



REQUEST FOR PROPOSALS
WORKFORCE INNOVATION &
OPPORTUNITY ACT
ADULT & DISLOCATED WORKER SERVICES

July 1, 2022 – June 30, 2023

DATE RFP ISSUED: February 28, 2022

CONTACT: adultdwproposals@novaworks.org

BIDDERS' CONFERENCE: March 11, 2022 11:00 a.m. to 12:00 pm PST
Meeting will be held via Zoom
Join Zoom Meeting:
<https://us02web.zoom.us/j/83326316514?pwd=K1pJc1ZycytxZ0Q0dGM0QmtCa1p3dz09>
Meeting ID: 833 2631 6514
Passcode: 981692
Phone #: +1 669-900-6833 (San Jose)
Attendance at the Bidders' Conference is **mandatory**.

PROPOSALS DUE: April 4, 2022 3:00 p.m. PST

SUBMIT ELECTRONICALLY TO: adultdwproposals@novaworks.org

Please Note: There is a 25MB limit to the size of the email. Please keep this limitation in mind if including graphics and/or charts.

This Request for Proposal (RFP) and supporting documents are posted on NOVAworks' website at: <https://novaworks.org/about/rfp>.

I. INTRODUCTION

The NOVAworks Workforce Board (WB) issues this Request for Proposals (RFP) to solicit workforce development service providers to deliver innovative Department of Labor (DOL) [Workforce Innovation and Opportunity Act](#) (WIOA) Title I Adult and Dislocated Worker program services. Programs must serve WIOA-eligible adults and/or dislocated workers in the county of San Mateo. Through this RFP, the NOVAworks Workforce Board intends to identify a proposer that can successfully deliver the specified services.

The Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA has six main purposes: (1) increasing access to and opportunities for the employment, education, training, and support services for individuals, particularly those with barriers to employment; (2) supporting the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system; (3) improving the quality and labor market relevance of workforce investment, education, and economic development efforts; (4) promoting improvement in the structure and delivery of services; (5) increasing the prosperity of workers and employers; and (6) providing workforce development activities that increase employment, retention, and earnings of participants and that increase post-secondary credential attainment. As a result, it will improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet skill requirements of employers, and enhance productivity and competitiveness of the nation.

Per WIOA, the one-stop system is the basic delivery system for adult and dislocated worker services. Through this system, adults and dislocated workers can access a continuum of services. The services are classified as career and training services. This RFP is to identify a provider(s) of WIOA Title I services for WIOA-eligible adults and dislocated workers in San Mateo County.

The NOVAworks Workforce Area, located in the heart of wealthy Silicon Valley, is also home to low-income communities that are disadvantaged due, in part, to intentional and persistent racial and ethnic segregation and biases. The region's unequal and disconnected workforce ecosystem is not solely an issue of fairness or equity. Our economy suffers when talented individuals from marginalized communities lack clear pathways to careers that fuel the economy. Providing disenfranchised adults with access to education and employment will benefit adults, families, communities, and the regional economy. The importance of combining career exploration with career navigation advice and occupational focus with networking for social capital will bridge the gap between hidden talent and opportunity and will go a long way to "building back better" after the pandemic.

Responses to this Request for Proposals (RFP) must include program designs that meet the employment and training needs of the community's adults and dislocated workers, the mandated WIOA performance outcomes, and the priorities of the WB.

A. About NOVAworks

NOVAworks is the Workforce Board for San Mateo County and seven cities in northern Santa Clara County (Cupertino, Los Altos, Milpitas, Mountain View, Palo Alto, Santa Clara, and Sunnyvale). NOVAworks is geographically in the center of Silicon Valley, and the economy is led by information technology followed by health care. The region is characterized by low unemployment, scarcity of housing, high job turnover, and a high cost of living.

NOVAworks' purpose is to support workforce mobility by easing workers' transitions from opportunity to opportunity throughout their career cycles. To address transitions and maintain economic sustainability in this volatile environment, NOVAworks WB priorities include:

- real-time labor market information about in-demand skills;
- skill-building and enhancements to match market demand;
- navigation tools for the ever-changing and entrepreneurial new labor market;
- advocacy for necessary infrastructure to support workers between opportunities, such as unemployment insurance for all and portable benefits; and
- interconnected support system for multiple career pathways for youth.

As part of its strategic planning process for program years 2021-24, the NOVAworks Workforce Board Strategic Vision is guided by four fundamental principles:

- (1) enhance partnerships through the Stakeholder Group and other collaborations;
- (2) focus on meeting customer needs through a human centered design approach;
- (3) remain agile and responsive to the local economic conditions; and
- (4) advance equity by recognizing that “while genius is evenly distributed by ZIP code, opportunity and access are not.” (*Mitch Kapor, Kapor Center for Social Impact*)

NOVAworks and regional partners are putting these principles into action by integrating service delivery and braiding resources and creating a more efficient and transparent workforce system that consistently delivers superior service to job seeker and employer customers.

The NOVAworks Workforce Board has fully embraced an integrated service delivery model as the best method to meet the needs of the region's employers. The NOVAworks model provides a full menu of services to all job seeker customers who choose enrollment and allows a high volume of customers to be served at low cost. See section II.B. Program Design Features for further information on the service model.

NOVAworks is the administrative unit for the entire NOVAworks service delivery area. In addition, NOVAworks operates the NOVAworks Job Center in Sunnyvale to provide services to the northern Santa Clara County portion of its service area, and intends to contract with a proposer to deliver services in San Mateo County. It is the goal of this RFP to find a provider to replicate the NOVAworks model and deliver services through expanded partnerships throughout San Mateo County.

B. Eligible Applicants

This RFP is made available to proposers from for-profit organizations, non-profit organizations, educational institutions and public agencies with experience in operating an adult workforce development program and who are familiar with WIOA and its regulations, as well as other federal and state laws regarding job training, job placement assistance, and supportive services.

