campus in Paso Robles. The Creekside lease is held by the current One-Stop Coordinator and Cuesta College is the leaseholder for the Estrella Center. A consortium of One-Stop partners is the designated "operator" of the centers with a contracted Coordinator responsible for managing the Center and coordinating service activities among partners. This RFP seeks to procure a One-Stop Operator at which time the Consortium will assume an advisory role in the One-Stop system working closely with the WIB and the Operator.

A competitive procurement process assures that there are no presumptive deliverers of services. The WIB is encouraging the participation of both public and private organizations that may or may not be part of the currently funded workforce investment system. New organizations are welcome, as are concepts on service delivery mechanisms, organizational arrangements, and staffing patterns, which could include partnerships that distribute service activities, such as eligibility determination and assessment, to a partner agency via a subcontract or other formalized agreement. A mandatory bidder's conference will be held to review the RFP and program requirements (APPENDIX A: Bidder's Conference Information).

Proposers should not contact WIB members, staff, or elected officials charged with oversight of these programs during the review process to avoid conflicts of interest, appearance of conflicts of interest, or undue influence over the process. Proposers are required to have their collaborative partners sign an Ex Parte Communication and Conflict of Interest form and return it according to the instructions provided (ATTACHMENT 1: Ex Parte Communication).

RFP Timeline

RFP Release Date	February 2, 2009
Mandatory Bidders' Conference	February 11, 2009
Deadline to Submit Technical RFP Questions	February 18, 2009
Proposal Packages Due	February 27, 2009
Evaluation of Proposals	March 12, 2009
Award Recommendations Presented to Boards	
• Finance Operations Review Committee	March 13, 2009
• Youth Council	March 13, 2009
• WIB	March 24, 2009
Awards Announced	March 24, 2009
Contract Start	July 1, 2009

Selection Process

The selection process will be conducted by the WIB Board and Administrative Entity/Fiscal Agent staff utilizing a fair and objective process and adhering to state procurement policy. It includes two distinct reviews:

1. **Technical Review:** Following receipt, all proposals will undergo a technical review to determine that the proposal is properly formatted and includes all of the required sections, signatures, and related forms/attachments requested in this RFP (ATTACHMENT 2: Proposal Checklist). Those proposals passing the technical review will be forwarded to the Proposal Review Committee for evaluation. Those proposals that fail the technical review will not be forwarded to the Proposal Review Committee for further consideration.
2. **Programmatic Review/Evaluation:** The WIB's Proposal Review Committee will evaluate proposals based on the evaluation criteria contained in this RFP. Proposals will be selected for funding based on a favorable evaluation and/or the need for services offered. Priority may be given to those proposals that illustrate the most comprehensive and broadest range of services for a reasonable cost while complying with established guidelines for achieving required performance measurements.

The WIB may select a service provider based on the initial proposal received without modification; however, the WIB reserves the right to request additional data, conduct oral discussions, or review documentation in support of the proposal before making an award.

Appeals Process and Procedures:

Any respondent who has submitted a proposal may appeal an award announcement. The process for appealing an award is as follows:

All appeals must be submitted in writing to the WIB within five (5) working days of the award announcements addressed to Trish Avery Caldwell, Contracts Manager (P.O. Box 8119 San Luis Obispo, CA 93403) for review to determine merit. In order for an appeal to be found to have merit it must show that any substantial portion of the RFP process or a federal or state law was violated. Only appeals that cite the specific section(s) of the RFP or specific statutes that have been violated will be considered.

Appeals will not be accepted for any reasons other than those stated above. Appeals received after the established deadline will not be accepted. Appeals may not dispute a particular score received by the petitioning respondent, or the scores assigned to a competing respondent.

If an appeal is found to have merit, it will be evaluated by the Executive Committee of the WIB. Following the Executive Committee's evaluation, the appeal will be brought to the full WIB for review. The decision made by the WIB will be final.

WIA Guiding Principals

Key guiding principles embodied in the WIA emphasized reform of the workforce system. WIA guiding principles driving employment services include:

- Streamlining services through a One-Stop service delivery system;
- Empowering individuals through information and access to training services;
- Providing universal access to employment related services;
- Increasing accountability (i.e. improving clients' employment retention and earning, improving the quality of the workforce, sustaining economic growth, enhancing productivity, and reducing welfare dependency); and
- Improving youth programs by linking them more closely to local labor market needs and community youth programs and services, and ensuring strong connections between academic and occupational learning.

A copy of the WIA, and the WIA regulations governing it, are available for review at the U.S. Department of Labor (DOL) Employment and Training Administration website at www.doleta.gov. In addition, respondents should also make themselves familiar with California State Directives that set state policy (accessible at www.edd.ca.gov) and local issues (available on the WIB's website at www.sloworkforce.com).

REQUIREMENTS

Funding Availability

Contingent upon the annual WIA Title I Adult, Dislocated Worker, and Rapid Respond funding allocations, an approximate projected amount of \$794,333 is available for a comprehensive One-Stop Operator contract, including Adult, Dislocated Worker, and Rapid Response activities, for Program year 2009.

Diversification Of Funds

Currently, the Center operates on funds from WIA Title 1 Adult, WIA Title 1 Dislocated Worker, and WIA Youth funds. The WIB seeks a Center operator that is committed to sharing the overall cost of operations and supports the incorporation of resource development and fund diversification into the One-Stop System. Both long and short-range options for developing resources to support the efforts of the WIB as a leader in workforce and economic development issues are being explored. It is preferred that Respondents identify additional cash and in-kind contribution from non-WIA sources. The One-Stop system cannot be solely dependent upon WIA formula allocations. Cash match and in-kind contributions will be considered in the evaluation process.

Respondents are required to comply (as appropriate) with any resultant policy that provides direction on what outside revenue to seek and when to aggressively pursue options that may include some risk to the WIB if the opportunities merit the consideration. Examples of the approach include:

- Pursuing foundation funds to develop and enhance adult and dislocated worker activities and strategies;
- Utilizing industry cluster information and data to develop new training programs and seeking industry participation in funding the appropriate training; and
- Prioritization of the staff resources used in fund development.

Joint, collaborative, or consortium submissions are encouraged although one lead, qualifying agency must be named as the applicant. If successful this lead agency will be responsible for the overall administration and coordination of the contract and any resulting sub-contracts as well as assume responsibility for all programmatic, performance, fiscal, and contract compliance requirements of the contract with the Administrative Entity/Fiscal Agent and WIB.

Partnership Development

In order to provide optimum customer service, it is necessary that the Center be a seamless working environment when providing services to the customers. This is accomplished through partners. Partners include both mandated partners and voluntary.

WIA Mandated Partners:

- Wagner-Peyser Act – Employment Development Department (EDD)
- Unemployment Compensation – EDD
- Veterans Workforce Programs – EDD
- Trade Adjustment Assistance (TAA) – EDD
- Job Corps – n/a
- Adult Education and Literacy – Cuesta College
- Programs under Rehabilitation Act – Department of Rehabilitation

- Department of Housing and Urban Development – Housing Authority of SLO
- Migrant and Seasonal Farm Worker Employment and Training Providers – n/a
- Native American Programs – n/a
- Title V of the Older Americans Act of 1965 - PathPoint
- Community Development Block Grant – Economic Opportunity Commission (EOC)
- Title 1 Dislocated Worker and Youth Programs – Private Industry Council
- Small Business Development Centers

Each mandated partner is required to enter into a Memorandum of Understanding with the WIB and Operator, as outlined in 20 CFR 662 Sub-Part C.

Partner Operating Agreements

The Respondent, if selected, shall develop Operating Agreements with mandated One-Stop Partners as well as any additional partners who will provide services to the local area. Respondent shall establish the relationships necessary among these partners to ensure customer access to all services provided by these partners. Required language in the Operating Agreement shall include, but is not limited to the following:

- A participation plan for all staff at the Center, including the percentage of time each partner will contribute to the operation of universal access services;
- The development of a monthly schedule that includes hours of operation for all partners operating within the Center;
- A procedure for referrals among the partners;
- A plan for co-enrollment among partners to encourage team case management
- A procedure for entering job orders/resumes into CalJOBS;
- A plan for achieving core service placements, and
- A plan to provide linkages to youth services

Copies of Operating Agreements must be sent to the WIB by the end of the fourth-month after the start of the contract.

Cost Sharing Agreements

The Respondent, if selected, shall be responsible for negotiating Cost Sharing Agreements with all partners located at the Center. Cost sharing agreements shall identify the following:

- All shared costs within the One-Stop environment;
- The proportionate share and allocation of each shared cost by each partner;
- The resource sharing or how the shared costs of the Center will be paid, and
- County approved language pertaining to liability indemnification

The Cost Sharing Agreements will apply to all expense payments benefiting the Center and its partners that cannot be directly applied to each partner separately. Expense payments may include, but is not limited to rent/space, staff payments (common receptionist), facilities costs and equipment or supplies. The WIB supports efforts to attract additional funding and/or collaborations with other partners that would decrease the rent burden on the Adult and Dislocated formula funds. The Contractor will ensure that the shared costs are supported by accurate and current data, the shared cost is consistently applied over time, the charges to the WIA programs reflect a fair share of the benefits received, and the methodology used in determining the fair share of the shared cost is reflective of its written Cost Sharing Agreement. If a partner is unable to pay cash for its fair share, the Contractor will negotiate with the partner to provide in-kind services of benefit to the One-Stop and document the value of the services provided.

Contractors shall obtain signature of partners with dates including their typed name, title, and organization, indicating their agreement with the cost sharing agreement. Contractor shall provide cost sharing agreements with the partners' original signature to the WIB for inclusion into the Memoranda of Understanding with the mandatory partners.

Non-Mandated Partners

The WIB intends to continue to build upon its WIA system of core, intensive, and training services. Whenever possible, it should be supplemented by non-WIA funds and/or voluntary partners through collaborative efforts. The sharing of resources only expands the services to the customers.

As part of the evaluation process of this RFP, evaluators will consider how additional non-mandated partners will contribute to the goals of the organization and the WIB.

Possible non-mandated partners may include, but are not limited to the following:

- Community Based Organizations
- Education Partners (technical/vocational training schools, etc)
- Literacy Program Providers
- Business Organizations
- Economic Development Organizations
- Chamber of Commerce Organizations
- Labor Organizations
- Networking and Mentoring Organizations
- Welfare-to-Work Programs

Partner programs that are to be delivered through the One-Stop System shall be referred to the WIB for approval.

The Contractor shall convene a monthly meeting with all partner agencies to discuss the Center operations and responsibilities.

Cross training of all Contractor staff shall occur whenever possible so that all staff positions at the Center can be overseen by any given partner agency in the event that a specific partner is unavailable.

Contracting

Respondents should be able to support the cost of the program until they are reimbursed, which can take up to three weeks. Contractors are required to provide a fee schedule of costs. The total administrative costs shall not exceed 10% of the total amount of funding requested.

Contracts entered into as a result of this RFP will begin July 1, 2009 and ending June 30, 2010. These annual contracts may be renewed for up to one (1) additional year at the discretion of the WIB and with approval of the Board of Supervisors with San Luis Obispo County if doing so is deemed to be in the best interests of the LWIA.

Subcontractors

The respondent shall describe its plan to subcontract any portions of the Center's services. If a proposal identifies a specific entity to provide services, such as eligibility determination, an award does not provide the justification or basis to sole source the services, unless the activity is regarded as the primary work of an official partner to the application.

Geographic Coverage and Site Selection

Whereas all proposals will be scored, the WIB reserves the right to select proposals that assure geographical coverage and outreach across the County. Proposals must concentrate on a countywide service area.

