



# County of Los Angeles **COMMUNITY AND SENIOR SERVICES**

## **REQUEST FOR PROPOSALS (RFP) WORKFORCE INVESTMENT ACT (WIA) TITLE I ADULT & DISLOCATED WORKER INTEGRATED SERVICES PROGRAM, RAPID RESPONSE PROGRAM, AND VETERANS PROGRAM**

**RFP NO.: WIA-ADW-01**

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## 1.0 INTRODUCTION

### 1.1 PURPOSE/OVERVIEW

- 1.1.1 County of Los Angeles Community and Senior Services (County) is issuing this Request for Proposals (RFP) to solicit Proposers from local private non-profit organizations, for-profit organizations, public agencies, and collaboratives/consortia of these organizations, to operate and provide workforce services through federal Workforce Investment Act (WIA)-funded America's Job Centers of California (AJCC), Affiliates, Veteran-Focused and Sector-Focused Satellite Sites (Satellites) to businesses, adult and youth job seekers, dislocated workers, veterans, foster youth, the disabled community, and other underrepresented groups throughout Los Angeles County. AJCC, Affiliate, Veteran-Focused and Sector-Focused Satellite duties, responsibilities and requirements are described in *Appendix B, WIA Title I ADW Integrated Services Program Statement of Work, Appendix B-2, WIA Title I ADW Program Services Veteran's-Focused Satellite Statement of Work, and Appendix B-3, WIA Title I ADW Program Services Sector-Focused Satellite Site Statement of Work*, respectively, and also further described below in Subsection 1.1.5.
- 1.1.2 In addition to 1.1.1 above, County is issuing this RFP to solicit proposals from local private non-profit organizations, for-profit organizations, public agencies, and collaboratives/consortia of these organizations, to operate and provide Rapid Response services, as described in *Appendix B-1, Rapid Response Program Statement of Work*, to businesses and their employees within Los Angeles County. The Rapid Response Program provides lay-off aversion assistance to businesses and assists dislocated workers of business who are down-sizing, obtain reemployment as soon as possible.
- 1.1.3 In addition to 1.1.1 and 1.1.2 above, County is issuing this RFP to solicit local private non-profit organizations, for-profit organizations, public agencies, and collaboratives/consortia of these organizations, to operate and provide the Veteran's Program, as described in *Appendix B-2, Veterans-Focused Satellite Statement of Work*. The Veterans Program provides workforce services to veterans their eligible spouses in any workforce preparation, development, or delivery program or service directly funded in

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whole or in part, by the U.S. Department of Labor (38 U.S.C 4215).

- 1.1.4 The State of California has launched a demand-driven, skill-based Integrated Service delivery model. In partnership with State of California Employment Development Department (EDD), California's workforce development system began the use of the Integrated Service Delivery System in PY 2008 to explore opportunities for an Integrated Service system that responds to industry demand; aligns services and training with current local and regional labor market requirements; provides job seekers with skills that lead to self-sufficiency; responds to employer demand; improves efficiency; and reduces the duplication of services. The integrated system is based a comprehensive "One-Stop" model in which all customers may enroll for a full menu of Workforce Investment Act (WIA) services offered by EDD and the County Affiliate and/or AJCC site from a single access point. This new system design will consist of three teams: a Welcoming Team, a Skill Building Team, and a Job Getting Team as further defined in *Appendix B* to this RFP, *WIA Title I Adult and Dislocated Worker Integrated Services Program Statement of Work, Section 2.1.8, Integrated Services Delivery Model*. The successful Affiliate and/or AJCC Proposer(s) to this RFP shall be required to comply with the Integrated Service Delivery model. Proposers shall demonstrate their flexibility and ability to work with system partners on the design and implementation of this new model.
- 1.1.5 In addition to Affiliates and/or AJCCs, there will be two types of satellite sites: a Veteran's-Focused Satellite (Veteran's Program) and a Sector-Focused Satellite. The Veteran's-Focused Satellite will provide workforce services specifically targeting Veterans and their eligible spouses (reference *Appendix B-2, WIA Title I ADW Veterans-Focused Satellite Statement of Work*). The Sector-Focused Satellite will focus on outreach and job placement and training in assigned high-growth sectors (reference *Appendix B-3, WIA Title I ADW Program Services Sector-Focused Satellite Statement of Work*).
- 1.1.6 The Los Angeles County Workforce Investment Board (LACWIB) is looking for innovative ways to deliver AJCC services to residents and businesses in Los Angeles County. This RFP is being issued to seek Proposers from for-profit organizations, non-profit organizations, public agencies, and collaboratives/consortia of these organizations that reflect an entrepreneurial spirit, with an emphasis on results, measureable outcomes, and commitment to

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partnerships. County is also seeking Proposers who have the ability to share in the cost of Affiliate and/or AJCC, Veteran's-Focused and Sector-Focused Satellite operations.

- 1.1.7 Integration of the WIA Adult, Dislocated Worker and Out-of-School Youth service delivery system with the EDD Wagner-Peyser ([http://www.doleta.gov/programs/w-pact\\_amended98.cfm](http://www.doleta.gov/programs/w-pact_amended98.cfm)), Trade Adjustment Assistance, and Veterans service delivery system at each AJCC will allow for a common and increased pool of customers with a common flow of customer services jointly provided by the integrated staff of both the County's AJCC contractors and EDD Wagner-Peyser. The efficiencies through an integrated system will result in an increase in the number of jobseekers served and improved employment outcomes in demand industries.
- 1.1.8 County is seeking to fund Proposers with demonstrated experience in outcome-driven performance with an emphasis on training and employment activities that support the offering of skill-based activities that prepare the Participant to meet the needs of regional employers of critical occupational industry clusters.
- 1.1.9 **Background of the Workforce Investment Act**

**1.1.9.1 Authority**

- 1.1.9.1.1 The Workforce Investment Act of 1998, as defined by Public Law 105-220, provides federal funds to the County of Los Angeles to implement the Workforce Investment Act Adult and Dislocated Worker Program. Pursuant to WIA, County has established and maintains the LACWIB to provide policy guidance and oversight with respect to activities under a job training plan for the County of Los Angeles, in partnership with the Los Angeles County Board of Supervisors (BOS).

**1.1.9.2 WIA Guiding Principles**

- 1.1.9.2.1 Key guiding principles embodied in WIA emphasized reform of the workforce system. WIA guiding principles driving employment services include:
- Streamlining services through One-Stop Career Center service delivery systems;

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- 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 earnings, 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.

1.1.9.2.2 A copy of WIA, and the regulations thereunder, are available for review at the U.S. Department of Labor (DOL) Employment and Training Administration website at [www.doleta.gov](http://www.doleta.gov). In addition, Proposers are encouraged to follow the progress of the federal reauthorization of WIA legislation, located on the California Workforce Association's website at [www.calworkforce.org](http://www.calworkforce.org). Proposers should also make themselves familiar with California State Directives that set state policy (accessible at [www.edd.ca.gov](http://www.edd.ca.gov)) and local policy (available on the WorkSource California website at [www.worksourcecalifornia.com](http://www.worksourcecalifornia.com)).

### 1.1.9.3 Local Workforce Investment Areas

1.1.9.3.1 WIA requires that state governors designate local workforce investment areas (LWIAs) in which workforce activities are to be administered locally. The designation of a county, a city, or a group of these local government agencies as a workforce area is made based on factors such as consistency of the area with local labor market boundaries.