Recognizing the limitations of WIOA resources, proposers are strongly encouraged to form collaborative relationships with other entities that possess expertise and resources relevant to the needs of adults and dislocated workers and to develop a system-wide approach that maximizes available resources and provides a comprehensive array of services responsive to the unique needs of the region's job seekers and employers.

Preference will be given to organizations demonstrating pre-existing relationships and referral networks with workforce, education, and supportive services providers in San Mateo County.

Proposers must demonstrate how they will utilize non-traditional service delivery models, such as co-location at community sites and facilities, mobile services or remote services, to provide a comprehensive array of services to all WIOA job seeker customers. See II.I. Technical Qualifications for detailed criteria relative to qualifications.

C. Funds Available

Funding for these programs is made available from NOVAworks' allocation of WIOA Title I formula funds. Due to federal budget uncertainties and the timing of the State's allocations to NOVAworks, complete information for the funding of this proposal is not known at this time. We anticipate that up to \$800,000 (exclusive of training) of funds will be available for total contracted adult and dislocated worker services for the 12-month contract period, **up to \$400,000** for adult services and **up to \$400,000** for dislocated worker services. All figures are planning estimates only. NOVAworks' cost per person under the "NOVAworks model" described in II.B. is \$1,500 (not including training). This figure is provided as a guideline only; however, cost per person will be considered as part of budget evaluation. The proposer will show its proposed breakout between adults and dislocated workers on its budget and participant plans.

This Workforce Innovation and Opportunity Act Adult and Dislocated Worker program bid solicitation is 100% federally funded in the amount up to \$800,000 by the Employment and Training Administration of the U.S. Department of Labor.

NOVAworks reserves the right to adjust award amounts on the basis of its final allocation and on the responses to this RFP, and to award contracts to one, multiple, or no providers based on the quality of proposals, current needs, and funding.

The contract period is anticipated to begin on **July 1, 2022** and end on **June 30, 2023**. The contract may be extended for up to three additional years, dependent upon successful performance results and available funding.

II. SCOPE OF SERVICES

This RFP is for an entity to deliver WIOA Title I services to WIOA-eligible adults and/or dislocated workers seeking services in San Mateo County. Proposers must identify a minimum of one physical location within San Mateo County at which participant services will be provided.

Remote/Online Services – NOVAworks has made recent strides in increasing service accessibility through the use of technology and online/remote service delivery. In a region so geographically diverse, it is imperative that proposers creatively utilize online/remote solutions to ensure maximum access and connectivity for all customers.

Further details are provided under B. Program Design Features.

A. Eligibility

Proposers are responsible for attracting sufficient numbers of eligible job seeker customers to meet their enrollment obligations. NOVAworks will approve eligibility verification documents submitted prior to enrollment. WIOA eligibility requirements govern who may be served with WIOA Title I adult and dislocated worker funds. Individuals to be served under this program must be a minimum of 18 years old and demonstrate the right to work in the United States. Dislocated workers must meet the definition in WIOA sec. 3(15). The proposer will be required to implement both an in-person and remote WIOA eligibility process.

Equal Opportunity (EO) data must be collected on every individual who is interested in being considered for WIOA services and who has signified that interest by submitting personal information. The EO data must be maintained in a manner that allows the individuals from whom the data was collected to be identified, and that ensures confidentiality. Adults and dislocated workers who receive services other than self-service or informational activities must be registered participants.

Under WIOA, veterans and eligible spouses receive priority of service in all Department of Labor-funded employment and training programs. In addition, priority must be given under WIOA adult funds to low-income individuals, public assistance recipients, or individuals who are basic skills deficient for individualized career services and training services. Refer to NOVAworks' *WIOA Adult Program Priority of Service* policy and procedures, available on NOVAworks' website at <https://novaworks.org/about/rfp>.

Refer to NOVAworks' *WIOA Adult/Dislocated Worker Programs Eligibility and Services Technical Assistance Guide* for detailed eligibility guidance available on NOVAworks' website at <https://novaworks.org/about/rfp>.

B. Program Design Features

Under the direction of NOVAworks, the proposer will be responsible for providing comprehensive services and activities to adults and/or dislocated workers. Per [WIOA regulations](#), the services for both populations fall into the following categories: career services–self-service (basic career services), career services–individualized, training. There is no required sequence of services under WIOA except that individuals receiving training services must, at a

minimum, have received an interview, evaluation, or assessment, as well as career planning services and the development of an individual employment plan. Under the NOVAworks model, most customers will be registered (enrolled).

Proposers must demonstrate how, as a service provider, they will provide, coordinate, and/or manage the following services:

Basic Career Services – Self-Service and Staff-Assisted (see 20 CFR Part 678.430)

Customers who decide not to enroll (relatively few) will have access to basic self-services, such as a resource room and web-based job search tools and local labor market information.

Staff-assisted basic career services are available to enrolled customers and include provision of information on programs and services, such as a networking event, or employer presentation panel.

Individualized Career Services – (Registered Participant) (see 20 CFR Part 678.430)

It is expected under the NOVAworks service model most job seeker customers will be enrolled into WIOA. At this point, customer outcome will impact performance measures. It is expected that proposer staff have a method(s) to ensure proactive engagement with customers to assist with moving their job search forward and attaining employment. The following services shall be available for customers to access in order to obtain or retain employment:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers
- Development of an individual employment plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services to achieve employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives
- Group counseling
- Individual counseling
- Career planning
- Short-term prevocational services, including development of learning skills, communication skills, punctuality, personal maintenance skills, and professional conduct
- Internships and work experience that are linked to careers
- Workforce preparation activities
- Financial literacy services
- Out-of-area job search assistance and relocation assistance
- English language acquisition and integrated education and training programs
- Follow-up services for individuals placed in unsubsidized employment for a minimum of 12 months following the first day of employment

Training Services (see 20 CFR Part 680.200)

Training services may be provided to individuals who, based on a career exploration process, and subject to priority of service and availability of funds:

- Are unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services.
- Are in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
- Have the skills and qualifications to participate successfully in training services.
- Have selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate.
- Are unable to obtain grant assistance from other sources to pay the costs of such training.