A site for the delivery of services must be approved by the WIB prior to contract issuance. This is applicable for both comprehensive centers and satellite locations.

A site for the delivery of services shall be coordinated with mandated One-Stop partners, to the extent possible.

One-Stop sites shall have easy access to local public transportation, be on or near a major thoroughfare and have free parking, including designated parking for the disabled.

The WIB retains the right for final approval for all sites (comprehensive and satellite locations). The bidder should also be prepared to be the leaseholder. The WIB must be notified of all lease agreements and arrangements prior to signing.

All Centers must meet the Americans with Disabilities Act (ADA) requirements.

Any proposal that includes a new site (a change from an existing site) must also include a transition plan to address customer flow, space utilization, partner agency support/access, business resources, conference room availability, and universal access resources, costs associated for the term of the contract, and efforts the contractor will make to prevent a disruption in services, minimize inconvenience to customers, and impact on performance.

SCOPE OF SERVICES

Target Population

Funding awarded through this RFP will be directed towards the Center operations as well as workforce services to the following:

- The general public seeking workforce services;
- Individuals who meet the requirements for WIA eligibility, including the priority of services categories;
- Individuals who reflect the demographics of the region;
- Other individuals in need of specialized services, such as Veterans, offenders, substance abusers, individuals with multiple barriers, limited-English proficient, older adults and people with disabilities;
- Special projects include but are not limited to Senior Employment programs and Welfare to Work programs, and
- Local businesses and employers.

Eligible Target Populations

Eligibility criteria for adult and dislocated worker activities can be found in section 101 of the Workforce Investment Act of 1998, sections 663.110, 663.115, 663.120 of 20 CFR Part 652, and this RFP.

Adult Program: to be an eligible ADULT participant, an individual must meet the requirements as defined in the Workforce Investment Act.

- To be eligible to receive staff assisted core services all adult clients must be registered. To be eligible to receive intensive and training services, individuals must have previously received staff assisted core service.
- Individuals registering for services to be provided through adult program funding must fulfill the following requirements (documents must be provided to demonstrate compliance with these requirements):
 - o Be 18 years of age or older;
 - o Comply with Selective Service (males only) legislation by providing documents to demonstrate compliance with Selective Service requirements;
 - o Comply with citizenship and eligibility to work requirements by providing documents necessary to validate the same;
 - o Provide documentation of Social Security Number

Dislocated Worker: to be an eligible DISLOCATED WORKER individuals must meet one of the following four requirements to receive services:

1. The Individual has been terminated or laid off, or has received a notice of termination or layoff, from employment;

2. The Individual has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
3. The Individual was 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; or
4. The Individual is a displaced homemaker who has been providing unpaid services to family members in the home.

Service Delivery

The WIB strives to provide the business community with a well-trained and job-ready workforce. Business services shall be provided within the Center. Services shall include: assistance with tax credits and other business incentives, coordination of applicant screening, recruitment and placement activities of dislocated workers, and business education on an array of workforce issues. The Contractor shall recognize that businesses are customers as well as sources for jobs leading to employment. Contractor shall serve any specific industry or population the WIB identifies and targets as special or priority populations.

Customer Service Levels: Services will be provided to new (unique) customers with specific expectations to be agreed upon during contract negotiations. Services may include self-directed and assisted job search, workshops, informational activities, and training.

Services to be Provided to Job Seekers

All customers accessing intensive and training services must be determined WIA eligible and must participate in an assessment. Availability of funds, in conjunction with customer need and eligibility guidelines, including the Priority of Service Policy, will determine the combination of services appropriately provided to individual customers.

Resource Room for Universal Access

Each Center must have a self-serve resource area or "resource room" that offers the following services to customers:

- Labor exchange tools
- Computer applications software
- Résumé writing software
- Career exploration software
- Job, career, and skill self-assessment tools
- Career, job, and labor market information
- Career planning information
- Job search information
- Interviewing information
- Information on writing résumés and cover letters
- Information on job retention
- Directories
- Periodicals

There is currently an average of 1,600 universal access customers visiting the One-Stop Centers (both Creekside and Estrella) on a monthly basis (includes repeat visitors at both sites).

It is expected that a minimum standard be met regarding the ability to provide universal access activities to all job seekers. The Comprehensive One-Stop Center must have a resource room with the capacity to hold at least 50 people dedicated to self-service activities.

The resource room shall house computers with Internet access, appropriate software to create letters, résumés and job application, email capability, and computer software for customers to engage in self-learning activities. Shared printers shall accompany the computers. A phone bank area must be arranged in such a way that individuals may talk privately to employers with minimal noise and distraction. At minimum, one dedicated telephone line must be available for filing unemployment compensation claims through the EDD. The room shall be equipped with fax machines and copier(s) completely accessible to the public with written instructions for use. There should be no limitations or restrictive use on this equipment as long as it is being used for appropriate job search activities.

Special equipment shall be available for those customers who are hearing and seeing impaired. Auxiliary aids and services, including a TTY phone line, shall be available upon request to individuals with disabilities. The physical layout of the room must meet ADA requirements.

Contractor must staff the resource room to provide labor market and job information, to answer questions, and provide assistance in operating equipment and software in the resource room. Partner staff may, in part, cover staffing of the resource room. All staff in the resource room must have the ability to provide basic information on all partner programs participating in the One-Stop (including those partners electronically linked and/or physically located outside the Center).

Core Services

Core Services must be available at the Center. These services shall include:

- Outreach, intake and orientation to the system
- Computer assisted assessment of skill levels, aptitudes, abilities, interests and values
- Information on community resources and services
- Information on the eligibility requirements for all partner employment and training programs
- Job search assistance workshops, career information, and career guidance
- Job matching and referral
- Job Clubs
- Local, regional and statewide labor market information
- Information on financial assistance
- Information on services available through EDD, including unemployment compensation
- Information on education and training providers as well as local performance outcomes of services providers
- One-Stop activities, such as job fairs and supportive services
- Informational Workshops

- Orientation to personal computers for access to self-directed services, including but not limited to, how to access the Internet or navigate through specialized résumé software
- Follow-up activities, including reassessment services, as appropriate

Intensive Services

Adults and Dislocated Workers unable to obtain employment through Core Services may be eligible for Intensive Services. Through Intensive Services, individual obstacles to employment are identified and specific needs are determined to design a service package. Services may also be available to Adult and Dislocated Workers who are employed or underemployed, but who are determined to be in need of intensive services to obtain or retain employment that allows for a path to self-sufficiency. The followings services shall be offered under the intensive services tier:

- Staff assisted, comprehensive assessment of knowledge, skills, abilities, and interests
- Development of an Individualized Employment Plan (IEP)
- Group Counseling
- Individual Counseling and Career Planning
- Case Management
- Short-term prevocational and stand alone services which may include adult basic education, ESL, GED, basic computer literacy, skills enhancement, interviewing skills, and soft skills,
- Paid/Unpaid Work Experience

This list is not all inclusive of the services that may be provided under the WIA.

Training Services

Customers may need specific occupational training services to equip them to enter the workplace and retain employment. Training services may be provided to WIA eligible adults and dislocated workers who have met the eligibility criteria for intensive services, received at least one core and one intensive service but are still unable to obtain or retain employment.

Training activities are reserved for individuals who are unable to obtain/retain employment without training in a specific skill set or demand occupation. Successful completion of a training course must lead to recognized certificate/credential or their equivalent. A certificate is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. A credential is a nationally recognized degree or certification. A detailed explanation of certificate and credential is available at the Department of Labor's (DOL) website at <http://www.doleta.gov/performance/guidance/> (Common Measures TEGL 17-05).

- **Individual Training Account (ITA):** Under the WIA, Adults and Dislocated Workers can receive training services through an ITA. The ITA is established on behalf of the individual and is based on individual assessment and choice of selected training programs that will facilitate them in obtaining employment in a high growth, high demand occupation. Hospitality, healthcare, and construction are high growth, high demand occupations for San Luis Obispo County. Currently, the WIB has a tuition cap of \$5,000 per participant for one training program.

- **Customized training:** This is training that is designed to meet the special requirements of an employer, and is conducted with a community by the employer to employ (or in the case of employed workers, continue to employ) an individual upon successful completion of training. The employer pays for at least 50 percent of the cost of the training.
- **On-the-Job Training (OJT):** OJT is designed for individuals based on specific skills the participant seeks to obtain. OJTs are provided by an employer in the public, private non-profit, or private sector. Occupational skills training is provided for the customer in exchange for reimbursement of up to 50 percent of the wage rate to compensate the employer's extraordinary costs.
- **Registered Apprenticeships:** This is a combination of on-the-job training and related classroom instruction in which workers learn the practical and theoretical aspects of a skilled occupation. Joint employer and labor groups, individual employers, and/or employer associations may sponsor apprenticeship programs.

Outreach and Recruitment

The Contractor shall be responsible for adequately informing the public, including individuals and businesses, of the services available through the Center.

Outreach and recruitment methods may include formal advertising, flyers, brochures, word-of-mouth and other methods of program information dissemination

The Contractor must ensure that the outreach and recruitment conducted within the jurisdictional boundaries of the Center is coordinated with mandated partners of the One-Stop.

All outreach and recruitment materials must be approved by the WIB and Administrative Entity prior to publication.

The Contractor shall develop working relationships with the city governance entities within the region as part of its outreach.

One-Stop Center Orientation

The Contractor shall provide an orientation that informs individuals of the full array of services available, including all partner services conducted at the Center and any other pertinent resources to ensure successful participation. The orientation shall include a complete overview of the processes and procedures.

The Contractor is responsible for ensuring that all program specific requirements are addressed in the orientation.

The frequency of delivery of these orientations shall be included in a master calendar and published on a monthly basis for the public. A minimum of one (1) orientation per week must be offered. One-on-One orientations should also be available for the public, when necessary.

WIA Registration

WIA is not an entitlement program, and selection for a customer's participation in the program is a decision based on an assessment of the client's needs, interest, abilities, motivation, and prospects for successfully completing the program, available funding levels, and priority of service policy. Registration involves certifying and documenting the eligibility and priority of service of the individuals to be served, in accordance with local policies and procedures.

Assessment

Assessments must assist the customer in identifying the appropriate employment or training area which best suits their abilities and needs.

Individual Employment Plan

An Individual Employment Plan (IEP) shall be developed for each customer registered in intensive services. The IEP serves as the "road map" and action plan for services. As the needs of the customer change, the IEP must be modified to reflect these changes. As they occur, the IEP shall include activities and services provided by partner programs.

Case Management

The Contractor shall be responsible for providing case management services to all enrolled individuals. Case management is considered a key component of service delivery and critical to the ultimate success of the participant.

- The Contractor shall be responsible for tracking the customer's progress, assisting the customer in identifying and overcoming any barriers, providing career and motivational counseling, acting as an advocate on behalf of the customer and referring the customer to the resources that can meet the needs that are identified in the IEP.
- The Contractor shall use the information collected to submit required Management Information System (MIS) paperwork to the Administrative Entity. This information will be submitted in a timely manner.
- The Contractor shall monitor all program offerings and ultimately performance outcomes.

Supportive Services Coordination

The Contractor shall coordinate and manage the provision of supportive services to WIA registrants in accordance with the WIA and local policies. Supportive services shall only be issued after the need has been identified and when no other funding is available to pay for such services. Supportive services may include, but is not limited to transportation, clothing, childcare, and other costs that may be a barrier to an individual's job search, training, or placement.