1.1.9.3.2 Within the County of Los Angeles, there are seven (7) distinct LWIAs that have been certified by the Governor. These include:

Local Workforce Investment Area	Cities Served
Foothill Employment and Training Consortium	Arcadia, Duarte, Monrovia, Pasadena, Sierra Madre, and South Pasadena
Pacific Gateway	Long Beach, Lomita, Torrance and Signal Hill
City of Los Angeles	Los Angeles
County of Los Angeles	All cities and unincorporated areas of the County excluding the cities of Arcadia, Artesia, Bellflower, Burbank, Carson, Cerritos, Downey, Duarte, El Segundo, Gardena, Glendale, Hawaiian Gardens, Hawthorne, Hermosa Beach, Inglewood, La Canada-Flintridge, Lakewood, Lawndale, Lomita, Long Beach, Los Angeles, Manhattan Beach, Monrovia, Norwalk, Pasadena, Redondo Beach, Sierra Madre, Signal Hill, South Pasadena, and Torrance
Southeast Los Angeles County Consortium (SELACO)	Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, and Norwalk
South Bay Consortium	Carson, El Segundo, Gardena, Hawthorne, Hermosa Beach, Inglewood, Lawndale, Manhattan Beach, and Redondo Beach
Verdugo Consortium	Burbank, Glendale, and La Canada-Flintridge

1.1.9.8.3 While WIA does not restrict residents of one LWIA from being served by other LWIAs, funds available under this RFP ***shall be targeted*** for services to residents of the Los Angeles County Workforce Investment Area (LACWIA).

1.1.9.3.4 WIA Title I WIA Adult and Dislocated Worker Integrated Program services shall be provided at AJCCs, with

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EDD, and a full menu of WIA services shall be provided at Affiliates in areas of highest unemployment and poverty. If EDD sites are not available in targeted areas, County will work closely with EDD to find the appropriate space to establish AJCCs, and/or Affiliates.

1.1.9.3.5 WIA Rapid Response services under the provisions of this RFP shall be provided County-wide to businesses, and their employees, who are downsizing, or businesses who are trying to avoid layoffs.

1.1.9.3.6 A Veteran's-Focused Satellite will be established under the provisions of this RFP to provide veterans, and their eligible spouses, workforce services, county-wide. County will determine the location of this Satellite in coordination with the Successful Proposer so that it is best located to serve Veterans residing in the County.

1.1.9.3.7 Sector-Focused Satellites will be established under the provisions of this RFP, to provide WIA Adult and Dislocated Worker services and provide high-growth sector focused training. The locations of the Satellites are described in *Appendix B-3, WIA Title I ADW Program Services Sector-Focused Satellite Site Statement of Work*.

#### **1.1.10.4 Los Angeles County Workforce Investment Board**

1.1.10.4.1 Under WIA, local workforce investment boards (WIBs), in partnership with local elected officials, are responsible for planning and overseeing the local program. The Governor sets criteria for appointment of members and certifies that the WIB is organized in accordance with legislative requirements. The WIB is responsible for developing the local WIA plan in partnership with the Chief elected official, to be submitted to the Governor for approval, designating local one-stop operators, designating eligible providers of training services, negotiating local performance measures, and assisting in developing a statewide employment statistics system.

1.1.10.4.2 Members of the LACWIB are appointed by the BOS. WIA requires that the LACWIB have a majority of business representatives, and also requires that it include representatives of education agencies, labor organizations, community-based organizations

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(including those that serve persons with disabilities and veterans), economic development agencies, and each of the one-stop partners (i.e. programs participating in the one-stop system). The LACWIB may also include other representatives that the BOS determines are appropriate.

- 1.1.10.4.3 The LACWIB is comprised of more than forty dedicated professionals from the private and public sectors. The LACWIB has adopted the following “vision statement:”

*“Provide leadership by convening and facilitating public and private stakeholders to impact the economic health of the region”*

- 1.1.10.4.4 In partnership with the BOS, the LACWIB provides regional leadership for the delivery of employment and training services to a geographic area spanning four thousand square miles. The ability to serve this vast and diverse service delivery area necessitates intentional collaboration and partnership with the six other local boards and relevant stakeholders serving the region. To this end, the LACWIB has determined to assume a growing and critical role leading collaborative regional initiatives to complement its mandate to administer and monitor federal Workforce Investment Act (WIA)-funded AJCCs/Affiliate or AJCCs, Veteran’s-Focused and Sector-Focused Satellites, programs and services to businesses, adult and youth job seekers, dislocated workers, veterans, foster youth, the disabled community, and other underrepresented groups throughout Los Angeles County.

- 1.1.10.4.5 LACWIB has adopted a commitment to transform the WIA service delivery system into an integrated, comprehensive model in which all customers may enroll for a full menu of services offered by EDD and the AJCCs from a single access point. The LACWIB State-approved WIA five-year Plan is available at [www.worksourcecalifornia.com](http://www.worksourcecalifornia.com)

- 1.1.10.4.6 The LACWIB is committed to establishing a franchise model for the branding and delivery of WIA services in Los Angeles County under the AJCC brand. This approach would standardize the way all contractors

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are identified and services offered at all County-funded sites.

**1.1.11 WIA Title I Adult and Dislocated Worker Integrated Services Program Focus/Goals**

- 1.1.11.1 The focus of the WIA Title I Adult and Dislocated Worker Integrated Services Delivery Model (ISD) includes:
- 1.1.11.2 Successful Proposer(s) shall ensure the availability of and participation in, “Earn and Learn” models such as pre-apprenticeships and apprenticeship programs, on-the-job-training and customized training that provide the jobseeker with work experience in high growth industries that lead to permanent employment with potential career pathways in demand industries.
- 1.1.11.3 Successful Proposer(s), through the “Earn and Learn” training strategies shall increase the number of adult basic education students who transition to post-secondary education and reduce the time spent in remediation; increase the number of underprepared job seekers and displaced workers who enter and who successfully complete education/training programs in demand occupations.
- 1.1.11.4 Proposer shall give priority of service to populations such as veterans, mature workers, American Indians, eligible foster and probation youth, displaced workers, individuals with disabilities, Limited English Proficient, Temporary Aid to Needy Families (TANF/CalWORKs) and other underrepresented groups, increasing the number of basic education students, under-prepared job seekers and displaced workers who complete training programs in demand industries.
- 1.1.11.5 Under the Rapid Response Program, Successful Proposer(s) shall provide workforce services to directly assist affected business and workers in order to mitigate the impact on the local economy regarding mass layoffs, business closures, and natural or other disasters. Services provided under the Rapid

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Response Program are further defined in *Appendix B-1, Rapid Response Program Statement of Work*.

1.1.11.6 Under the Veteran's Program, Successful Proposer(s) shall give priority of service in obtaining employment and training to veterans and their eligible spouses. Veteran program services are further defined in *Appendix B-2, Veterans-Focused Satellite Statement of Work*.

1.1.11.7 Successful Proposer providing services for Sector-Focused Satellites shall provide WIA Adult and Dislocated Worker services and provide high-growth sector focused training. Sector-Focused Satellite services are further described in *Appendix B-3, WIA Title I ADW Program Services Sector-Focused Satellite Site Statement of Work*.

#### 1.1.12 Funding Availability

1.1.12.1 Approximately \$10,000,000, not including funds for training, may be awarded through this RFP. Refer to *Appendix R, WIA Adult and Dislocated Worker, Veterans, and Rapid Response Program Site Location and Funding Chart*, for a breakdown of anticipated funding amounts. Funding is provided through the Employment Development Department, in accordance with the Workforce Investment Act.

1.1.12.2 For Fiscal Years 2014-2016, funding will be distributed proportionately among the five (5) Supervisorial Districts based on the 2010 Census and the WIA criteria as noted below.

1.1.12.3 More than one contract may be awarded per agency, however, not more than one AJCC contract will be awarded per agency (e.g., AJCC/Affiliate and Rapid Response, AJCC and Veteran's-Focused Satellite, AJCC and Sector-Focused Satellite, Rapid Response and Veteran's-Focused Satellite, etc.). Please note that an agency applying for an Affiliate MUST also apply for an AJCC and will be counted as one contract. Additionally, an agency cannot receive an AJCC contract and also receive an AJCC contract as part of a collaborative/consortia.