A program of training must be directly linked to employment opportunities in the local area or an area to which the job seeker is willing to commute or relocate. Information on NOVAworks' priority industry sectors is available in the *NOVAworks Strategic WIOA Local Plan for PY 2021-2024* (see NOVAworks website at <https://novaworks.org/about/plans>.) Training shall be provided through providers on the State's Eligible Training Provider List.

Training services will be managed and approved by NOVAworks staff. NOVAworks will make available a fund of approximately \$240,000 (Adult and Dislocated Workers combined) for Individual Training Account (ITA) and/or OJT training costs. **Applicants do not need to include training costs in their proposed budget**; however, proposers should include anticipated costs for facilitating enrollments into training and for career advising during training.

NOTE: Proposers will be required to enroll sufficient numbers of participants into training in order to meet the State-Mandated 30% WIOA Training Expenditure Requirements set forth in SB734 and AB1149. Refer to EDD Workforce Services Directive [WSD18-10 WIOA Training Expenditure Requirement](#).

Following WIOA and NOVAworks guidance, each proposer will inform eligible job seekers about training options that meet local labor market demand and facilitate their access as appropriate. ITAs will be used to obtain occupational skills training leading to an employer-recognized credential. NOVAworks policy limits ITAs to a maximum of \$6,000 per customer.

Inclusive Program Design

Proposers' program design must incorporate accessibility to all services a customer may choose, and reasonable accommodation must be made for individuals with disabilities.

NOVAWORKS Service Model

It is expected that successful proposers will work with NOVAworks to implement the "NOVAworks model" of service delivery described below. Proposers must complete Form II, Implementation Plan/Timeline to indicate milestones and timeframes. NOVAworks will provide

initial technical assistance and training and share workshop curricula. Form II is available on the NOVAworks' website at <https://novaworks.org/about/rfp>.

The NOVAworks model of service delivery is based on the philosophy that providing job seeker customers with access to labor market intelligence, active career coaching for navigating the labor market, and coaching in networking leads to informed customer choices and ownership of their own career path. We emphasize access to services for all eligible and interested individuals. The primary difference between the NOVAworks model and the traditional case management model is that career advising is available on demand, and all services are available to all job seekers from the beginning - job seekers choose their services throughout their program. The NOVAworks model allows staff to provide job seekers with coaching on an ongoing basis as much as is needed, and the number of individuals receiving personalized attention is significantly higher. Individual case management is still provided for customers with special needs on an exception basis (including customers in training).

Special populations are mainstreamed through all NOVAworks' services that they choose to access, with services coordinated as necessary with other providers from whom the individual may be receiving services

Continuous improvement based on customer feedback is an integral part of the model. NOVAworks continuously reviews utilization of (attendance) and satisfaction with (surveys) its services, such as workshops, to determine if adjustments are needed. In addition, twice yearly surveys are administered to all job seeker customers. Customer satisfaction results are reviewed by staff as well as NOVAworks WB members, and proposers must be prepared to make adjustments to services as necessary

A full description of NOVAworks' model as implemented at the NOVAworks Job Center in Sunnyvale may be found on the NOVAworks website at <https://novaworks.org/about/rfp>. The model is based on customers choosing to access services based on where they are in their job search process. NOVAworks realizes that proposers will need to customize the model based on the needs of the population(s) to be served and the location of services, as well as on customer feedback.

Job Seeker Services for Specific Populations

Proposers must demonstrate how they will provide services to specific customer groups with minimal barriers to employment, i.e., referrals from Rapid Response for rapid reemployment or customers who have recently completed an occupational skills training program. Proposers must describe the strategies they will implement to ensure streamlined services and increased efficiencies in connecting these participants to employment.

Proposers must agree to provide priority for services for Adult eligible customers who are low-income, recipients of public assistance, and/or basic skills deficient, as required by local Board policy. Proposers must agree to provide priority services to eligible veterans and the eligible spouses of veterans.

C. Core Indicators of Performance

Proposers will be held responsible for meeting or exceeding all mandated Department of Labor (DOL) Common Measures applicable to the population served.

Annual performance goals will be established prior to the start of the program year and will be monitored on a quarterly, or as needed, basis. Goals will be set in each of the following categories:

- Employment – 2nd Quarter after Exit: The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.
- Employment – 4th Quarter after Exit: The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program.
- Wages: The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program.
- Degree/Credential Attainment: The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program.
- In Program Skills Gain: The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.

As a point of reference, the goals established by the State for NOVAworks in Program Year 2021-2022 are as follows:

Program	Employment 2 nd Qtr after Exit	Employment 4 th Qtr after Exit	Median Earnings	Credential	Measurable Skills Gain
Adult	59.1%	67.5%	\$9,216	62.0%	37.0%
Dislocated Worker	65.0%	71.0%	\$9,281	62.0%	37.0%

These goals are provided as a reference only. New goals will be established at the start of each program year.

NOTE: NOVAworks’ goals were negotiated with the State based on a high volume of customers that aligns with the NOVAworks model of service delivery.

The State of California and/or NOVAworks may develop additional performance indicators and establish goals for the Service Provider beyond those listed above. NOVAworks may set goals for the number of individuals enrolled, served, trained, and/or placed (in addition to percentage goals) to ensure a strong return on investment and adequate levels of service and outcomes for the community.