Workshops

The Center shall offer a wide range of informational workshops to both Universal Access customers and registered WIA customers. Workshops shall be offered on a regular basis throughout the month. Workshop topics may include, but are not limited to: Jobs in Demand Occupations, Tools for an Effective Job Search, How to Market Yourself to Employers, and What do Employers Want? Other topics could include: Money Management, Developing a Career Path, Conflict Resolution, Résumé Writing, and How to Locate Job Openings.

Some of the topics above may be combined into one workshop instead of independently offered. The Contractor shall work closely together with all partners to share in the development and execution of workshops offered to offset staffing costs and time.

Job Placement

The Contractor is responsible for providing job listings and referrals to EDD and other partner-funded staff, local education agency's placement staff if the customer is enrolled in training at that institution, providing job leads, specific job development, and job matching. Job placement is defined as matching job seekers with employers after assessment.

Follow-up Services

The goal of Follow-Up Services is to ensure job retention, wage gains, and career progress for participants who have been referred to unsubsidized employment.

Rapid Response Services

Rapid Response Services, as mandated by the WIA Directive WIAD04-9, are services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the State of California. Contractor shall provide the following Rapid Response Services including:

- Developing a plan for averting layoff(s) with the affected business and/or in consultation with State or local economic development agencies, including private sector economic development entities;
- Reviewing affected workers' assistance needs;
- Coordinating and conducting Rapid Response Workshop presentations to assist with career transition, job search tools and skills, résumé preparation, and interviewing techniques;
- Assessing re-employment prospects for workers in the local community;
- Providing information on available resources to meet the short and long-term needs of affected workers;
- Establishing a process of referring affected employees to the One-Stop System;
- Developing recruitment/job development activities including job fairs, positive recruitments, job lead development, and general recruitment notifications;
- Providing Rapid Response Information Packets with appropriate WIA information relating to potential dislocations, available adjustment assistance, and the effectiveness of Rapid Response strategies; and when appropriate, including information on the Trade Adjustment Assistance (TAA) program and the North American Free Trade (NAFTA) – TAA program;
- Developing a plan to provide linkages with youth services, and

- Developing a business visitation program that improves service coordination, guidance in establishing a labor-management committee voluntarily agreed to by labor and management, or a workforce transition committee comprised of representatives of the employer, the affected workers and the local community.
- Further it will be the responsibility of the Contractor to meet the requirements of WIA Directive WIAD04-13 (Rapid Response on-site visit Form 121 and submit electronic copies to the Administrative Entity on a monthly basis to be reported out to the WIB quarterly.

Business Assistance Services

The Contractor shall offer a broad range of integrated services that are provided free-of-charge to all employers to support economic and workforce development efforts. The Contractor is responsible for the following:

- Interview facilities at the Center
- Access to labor market and related information through the website
- State and/or federally generated information on the ADA
- Information regarding consultations on workplace accommodations for persons with disabilities
- Information on and referral to business start-up, retention and expansion services
- Information on and referral to sources for developing customized training programs
- Information on career preparation activities
- Information on TAA and certification
- Information about incentives such as OJT programs, based on worker eligibility
- State and/or federally generated information on tax credits for new hires
- Access to information and services through the Center as well as electronically through the WIB's website
- Access to various media addressing the employment and training needs of businesses
- Avenues to place job openings as well as access to CalJobs

Comprehensive and higher level services to employers and businesses shall be provided by the Contractor. These services shall include:

- Referrals of well-qualified One-Stop participants including all served populations
- Staff-assisted employee pre-screening
- Basic job matching of résumés and applications
- Preliminary basic skills and other assessments
- Industry specific job fairs
- Positive recruitments
- Relevant business seminars and information sessions
- Job developer referrals and workshops
- Other WIB approved business services

Contractor shall offer customized and innovative Business Services. These services may be offered for a fee. Services that can be offered may include:

- Employee background checks
- Applicant pre-interview
- Screening, drug testing
- In-depth assessment and testing of potential candidates
- Locate and procure sites for the interviewing process
- Business-specific job fairs
- Outreach and marketing services to small businesses and entrepreneurs.

The Program's success will be measured against the following objective criteria:

- Number of jobs retained or added; wages of jobs
- Number of businesses provided assistance for assessing layoff aversion potential
- Number (and type) of business referral services provided, and related outcomes
- Assistance and input into creating an integrated network and referral system

Business Service Performance

Contractor shall develop a strategy of ensuring business services align with the One-Stop System, regional trends, WIB recommendations, and Labor market Information. Business Services performance shall, in part, be based on customer service survey results as well as the number of services to businesses established in the contract including job fairs and required labor market related activities. Contractors shall be required to collect survey data and submit results on a monthly basis to the WIB.

Integrated Service Delivery

Integrated Services delivery is a key component of a demand-driven workforce investment system. Service integration ensures that program and community resources are utilized effectively to create employment and business solutions for businesses, industry, and individual customers. The Center must allocate resources for system operation; however, these resources go beyond program funding. Contractor must ensure that the local delivery system also meets the following:

- Allocation of resources such as staff assistance and the contributions of appropriate staff positions by partners to an integrated service delivery system, often requiring changes in the way work is performed.
- Financial assistance by partners of buildings, equipment, and other assets to the larger picture of integrated programming.
- The Contractor shall hire qualified personnel consisting of both program and technical staff who meet minimum qualification standards set forth in this RFP.
- The Contractor shall ensure that staff and sub Contractors are properly trained to effectively carry out all activities required by WIA and shall develop ongoing training programs to ensure staff acquire the basic competencies of their positions.

- At a minimum, the Center must have on its staff: one full-time person who is fluent and literate in Spanish language and access to translators of other languages (including sign language) that reflect the demography of the region.

The Contractor's senior management shall possess a four-year degree in Business or Public Administration or a related field and at least five years experience managing a successful organization (three of those five years shall be in a workforce/economic development agency). Senior management must be able to create the agency's vision and mission, sustain values, provide organizational direction, set expectations, and promote performance excellence.

Workforce Professionals shall be thoroughly knowledgeable of case management methods. They must be knowledgeable of the career development and training resources available in the LWIA and be able to identify other resources that may be available and needed to enhance services provided to each customer. They must be familiar with other mandated partner services and be able to successfully refer a customer for the services that he or she may require. They must be thoroughly trained in determining the customer's eligibility for services. They must be able to evaluate the customer's potential for placement in jobs and directly assist the customers in finding employment. They must be able to communicate both orally and in writing. Formal education in the field of Human/Social Services is preferred, but not mandatory. A minimum of two years experience with employment and training programs, or closely related activities is mandatory.

Accessibility

The Contractor will meet all requirements regarding Center's compliance with State and Federal disability laws and procedures for ensuring universally accessible physical and program environments for all customers. It is required that the Contractor complete and adhere to the standards and expectations set forth in the national Equal Opportunity Self-Assessment Guides and checklists. The sites are monitored biennially for compliance. The Contractor's staff is required to attend training in program access for customers with disabilities and access to employment programs and services for the disabled.

Hours of Operation

Regular hours of operation are Monday through Friday from 8am to 5pm. The Center is closed on County holidays. Contractor should be aware that some services may require non-traditional hours including early morning Rapid Response presentations, Chamber meetings both after 5:00 p.m. and/or before 8:00 a.m. Generally the hours of operation for all Centers are Monday through Friday 8:00 am to 5:00 pm.

Printed Material

Printed material and other written information at the Center must be provided in English and Spanish. Whenever feasible, language barriers should be removed so that all visitors to the Center feel welcome and can benefit from the experience. Any printed material and/or marketing material must be submitted to Administrative Entity for approval, prior to use.

Marketing and Outreach

The Contractor will be responsible for developing a marketing plan that shall include development of brochures, Power Point presentations, community based print and radio ads, and website information detailing business offerings and an overall strategy for announcing the resources of the San Luis Obispo County One-Stop System. All materials produced and published will require prior approval from the WIB.

The Contractor shall have a coordinated outreach plan targeting local chambers of commerce, economic development organizations, local units of government and other relevant business organizations to achieve the goal of reaching and providing quality services to businesses.

The WIB maintains a website (www.sloworkforce.com) to allow customer's access to One-Stop and Business Services information 24 hours a day.

ORGANIZATIONAL QUALIFICATIONS, EXPERTISE AND BUDGET

Management

Respondents must be able to demonstrate the management and financial capability needed to effectively and efficiently deliver the program proposed. Management capability includes the following:

- Ability to manage the delivery system effectively and efficiently
- Conduct self-monitoring for contract and regulatory compliance
- Achieve contract objectives
- Provide quality service delivery
- Keep appropriate records in an auditable manner
- Meet/exceed performance standards

Financial Capability

Respondents are expected to have the ability to manage and track multiple funding streams and to have the mechanisms in place so they can quickly react to changes in fund availability.

Financial capability includes the ability to maintain fiscal controls, accounting procedures, and financial reporting in accordance with Generally Accepted Accounting Principles (GAAP) and requirements established by the WIB.

Demonstrate sound financial practices.

Respondent is advised that separate accounting records must be kept for the contract to ensure accurate and appropriate reporting of contract expenditures, and costs must be tracked in sufficient detail to determine compliance with contract requirements and ensure funds have not been unlawfully spent. All accounting records must be made available for review upon request for examination, audit, or for the making of excerpts, or copies of such records for the purpose of determining compliance with all applicable rules and regulations, and the provisions of the contracts.

WIA Performance

The WIA establishes a comprehensive performance accountability system in order to optimize the return on investment of Federal funds and to assess the effectiveness of local areas in achieving continuous improvement of workforce investment activities funded under Title I of the WIA. The DOL has approved accountability requirements for WIA programs, including core measures and numerical goals for each measure.

The WIA has established core indicators of performance for the Adult and Dislocated Worker programs and proposers will be required to collect data pertaining to those indicators.

Program Indicators:

- 1) Entry into unsubsidized employment in the first quarter after the exit quarter;
- 2) Retention in unsubsidized employment in both the second and third quarter after the exit quarter; and
- 3) Total earnings in the second and third quarter after exit quarter.

The WIB will provide all contracted service providers with the performance standards to be met in Program Year 2009 prior to the signing of final contracts. The following chart shows the WIA Title 1 performance measures for Program Year 2007 and 2008.

Performance Measures	Program Year 2007	Program Year 2008*
Adults		
Entered Employment Rate	77.7%	78%
Retention Rate after six months	83.5%	83%
Average Earnings	\$10,500	\$12,500
Dislocated Workers		
Entered Employment Rate	81%	86%
Retention Rate after six months	87%	88%
Average Earnings	\$14,500	\$15,900

*Local performance requirements have not been determined by the State; therefore, 2008 rates are those of the State. LWIA's are to plan performance using the State's rates until local rates are determined.

Participant Tracking and Data Management

Contractor is required to submit Management Information Systems (MIS) paperwork to the Administrative Entity's office.

Tracking of universal access customers must include the number of unique customers per month. Monthly reports must provide the following information:

- Number customers in each center
- Number of new customers in each center
- Number of welfare-to-work customers visiting site
- Number of Unemployment Insurance visits
- Number of employer visits
- Number of employer forums
- A summary of layoff activity for each month for all businesses contacted through marketing and outreach and Rapid Response.

Deliverables

Deliverables include the following:

Monthly and Quarterly Reports: Routine monthly and quarterly written reports shall be due by the tenth day of the month following the month being reported on. One-Stop activity calendars shall be submitted prior to the month events are occurring.

Invoices: Monthly invoices are due to the Administrative Entity by the twentieth (20th) calendar day of every month for expenses incurred in the preceding month.