1.1.12.3.1 Following contract award, should it be necessary to replace a contractor, County shall have the discretion to utilize other qualified contractors to address the service need on an exigent basis, notwithstanding 1.1.12.3 above.

1.1.12.4 Services under this RFP will be located as follows:

1.1.12.4.1 Of the eight (8) AJCCs needed, County has already determined the location of three (3): EDD sites in West Covina, Norwalk and Lancaster. The remaining five (5) AJCCs will be selected by County in coordination with EDD and Successful Proposer(s). The targeted locations for these nine (9) sites, reflected in *Appendix R*, were selected for their proximity to each Supervisorial District's areas of high need (also reflected in *Appendix R*).

1.1.12.4.2 All four (4) Sector-Focused Satellite sites, the Veterans-Focused Satellite site, and the Rapid Response site will be selected by County in coordination with Successful Proposer(s). Targeted locations for the four (4) Sector-Focused satellites, reflected in *Appendix R*, were selected for their proximity to each Supervisorial District's areas of high need (also reflected in *Appendix R*).

**1.1.12.5 WIA Funding Methodology Criteria**

Funding methodology under this RFP and any resulting contract shall be based on:

1.1.12.5.1 The number of unemployed for Areas of Substantial Unemployment (ASU), utilizing a twelve-month average, beginning July 2009 through June 2010, utilizing special 2010 Census and American Community Survey data, based on households, obtained through the Census Bureau and the Bureau of Labor Statistics; and

1.1.12.5.2 The number of excess unemployed individuals or the ASU excess (depending on which is higher), utilizing the same twelve-month

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average as used for ASU unemployment data;  
and

1.1.12.5.3 The number of economically disadvantaged individuals (age 22 to 72, excluding college students in the workforce and military).

1.1.12.5.4 Funding levels are based on estimates and may change based on final State allocations.

### 1.1.13 Service Areas

1.1.13.1 Successful Proposer(s) shall provide WIA Title I Adult and Dislocated Worker Integrated Services Program services through Affiliates and/or AJCCs, Veteran's-Focused and Sector-Focused Satellites, in areas of highest unemployment and poverty, pursuant to *Appendix R*.

1.1.13.2 Successful Affiliate and/or AJCC Proposer(s) shall provide Integrated Services to ADW Participants regardless of the area, within the LACWIB, in which they reside.

1.1.13.3 Successful Sector-Focused Proposer(s) shall provide Integrated services to ADW Participants interested in specific sectors at a Sector-Focused Satellite site location to be determined by the Successful Proposer in coordination with County.

1.1.13.4 Successful Proposer(s) shall provide Rapid Response Program services to businesses and their employees county-wide at an AJCC, Affiliate, or Satellite in each Supervisorial District, at a location to be determined by County in coordination with the Successful Proposer. Rapid Response services are outlined in *Appendix B-1, Rapid Response Program Statement of Work*.

1.1.13.5 Successful Proposer(s) shall provide Veteran's-Focused services to veterans and their eligible spouses at a Veteran-Focused Satellite site location, to be determined by County in coordination with the Successful Proposer(s).

### 1.1.14 Employment Services

An essential component of America's Job Center of California center activities is identifying and matching jobseekers to job opportunities. To accomplish this, Successful Proposer(s) shall

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perform the tasks in respect to employment services pursuant to *Appendix B* to this RFP, *WIA Title I Adult and Dislocated Worker Integrated Services Program Statement of Work, Section 2.1.9.*

#### 1.1.15 **Working with Sector Workforce Intermediaries and Other Regional Business Services Efforts**

The Successful Proposer(s) are responsible for communicating and coordinating regional business services efforts with six Sector Workforce Intermediaries (SWI). To accomplish this, the Successful Proposer(s) shall adhere to tasks pursuant to *Appendix B* to this RFP, *WIA Title I Adult and Dislocated Worker Integrated Services Program, Statement of Work, Section 2.1.9.2.*

#### 1.1.16 **Leveraging**

1.1.16.1 Pursuant to EDD Directive Number, WSD12-3 [http://www.edd.ca.gov/Jobs\\_and\\_Training/pubs/wsd12-3.pdf](http://www.edd.ca.gov/Jobs_and_Training/pubs/wsd12-3.pdf), the State guidelines emphasize that leveraging is a principle for all WIA Title I Adult and Dislocated Worker Integrated Services Programs. As a result, matching, cost sharing, and cash contributions from the Proposer, or any other collaborative partner(s) is a critical element.

1.1.16.2 Leveraged resources can include a combination of both cash and/or in-kind non-WIA funded benefits from personnel, volunteers, facilities, materials and direct participant costs paid from other public and private resources. This **does not** include shared/public space in EDD offices. Public resources can include co-enrollment in other federal funded programs, private grants, paid internships, supervisor hours, public education instructional services, donated materials, etc.

1.1.16.3 Successful Proposer(s) operating an Affiliate and/or AJCC shall agree to leverage a minimum of 10% from non-WIA funded activities for the term of the contract in order to increase the amount of services provided to clients and broaden the impact of the program itself. Proposers are encouraged to identify more than 10% and up to \$300,000 in leveraged resources.

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- 1.1.16.4 Successful Proposer(s) operating a Veterans-Focused or Sector-Focused Satellite shall agree to leverage a minimum of 10% from non-WIA funded activities for the term of any resulting contract in order to increase the amount of services provided to Participants and broaden the impact of the program itself. Proposers are encouraged to leverage additional resources.
- 1.1.16.5 Proposer shall substantiate the proposed leverage and include documentation, which demonstrates leverage amount, in the budget submitted with the proposal.

#### 1.1.17 **Branding**

- 1.1.17.1 ***America's Job Center of California (AJCC)*** is the official name of the workforce investment system in Los Angeles County. Successful Proposer(s) acknowledge that the America's Job Center of California name and logo are trademarks of the State of California and that the name, acronym, and the logo shall be used in accordance with the guidelines reflected in *Appendix O* to this RFP, *America's Job Center of California Organizational Identity and Style Guide*. More information regarding the America's Job Center organizational identity or branding initiative itself can be found at <http://americasjobcenter.ca.gov/>
- 1.1.17.2 Successful Proposer(s) operating an AJCC/Affiliate or AJCC, Veterans-Focused or Sector-Focused Satellite shall contain signage that identifies the facility as an AJCC, Affiliate, or Satellite as directed by County.

#### 1.1.18 **Anticipated Awards Resulting from this RFP**

- 1.1.18.1 An estimated \$10,000,000, not including training funds, may be awarded through this RFP. The required services are specified in *Appendix B, WIA Title I Adult and Dislocated Worker Integrated Services Program Statement of Work, Appendix B-1, Rapid Response Program Statement of Work, Appendix B-2, Veterans-Focused Satellite Statement of Work, and Appendix B-3, WIA Title I Adult and Dislocated Worker Program Services Sector-Focused Satellite Site Statement of Work, Section 2.0, Specific Tasks*. Proposer may not request more than the total amount of funds available. For a more detailed breakdown of site location and

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funding amounts, refer to *Appendix R, WIA Adult and Dislocated Worker, Veterans, Sector-Focused and Rapid Response Program Site Locations and Funding Chart*.

1.1.18.2 An estimated \$500,000 is available to operate the Veterans – Focused Satellite. Proposer may not request more than the total amount of funds available.

1.1.18.3 An estimated \$835,000 is available to operate the Rapid Response Program. Proposer may not request more than the total amount of funds available.

1.1.18.4 County anticipates entering into cost reimbursement/performance based contracts with Successful Proposer(s). County may award more than two (2) contracts to each Successful Proposer(s) at the direction of the County (reference Section 1.1.12.3). It is the County's desire to fund Proposers who address the needs of adult and dislocated workers and employers identified within this RFP. County will fund Proposers who offer the greatest likelihood of success with respect to participant employment and long-term self-sufficiency.