Further details relative to performance measures may be found in [TEGL 10-16, Change 1](#).

D. Reporting & Data Collection Requirements

Proposers awarded contracts will be responsible for meeting mandated WIOA data collection requirements for participant-level data, including applications, activity records, and service case notes. Records will be entered and maintained in an Information Management System, to be determined by NOVAworks. The exact process will be implemented with service provider awardees, and NOVAworks will provide technical assistance. NOVAworks will review all eligibility documents and approve enrollments, and maintain the original eligibility file for each participant. Upon completion of services to each customer, service provider will forward the customer's working file to NOVAworks. Records must be kept confidential in compliance with state and federal requirements. See H. Confidentiality for more information.

Service providers will be expected to maintain complete fiscal and accounting records including, but not limited to, backup documentation of all contract expenditures and demonstration of acceptable accounting methods to allocate costs.

All records relating to this program are subject to review and monitoring by NOVAworks, the State of California, and the U.S. Department of Labor and shall be made available upon request.

Financial records, supporting documents, statistical records, and all other records pertinent to an award shall be retained for a period of three years from the date of submission of the final expenditure report or, for awards that are renewed quarterly or annually, from the date of the submission of the quarterly or annual financial report, as authorized by DOL.

E. Customer Feedback

Proposers must agree to incorporate customer feedback into their service strategies and are expected to incorporate ongoing surveying of customers for continuous improvement. Proposers will participate in the administration of a job seeker customer satisfaction survey twice a year. Goals for customer satisfaction rates will be incorporated into successful proposers' contracts. Proposers will need to provide evidence of experience and capacity to use customer feedback in evaluation and program design.

F. NOVAWORKS Partners and Stakeholders' Group

Proposers are expected to coordinate services with NOVAworks' existing workforce development system partners (see WIOA Core and Required Partner Coordination section of the NOVAworks [Strategic WIOA Local Plan](#) for PY 2021-2024) and others that may be identified in the future. NOVAworks meets regularly with its partners carrying out WIOA core programs as well as other stakeholders to coordinate resources, including those relating to serving individuals with barriers. The meetings are an opportunity to learn about access points, ensure that challenges to access are addressed, and avoid duplication of services. The meetings also provide a forum to share labor market intelligence and provide professional development and capacity building. NOVAworks expects successful proposers to be full participants in the stakeholders' group, including attending quarterly meetings, providing input to the group on challenges and best practices, and sharing customer feedback and labor market intelligence.

G. Site and Accessibility Requirements

Proposers must identify a minimum of one physical location within San Mateo County at which job seeker services will be provided, and indicate how the location can handle high customer

volume, is centrally located, and easily accessible to individuals designated in the proposal. Proposers should also include strategies that incorporate best practices in providing services remotely, and describe staff approaches and competencies in providing remote/online workforce development services. The location must be compliant with the Americans with Disabilities Act (ADA) and accessible by public transportation. NOVAworks reserves the right to consider geographic distribution of service sites in its selection process. Regardless of primary service location, bidders will be expected to work with workforce system partners to ensure services are available to customers throughout San Mateo County. If an agency has not yet identified a location, they must provide assurances that they will provide a location within Santa Mateo County, identify the community that is being targeted, and the timeframe for securing location should it be awarded the contract.

Per guidance from the State [*Workforce Services Directive 17-01*](#), service providers must adhere to the following accessibility requirements:

No qualified individual with a disability may be excluded from participation in, or be denied the benefits of a recipient's service, program, or activity or be subjected to discrimination by any recipient because a recipient's facilities are inaccessible or unusable by individuals with disabilities. Recipients that are subject to Title II of ADA of 1990 must also ensure that new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards. In addition, recipients that receive federal financial assistance must meet their accessibility obligations under Section 504 of the Rehab Act and the implementing regulations at 29 CFR Part 32. Some recipients may be subject to additional accessibility requirements under other statutory authority, including Title III of the ADA that is not enforced by the CRC. As indicated in Section 38.3(d)(10), compliance with this part does not affect a recipient's obligation to comply with the applicable ADA Standards for Accessible Design.

All WIOA Title I-financially assisted programs and activities must be programmatically accessible. This includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.

H. Confidentiality

Successful proposers acknowledge that they will exchange various kinds of information pursuant to this program. That information will include data, applications, program files, and databases. These data and information are confidential when they define an individual or an employer. Confidential information requires special precautions to protect it from unauthorized use, access, disclosure, modification, and destruction. Each party shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees only on a "need-to-know" basis. Refer to NOVAworks' *Protection of Personally Identifiable Information & Other Confidential and/or Sensitive Customer Information* policy and

procedures for guidance available on NOVAworks' website at <https://novaworks.org/about/rfp>.

I. Technical Qualifications

To be eligible for consideration, respondents submitting proposals may not have a financial or policy interest in NOVAworks or the City of Sunnyvale and must demonstrate but not be limited to:

- Experienced staff, subcontractors, and/or partners to provide the services described herein or must show the ability to acquire such staff
- Demonstrated experience in effectively performing similar types of services in the public or private sector
- Capacity to deliver services remotely
- Legal capability to enter into a contract for the delivery of these services, and ability to contract in a timely manner
- Ability to fulfill contract requirements, including the indemnification and insurance requirements
- If applicable, satisfactory performance under a current or past contract with NOVAworks for similar services
- Capacity to maintain adequate files and records, comply with confidentiality mandates, and meet reporting requirements
- Capability to fiscally and administratively provide and manage the proposed services on a reimbursement basis (no advance funding), to ensure adequate audit trail, to maintain audit-ready files, and to monitor its own organization files (internal audit function)
- Knowledge and understanding of Federal Fair Labor Standards Act and rules; and regulations and policy directives regarding the Workforce Innovation and Opportunity Act programs issued by the State of California Employment Development Department
- Does not provide for the advancement or aid to any religious sect, church or creed, or sectarian purpose
- Knowledge and understanding of OMB's uniform administrative requirements ("Uniform Guidance") at [2 CFR 200](#), et al; and [2 CFR Part 2900](#), et al
- That it is an Affirmative/Equal Opportunity Employer. If selected for funding, the lead agency and the collaborative partner agencies will be required to meet nondiscrimination and EEO requirements.
- Compliance with requirements for lobbying, debarment, energy efficiency and other environmental regulations, the Stevens Amendment, and drug-free workplace certification.