Worker Adjustment & Retraining Notification (WARN): events issued by the State of California must be reported. A WIA 121 form must be filed for any employer site visit to assist dislocated workers in obtaining reemployment because of a permanent closure or layoff of employees at a plant, business facility, or enterprise. Reportable on-site visits include Worker Adjustment and Retraining Notification (WARN) and non-WARN events. The 121 forms shall be submitted to the WIB via email within five business days of the occurrence.

Other: Upon award of contract, deliverables for Special Programs shall be outlined in the Statement of Work. Reports shall be in a format approved by the WIB, Administrative Entity, EDD, and the DOL.

File Maintenance and Documentation

A case file shall be maintained for every registered customer. Case files must include information and documentation of each of the following:

- Program eligibility/determination of need
- MIS forms
- Initial and Comprehensive Assessments
- IEP, including all updates
- Approved ITA paperwork
- Progress reports, time and attendance if receiving WIA funded training
- Computer generated case notes

Continuous Improvement

The Contractor shall establish and maintain reliable mechanisms that will immediately identify when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes shall include the following:

- **Monitoring Activities:** internal monitoring activities shall include monthly file review, data entry review, caseload contact, performance, and quality control to ensure continuous improvement.
- **Tracking Effectiveness:** Contractor shall track effectiveness using monitoring data, state reporting data, and customer feedback. At least a monthly review and analysis of data to identify trends, issues shall be required and submitted to the Administrative Entity and the WIB.

PROPOSAL NARRATIVE – 20 pages maximum (excluding Attachments)

Scope of Work – Narrative

30 Points

Evaluator's consideration shall include:

- A Recruitment Plan that includes strategies to ensure geographic and demographic coverage of the county;
- Capability to serve large numbers through Universal Access services. Respondent must be able to serve unique populations such as individuals with disabilities, limited literacy, limited English proficient, and the highly skilled job seeker;
- A Customer Flow Chart and description that shows how job-seeking customers will be served through the One-Stop System;
- The overall capacity to serve job-seeking customers and employers in varying phases of service; and
- A proposal narrative that is specific and action oriented.

Attachments

A-1: Customer Flow Chart

A-2: Recruitment Plan

Respondent: Answer the following questions. Make sure you include all attachments. Evaluator will use both your narrative response and the required attachments when evaluating your proposal. Restate the question and then provide your answer using the numbering below.

- A.1. Describe how WIA-mandated core services will be delivered to job-seeking customers. Include a "Customer Flow Chart" that visually shows the flow of how a job-seeking customer will be served from the universal access phase of service through the training phase of service. The flow chart should also include partner services. Flow chart shall be included as Attachment A-1.
- A.2. Describe your plans to deliver Rapid Response and business assistance services. A key component to Rapid Response is assisting with the re-employment of laid-off workers as rapidly as possible. The business services component should develop and conduct employer/employee outreach activities and business retention services in the jurisdiction. Include specifically what you plan to offer businesses from the required services outlined in the RFP. Describe how you will coordinate efforts with partner agencies. Discuss your organization's ability to provide workshops to employees of a company that has requested Rapid Response Services. Provide a Service Plan that includes the coordinated efforts of your organizations and other partner agencies.
- A.3. Describe how you will serve large numbers of individuals. In your description, include special populations with limited English proficiency, persons with limited literacy skills, and the disabled. Include your plan for services for the more highly skilled job seeker.

- A.4. Describe how you will ensure complete geographic and demographic coverage of the region. How will you attract and serve new customers to the system? Include a Recruitment Plan as Attachment A-2.
- A.5. Describe how your resources, professional contacts, knowledge of the labor market and special expertise will accomplish the goals and performance of the One-Stop Center system.
- A.6. The WIB is interested in a youth friendly or focused resource room services for youth ages 16-21, with special emphasis on at-risk youth such as high school dropouts, offenders, and foster youth. Describe how you will partner with youth service providers to make these youth friendly services available to youth without expending WIA adult and dislocated worker funds. Include in your description a proposed continuum of services that transitions youth into the adult service delivery system and how you would include Youth Services and providers in the One-Stop System.
- A.7. Describe how you ensure services are in alignment with current local and regional labor market demands.
- A.8. Describe how you plan to provide on-going staff training to ensure your staff has access to the most current information and tools.
- A.9. For each designated staff position, provide the following information:
- Position Title (Assigned by the organization), Position Classification (Professional, technical, managerial, clerical, etc.)
 - Full-time Equivalency (Express fractions as decimals, i.e., ½ time as .50 FTE)
 - Areas of Responsibility (Identify functions that will be assigned to this position)
 - Qualifications (Identify skills and prior experiences)
 - Credentials (Identify any credentials that are required for this position and a brief explanation of how these credentials relate to the areas of responsibility assigned to this position)

Performance – Narrative

20 Points

Evaluator's consideration shall include:

- Performance record and demonstrated ability in meeting performance goals in the delivery of One-Stop Career Center or comparable services.
- Respondent has demonstrated effectiveness in the past two years in meeting contract goals with a similar program

Attachments

B-1: Performance Record

B-2: Letters from:

- a. companies, varying from small to large businesses;
- b. economic development agencies; and
- c. chambers of commerce

Respondent: Answer the following questions. Make sure you include all attachments. Evaluator will use both your narrative response and the required attachments when evaluating your proposal. Restate the question and then provide your answer using the numbering shown below.

- B.1. What strategies are you proposing to ensure positive outcomes?
- B.2. Describe how your organization will ensure customer satisfaction for both the job seeker and the employer.
- B.3. Describe your experience in connecting with the business community. Provide letters from businesses, economic development agencies, and chambers of commerce and identify as Attachment B-2. The letters shall include the following elements:
 - a) The specific service(s) requested or offered to the business
 - b) Date of the service(s) month and year
 - c) Contact name and phone number
 - d) The result of the service (what was the request, what was received)
- B.4. Demonstrate how the respondent has met contractual performance standards for WIA Youth Service programs or comparable youth programs for the last two years by completing Attachment B-1.

Organizational Qualification, Expertise and Budget

25 Points

• **Evaluator's consideration shall include:**

- The experience of the organization in providing the same of similar services, or ability of an organization to replicate a successful model provided elsewhere.
- The staffing plan for implementing the project, including the number of FTE's dedicated to the program as well as a brief description of each position. The Respondent's senior management shall possess a four-year degree in Business or Public Administration or a related field. Additionally, they shall have at least five years experience managing a successful organization, three years of which is specifically in workforce development.
- The Respondent's Organization Chart
- The budget does not exceed the estimated funding allocation.
- The detail line item, budget narrative, and cost allocation plan are consistent.

The Budget narrative should include but not be limited to:

- Summary and detail for July 1, 2009 – June 30, 2010
- The overall fiscal capability of the organization. Funds are awarded on a cost reimbursement methodology with invoices paid monthly. Respondent must be able to support the cost of the program until they are reimbursed, which typically takes three-four weeks because of State cash management requirements.
- The cost effectiveness of the services proposed.
- The ability to fund disallowed costs or program cost overages.
- The level of resource matching respondent demonstrates.

Attachments

- C-1: Staff Qualifications
- C-2: Organization Chart
- C-3.1: Budget – One-Stop Services – Form Included
- C-3.1a One-Stop Budget Narrative
- C-3.2: Budget – Rapid Response – Form Included
- C-3.2a: Rapid Response Budget Narrative
- C-4: Fund Diversification Table
- C-5: Audit (most recent)
- C-6: Assurances (signature required)
- C-7: Proof of Non-Profit Status or Business License

Respondent: Answer the following questions. Make sure you include all attachments.

Evaluator will use both your narrative response and the required attachments when evaluating your proposal. Restate the question and then provide your answer using the numbering shown below.

- C.1. Describe past and current activities or programs administered and operated by the applicant that demonstrate the capability of the Respondent to administer and operate a comprehensive One-Stop Center.

- C.2. Describe your organization's experience in managing and providing services to businesses. Include in that description experience in:
- a) Identifying the workforce development needs of businesses that can be met currently by the One-Stop System and expanding services to meet future needs;
 - b) Matching the hiring needs of businesses with individuals who meet their minimum qualifications, thus eliminating referrals of unqualified candidates
 - c) Overcoming the perception of some businesses that anything provided by the "government" is not worth the trouble/not quality services;
 - d) Training businesses, and
 - e) Significantly improving the provision of services to businesses while also increasing the use of One-Stop System by businesses.
- C.3. Describe your organization's financial and administrative experience and capabilities. Include in that description experience in:
- a) Managing and accounting for multiple federal, state and local funding sources in accordance with Generally Accepted Accounting Principles (GAPP);
 - b) Conducting self-monitoring for contract performance and compliance;
 - c) Developing and implementing a continuous improvement model;
 - d) Complete and submit Attachment C-3.1 and C-3.2 (Budget pages). Submit a narrative with the project budget as Attachments C-3.1a and C-3.2a. The narrative should describe the following:
 - i. How the project's proposed budget supports the stated objectives and activities in the project,
 - ii. How funds are allocated to minimize administrative costs and support direct services to participants,
 - iii. All positions being charged to WIA funds and provide the full salary and percent of the salary charged to WIA funds.
 - iv. The duties of project-funded staff,
 - v. How project-funded staff duties and time commitments support the proposed objectives and activities,
 - vi. Proposed staff commitment/percentage of time to other efforts, in addition to this project,
 - vii. Any unusual expenditures, and
 - viii. Identify all proposed subcontracts.

- e) Complete form C-4 detailing all matching funds your organizational partnerships will bring to the One-Stop System. All matching funds, in-kind and cash, must be specified in a letter of commitment from the partnering organization.
- C.4. Describe your organization's financial resources to cover disallowed costs or program over expenditures.
- C.5. WIA funds are distributed on a cost reimbursement basis. How will your agency fiscally cover the time between expense and payment (30-45 days)?
- C.6. Do you have a federally approved indirect cost rate? If yes, please provide a copy of the approval.
- C.7. Describe your organization's proposed staffing plan. Include résumés of current staff or general job descriptions, language abilities and minimum qualifications of staff that will be hired to respond to the contractual requirements of this RFP as Attachment C-1. Include FTE's. Also attach an Organization Chart and include salary ranges for each position in Attachment C-2.
- C.8. Describe any programmatic and/or fiscal monitoring findings. Provide a copy of your last audit as well as your last two years of program findings and submit as Attachment C-5. If your organization was not required to be audited, please include the explanation in your response.
- C-.9. Sign and submit Attachment C-6 as part of your proposal. If applicable, submit proof of non-profit status or business license or other than public schools or governmental agencies as Attachment C-7.

Partnership Development

15 Points

Evaluator's consideration shall include:

- The organization's current level of partnership with both WIA mandated and non-mandated agencies;
- An analysis of how these partnerships have added services to the system, both quantitatively and qualitatively;
- The level of cash and in-kind services contributed to the system by these partnerships;
- How the organization plans to bring in additional partnerships to strengthen the system;
- An organization's demonstrated ability to obtain other funding for the operation of the One-Stop or comparable operations.
- Five written organizational references, which support the Respondent's capability to provide services, shall also be considered.

Attachments

D-1: Organizational References

D-2: Letters of Commitment with Resource Identification

Respondent: Answer the following questions. Evaluator will use the narrative when evaluating your proposal. Restate the question and then provide your answer using the numbering show below.