1.1.18.5 Proposer(s) may submit proposals for more than one AJCC, AJCC/Affiliate, or Sector-Focused Satellite in multiple Supervisorial Districts.

#### **1.1.19 Performance Based/Cost Reimbursement Contracts**

1.1.19.1 County shall enter into performance based/cost reimbursement contracts with Successful Proposer(s). Reimbursement method for FY 14-15 will be based solely on a Cost Reimbursement Payment.

Subsequent year(s) payment reimbursement method may be modified, at the direction of County.

1.1.19.2 Successful Proposer(s) shall adhere to performance measure payment requirements pursuant to *Appendix N, N-1, N-2 and N-3, respectively*, to this RFP, *WIA Program Cumulative Performance and Financial Goals*.

#### **1.1.20 Proposal Guaranty**

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- 1.1.20.1 A proposal guaranty is required of each Proposer and shall be made payable to County of Los Angeles in the amount of \$2,000. The proposal guaranty can either be in the form of cash, certified check, a cashier's check, or an original bid bond, executed by Proposer and issued by a California-admitted surety (including the power of attorney). No other form of proposal guaranty will be accepted. Proposers shall pay all proposal guaranty premiums, costs and incidentals.
- 1.1.20.2 A Successful Proposer's proposal guaranty will be retained until the Successful Proposer has executed the Contract and provided all proof of insurance and contract performance security, either 14 calendar days after BOS approval or 14 days prior to Contract start date, whichever occurs last. If the Successful Proposer fails to execute and deliver the Contract and/or fails to furnish the required proof of insurance and contract security within the time frame stated above, the County may annul the award approval, and the proposal guaranty of the Proposer shall be forfeited. All other Successful Proposer's proposal guaranties will be returned upon the Successful Proposer's execution of the Contract, providing all required proof of insurance and contract security is valid.
- 1.1.20.3 If a proposal bond is submitted, it must be payable to County of Los Angeles and executed by a corporate surety licensed to transact business ("admitted") as a surety in the State of California. County may verify the accuracy and authenticity of the proposal guaranty submitted.

**Proposals failing to provide the requested proposal guaranty at the time of proposal submission will be immediately rejected as non-responsive.**

**1.1.21 Statement of Work (SOW)**

The scope of the Program services required by County is described in *Appendix B*, to this RFP, *WIA Title I Adult and Dislocated Worker Integrated Services Program Statement of Work; Appendix B-1 Rapid Response Program Statement of Work; Appendix B-2 Veteran's-Focused Satellite Statement of Work; and Appendix B-3 Sector-Focused Satellite Site Statement of Work*. The Statement of Work, and any addenda thereto, will be incorporated into and become a part of the resulting WIA Title I

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WIA Adult and Dislocated Worker Integrated Services Program Contract.

## 1.2 OVERVIEW OF SOLICITATION DOCUMENT

This Request for Proposals (RFP) is composed of the following parts:

- **INTRODUCTION:** Specifies Proposer's minimum requirements, and provides information regarding the requirements of the Contract and the solicitation process.
- **PROPOSAL SUBMISSION REQUIREMENTS:** Includes instructions to Proposers on how to prepare and submit their Proposal.
- **SELECTION PROCESS AND EVALUATION CRITERIA:** Includes information on how the Proposals will be selected and evaluated.
- **APPENDICES:**
  - **A - SAMPLE CONTRACT:** Identifies the terms and conditions in the Contract.
  - **B - WIA TITLE I ADW INTEGRATED SERVICES PROGRAM STATEMENT OF WORK:** Explains in detail the required Services to be performed by the Contractor.
  - **B-1 - RAPID RESPONSE PROGRAM STATEMENT OF WORK:** Explains in detail the required Services to be performed by the Contractor.
  - **B-2 - VETERANS-FOCUSED SATELLITE STATEMENT OF WORK:** Explains in detail the required Services to be performed by the Contractor.
  - **B-3 SECTOR-FOCUSED SATELLITE SITE STATEMENT OF WORK:** Explains in detail the required Services to be performed by the Contractor.
  - **C - STATEMENT OF WORK EXHIBITS:** Exhibits to the Statement of Work.
  - **D - REQUIRED FORMS:** Standard County required forms that must be completed and included in the Proposal.
  - **D-1 UNIQUE FORMS:** Forms unique to this RFP that must be completed and included in the Proposal.

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- **E - TRANSMITTAL FORM TO REQUEST A SOLICITATION REQUIREMENTS REVIEW:** Transmittal sent to Department requesting a Solicitation Requirements Review.
  - **F - COUNTY OF LOS ANGELES POLICY ON DOING BUSINESS WITH SMALL BUSINESS:** County policy.
  - **G - JURY SERVICE ORDINANCE:** County Code.
  - **H - LISTING OF CONTRACTORS DEBARRED IN LOS ANGELES COUNTY:** Contractors who are not allowed to contract with County for a specific length of time.
  - **I - IRS NOTICE 1015:** Provides information on Federal Earned Income Credit.
  - **J - SAFELY SURRENDERED BABY LAW:** County program.
  - **K - DETERMINATION OF CONTRACTOR NON-RESPONSIBILITY AND CONTRACTOR DEBARMENT:** County Code.
  - **L - BACKGROUND AND RESOURCES: CALIFORNIA CHARITIES REGULATION:** An information sheet intended to assist nonprofit agencies with compliance with SB 1262 - the Nonprofit Integrity Act of 2004 and identify available resources.
  - **M - DEFAULTED PROPERTY TAX REDUCTION PROGRAM:** County Code
  - **N - WIA TITLE I ADW INTEGRATED SERVICES PROGRAM CUMULATIVE PERFORMANCE AND FINANCIAL GOALS**
  - **N-1- WIA RAPID RESPONSE PROGRAM CUMULATIVE PERFORMANCE AND FINANCIAL GOALS**
  - **N-2 - WIA VETERANS-FOCUSED SATELLITE CUMULATIVE PERFORMANCE AND FINANCIAL GOALS**
  - **N-3 - WIA TITLE I ADW PROGRAM SERVICES SECTOR-FOCUSED SATELLITE SITE CUMULATIVE PERFORMANCE AND FINANCIAL GOALS**

- O - AMERICA'S JOB CENTER OF CALIFORNIA – ORGANIZATIONAL IDENTITY AND STYLE GUIDE
- P - NOTICE OF INTENT TO SUBMIT PROPOSAL
- Q - GLOSSARY OF TERMS
- R - WIA ADULT AND DISLOCATED WORKER, VETERANS AND RAPID RESPONSE PROGRAM SITE LOCATIONS AND FUNDING CHART

### 1.3 TERMS AND DEFINITIONS

Throughout this RFP references to certain specialized terms, persons, groups, and departments/agencies are defined in *Appendix Q* to this RFP, *Glossary of Terms*.

### 1.4 MINIMUM MANDATORY REQUIREMENTS

1.4.1 To apply for funding under this RFP, and subsequently be eligible to enter into Contract(s) with County, Proposer(s) must meet specific criteria with regard to eligibility, organizational capacity, experience with providing workforce development services, location, staffing, linkages, and proposal submission. Proposer(s) must provide satisfactory evidence that it meets all the criteria described in *Section 1.4* of this RFP, *Minimum Mandatory Requirements*. Determination of whether a proposal satisfies the minimum requirements shall be at the sole discretion of County.

1.4.2 In accordance with *Section 1.1.20* of this RFP, Proposer shall provide a Proposal Guaranty in the amount of \$2,000. Label as Exhibit 3.