II. RFP PROCESS INFORMATION

A. Contact Information

The primary point of contact for information on this RFP is through:

E-mail: adultwproposals@novaworks.org

A Bidders' Conference will be held on Friday, March 11, 2022 from 11:00 a.m. to 12:00 p.m. PST. The meeting will held virtually via Zoom:

Join Zoom Meeting:

<https://us02web.zoom.us/j/83326316514?pwd=K1pJc1ZycytZ0Q0dGM0QmtCa1p3dz09>

Meeting ID: 833 2631 6514

Passcode: 981692

Phone #: +1 669-900-6833 (San Jose)

Attendance at the Bidders' Conference is mandatory. NOVAworks will provide general guidance such as clarifying information, but not guidance on actually preparing a proposal. No questions may be posed verbally to staff outside of the Bidders' Conference.

Any questions concerning this RFP, the application process, or programmatic issues must be submitted via email to aduldwproposals@novaworks.org by **5:00pm on March 18, 2022 PST**. Answers to certain questions arising from the process, significant interpretations, direction, or revisions to the RFP will be posted on the NOVAworks website at <https://novaworks.org/about/rfp>. Proposers are encouraged to check the website for any updated information.

B. Submission of Proposals

Proposal must be submitted to aduldwproposals@novaworks.org by the deadline of **April 4, 2022 3:00 pm PST**.

Please Note: There is a 25MB limit to the size of the email. Please keep this limitation in mind if including graphics and/or charts.

Proposals received after the stated timeframe will be rejected.

All proposals shall be deemed public documents at the time of contract award to the successful Proposer. The RFP is intended to be worded in a manner so as not to elicit proprietary information. If proprietary information is submitted as part of the proposal, such information shall be clearly labeled "Proprietary" and accompanied by a request that the information be returned by the City of Sunnyvale (City) to the Proposer upon completion of this RFP process. If proposals contain proprietary information, then proprietary paragraphs and/or other data should be clearly marked as noted above.

The information on the pages of the proposal identified as proprietary will be used only for the evaluation of the proposal, but proposer understands that disclosure may be required under the California Public Records Act or other Federal, State, and Local law, as determined by the City.

Note that wholesale use of headers/footers bearing designations such as "confidential", "proprietary", or "trade secret" on all or nearly all of a proposal is not acceptable, and may be deemed by the City as a waiver of any exemption claim. Any Proposal that includes a blanket statement or limitation, which would prohibit or limit public inspection may be considered nonresponsive and may be rejected. Pricing information is generally not considered proprietary information.

The identification of exempt information must be more specific. The City assumes no responsibility for disclosure or use of unmarked data for any purposes.

C. Review and Rating of Proposals

NOVAworks staff will screen all proposals received by the submission deadline for compliance with the proposal instructions and format specifications. Proposals not in compliance with these requirements will not be forwarded to the RFP Review Committee.

All efforts will be made to keep the Review Committee free of any conflict of interest. The panel may include a wide range of workforce experts representing different aspects of workforce development.

The RFP Review Committee will evaluate all proposals passing the above threshold based on the information included in the proposal narrative and budget and participant plans. The panel will consider all of the program design factors described in the proposal, and will evaluate how well the proposal meets the needs outlined herein. The Committee may conduct oral interviews and/or site visits with proposers to further clarify and evaluate proposal details. Each proposal will be given a score between 0 and 100 and will be rated in the following categories:

1. **Overall Program Design / Responsiveness to RFP (25 points)**
Proposals will be rated in terms of the creativity, practicality and potential effectiveness of the overall design. A review will be made of the appropriateness of the proposed methods, the reasonableness of the proposed outcomes, the comprehensiveness of proposed services, and the extent to which excellent customer service and continuous quality improvement are built into the program design. Proposals will also be rated for their ability to offer both in-person and remote/online services that work best for the participants being served.
2. **Demonstrated Effectiveness and Past Performance (15 points)**
The proposals will be reviewed to ensure that the proposer has demonstrated a history of successfully addressing the needs of the designated population(s), as demonstrated by measurable outcomes.
3. **Program Management (20 points)**
Proposals will be evaluated to ensure that the proposed program model demonstrates the ability to effectively manage all aspects of adult program services and achieve the WIOA-mandated performance goals (Common Measures). The review will seek to ensure that the staffing plan is adequate and that the organization chart and staff resumes demonstrate that the staff has adequate and appropriate background and experience, that the agency has the required record keeping capability, and that the agency has an adequate fiscal management system.
4. **Linkages with Other Agencies (10 points)**
The proposal will be evaluated in terms of the degree to which the proposer can demonstrate linkages/collaboration with other agencies providing services in the area, including WIOA mandated partners, to fulfill the goals of NOVAworks' MOU for shared customer objectives. Proposers' connections with local employers will also be evaluated.
5. **Budget / Budget Narrative (20 points)**
This category will evaluate the cost of the proposed program and the degree to which

expenditure of funds relates to program outcomes. Budgets will be reviewed for accuracy and completeness and to ensure all costs are necessary, reasonable, allowable, and allocable. Proposals will be reviewed for competitiveness as measured by the review of the line item budget, the program design, the cost per participant and per positive outcome, and comparison to all other proposals.