- D.1. Describe your organization's current level of partnership with each of the WIA mandated partners in San Luis Obispo County. Discuss how the partnership results in an increased quality and quantity of services available to WIA customers.
- D.2. Describe your organization's current level of partnership with other organizations in San Luis Obispo County that aren't specifically mandated by WIA. Discuss how the partnership results in an increased quality and quantity of services available to WIA customers. Identify the cash and in-kind resources each partner has contributed to the overall operation of the One-Stop System. List five organization references and include as Attachment D-1.
- D.3. Describe how you will incorporate the contents of the letters of commitment from the non-mandated partners including, but not limited to, the following information:
- a) How the services shall be provided through the One-Stop System;
 - b) How the operating costs of such services will be funded (cash or in-kind services), and
 - c) Methods for referral of individuals between the One-Stop System and the non-mandated One-Stop partner, for appropriate services and activities.

Include Letters of Commitment as Attachment D-2. Note: Letters of Support will not be counted.

Innovation

10 Points

Evaluator's consideration shall include:

- The innovation of the idea(s) including partner linkages, other services available in the community, area businesses or training in demand occupations;
- How the innovation(s) will make the System more customer-responsive, and
- How the innovation(s) will make the System more efficient.

Respondent: Answer the following questions. Evaluator will use the narrative when evaluating your proposal. Restate the question and then provide your answer using the numbering show below.

- E.1. Describe past innovation(s) that you have used in delivering similar types of services to similar types of customer groups as would be serviced through this RFP.
- E.2. Discuss your ability to analyze targeted industry cluster research findings and how you would innovatively apply them to your service delivery strategies.
- E.3. Describe any future innovation(s) that you envision implementing should you be awarded a contract under this RFP.

GLOSSARY

Administrative Costs

All direct and indirect costs associated with the management of the program to be funded by this proposal. They are the costs which are not directly related to the provision of customer services or which do not benefit customers but which are necessary for the effective delivery of direct services to participants. The definition of administrative costs can be found at 20 CFR 667.220. The San Luis Obispo Workforce Investment Board has established administrative cost caps for proposers that are provided in the instructions to this proposal.

Adult

An individual with an age of 18 or older. [WIA Section 101(1) and 20 CFR 663.110]

Allowable Costs

Those costs which are necessary, reasonable and allowable under applicable federal, state and local law for the proper administration and performance of services to participants. All program funds are subject to the rules found in the Workforce Investment Act of 1998 (20 CFR 667 Sub-Part B) and the Office of Management and Budget (OMB) Circular A-87.

Assessment

The process whereby applicants are interviewed to determine their employability, motivation, aptitude, family situation, education and training, attitudes, transportation, support needs, abilities and interests in order to assist in developing an Individual Employability Plan (IEP) for the attainment of the individual's career goals. Testing and counseling are a part of the assessment process.

Audit

A systematic review by a Certified Public Accountant (CPA) to determine and report whether an organization's financial operations are being properly conducted, financial reports are being presented fairly and applicable laws and regulations are being complied with. All successful proposers must submit an audit of their organization or the program to be funded as a result of the proposal. Audits must be performed in accordance with OMB Circular A-133, or State of California rules as they apply to providers.

Barriers To Employment

Characteristics that may hinder an individual's ability to participate in the labor force.

Basic Skills Deficient

With respect to an individual, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test or solve problems, read, write or speak English at a level necessary to function on the job, in the individual's family or in society. [WIA Section 101(4)].

Case Management

The provision of a client-centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and to provide job and career counseling during program participation and after job placement [WIA Section 101(5)].

Certificate

A certificate is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. Certificates awarded by workforce investment boards are not included in this definition. Work readiness certificates are also not included in this definition. [Reference TEGL 17-05].

A certificate is awarded in recognition of an individual's attainment of technical or occupational skills by:

- ❑ A state educational agency or a state agency responsible for administering vocational and technical education within a state.
- ❑ An institution of higher education described in Section 102 of the Higher Education Act (20 USC 1002) that is qualified to participate in the student financial assistance programs authorized by Title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs.
- ❑ A professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellence certification, National Institute for Metalworking Skills, Inc., Machining Level I credential) or a product manufacturer or developer (e.g. Microsoft Certified Database Administrator, Certified Novell Engineer, Sun Certified Java Programmer) using a valid and reliable assessment of an individual's knowledge, skills, and abilities.
- ❑ A registered apprenticeship program.
- ❑ A public regulatory agency, upon an individual's fulfillment of educational, work experience, or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession (e.g. FAA aviation mechanic certification, state certified asbestos inspector).
- ❑ A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons.
- ❑ Job Corps centers that issue certificates.
- ❑ Institutions of higher education which is formally controlled, or has been formally sanctioned, or chartered, by the governing body of an Indian tribe or tribes.

Community-Based Organization (CBO)

A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.

Commercial Organization

A private for profit entity.

Common Measures

Workforce programs administered by Department of Labor (DOL) and VETS are subject to the common measures policy. Designation that a program is subject to the adult and/or youth measures will be implemented through modifications to each program's reporting and record-keeping system. This, however, does not impact the existing eligibility requirements of the program.

ETA has adopted the common measures methodology for the calculation of the entered employment, employment retention, and earnings measurement in the WIA performance accountability system for WIA Adult, Dislocated Worker and Youth programs and for the Trade Act, Jobs for Veterans Act (38 USC 4102A(f)), and Wagner-Peyser Act program measures. Exclusion for the WIA performance accountability system of adult and dislocated worker program participants who receive only self-service and activities is discussed in Section 8 of this referenced TEGL. (TEGL 17-05)

Core Services

Core Services are WIA activities that may be self-directed or staff-assisted. By regulation, all self-directed activities must be available through the One-Stop system. [663.150]. They are to be provided free to everyone on a universal access basis.

Self-Service And Informational Activities (No Registration Required) include, but are not limited to: outreach, intake and orientation to the information and other services available through the Comprehensive One-Stop Center. Initial assessment of skill levels, aptitudes and abilities. Employment statistics information including job vacancy listings, job skill requirements for job listings, and information on demand occupations; information on supportive services and referral to supportive services; resource room usage; workshops and job clubs.

Staff-Assisted Services (WIA Registration Required) include, but are not limited to: staff assisted job search and placement assistance, including career counseling, job referrals, job development, and workshops and job clubs.

Cost Allocation Plan

A cost allocation plan identifies and distributes the costs departments and functions. It is the means to substantiate and support how the costs of a program are charged to a particular cost category. Cost allocation plans must use methodologies that comply with state requirements.

Cost Reimbursement Agreement

This is an agreement format that provides for the reimbursement of all allowable costs which have been identified and approved in the contract budget. Contractors must maintain the documentation necessary to support the costs. The contract to be negotiated as a result of this proposal will be a cost reimbursement contract.

Credential

A nationally recognized degree or certificate or state/local recognized credential. Credentials include, but are not limited to, a high school diploma, GED, or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards. And licensure or industry-recognized certificates designed to equip individuals to enter or re-enter employment, retain employment, or advance into a better employment. Note: this term applies to the current WIA statutory adult, dislocated worker, and older youth measures only, it does not apply to the common measures. [TEGL 17-05]

Customized Training

Training that is designed to meet the special requirements of an employer (including a group of employers); that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and for which the employer pays for not less than 50 percent of the cost of the training [WIA Section 101(8)].

Demand Occupation In San Luis Obispo County

An occupation which has been designated as a high-growth and high-demand occupation specific to the San Luis Obispo County labor market area. For San Luis Obispo County, hospitality, healthcare, and construction are high-growth and high-demand.

Dislocated Worker

An individual who has been terminated or laid off, or who has received a notice of termination or layoff from employment; is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment compensation law; and is unlikely to return to a previous industry or occupation;

- ❑ has been terminated or laid off, or has received notice of termination or layoff, from employment as a result of a permanent closure of, or substantial layoff at, a plant, facility, or enterprise;
- ❑ is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training, intensive or supportive services is employed at a facility at which the employer has made a general announcement that facility will close;
- ❑ was self-employed but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters' or is a displaced homemaker {WIA Section 101(10)}

Displaced Homemaker

An individual who has been providing unpaid services to family members in the home and who (A) has been dependent on the income of another family member but is no longer supported by that income; AND (B) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment. [WIA Section 101(10)]

Economically Disadvantaged

Individuals who do not have an income that exceeds the federal Lower Living Standard Income Level/Poverty Standards and are not eligible to receive public assistance and may include those 18-21 years of age, or

Individuals who do not have an income that exceeds WIB determination of a self-sufficient wage, which is 200% of the federal Lower Living Standard Income Level/Poverty Standards.

Eligible (Eligibility)

Refers to an individual's status in relation to their ability to receive services under the Workforce Investment Act. (Ref. 20CFR663.110, 663.115, 663.120)

Enrollment

An eligible participant who has been referred for WIA services and for whom enrollment documents have been completed and entered into the Job Training Automation (JTA) Management Information System (MIS).

ETP

Employment Training Panel is a state agency that provides training money for California businesses and training schools. ETP funds a variety of training including business skills, computer skills, continuous improvement, industry-specific skills, literacy skills, management skills and manufacturing skills.

.Externship

The placement of participants in a training related position at a location or facility operated by an organization other than the provider. This may be done only in accordance with negotiated contract language.

Individual Employment Plan (IEP)

The individual employment plan is an ongoing strategy jointly developed by the participant and the case manager that identifies the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals. [20 CFR 663.245]

Individual With A Disability

Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment [42 U.S.C. 12102].

In-kind Contribution

Contributions provided by a service provider from non-WIA sources to support a WIA training program. In-kind contributions must be itemized in the proposal and contract budgets and are subject to audit.

Institution Of Higher Education

An institution as defined in the Higher Education Act of 1965 at section 120 (a) or 481 (b).

Intensive Services

Services may include, but is not limited to: comprehensive assessment, individual counseling and career planning, and short-term pre-vocational services. [20 CFR 663.200]

Job Retention

The period an individual remains in an unsubsidized job following placement. The period of required retention is determined in accordance with WIA, SCSEP or WTW as appropriate to the individual.

Job Search Assistance

Job search skills training including job club, which provides the participant with the instruction and necessary to obtain full time employment. These skills may include resume writing, interviewing skills, telephone techniques, and job acquisition skills. Job search assistance must be offered to all customers.

Job Development

The planned and organized effort by WIA representatives to encourage employers or business organizations to make jobs available for WIA participants.

Labor Market Area

Occupational supply and demand information identifying a growth or decline for the labor market and assessment of the effects of such growth or decline. Evaluation of an area's employment possibilities, including projected openings, new employment skills needed, available training programs, wages and labor supply.

Lead Agency

The organization submitting the proposal requesting a direct contract with the WIB. The Lead Agency will be responsible for ensuring compliance with all terms and conditions of the contract, administration and fiscal management of the contract, and will be held accountable for program results. Lead agencies submitting proposals that incorporate a collaborative relationship with the other entities in the provision of comprehensive and integrated youth services, must clearly identify the collaborating organization(s), the services they will provide, and the funding to support those services.

Local Area (LWIA)

A local workforce investment area designated under WIA Section 116: San Luis Obispo County is a local workforce investment area.

Local Board (LWIB)

A local workforce investment board established under section 117: San Luis Obispo Workforce Investment Board (SLOWIB).

NAFTA-TAA

(North American Free Trade Act-Transitional Adjustment Assistance) The NAFTA-TAA Program assists workers who lose their jobs or whose hours of work and wages are reduced as a result of trade with, or a shift in production to, Canada or Mexico. The NAFTA-TAA Program provides affected workers with both rapid and early response to the threat of unemployment and the opportunity to engage in long-term training while receiving income support. The NAFTA-TAA Program combines aspects of two laws that have been in effect for many years: Title I of the Workforce Investment Act (WIA) and the Trade Adjustment Assistance (TAA) Program, under the Trade Act of 1974.

Non-Traditional Employment

Refers to occupations where women comprise less than 25% of the individuals employed in that occupation.