1.4.3 In accordance with *Section 2.6* of this RFP, Proposal shall submit the Notice of Intent.

1.4.4 In accordance with *Section 2.7* of this RFP, Proposer shall attend the Mandatory Proposer's Conference.

#### 1.4.5 Eligible Proposer(s)

Based on WIA requirements for contracting with training providers, **proposals will be accepted from local private non-profit organizations, for-profit organizations, public agencies, and**

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**collaboratives/consortia of these organizations Other Workforce Investment Boards are not eligible to apply.**

#### 1.4.6 **Organizational Capacity**

Proposer must provide satisfactory evidence that it has organizational capacity in the following areas:

- 1.4.6.1 Financial management, including the ability to collect and report financial data (as detailed in Section A1.4.8 below).
- 1.4.6.2 Recordkeeping, including the ability to collect and report participant data.
- 1.4.6.3 Attainment of job placement, wage, retention and credential/certificate outcomes/rates identified in *Appendix N, N-1, N-2 and N-3, respectively*, to this RFP, *WIA Program Cumulative Performance and Financial Goals*, as verified through *Appendix D-1, Unique Forms, Exhibit 2, Proposer Experience Verification Form*.
- 1.4.6.4 That it has not been disqualified or debarred from participation in government contracting at any level (i.e., federal, State, County).
- 1.4.6.5 Successful Proposer(s) shall not have any unpaid vendor debt or have any outstanding overpayments, audit and/or monitoring findings, including Single Audit reports, or questioned costs with County prior to contract award. Resolving findings means County has accepted Successful Proposer(s)'s Corrective Action Plan, single audit report, and/or Successful Proposer(s) has reimbursed County for questioned costs. Failure to comply with this provision will be grounds for not executing a contract.

#### 1.4.7 **Financial Capability**

- 1.4.7.1 Proposer shall submit all of the financial information detailed below. There will be two pass/fail determinations in order for the County to determine the Proposer's financial capability. The first pass/fail will occur at the point where the financial documents are submitted with the submission of the proposal as follows:

##### 1.4.7.2 **Financial Document Submission Requirement**

The Proposer shall submit the financial package along with the Financial Documents Checklist provided in

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*Appendix D-1, Unique Forms*, signed by the Executive Director, consisting of the following:

- Copies of the Proposer's audited financial statements, or Single Audits (if applicable), prepared by a Certified Public Accountant for the most recent three full fiscal years.
- Statements/Audits shall include:
  - Balance Sheet (Statement of Financial Position) – Including all supporting schedules (i.e. Detailed Aged Payables, Aged Receivables, Notes Payable, etc.)
  - Income Statement (Profit and Loss Statement)
  - Statement of Cash Flow
  - Retained Earnings
  - Any footnotes to the statements.

1.4.7.3 If the Proposer is a subsidiary of another company, then any financial information above required by the County must be provided by the ultimate parent company. Provision of parent company financial information does not by itself satisfy the requirement for the provision of the financial information of the Proposer. In addition, the financial capability of a parent cannot be substituted for the financial capability of the Proposer itself unless an agreement by the parent company to sign a Parental Guarantee is provided with the required information.

If the Proposer **passes** the first determination, the Financial Document Submission Requirement (1.4.7.2), then an evaluation of the financial documentation submitted will occur as the second pass/fail determination, Financial Document Evaluation (1.4.7.4).

#### 1.4.7.4 **Financial Document Evaluation**

Upon Proposer receiving a **pass** on the Financial Document Submission Requirement, the County will conduct a Financial Capability Evaluation of the financial documents submitted. County may require additional financial information as a part of this evaluation.

If the Proposer(s) passes the second determination of the Financial Document Evaluation, then the proposal will

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move forward in the evaluation process and be evaluated as a potential Successful Proposer for award selection.

#### 1.4.8 Organizational Experience

- 1.4.8.1 Proposer(s) applying for funding as an Affiliate and/or AJCC, or a Sector-Focused Satellite must have a minimum of five (5) years of experience contracting directly with a federal, State, County, or municipal government entity, of which three (3) years must be at the capacity of administering employment and training or integrated workforce program services equivalent or similar to the services identified in *Appendix B* to this RFP, *WIA Title I Adult and Dislocated Worker Integrated Services Program Statement of Work*, and *Appendix B-3, WIA Title I Adult and Dislocated Worker Program Services Sector-Focused Satellite Site Statement of Work, Section 2.0, Specific Tasks*.
- 1.4.8.2 Proposer(s) is the entity authorized to conduct business in the State of California that will serve as the fiscal agent under the contract and operator/administrator of the site under this RFP. Proposer(s) may not use or combine the history or performance of an associate, affiliate, or national office to qualify under this RFP unless the national office is the parent company that will be the fiscal agent and will be responsible for the performance of any resultant contract.
- 1.4.8.3 Proposer(s) must have a minimum of twelve consecutive months' past verifiable successful experience administering a contract of at least \$500,000 annually.
- 1.4.8.4 Proposer(s) submitting proposals to provide Rapid Response services must have a minimum of three (3) years of experience providing Rapid Response and lay-off aversion services equivalent or similar to the services identified in *Appendix B-1* to this RFP, *WIA Rapid Response Program Statement of Work, Section 2.0, Specific Tasks*.
- 1.4.8.5 Proposer(s) submitting proposals to provide Veterans Program services must have a minimum of two (2) years of experience providing employment and training services to veterans and their eligible spouses, equivalent or similar to the services identified in *Appendix B-2* to this RFP, *WIA Veterans-Focused Satellite Statement of Work, Section 2.0, Specific Tasks*.

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- 1.4.8.6 Proposer(s) must have applied for America's Job Center of California certification with the County prior to, or at time of which proposal is submitted.
  - 1.4.8.7 Proposer(s) shall not be disqualified from conducting business in the State of California.
  - 1.4.8.8 Proposer(s) shall be able to demonstrate it can administer program funds according to Generally Accepted Accounting Principles as evidenced by its most three recent required single audits, and its compliance with Office of Management and Budget Circulars, and other documents that may be required by this RFP and any resulting contract.
  - 1.4.8.9 The Proposer(s) shall comply with the RFP format and requirements set forth in *Section 2.8 of this RFP, Preparation of the Proposal* when submitting its proposal.
  - 1.4.8.10 The Proposer(s) shall submit *Appendix P, Notice of Intent to Submit a Proposal*. Proposer(s) who do not submit this Exhibit will not be allowed to submit a proposal in response to this RFP.

#### 1.4.9 **Proposer's Staff**

Successful Proposer(s) must provide satisfactory evidence that its staffing is adequate to meet the objectives of the proposed program. Specifically, Proposer(s) must have (or will have by date of Contract award) a Primary Contract Manager with a minimum of five (5) years of experience managing social or community services providing government contracts who will be assigned to the WIA Title I Adult and Dislocated Worker Integrated Services Program.

Qualifications for Successful Proposer(s)' Welcome Team staff include a Bachelor of Art or graduate degree, or three (3) to five (5) years' experience in sales or positions requiring interpersonal skills, motivational skills and critical thinking.

Successful Proposer(s)' AJCC/Affiliate or AJCC, Veterans-Focused and Sector-Focused Satellite staff will attend capacity building and professionalization training as required by County.

### 1.5 **COUNTY RIGHTS AND RESPONSIBILITIES**

County has the right to amend this RFP by written addendum. County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum

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shall be made available on County's website listed below. It is recommended that all Proposers check the website periodically for information pertaining to this solicitation and for any posted addenda:

<http://css.lacounty.gov/>

"Doing Business with CSS"

Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the Proposal not being considered, as determined in the sole discretion of County. County is not responsible for, and shall not be bound by, any representations otherwise made by any individual acting or purporting to act on its behalf.