6. Location of Services / Availability of Space (10 points)

An evaluation will be made of the proposed geographic location of services in terms of accessibility to the designated population and ability to help facilitate a strong connection with the local community. The review will include an evaluation of how the proposed location allows the delivery of services to a large volume of customers and delivery of group services such as workshops. Proposed location(s) will also be evaluated for site accessibility requirements.

All reviewer scores will be averaged to determine the final score for each proposal. The Review Committee, with NOVAworks staff assistance, will then prepare a recommendation to the NOVAworks Workforce Board (WB) for approval, followed by a recommendation to the Sunnyvale City Council, which has final authority over issuance of contracts. The Review Committee will recommend funding and service levels based on available funds, demographic goals, mix of providers, quality of linkages and partnerships, and WB needs, and may attach conditions for funding to its recommendation. The WB and Council will make their decisions at open public meetings. Agencies should visit the [NOVAworks](#) and [City of Sunnyvale](#) websites to confirm times, dates, and location for these meetings.

If selected as a finalist for funding, the respondent may be subject to an on-site review, including but not limited to: inspection of facilities and/or equipment; a review of the qualifications of staff, proposed curriculum, administrative systems and structures; and verification of audit and insurance requirements. NOVAworks reserves the right to contact any individuals, agencies, or employers listed in the proposal and/or others with experience or knowledge of the proposer's relevant performance and qualifications, and to verify references and the accuracy of all statements contained in the proposal. If this review reveals significant problems, contract negotiations will not be possible until such time that deficiencies are resolved. If such resolution exceeds 30 days, the NOVAworks WB reserves the right to terminate the contract negotiation process. Any outstanding review findings must be resolved prior to final execution of a contract.

Agencies that have previously received funding from the NOVAworks WB may be reviewed for past program compliance including financial management, timeliness and completeness of reporting, evaluation results, and any other relevant documentation or information.

WB members or proposal reviewers will not evaluate nor participate in a vote to fund any proposal from an organization with which they have any financial and/or organizational relationship.

This RFP does not commit NOVAworks to award a contract, to pay any costs incurred in the preparation of a proposal to this request, or to procure or contract for services or supplies. NOVAworks reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in its entirety, with or without cause, this Request for Proposal if it is in the best interest of NOVAworks to do so.

Should a failed competition (only one responsive proposal is received) result from this RFP, NOVAworks has the option to recompet the procurement or enter into a sole source procurement, whichever is deemed appropriate. NOVAworks may require the proposers selected to participate in negotiations, and to submit such price, technical, or other revisions of their proposals as may result from negotiations.

D. Type of Contract

NOVAworks reserves the right to utilize the most appropriate contract methodology, including performance-based and/or cost reimbursement. As NOVAworks' fiscal agent is the City of Sunnyvale, the contract will be issued in the name of the City of Sunnyvale.

E. Insurance Requirements

If awarded the contract, the contractor must comply with the City of Sunnyvale's (City) insurance requirements, as follows:

The service provider shall procure and maintain during the term of this Agreement insurance, in compliance with the sections below unless expressly waived, in writing, by the City. On or before commencement of the contract, the service provider shall furnish City with certificates showing the type, amount, class of operations covered, effective dates and dates of expiration of insurance coverage. Endorsements naming City as Additional Insured shall be submitted with the insurance certificates.

1. **Commercial General Liability**: \$2,000,000 per occurrence for bodily injury, personal injury and property damage and \$4,000,000 aggregate. ISO Occurrence Form CG 0001 is required.
2. **Automobile Liability**: \$1,000,000 per accident for bodily injury and property damage. ISO Form CA 0001 is required.
3. **Workers' Compensation** Statutory Limits and **Employer's Liability**: \$1,000,000 per accident for bodily injury or disease. This policy must be endorsed with a waiver of subrogation in favor of the City of Sunnyvale.

The general liability policy shall name the City as an additional insured only to the extent of the indemnification contained herein and shall provide at least thirty (30) days prior written notice to City of cancellation of the policy or reduction in the coverage.

The aforementioned insurance requirements can be met through any combination of primary and excess/umbrella policies that fulfill the stipulated coverage as cited above.

F. Contract Award

NOVAworks may award a contract(s) based upon offers received without discussion of such offers with the proposer. Each offer should be submitted in the most favorable terms from a price and technical standpoint. However, NOVAworks reserves the right to request additional data or oral discussion/presentation in support of written proposals.

Prior to any contract negotiations, the applicant/agency must be prepared to submit the

following:

- Form W-9 with Federal ID number
- Proof of insurance
- Signatory authorization
- Audit report for the past fiscal year

G. Award Notification and Debriefing Process

The contact person listed on the Proposal Summary Form will be informed of the results of this RFP by email. When multiple agencies are applying as a collaborative, the NOVAworks Workforce Board reserves the right to address all correspondence and communications to the contact person listed on the Proposal Summary Form. It is the responsibility of the collaborating agencies to ensure that all partners are informed of this communication.

Applicants whose proposals are not recommended for funding by the NOVAworks Workforce Board (WB) may request a debriefing within seven (7) days of the date of the WB meeting. Requests must be submitted to adultdwproposals@novaworks.org. If a bidder believes that any local, State, or federal regulations have been violated in the procurement process, it may pursue the matter through access to NOVAworks grievance policy and procedures. A link to the NOVAworks WIOA *Grievance & Complaint Resolution Procedures* is provided here, <https://novaworks.org/documents/Ongoing/PY21-Grievance-Complaints.pdf>.