Occupational Skills Training

Vocational education or training designed to provide the participant with the skills and certification necessary for employment in an occupational area.

Offender

An individual (A) who is or has been subject to any stage of the criminal justice process for whom services under WIA may be beneficial; or (B) who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction. [WIA Section 101(27)]

On-The-Job Training (OJT)

Training by an employer that is provided to a paid participant while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate [WIA Section 101(31)].

One-Stop Operator

One or more entities designated or certified under WIA Section 121(d) [WIA Section 101(29)].

One-Stop Partner

An entity described in section 121(b)(1); and an entity described in section 121(b)(2) that is participating, with the approval of the local board and chief elected official, in the operation of a one-stop delivery system [WIA Section 101(30)].

Participant

An individual who has registered under 20 CFR 663.105 or 20 CFR 664.215 and has been determined to be eligible to participate in and who is receiving services (except for follow-up services) under a program authorized by WIA Title I. Participation commences on the first day, following determination of eligibility, on which the individual begins receiving other core, intensive, training or other services provided under WIA Title I. [WIA Section 101(34); 20 CFR 660.300] Participant as defined in the Common Measures: see TEGL

PASS

Program Activity Support System – information system for case management purposes for staff and partners to record services provided to job seekers.

Pell Grant

Educational grants from the federal government which are targeted to disadvantaged and low income individuals. PELL must be coordinated with WIA funds to prevent duplicate payments. PELL grant recipients must use Pell grant funds before using any WIA funding.

Post-Secondary Education

A program at an accredited degree-granting institution that leads to an academic degree (e.g. AA, AS, BA, BS). Does not include programs offered by degree granting institutions that do not lead to an academic degree.

Post-Secondary Institution

An institution as defined in the Higher Education Act of 1965. [20 USC 1088].

Poverty Guidelines

Issued by the Department of Health and Human Services and are used for administrative purposes – for instance, for determining whether a person or family is financially eligible for assistance or services under a particular Federal program.

Profit

An amount in excess of the cost necessary to operate a program. Profit is allowable under a cost reimbursement contract to the extent it is reasonable as determined during contract negotiations. It includes that amount which is associated with proprietary materials included in the cost of the program. Profit may be allocated among the cost categories. Profit is limited to 10%.

Program Income

Income generated, by a contract funded with federal grant dollars, as a result of fees, rental, or real or personal property, the sale of commodities or items developed with contract funds, and revenues in excess of costs earned by organizations. Program income does not include profit earned by for-profit agencies and identified and agreed to in the Contract budget. Program income must be reinvested in program activities.

Program Services

Personnel and non-personnel costs related to the provision of direct services to participants. Costs include the salaries, fringe benefits, equipment, supplies, and space related to the above, staff training, transportation and other related costs of personnel providing training, component supervisors, coordinators, clerical staff working on direct training activities or functions, instructional materials and equipment used by or for participants, classroom training, space, utility costs, insurance, commercially available off the shelf training packages, tuition, work experience, and OJT reimbursements.

Public Assistance

Federal, State or local government cash payments for which eligibility is determined by a needs or income test. [WIA Section 101(37)]

Rapid Response activity

An activity provided by a State, or by an entity designated by a State, with funds provided by the State under WIA Section 134(a)(1)(A), in the case of a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural or other disaster, that results in a mass job dislocation, in order to assist dislocated workers in obtaining reemployment as soon as possible, with services including the establishment of onsite contact with employers and employee representatives immediately after the State is notified of a current or projected permanent closure or mass layoff or in the case of a disaster, immediately after the State is made aware of mass job dislocation as a result of such disaster; the provision of information and access to available employment and training activities; assistance in establishing a labor-management committee, voluntarily agreed to by labor and management, with the ability to devise and implement a strategy for assessing the employment and training needs of dislocated workers and obtaining services to meet such needs; the provision of emergency assistance adapted to the particular closure, layoff, or disaster; and the provision of assistance to the local community in development a coordinated response and in obtaining access to State economic development assistance [WIA Section 101(38)].

Recently separated veteran

Any veteran who applies for participation under this title within 48 months after the discharge or release from active military, naval, or air service [WIA Section 101(49)(B)].

Register

The process for collecting information to determine an individual's eligibility for services under WIA Title I. Individuals may be registered in a variety of ways as described in 20 CFR 663.105 and 20 CFR 664.215. [20 CFR 660.300]

Registration (adults and dislocated workers)

(a) Registration is the process for collecting information to support a determination of eligibility. This information may be collected through methods that include electronic data transfer, personal interview, or an individual's application. (b) Adults and dislocated workers who receive services funded under Title I other than self-service or informational activities must be registered and determined eligible. (c) Equal Opportunity data must be collected on every individual who is interested in being considered for WIA Title I financially assisted aid, benefits, services, or training by a recipient, and who has signified that interest by submitting personal information in response to a request from the recipient. [20 CFR 663.105]

Self-sufficiency

An objective of the Workforce Investment Act is to move individuals and families toward self-sufficiency with employment services, retention services, and increased earnings. At a minimum self-sufficiency means employment that pays at least the lower living standard income level. [20 CFR 663.230]

Self-sufficiency barriers

Learning Disability, Domestic Violence, Housing Issues, Legal Issues, Medical Problems, Transportation, Child Care.

Senior community service employment program (SCSEP)

Under Title V of the Older Americans Act, an older American community service employment program is established in order to foster and promote useful part-time opportunities in community service activities for unemployed low-income persons who are fifty-five years or older and who have poor employment prospects.

Slot

An opening into which an individual can be enrolled for services which one or more participants may occupy at different times within a contract period.

Stand-in costs

Costs paid from non-federal sources, which may be used to stand in for a disallowed cost identified as a result of a monitoring report or audit. These costs must be reported as uncharged program costs

Statement of work

A plan, which details when specific elements of performance under the contract negotiated, will be attained. The work activity plan is an integral part of the contract budget and non-compliance with negotiated time frames and performance levels may result in de-obligation of contract funds.

Supportive services

Services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIA [WIA Section 101(46)].

Training services

These services include WIA-funded and non-WIA funded partner-training services. These services include: occupational skills training, including training for nontraditional employment; on-the-job training; programs that combine workplace training with related instruction, which may include cooperative education programs; training programs operated by the private sector; skill upgrading and retraining; entrepreneurial training; job readiness training; adult education and literacy activities in combination with other training; and customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Underemployed

Occurs when an individual who is working part-time, desires full-time employment, or who is working in employment not commensurate with the individual's demonstrated level of educational attainment.

Unsubsidized employment

Participants entering full or part-time employment in a job not financed from funds provided by WIA or other federal funds.

Veteran

An individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable [WIA Section 101(49)(A)].

WIA

The Workforce Investment Act of 1998. [20 CFR Part 652 et al.]

Work experience

An activity designed to provide a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience workplace may be in the private for profit sector, the non-profit sector, or the public sector. [663.200(b)]

WIB BOARD MEMBERS 2008-2009

Betty Baker, Sierra Vista Regional Medical Center
Adriana Barbara, Employment Development Department
Scott Black, Department of Rehabilitation
Curt Boutwell, KCI Environmental, Inc.
Lee Collins, Department of Social Services
Mark Corella*, Wells Fargo Bank
Julian Crocker*, County Office of Education
Carl Dudley, Mission Community Bank
Kathy Eppright, Andre, Morris & Buttery
Aline Graham, PathPoint
Charles Headington*, SLO Joint Apprenticeship & Training Committee
Russ Jensen, Rabobank, N.A.
Janice Langley, Dioptics Medical Products
Hank Lewis, IBEW Local No. 639
Edralin Maduli, Cuesta College
Michael Manchak, Economic Vitality Corporation of SLO County
Louise Matheny, Morris and Garritano
Per Mathiesen, Mat's Automotive
Patrick McGuire*, Mid-State Precision, Inc.
Jeanne Miller-Romero, AirTight Networks, Inc.
Grant Nielson* (for Lee Ferrero), Private Industry Council
Pragna Patel-Mueller, Samata Management, Inc.
Eddy Quijano, Attorney at Law
Charley Senn, Senn-Lee & Associates
Elizabeth Steinberg, Economic Opportunity Commission
Brian Talley, Talley Farms and Tally Vineyards
Karen Woodling, The Spice Hunter
Andrea Zeller, Mission Community Services Corporation

* Denotes members of the WIB Youth Council

ATTACHMENT 1: Ex Parte Communication Prohibition And Conflict Of Interest

The *ex parte* communication prohibition restricts RFP respondents from contacting members of the San Luis Obispo Workforce Investment Board (WIB), the WIB Consultant, and Administrative Entity/Fiscal Agent (Department of Social Services) staff. Respondents are allowed to communicate with the Fiscal Agent's Contracts Manager **only** via e-mail or mail to the addresses listed on the cover page of this RFP.

The conflict of interest policy deals with financial interests. Members of the WIB are governed by both federal and state laws in this area. In short, members who have conflict of interest with respect to any action item on an agenda may not discuss or vote upon such item. For example, when the action item approving the structure of the RFP was taken to the WIB, those members whose organization were planning to submit a proposal were not allowed to participate in the discussion or vote on the item. The conflict of interest policy will be applied when asking individuals to participate in the RFP process as evaluators as well as at the various meetings when action will be taken to award the successful respondent(s).

Some respondents may like to collaborate with members of the various WIB committees on their proposals. Technically, such collaboration is a violation of the *ex parte* communication rule. However, we do recognize the value that such collaboration may bring to our system and have developed the Conflict of Interest Form to ensure that these types of arrangements do not place respondents in jeopardy. Any respondent who wishes to collaborate with a member of any WIB committee **MUST first have the collaborative partner fill out** the attached form and fax it to Trish Avery Caldwell, DSS Contracts Manager at (805) 781-1846.

Please Note – under no circumstances may an individual who will be on the RFP review committee collaborate with any respondent. All such individuals will be asked by WIB/Fiscal Agent staff to sign the "Conflict of Interest Certification for Request for Proposal" stating they have not collaborated with any respondent and have no financial interest in any respondent's proposal.

CONFLICT OF INTEREST CERTIFICATION

I hereby certify that I will not participate in **any** discussion with another WIB member, whether at a formal meeting or in a social setting, regarding the Request for Proposal for Comprehensive One-Stop Career Center Operator. I also certify I will not vote on any action regarding the Request for Proposal for Comprehensive One-Stop Career Center Operator, including but not limited to the award of a contract.