## 1.6 CONTRACT TERM

1.6.1 Successful Proposer(s) will be recommended to enter into contracts for one (1) two (2) year period, effective July 1, 2014 through June 30, 2016, with option to extend for three (3) additional one (1) year periods, for a term not to exceed five (5) years. Renewal options will be at County's discretion. Successful Proposer(s) acknowledge the term of any resulting contract is conditional on the continuing availability of federal and State funds. Funding during the Contract term shall also be contingent upon Contractor's performance as specified in *Appendix B, WIA Title I Adult and Dislocated Worker Integrated Services Program Statement of Work (AJCC and Affiliate); Appendix B-1, Rapid Response Program Statement of Work; Appendix B-2, Veterans-Focused Satellite Statement of Work; and Appendix B-3, Sector-Focused Satellite Statement of Work, Sections 2.7, 2.19, 2.13 and 2.8, respectively, Performance Measures and Standards/Goals.*

### **CONTRACT EXECUTION**

1.6.1.1 A Performance Guarantee is required as a condition of award to ensure compliance with all terms and conditions of the contract and to remedy unsubstantiated and/or disallowed costs. This Performance Guarantee has no bearing on participant performance, as referenced in *Appendices N – N-3, Program Cumulative Performance and Financial Goals.* Successful Proposer(s) shall submit payment to County, in the amount of 16.6% of the awarded annual contract amount, equal to two months' of payables, in one of the following forms:

- Bond

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- Bank Letter of Credit
  - Cash Deposit or Check
- 1.6.1.2 A Payment Guarantee is required as a condition of contract award to ensure payment to third party vendors. Successful Proposer(s) shall submit payment to County, in the amount of 25% of the awarded annual contract amount, in one of the following forms:
- Bond
  - Bank Letter of Credit
  - Cash Deposit or Check
- 1.6.1.3 Prior to contract renewal, County retains the right and sole discretion to establish a Performance Requirements Summary detailing the contract requirements and any financial penalties for non-performance.
- 1.6.1.4 The Performance and Payment Guarantees shall occur each fiscal year under the term of the Contract, and shall also apply to the corresponding closeout period. At no time during the term of the Contract shall the coverage fall below the required levels, as stated in sections 1.6.1.1 and 1.6.1.2 above.
- 1.6.2 **START-UP PERIOD FOR AJCC/AFFILIATE OR AJCCs**

Although County expects Successful Proposer(s) to fully provide Integrated Program Services on July 1, 2014 per the terms of this Contract, in the event Contractor is unable to provide all Services at the outset, Contractor must notify County in writing and explain what Services may not be available at start of this Contract. Successful Proposer(s) acknowledge that regardless of Start-Up Period transition, full transition to Integrated Program Services must begin within 120 days of the July 1, 2014 start date. In the event unforeseen circumstances still prohibit a Contractor to fully implement Integrated Program Services after the initial Start-Up Period, County may in its sole discretion extend this 120 days period on a case by case basis upon written documentation submitted by Contractor detailing the unforeseen circumstances.

Recognizing that time is of the essence to provide Services, Successful Proposer(s) shall take all reasonable efforts to begin Services on contract start date and shall document any start-up delays or need for additional transition period time in writing to County on a weekly progress report basis. Successful Proposer(s)

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shall also implement those Services it is able to provide at Contract start date. County acknowledges that any transition period needs or further extensions will be not be factored into the review period thresholds identified in the attached Statements of Work for those specific Services requiring transition time, provided Contractor documents in the written weekly progress reports to County demonstrated reasonable efforts to begin providing those specific Services during the Start-up Period it is unable to provide at Contract start.

- 1.6.3 Anticipated funding under any resulting contract is preliminarily outlined herein in *Appendix R*. Successful Proposer(s) acknowledge funding under any resultant contract is conditional on the continuing availability of federal and State funds

## **1.7 DAYS OF OPERATION**

Successful Proposer(s) shall maintain acceptable standard hours of operation, which shall be in conjunction with EDD's operational hours, days and holidays, and/or at the direction of County.

## **1.8 CONTACT WITH COUNTY PERSONNEL**

All contact regarding this RFP or any matter relating thereto must be in writing and may be mailed or e-mailed as follows:

Chris Frau, ASM II  
Community and Senior Services  
Contracts Management Division  
3175 West 6<sup>th</sup> Street, Room 403  
Los Angeles, CA 90020-1708  
[wiaadwrfp@css.lacounty.gov](mailto:wiaadwrfp@css.lacounty.gov)

If it is discovered that Proposer contacted and received information from any County personnel and/or WIB members, other than the person specified above, regarding this solicitation, County, in its sole determination, may disqualify their Proposal from further consideration.

## **1.9 FINAL CONTRACT AWARD BY THE BOARD OF SUPERVISORS**

Notwithstanding a recommendation of a Department, agency, individual, or other, the Los Angeles County Board of Supervisors retains the right to exercise its judgment concerning the selection of a Proposal and the

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terms of any resultant agreement, and to determine which Proposal best serves the interests of County. The Board of Supervisors is the ultimate decision making body and makes the final determinations necessary to arrive at a decision to award, or not award, a contract.

#### **1.10 MANDATORY REQUIREMENTS TO REGISTER IN COUNTY'S WEBVEN**

Prior to a contract award, all potential contractors must register in County's WebVen. The WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing County's home page at [http://lacounty.info/doing\\_business/main\\_db.htm](http://lacounty.info/doing_business/main_db.htm).

#### **1.11 COUNTY OPTION TO REJECT PROPOSALS**

County may, at its sole discretion, reject any or all Proposals submitted in response to this RFP. County shall not be liable for any costs incurred by Proposer in connection with the preparation and submission of any Proposal. County reserves the right to waive inconsequential disparities in a submitted Proposal.

#### **1.12 PROTEST POLICY REVIEW PROCESS**

1.12.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Proposer may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Sub-paragraph 1.12.3 below.

Additionally, any actual Proposer may request a review of a disqualification or of a proposed contract award under such a solicitation, as described respectively in the Sub-paragraphs below. It is the responsibility of Proposer challenging the decision of a County Department to demonstrate that the Department committed a sufficiently material error in the solicitation process to justify invalidation of a proposed contract award.

1.12.3 Throughout the review process, County has no obligation to delay or otherwise postpone an award of contract based on a Proposer protest. In all cases, County reserves the right to make an award when it is determined to be in the best interest of Los Angeles County to do so.

### 1.12.3 Grounds for Review

Unless state or federal statutes or regulations otherwise provide, the grounds for review of a solicitation for a Board-approved services Contract provided for under Board Policy No. 5.055 are limited to the following:

- Solicitation Requirements Review (*Reference Section 2.8 of this RFP in the Preparation of the Proposal Section*)
- Disqualification Review (*Reference Section 3.3 of this RFP in the Selection Process and Evaluation Criteria Section*)
- County's Proposed Contractor Selection Review (*Reference Section 3.6 of this RFP in the Selection Process and Evaluation Criteria Section*)

## 1.13 NOTICE TO PROPOSERS REGARDING THE PUBLIC RECORDS ACT

1.13.1 Responses to this solicitation shall become the exclusive property of the County. Absent extraordinary circumstances, the recommended proposer's proposal will become a matter of public record when (1) contract negotiations are complete; (2) (Department) receives a letter from the recommended Proposer's authorized officer that the negotiated contract is the firm offer of the recommended Proposer; and (3) (Department) releases a copy of the recommended Proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under Board Policy No. 5.055.

Notwithstanding the above, absent extraordinary circumstances, all proposals will become a matter of public record when the Department's proposer recommendation appears on the Board agenda.

Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the Proposer as "Trade Secret," "Confidential," or "Proprietary."

1.13.2 The County shall not, in any way, be liable or responsible for the disclosure any such record or any parts thereof, if disclosure is

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required or permitted under the California Public Records Act or otherwise by law. **A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. The Proposers must specifically label only those provisions of their respective proposal which are "Trade Secrets," "Confidential," or "Proprietary" in nature.**

#### **1.14 INDEMNIFICATION AND INSURANCE**

Proposer shall be required to comply with the indemnification provisions contained in *Appendix A (Sample Contract), Paragraph 8.23 – Indemnification*.