Request for Proposals Timeline

RFP Release Date	February 28, 2022
BIDDER'S CONFERENCE	March 11, 2022, 11:00 a.m.-12:00 p.m. PST Virtually via Zoom: Zoom link: https://us02web.zoom.us/j/83326316514?pwd=K1pJc1ZycytXZ0Q0dGM0QmtCa1p3dz09 Meeting ID: 833 2631 6514 Passcode: 981692 Phone #: +1 669-900-6833 (San Jose) Attendance is mandatory.
Deadline to Submit Questions	March 18, 2022 by 5:00pm PST Email: adultdwproposals@novaworks.org
Deadline to Submit Proposal	April 4, 2022 by 3:00 pm PST Proposal must be submitted to the email address: adultdwproposals@novaworks.org <u>Please Note:</u> There is a 25MB limit to the size of the email. Please keep this limitation in mind if including graphics and/or charts.
Proposal Review and Scoring	By April 18, 2022
Proposer Finalist Interviews if needed	By April 28, 2022

Written Notification of Review Committee-Recommendations (sent to proposers)	By May 2, 2022
NOVAworks Workforce Board Approval and Recommendation to Sunnyvale City Council	May 25, 2022
Deadline to Request Debriefing	By June 1, 2022 at 5:00 p.m. PST Request must be submitted to the email address: adultdwproposals@novaworks.org
Sunnyvale City Council Approval of Awards	By June 30, 2022
Contract Negotiations/Contract Signatures	By June 30, 2022
Services Begin	July 1, 2022

With the exception of the proposal submission deadline, all dates are subject to change.

Proposal Instructions and Format

1. **Proposal is due by 3:00 p.m. PST on April 4, 2022 to the following email address: adultdwproposals@novaworks.org**
2. All proposals must be submitted as requested. Late or incomplete proposals will not be considered.
3. Do not include literature or attachments beyond that necessary to present a complete and effective proposal. Failure to submit a concise, complete proposal shall be evidence of the proposer's inability to undertake program objectives.
4. All narratives will be typed in Arial (regular) or Times New Roman font, 12-point size or larger, on 8 ½" x 11" pages, with 1" for all margins. All narratives will be single-spaced with pages numbered sequentially. **There is a page limit of 15 pages for the narrative section (including Executive Summary, not including forms or attachments).**
5. Complete the following and include in the proposal. Note that Word and Excel versions, as applicable, of the forms are on NOVAworks' website at <https://novaworks.org/about/rfp>.
 - a. RFP Proposal Summary Form (Form I)
 - b. Implementation Plan/Timeline (Form II)
 - c. Participant Plan (Form III)
 - d. Budget and Budget Narrative (Form IV)
6. Organize the proposal in a manner consistent with the instructions (see checklist on following page).

NOTE: It is the responsibility of the proposer to ensure that the proposal is received by the time and date specified above.

Proposal Submission Checklist

- Proposal Summary Form (Form I) completed and signed
- Narrative section, including Executive Summary, does not exceed 15 pages
- Narrative begins with 1-2 page Executive Summary (included in page limit)
- Narrative is single spaced using Arial (regular) or Times New Roman font, 12-pt or larger, with 1" for all margins
- Staff resumes and/or job descriptions follow narrative (not included in page limit)
- Organization chart follows narrative (not included in page limit)
- [Non-profits only] Board of Directors' roster with names and affiliations follows narrative (not included in page limit)
- Implementation Plan / Timeline (Form II) is completed and included
- Participant Plan (Form III) is completed and included, one each for Adult and/or Dislocated Workers
- Budget (Attachment IV) is completed and included
- Budget Narrative immediately follows Budget

Proposals are due by 3:00 pm PST on April 4, 2022.

**NOVAworks WORKFORCE BOARD
ADULT AND/OR DISLOCATED WORKER SERVICES RFP
Proposal Summary Form**

Proposing Entity Information:

Legal Name:
Fiscal Agent, if Applicable:
Address:
Contact:
Telephone:
Fax:
Email:

Projected Minimum Number of Individuals to be Enrolled:

_____Adults _____Dislocated Workers

Amount Requested: **Adult \$**_____ **Dislocated Worker \$**_____ **Total \$**_____

Proposed Service Area (cities or portions thereof): _____

Certification:

The applicant hereby proposes to provide and deliver services as stated in this proposal.

The applicant certifies that the signatory below is a duly authorized representative of the applicant organization and is fully authorized to submit and sign proposals; that the cost data contained herein are accurate, complete and current; and that the applicant organization is fully capable of fulfilling its obligation under this proposal as stated herein.

Name and Title of Authorized Representative (typed)

Signature of Authorized Representative

Date

Proposal Narrative

The proposal narrative is limited to fifteen (15) pages, including the Executive Summary but not including attachments or required forms. It should contain the following elements, in the order specified; please use the headers shown below. All proposals will be reviewed for demonstrated capacity to provide the services/activities sought through this solicitation and the creativity, practicality and potential effectiveness of the overall design. Proposers should provide information that will help demonstrate their ability to comply with program requirements. Supporting documents, agreements, forms, or other evidence may be included separately as attachments to the narrative section.

Please describe your capacity in these areas through a concise narrative.

Executive Summary (1-2 pages):

- Your type of agency (public, for profit, or non-profit). If you are a non-profit agency, please attach a copy of your current Board of Directors list that shows affiliations of each Board member.
- Your track record, including years of operation and clients served to date (by program or service, if appropriate).
- A brief summary highlighting the number and population to be served through this proposal, planned outcomes, and basic program approach.

Main Purpose of Program:

- Describe what the program intends to accomplish.
- Describe the approaches or elements that demonstrate the creativity and uniqueness of the program.
- Briefly describe your plan to implement the NOVAworks service model described in this RFP (you will provide details in the program description section).

Goals/Objectives and Performance Level:

- Project the number of customers to be served. Complete and submit the Participant Plan(s) (Form III) as part of your response to this section.
- Describe your program strategy to achieve a successful outcome for each of the applicable Common Measures prior to participant exit and during the follow-up reporting period.