I hereby inform the WIB Fiscal Agent/DSS Contracts Manager that I/my organization plan(s) to collaborate with:

(Name of Organization)

To provide the following services:

Name of Organization: _____

Name: _____

Title: _____

Date: _____

Signature: _____

ATTACHMENT 2: One-Stop Services Application Checklist

This form will be used by staff prior to submitting the proposal to the Evaluation Team for review. Respondents may use it before submitting the proposal to ensure that all required documents have been submitted and required elements have been addressed. Proposals found lacking any item or section thereof may not be considered for review. Responsive proposal applications shall be submitted in the following manner:

1. PROPOSAL COVER SHEET – Shall be the first page of the proposal.
Attachments:
☐ Attachment 1: Ex Parte Communication (FORM INCLUDED)
☐ Attachment 2: Proposal Checklist & Cover Page (FORM INCLUDED)
2. TABLE OF CONTENTS
3. PROPOSAL APPLICATION AND EVALUATION CRITERIA
☐ Narrative Questions and Answers Section (Maximum 20 Pages, Arial 12 Font, 1" margins)
 - A. **Scope of Work (30 Points)**
☐ Attachment A – 1: Customer Flow Chart (CREATE ATTACHMENT AND IDENTIFY AS A-1)
☐ Attachment A – 2: Recruitment Plan (CREATE ATTACHMENT AND IDENTIFY AS A-2)
 - B. **Performance (20 Points)**
☐ Attachment B – 1: Performance Record (FORM INCLUDED)
☐ Attachment B – 2: Letters: (GROUP AND IDENTIFY AS ATTACHMENT B-2)
 - Companies, varying from small to large businesses;
 - Economic development agencies; and
 - Chambers of commerce.
 - C. **Organizational Qualifications, Expertise and Budget (25 Points)**
☐ Attachment C – 1: Staff Qualifications (CREATE ATTACHMENT AND IDENTIFY AS C-1)
☐ Attachment C – 2: Organizational Chart (CREATE ATTACHMENT AND IDENTIFY AS C-2)
☐ Attachment C – 3.1: Budget – One-Stop Services (Include FTEs) (FORM INCLUDED)
☐ Attachment C – 3.1a: One-Stop Budget Narrative
☐ Attachment C – 3.2: Budget – Rapid Response (Include FTEs) (FORM INCLUDED)
☐ Attachment C – 3.2b: Rapid Response Budget Narrative
☐ Attachment C – 4: Fund Diversification Form for Proposed Services (FORM INCLUDED)
☐ Attachment C – 5: Copy of Last Audit; if applicable (IDENTIFY AS C-5)
☐ Attachment C – 6: Signed Assurances (FORM INCLUDED)
☐ Attachment C – 7: If applicable, proof of non-profit status or business license for other than public schools or governmental agencies (CREATE ATTACHMENT AND IDENTIFY AS C-7)
 - D. **Partnership Development (15 Points)**
☐ Attachment D – 1: Organizational References (FORM INCLUDED)
☐ Attachment D – 2: Letters of Commitment with Resource Identification (GROUP AND IDENTIFY AS ATTACHMENT D-2)
 - E. **Innovation – (10 Points)**

TOTAL POSSIBLE POINTS = 100

NOTE: Failure to complete the proposal cover sheet may result in a determination that the proposal is non-responsive and it will not be read, evaluated, or considered for funding.

One-Stop Center and Business Services Proposal Cover Sheet

Organization Name: _____
 Address: _____

 Contact Person: _____
 Telephone Number: _____
 Fax Number: _____
 Email Address: _____

Please Check Appropriate Box:

Respondent must indicate either an address or a general identification of the site where the Center(s) will be located:

Site Location: _____

Is Respondent willing to operate at a site OTHER than the one proposed? ☐ Yes ☐ No

Federal ID#: _____

Comprehensive One-Stop Center Including Business Services		
Funding Requested for Above Services:	\$	
Number of customers served:	Registered	Universal Access
Number of businesses to be served:		
Lowest funding acceptable to operate Center:	\$	
Number of customers able to be served at lowest acceptable funding level:	Registered	Universal Access
Number of businesses able to be served at lowest acceptable funding level:		

Rapid Response Services

Estimated Number of businesses to be served: _____

By signing this proposal, Corporate Officer or Public Officer certifies that no representative of the corporation has exerted any undue influence on the procurement process, violated any federal or state procurement, conflict of interests or ethics law in seeking funding for this proposal.

Corporate Officer Signature: _____
 Print/Type Name and Title: _____
 Date: _____

Check all applicable: ☐ Corporation ☐ For-Profit Organization ☐ Labor Organization
☐ Community-Based Organization ☐ Sole Proprietorship ☐ Partnership ☐ Not-for-profit
☐ State Agency ☐ Other Public Agency (specify): _____ ☐ Other: _____

ATTACHMENT B-1: Performance Record

Respondent: _____

Measure (WIA)	Respondent Past Performance History PY 06-07		Respondent Past Performance History PY 07-08	
	Contracted	Attained	Contracted	Attained
ADULT				
Entered Employment Rate				
Employment Retention Rate				
Earnings Change/ Average Earnings				
Employment & Credential Attainment Rate				
DISLOCATED WORKER				
Entered Employment Rate				
Employment Retention Rate				
Earnings Change/ Average Earnings				
Employment & Credential Attainment Rate				

If respondent does not have WIA-specific performance outcomes, complete the table below to demonstrate previous achievements and attainment of established goals.

Measure (non-WIA)	Respondent Past Performance History PY 06-07		Respondent Past Performance History PY 07-08	
	Contracted	Attained	Contracted	Attained
Enrollments				
Employment Rate				
Retention Rate				
Earnings				
Credential Attainment Rate				
Other:				
Other:				

ATTACHMENT C-3.1 One-Stop Center Budget - Total budget Not to Exceed \$704,333

	One-Stop Services Contract Period 7/1/09-6/30/10	Budget			Total Funding Requested	Leveraging		Grand Total (Total Requested+Total Leveraged)	
		Core	Intensive	Training		Cash	In- Kind		
PROGRAM	Personnel Costs:								
	Salaries								
	Benefits								
	Personnel Costs Subtotal								
	Operations Activities:								
	Monthly Rent								
	Lease Termination Cost								
	Staff Training								
	Printing								
	Publications								
	Utilities								
	Meetings/Conferences								
	Telephone								
	Equipment (under \$5,000)								
	Insurance								
	Professional Memberships								
	Subscriptions								
	Postage								
	Office Supplies								
	Consultant/Subcontract (under \$10,000)								
	Travel/Mileage								
	Operations Related Activities Subtotal								
	Participant Costs/Activities:								
	Participant Wages and Benefits								
	Employer Reimbursement/OJT								
	Participant Training Cost								
	Participant Supportive Services								
	Direct Client Related Activities Subtotal								
	Program Subtotal								
	Admin	Administrative/Indirect (10% max):							
		Admin Subtotal							
		Grand Total							

* The LWIB maintains ownership of Resource Room computers - new computers were purchased in 2009.
 This budget was prepared by:

Name	Title	Phone
------	-------	-------

ATTACHMENT C-3.1a: Budget Narrative

All costs related to the program activities described in the proposal must be included on the Budget Form above and correspond with the detail provided in the Budget Narrative Attachment 3.1a. The various costs should be allocated by category to "Requested Funds" and/or "In-Kind/Cash Resources". Respondents are required to assign a monetary value to any in kind/cash match leveraged resource contributions and indicate them on this form. ***Note: in-kind or cash resources must directly support the proposed program design and be supported by Letters of Commitment, Memorandums of Understanding or other grant award documents.***

Budget Category Definitions and Instructions for Budget Narrative

A Budget Narrative must be attached on a separate page and must detail each item within every category for which funding is requested. The descriptions must include the type of cost and a formula detailing how the cost was derived. The budget narrative should follow in the same order as the line item.

Personnel Costs: Staff salaries and associated fringe benefits necessary for direct service delivery. This category does not include subcontracted professional services or staffing. These costs should be allocated to the contractual services category and detailed on the budget narrative. While staff performing administrative functions is allowable, positions that are fiscal, managerial or administrative in nature should be allocated to the Administrative costs category. **Please note positions related to fundraising are not allowable under WIA.** Staff dedicated to client tracking/reporting can either be directly included in the Operating Activities category or allocated to the indirect or operating/infrastructure categories below.

Personnel Costs Budget Narrative Detail: **List each individual position by title, percentage (%) of full time equivalent (FTE) or anticipated amount of time to be charged to this program x the annual salary x fringe = total.**

Operations Activities: Program costs that are necessary expenditures directly related to the program and general operating and infrastructure costs to run the program, including building rental, facilities maintenance, utilities, phones, general consumable materials and supplies, Internet, staff travel and training, insurance, audits, etc., and other costs related to supporting and maintaining organizational infrastructure. Professional services purchased from vendors (as opposed to subcontractors) are included in this category. Costs related to technology and equipment (computers, printers, fax machines, and office furniture) needed can be included as part of your budget and will be reviewed for cost effectiveness and reasonableness. Equipment leases should also be listed here. The LWIB maintains ownership of Resource Room computers – computers were purchased in 2009. Costs related to services contracted to an outside organization or company necessary and related to direct service to clients. Costs related to the purchase of goods or services from a general supplier, vendor transactions or part of general operating costs.

Infrastructure/Operating Costs Budget Narrative Detail: As applicable, for each item list the number of items x the unit cost for each item = **total**. An alternate method of calculation, such as cost per unit of item (e.g. month or annual cost) or per staff would also be acceptable.

Equipment Budget Narrative Detail: For each type of equipment to be purchased, list the number of items and the unit cost for each item. Please note that any item with a unit cost of \$1000 or more will require prior written approval by the Workforce Partnership.

Contractual Services Budget Narrative Detail: **Any sub-contractors should also be included in the proposal narrative along with their responsibility and role. Detail name of contractor x the cost = total.**

Participant Costs: Costs directly related to individual participants and are tracked by individual enrollment. Possible costs include subsidized wages, supportive services (e.g. bus passes, day care costs), participant payments (e.g. stipends, incentives), participant supplies (e.g. items/equipment consumable by participants or which become their personal property), tools or clothing related to employment or training, and participant tuition and fees incurred to achieve program objectives.

Participant Costs Budget Narrative Detail: **List each type of item with a unit cost x number of units = total. Number of units should be related to the number of individual youth that will receive the item.**

For subsidized wages please indicate the number of youth x hourly wage x fringe/tax % rate x total hours worked = total

For Incentive payments (for each type of payment) please indicate the type of activity payment youth are eligible for, as well as number of youth x incentive payment = total

Administrative/Indirect Costs: These costs are defined as costs of operations related, required, and incurred for official business in coordination of those functions under WIA. Some examples include accounting, financial, procurement and purchasing, payroll, personnel management, resolution of findings, and general legal services. These costs are capped at 10%. This may include an indirect cost rate; however, if used this rate should include audit, payroll and other costs of program support such as general costs that cannot be directly identified as a cost to any specific program, but are equitably allocated to all the programs that the organization operates and therefore should not also be listed in Infrastructure /Operating Costs Category. **Note: *This category may only be used by organizations with an Indirect Cost Rate approved by an authorized federal or state agency. A copy of the Indirect Cost Rate Proposal approved by the cognizant federal agency must be attached.***

ATTACHMENT C-3.2: Rapid Response Services Budget & Narrative
(Total Budget Not to Exceed \$90,000)

	Rapid Response	Budget	Leveraging		Grand Total
	Contract Period: 7/1/09 – 6/30/10	Total Funding Requested	Cash	In-Kind	(Total Requested + Total Leveraged)
PROGRAM	Personnel Costs:				
	Salaries				
	Benefits				
	Personnel Subtotal				
	Operations Activities:				
	Monthly Rent				
	Lease Termination Cost				
	Staff Training				
	Printing				
	Publications				
	Utilities				
	Meetings/Conferences				
	Telephone				
	Equipment (under \$5,000)*				
	Insurance				
	Professional Memberships				
	Subscriptions				
	Postage				
	Office Supplies				
	Consultant/Subcontract (under \$10,000)				
	Travel/Mileage				
	Other:				
	Operations Related Activities Subtotal				
	Participant Costs/Activities:				
	Participant Wages and Benefits				
	Employer Reimbursement/OJT				
	Participant Training Cost				
	Participant Supportive Services				
	Other:				
	Direct Client Related Activities Subtotal				
	I. Program Total				

*The LWIB maintains ownership of computers used in the Resource Room - new computers were purchased in 2009.