Proposer shall procure, maintain, and provide to County proof of insurance coverage for all the programs of insurance along with associated amounts specified in *Appendix A (Sample Contract), Paragraphs 8.24 – General Provisions for All Insurance Coverage, and 8.25 – Insurance Coverage*.

#### **1.15 INTENTIONALLY OMITTED**

#### **1.16 INJURY AND ILLNESS PREVENTION PROGRAM**

Proposer shall be required to comply with the State of California's Cal OSHA's regulations. Section 3203 of Title 8 in the California Code of Regulations requires all California employers to have a written, effective Injury and Illness Prevention Program (IIPP) that addresses hazards pertaining to the particular workplace covered by the Program.

#### **1.17 BACKGROUND AND SECURITY INVESTIGATIONS**

Background and security investigations of Contractor's staff may be required at the discretion of County as a condition of beginning and continuing work under any resulting Contract. The cost of background checks is the responsibility of Contractor.

#### **1.18 CONFIDENTIALITY AND INDEPENDENT CONTRACTOR STATUS**

As appropriate, Proposer shall be required to comply with the Confidentiality provision contained in *Appendix A (Sample Contract), Paragraph 7.5 – Confidentiality and the Independent Contractor Status* provision contained in *Appendix A (Sample Contract), Paragraph 8.22 –*

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*Independent Contractor Status.*

### **1.19 CONFLICT OF INTEREST**

No County employee whose position in the County enables him/her to influence the selection of a Contractor for this RFP, or any competing RFP, nor any spouse or economic dependent of such employees, shall be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Contractor. Proposer shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code as stated in *Appendix D (Required Forms)*, Exhibit 5 - *Certification of No Conflict of Interest*.

### **1.20 DETERMINATION OF PROPOSER RESPONSIBILITY**

1.20.1 A responsible Proposer is a Proposer who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the contract. It is County's policy to conduct business only with responsible Proposers.

1.20.2 Proposers are hereby notified that, in accordance with Chapter 2.202 of the County Code, County may determine whether is responsible based on a review of Proposer's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by Proposer against public entities. Labor law violations which are the fault of the subcontractors and of which Proposer had no knowledge shall not be the basis of a determination that Proposer is not responsible.

1.20.3 County may declare an Proposer to be non-responsible for purposes of this Contract if the Board of Supervisors, in its discretion, finds that Proposer has done any of the following: (1) violated a term of a contract with County or a nonprofit corporation created by County; (2) committed an act or omission which negatively reflects on Proposer's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.

1.20.4 If there is evidence that the apparent highest ranked Proposer may

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not be responsible, County shall notify Proposer in writing of the evidence relating to Proposer's responsibility and its intention to recommend to the Board of Supervisors that Proposer be found not responsible. County shall provide Proposer and/or Proposer's representative with an opportunity to present evidence as to why Proposer should be found to be responsible and to rebut evidence which is the basis for the County's recommendation.

1.20.5 If Proposer presents evidence in rebuttal to County, County shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of Proposer shall reside with the Board of Supervisors.

1.20.6 These terms shall also apply to proposed subcontractors of Proposers on County contracts.

## **1.21 PROPOSER DEBARMENT**

1.21.1 Proposer is hereby notified that, in accordance with Chapter 2.202 of the County Code, County may debar Proposer from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and County may terminate any or all of Proposer's existing contracts with County, if the Board of Supervisors finds, in its discretion, that Proposer has done any of the following: (1) violated a term of a contract with County or a nonprofit corporation created by County; (2) committed an act or omission which negatively reflects on Proposer's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against County or any other public entity.

1.21.2 If there is evidence that the apparent highest ranked Proposer may be subject to debarment, County shall notify Proposer in writing of the evidence which is the basis for the proposed debarment, and shall advise Proposer of the scheduled date for a debarment hearing before Contractor Hearing Board.

1.21.3 The Contractor Hearing Board shall conduct a hearing where

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evidence on the proposed debarment is presented. Proposer and/or Proposer's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether Proposer should be debarred, and, if so, the appropriate length of time of the debarment. Proposer and County shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

- 1.21.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors.

The Board of Supervisors shall have the right to modify, deny or adopt the proposed decision and recommendation of the Contractor Hearing Board.

- 1.21.5 If a Proposer has been debarred for a period longer than five (5) years, that Proposer may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment.

County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that Proposer has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of County.

- 1.21.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where (1) Proposer has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or

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termination of debarment is presented.

This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

- 1.21.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 1.21.8 These terms shall also apply to proposed subcontractors of Proposers on County contracts.
- 1.21.9 *Appendix H - Listing of Contractors Debarred in Los Angeles County*, provides a link to County's website where there is a listing of Contractors that are currently on the Debarment List for Los Angeles County.

## **1.22 PROPOSER'S ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM**

Proposers shall: 1) fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant Contractor (County Code Chapter 2.202).

## **1.23 GRATUITIES**

### **1.23.1 Attempt to Secure Favorable Treatment**

It is improper for any County officer, employee or agent to solicit consideration, in any form, from a Proposer with the implication, suggestion or statement that Proposer's provision of the consideration may secure more favorable treatment for Proposer

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in the award of the Contract or that Proposer's failure to provide such consideration may negatively affect County's consideration of Proposer's submission. A Proposer shall not offer or give either directly or through an intermediary, consideration, in any form, to a County officer, employee or agent for the purpose of securing favorable treatment with respect to the award of the Contract.

#### 1.23.2 **Proposer Notification to County**

A Proposer shall immediately report any attempt by a County officer, employee or agent to solicit such improper consideration.

The report shall be made either to County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861. Failure to report such a solicitation may result in Proposer's submission being eliminated from consideration.

#### 1.23.3 **Form of Improper Consideration**

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

### 1.24 **NOTICE TO PROPOSERS REGARDING THE COUNTY LOBBYIST ORDINANCE**

The Board of Supervisors of Los Angeles County has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance", defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in County Code Chapter 2.160. In effect, each person, corporation or other entity that seeks a County permit, license, franchise or contract must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each Proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each person, corporation or other entity submitting a response to this solicitation, must certify that each County Lobbyist, as defined by Los Angeles County Code Section 2.160.010, retained by Proposer is in full compliance with Chapter 2.160 of the Los Angeles County Code and each such County Lobbyist is **not** on the Executive

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Office's List of Terminated Registered Lobbyists by completing and submitting Appendix D (Required Forms), Exhibit 6 - Familiarity with the County Lobbyist Ordinance Certification, as part of their Proposal.

### **1.25 FEDERAL EARNED INCOME CREDIT**

Proposer shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in *Appendix I - Internal Revenue Service Notice 1015*.

### **1.26 CONSIDERATION OF GAIN/GROW PARTICIPANTS FOR EMPLOYMENT**

As a threshold requirement for consideration for contract award, Proposers shall demonstrate a proven record of hiring participants in County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications for that opening.

Additionally, Proposers shall attest to a willingness to provide employed GAIN/GROW participants access to Proposers' employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities. Proposers who are unable to meet this requirement shall not be considered for contract award. Proposers shall complete and return the form *Appendix D (Required Forms), Exhibit 9 - Attestation of Willingness to Consider GAIN/GROW Participants*, along with their Proposal.

### **1.27 COUNTY'S QUALITY ASSURANCE PLAN**

After contract award, County or its agent will evaluate Contractor's performance under the contract on a periodic basis. Such evaluation will include assessing Contractor's compliance with all terms in the Contract and performance standards identified in the SOW. Contractor's deficiencies which County determines are severe or continuing and that may jeopardize performance of the Contract will be reported to County's Board of Supervisors. The report will include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate the Contract in whole or in part, or impose other penalties as

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specified in the Contract.

### **1.28 RECYCLED BOND PAPER**

Proposer shall be required to comply with County's policy on recycled bond paper as specified in *Appendix A, Sample Contract, Section 8.39 – Recycled Bond Paper*.