Service Groups:

- Identify the group(s) that this proposal is designating for service.
- Provide examples that demonstrate the proposer's connection to and understanding of the identified population(s).

- Describe your ability to offer culturally appropriate or specific services to diverse clients, including languages spoken by staff.

Program Description:

- Describe the specific programs and services you will offer, including type of services, current capacity/enrollment in each service/program, and potential for expansion.
- Describe your strategies to identify, attract, and enroll the individuals that you will be serving and identify the specific strategies and resources you will use to ensure sufficient numbers of eligible clients are enrolled to meet or exceed your performance goals.
- Describe how you will assess customer goals and needs. How will assessment be conducted, what are the goals of the assessments, and what methods will be used?
- Identify and discuss collaborative relationships with WIOA-mandated and other partners and how they augment your expertise and capacity.
- Describe service flow for customers in the proposed program.
- Describe your career advising/coaching strategies, level of resources, and how you will ensure engagement with customers during the program.
- Describe how you will provide individual case management for customers with special needs on an exception basis (including customers in training).
- Describe how you will collaborate with businesses and how this will affect your outcomes.

Demonstrated Effectiveness:

- Describe your agency's previous experience in providing employment and training services to adults and/or dislocated workers, including any other federal grant funds your agency may have received in the past. Your response should be directly related to the ability of the proposed program to meet DOL Common Measures for adults and/or dislocated workers in the program activities as described herein.
- Describe your WIOA programmatic and administrative experience, if any.

Staffing Plan:

- Indicate the number and job descriptions of staff positions that will be dedicated to the program. For example, staff directly serving customers and related fiscal and administrative support staff that will be providing program and expenditure reports.
- Provide information on the qualifications and experience of each individual associated with the service delivery and management of this proposal, other than clerical or other administrative support staff. Of particular importance are the expertise, certifications, and skills of the staff that will be working directly with your customers. **Resumes of existing staff or job descriptions including the qualifications and minimum requirements for program staff should be included** (not included in page limit) and should describe the minimum education and work experience requirements for all critical staff positions.

- **Provide an organization chart** (not included in page limit) showing a clear and detailed depiction of the structure of the proposer organization and the specific unit within the organization that will be responsible for this project. Job titles on the organization chart should match those in the budget narrative. Positions to be hired should be clearly identified.

Facilities/Location:

- Identify a minimum of one physical location within San Mateo County at which services will be provided. Discuss how the location is centrally located and easily accessible to the population designated in the proposal.
- Describe your capacity to accommodate a large volume of customers and provide space for group services, such as workshops.
- Discuss your ability to comply with the site accessibility requirements of this RFP.

Administrative Capacity:

- Describe the process your program will use to capture and report information on program participants.
- Describe how you will supervise staff and provide feedback and evaluation.
- Describe your internal control and oversight procedures and timelines relative to administration, reporting and documentation, program operations, and program quality control.
- Identify staffing resources and/or partner roles to ensure effective collaboration and oversight between the proposer and any partner(s) or subcontractors.

Budget:

- Briefly describe your accounting system and ability to track and report costs monthly on an **accrual** basis, by funding source.
- Describe your capability to fiscally and administratively provide and manage the proposed services on a reimbursement basis (no advance funding).
- Briefly describe your methodology for allocating costs that are not directly charged, such as overhead costs.
- Do you have a minimum number of individuals to be served by your organization in order to make this contract viable? Please explain.
- Provide a proposal budget using Form IV. All costs proposed to be charged to the contract must be necessary, reasonable, and allowable under WIOA.
- **On a separate page following Form IV** (not included in page limit), provide a budget narrative that includes a brief explanation for each line item of cost (e.g. hours and rate for salaries, benefits, mileage and rate for travel, etc.). If you have an approved indirect cost rate for federal grants, include the rate and name of your cognizant agency.

Participant Plan(s)

WIOA ADULT Participant Plan				
Organization Name:				
Term: 7/1/2022- 6/30/2023				
I. Quarterly Participation (Cumulative)				
Quarter End Date (MM/YY)	9/22	12/22	3/23	6/23
A. Participants Enrolled				
B. Participants Exited				
C. Participants Carried Out				-
II. Program Services - Total Participants to Receive the Following Services				
A. Basic Career Services				
B. Individualized Career Services				
C. Training Services				
D. Follow Up Services				

WIOA DISLOCATED WORKER Participant Plan				
Organization Name:				
Term: 7/1/2022- 6/30/2023				
I. Quarterly Participation (Cumulative)				
Quarter End Date (MM/YY)	9/22	12/22	3/23	6/23
A. Participants Enrolled				
B. Participants Exited				
C. Participants Carried Out				-
II. Program Services - Total Participants to Receive the Following Services				
A. Basic Career Services				
B. Individualized Career Services				
C. Training Services				
D. Follow Up Services				

Budget and Budget Narrative

On a separate page, provide a narrative discussing how all costs were derived. Include a list of individual staff positions and how they are budgeted for this project, as well as an explanation for all budgeted items of cost.

BUDGET SUMMARY PLAN				
Organization Name:				
Project Title: WIOA Adult / Dislocated Worker Programs				
Term: 7/1/2022- 6/30/2023		Adult	DW	
		7/22 - 6/23	7/22 - 6/23	Total
I. Expenditures:				
A. Staff Salaries				-
B. Staff Benefits				-
Staff Benefit Rate (%)				
C. Staff Travel				-
D. Operating Expenses				-
E. Leases				-
F. Equipment - Prior approval required				-
G. Supportive Services				-
H. Other (attach detailed description)				-
I. Indirect Costs				-
Indirect rate (%)				
Total		-	-	-
Cost per participant				
Number of Full-time equivalents (FTEs)				
Name of Cognizant Agency for Indirect Rate				