This budget was prepared by:

Name	Title	Phone
------	-------	-------

Attachment 3.2b: Rapid Response Budget Narrative. All costs related to the program activities described in the proposal must be included on the Budget Form above and correspond with the detail provided in the Budget Narrative. The various costs should be allocated by category to "Requested Funds" and/or "In-Kind/Cash Resources". Respondents are required to assign a monetary value to any in kind/cash match leveraged resource contributions and indicate them on this form. ***Note: in-kind or cash resources must directly support the proposed program design and be supported by Letters of Commitment, Memorandums of Understanding or other grant award documents.***

Budget Category Definitions and Instructions for Budget Narrative

Note: Rapid Response funds are to be entirely dedicated to program costs.

A Budget Narrative must be attached on a separate page and must detail each item within every category for which funding is requested. The descriptions must include the type of cost and a formula detailing how the cost was derived. The budget narrative should follow in the same order as the line item.

Personnel Costs: Staff salaries and associated fringe benefits necessary for direct service delivery. This category does not include subcontracted professional services or staffing. These costs should be allocated to the contractual services category and detailed on the budget narrative. While staff performing administrative functions is allowable, positions that are fiscal, managerial or administrative in nature should be allocated to the Administrative costs category. **Please note positions related to fundraising are not allowable under WIA.** Staff dedicated to client tracking/reporting can either be directly included in the Operating Activities category or allocated to the indirect or operating/infrastructure categories below.

Personnel Costs Budget Narrative Detail: **List each individual position by title, percentage (%) of full time equivalent (FTE) or anticipated amount of time to be charged to this program x the annual salary x fringe = total.**

Operations Activities: Program costs that are necessary expenditures directly related to the program and general operating and infrastructure costs to run the program, including building rental, facilities maintenance, utilities, phones, general consumable materials and supplies, Internet, staff travel and training, insurance, audits, etc., and other costs related to supporting and maintaining organizational infrastructure. Professional services purchased from vendors (as opposed to subcontractors) are included in this category. Costs related to technology and equipment (computers, printers, fax machines, and office furniture) needed can be included as part of your budget and will be reviewed for cost effectiveness and reasonableness. Equipment leases should also be listed here. The LWIB maintains ownership of Resource Room computers – computers were purchased in 2009. Costs related to services contracted to an outside organization or company necessary and related to direct service to clients. Costs related to the purchase of goods or services from a general supplier, vendor transactions or part of general operating costs.

Infrastructure/Operating Costs Budget Narrative Detail: As applicable, for each item list the number of items x the unit cost for each item = **total**. An alternate method of calculation, such as cost per unit of item (e.g. month or annual cost) or per staff would also be acceptable.

Equipment Budget Narrative Detail: For each type of equipment to be purchased, list the number of items and the unit cost for each item. Please note that any item with a unit cost of \$1000 or more will require prior written approval by the Workforce Partnership.

Contractual Services Budget Narrative Detail: **Any sub-contractors should also be included in the proposal narrative along with their responsibility and role. Detail name of contractor x the cost = total.**

Participant Costs: Costs directly related to individual participants and are tracked by individual enrollment. Possible costs include subsidized wages, supportive services (e.g. bus passes, day care costs), participant payments (e.g. stipends, incentives), participant supplies (e.g. items/equipment consumable by participants or which become their personal property), tools or clothing related to employment or training, and participant tuition and fees incurred to achieve program objectives.

Participant Costs Budget Narrative Detail: **List each type of item with a unit cost x number of units = total. Number of units should be related to the number of individual youth that will receive the item.**

For subsidized wages please indicate the number of youth x hourly wage x fringe/tax % rate x total hours worked = total

For Incentive payments (for each type of payment) please indicate the type of activity payment youth are eligible for, as well as number of youth x incentive payment = total

ATTACHMENT C-4: Fund Diversification Table

Instructions: List all sources for the non-WIA, matching funds that are indicated in line item budget submitted (use additional pages if necessary).

Fund Diversification Table				
Partner Agency/ Organization	In-Kind	Cash	Describe how match support will be used for the program:	Letter of commitment from this partner?
	☐ YES ☐ YES ☐ NO ☐ NO Amount: Amount:			☐ YES ☐ NO
	☐ YES ☐ YES ☐ NO ☐ NO Amount: Amount:			☐ YES ☐ NO
	☐ YES ☐ YES ☐ NO ☐ NO Amount: Amount:			☐ YES ☐ NO
	☐ YES ☐ YES ☐ NO ☐ NO Amount: Amount:			☐ YES ☐ NO
	☐ YES ☐ YES ☐ NO ☐ NO Amount: Amount:			☐ YES ☐ NO

ATTACHMENT C-6: Assurances

As a condition of submitting a proposal, Respondent hereby assures the following:

- 1) I am authorized by my Board of Directors, Trustees, or other legally qualified officer or as the owner of the agency or business to submit this proposal on behalf of the "Respondent."
- 2) The submitted proposal shall remain valid until such a time as contracts are awarded and procurement process is successfully completed.
- 3) Respondent is not currently on any Federal, State of California or local Debarment List.
- 4) Respondent will provide records to show fiscal solvency, if required.
- 5) Respondent has additional funding sources and will not be dependent on WIA funds alone to carry out the proposed program(s).
- 6) Respondent will meet all applicable Federal, State, and local compliance requirements. These include, but are not limited to:
 - a) Meeting San Luis Obispo County Insurance requirements;
 - b) Ensuring that records accurately reflect actual performance;
 - c) Maintaining record confidentiality, as required;
 - d) Reporting financial, participant, and performance data, as required;
 - e) Complying with Federal and State non-discrimination provisions;
 - f) Meeting requirements of Section 504 of the Rehabilitation Act of 1973;
 - g) Meeting all applicable labor law, including Child Labor Law standards;
 - h) Meeting all child support enforcement certification requirements;
 - i) Meeting all Employment Development Department Independent Contractor Reporting Requirements; and
 - j) Meeting all lobbying certification and disclosure of lobbying activities requirements.
- 7) Respondent will not:
 - a) Place a customer in a position that will displace a current employee.
 - b) Use WIA money to assist, promote, or deter union organizing.
 - c) Use funds to employ or train persons in sectarian activities.
 - d) Use funds for customers in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship.
- 8) Respondent will assure:
 - a) That it will establish, in accordance with section 184 of the Workforce Investment Act, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the Local Workforce Investment board through the allotments made under sections 127 and 132 [WIA, Section 112(b)(11)].
 - b) That it will comply with the uniform administrative requirements referred to in WIA, Section 184(a) (3).

- c) Compliance with the confidentiality requirements of WIA, Section 136(f) (3).
- d) That no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing [WIA, Section 181 (b) (7)].
- e) That it will comply with the nondiscrimination provisions of WIA, Section 188, including an assurance that Methods of Administration have been developed and implemented.
- f) That it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- g) That there will be compliance with grant procedures of WIA, Section 1891.
- h) That veteran's services provided with Wagner-Peyser Act funds will be in compliance with 38 U.S.C. Chapter 41 and 20 CFR part 1001.
- i) That Wagner-Peyser Act-funded labor exchange activities will be provided by merit-based public employees [State Planning Guidance VI. 13].
- j) That it will comply with section 504 of the Rehabilitation Act of 1973 (29 USC 794) and the Americans with Disabilities Act of 1990 (42 USC 12101 et seq.).
- k) That all funds will be spent in accordance with the Workforce Investment Act, written Department of labor guidance, and other applicable Federal and State laws and regulations.
- l) That it will comply with local and statewide One-Stop Certification requirements and policies relating thereto.
- m) That it will endeavor to partner and plan with such entities, that the WIB, its subcommittees or staff direct, including regionally, statewide or nationally.
- n) That it will comply with such new regulations that are set forth in the Reauthorization of WIA or new Law that will govern the activities set forth herein.
- o) That it will comply with policies initiated by the State of California, County of San Luis Obispo and the WIB, as appropriate.
- p) That it will comply with the scope, requirements and parameters set forth in this RFP.

I hereby assure that all of the above are true.

Name

Title

Date

ATTACHMENT D-1: Organizational References

Faith-Based Organization

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address: _____

Educational Organization

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address: _____

Training Provider

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address: _____

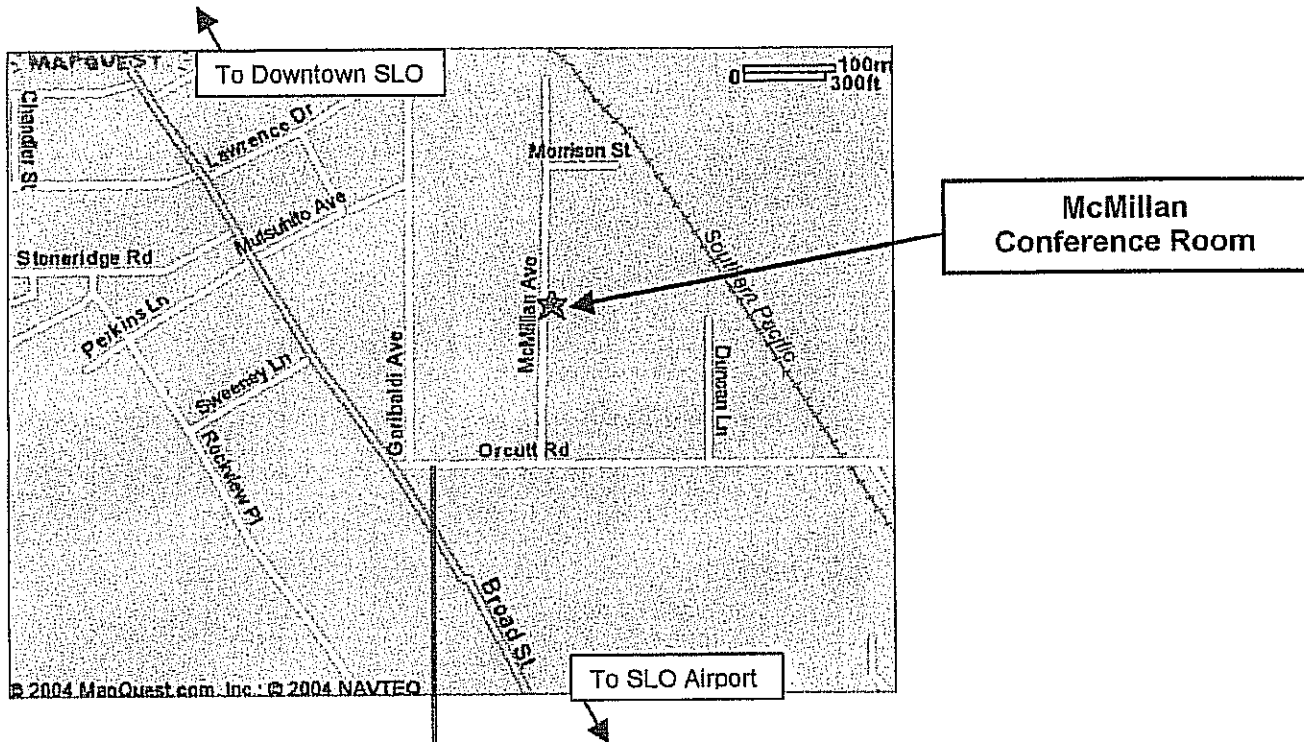
Government Agency

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address: _____

Community Based (Non-Profit) Agency

Name of Organization: _____
Nature of Business Relationship: _____
Contact Name: _____
Telephone Number: _____
Email Address: _____

APPENDIX A



One-Stop RFP
Bidder's Conference
Wednesday, February 11
10:00 a.m. – Noon
McMillan Training Room
2975 McMillan

Youth Services RFP
Bidder's Conference
Wednesday, February 11
3:00 p.m. – 5:00 p.m.
McMillan Training Room
2975 McMillan