### **1.29 SAFELY SURRENDERED BABY LAW**

Proposer shall be required to notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby.

The fact sheet is set forth in *Appendix J – Safely Surrendered Baby Law* of this solicitation document and is also available on the Internet at [www.babysafela.org](http://www.babysafela.org) for printing purposes.

### **1.30 COUNTY POLICY ON DOING BUSINESS WITH SMALL BUSINESS**

1.30.1 County has multiple programs that address small businesses. The Board of Supervisors encourages small business participation in County's contracting process by constantly streamlining and simplifying our selection process and expanding opportunities for small businesses to compete for our business.

1.30.2 The Local Small Business Enterprise Preference Program requires the Company to complete a certification process. This program and how to obtain certification are further explained in *Section 1.32 – Local Small Business Enterprise Preference Program of this RFP*.

1.30.3 The Jury Service and Living Wage programs, provide exceptions to the programs if a company qualifies as a Small Business. It is important to note that each program has a different definition for Small Business. You may qualify as a Small Business in one (1) program but not the other. Further explanations of these two (2) programs are provided in *Section 1.31 – Jury Service Program of this RFP*.

1.30.4 County also has a policy on doing business with small business that is stated in *Appendix F – Policy on Doing Business with*

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*Small Business.*

### **1.31 JURY SERVICE PROGRAM**

The prospective contract is subject to the requirements of County's Contractor Employee Jury Service ("Jury Service Program") (Los Angeles County Code, Chapter 2.203). Proposers should carefully read *Appendix G – Contractor Employee Jury Service*, and the pertinent jury service provisions of *Appendix A (Sample Contract), Paragraph 8.8 – Compliance with the County's Jury Service Program*, both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both Contractors and their Subcontractors. Proposals that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

1.31.1 The Jury Service Program requires Contractors and their Subcontractors to have and adhere to a written policy that provides that its employees shall receive from Contractor, on an annual basis, no less than five (5) days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of a Contractor and "full-time" means forty (40) hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Therefore, the Jury Service Program applies to all of a Contractor's full-time California employees, even those not working specifically on the County project. Full-time employees providing short-term, temporary services of ninety (90) days or less within a twelve (12) month period are not considered full-time for purposes of the Jury Service Program.

1.31.2 There are two (2) ways in which a Contractor might not be subject to the Jury Service Program. The first is if Contractor does not fall within the Jury Service Program's definition of "Contractor".

The Jury Service Program defines "Contractor" to mean a person, partnership, corporation or other entity which has a contract with County or a Subcontract with a County Contractor and has received or will receive an aggregate sum of fifty-thousand dollars (\$50,000) or more in any twelve (12) month period under one or

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more County contracts or subcontracts. The second is if Contractor meets one of the two exceptions to the Jury Service Program. The first exception concerns small businesses and applies to Contractors that have 1) ten (10) or fewer employees; and, 2) annual gross revenues in the preceding twelve (12) months which, if added to the annual amount of this Contract is less than five hundred thousand dollars (\$500,000), and, 3) is not an “affiliate or subsidiary of a business dominant in its field of operation”. The second exception applies to Contractors that possess a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. Contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.

- 1.31.3 If a Contractor does not fall within the Jury Service Program’s definition of “Contractor” or if it meets any of the exceptions to the Jury Service Program, then Contractor must so indicate in *Appendix D (Required Forms), Exhibit 10 – Contractor Employee Jury Service Program Certification Form and Application For Exception*, and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing Contractor’s application, County will determine, in its sole discretion, whether Contractor falls within the definition of Contractor or meets any of the exceptions to the Jury Service Program. County’s decision will be final.

### **1.32 LOCAL SMALL BUSINESS ENTERPRISE PREFERENCE PROGRAM**

- 1.32.1 County will give Local SBE preference during the solicitation process to businesses that meet the definition of a Local Small Business Enterprise (Local SBE), consistent with Chapter 2.204.030C.2 of the Los Angeles County Code.
- 1.32.2 A business which is certified as small by the Small Business Administration (SBA) or which is registered as small on the federal Central Contractor Registration data base may qualify to request the Local SBE Preference in a solicitation.
- 1.32.3 Businesses must complete Appendix D (Required Forms), *Exhibit 7 - Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form* with their Proposal. Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain

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the Local SBE Preference.

### **1.33 LOCAL SMALL BUSINESS ENTERPRISE PROMPT PAYMENT PROGRAM**

It is the intent of County that Certified Local SBEs receive prompt payment for services they provide to County Departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an undisputed invoice.

### **1.34 NOTIFICATION TO COUNTY OF PENDING ACQUISITIONS/MERGERS BY PROPOSING COMPANY**

Proposer shall notify County of any pending acquisitions/mergers of their company. This information shall be provided by *Appendix D, Required Forms, Exhibit 1 - Proposer's Organization Questionnaire/Affidavit*. Failure of Proposer to provide this information may eliminate its Proposal from any further consideration.

### **1.35 TRANSITIONAL JOB OPPORTUNITIES PREFERENCE PROGRAM**

1.35.1 In evaluating Proposals, County will give preference to businesses that are certified by County as Transitional Job Opportunity vendors, consistent with Chapter 2.205 of the Los Angeles County Code. A Certified Transitional Job Opportunity vendor is, and has been such for three (3) years, an entity: 1) that is a non-profit organization recognized as tax exempt pursuant to section 501(c)(3) of the Internal Revenue Service Code; set forth, under penalty of perjury, such information as requested by County on either electronic or hard copy forms, along with their application form and three (3) most recent annual tax returns to the Department with their Proposal response to the contracting solicitation for which they are competing; 2) has been in operation for at least one (1) year providing transitional job and the related supportive services to program participants; and 3) provide a profile of their program with a description of their program components designed to assist program participants, number of past program participants, and any other information requested by a contracting Department.

1.35.2 Transitional Job Opportunities vendors must request the preference in their solicitation response and may not receive the preference until their certification has been affirmed by the

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applicable Department. County must verify the Transitional Job Opportunity vendor certification prior to applying the preference. Sanctions and financial penalties may apply to a Proposer that knowingly and with intent to defraud seeks to obtain or maintain certification as a Transitional Job Opportunities vendor.

- 1.35.3 To request the Transitional Job Opportunities Preference, Proposer must complete the *Appendix D (Required Forms), Exhibit 12 – Transitional Job Opportunities Preference Application* and submit it along with all supporting documentation with their Proposal.

### **1.36 INTENTIONALLY OMITTED**

### **1.37 CONTRACTOR’S OBLIGATIONS AS A “BUSINESS ASSOCIATE” UNDER THE HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT OF 1996 AND THE HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH ACT**

Contractor shall be required to comply with the Administrative Simplification requirements of the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) as in effect and as may be amended, and with applicable provision of the Health Information Technology for Economic and Clinical Health (HITECH) Act, as contained in Appendix A (Sample Contract), Exhibit P – Contractor’s Obligation as a “Business Associate” Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act (Business Associate Agreement).

### **1.38 PROPOSER’S CHARITABLE CONTRIBUTIONS COMPLIANCE**

- 1.38.1 California’s “Supervision of Trustees and Fundraisers for Charitable Purposes Act” regulates receiving and raising charitable contributions. Among other requirements, those subject to the Charitable Purposes Act must register. The 2004 Nonprofit Integrity Act (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. Proposers should carefully read the Background and Resources: *California Charities Regulations (Appendix L)*. New rules cover California public benefit corporations, unincorporated associations, and trustee entities and may include similar foreign corporations doing business or holding property in California. Key Nonprofit Integrity Act requirements affect executive compensation, fund-raising

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practices and documentation. Charities with over two million (\$2,000,000) of revenues (excluding funds that must be accounted for to a governmental entity) have new audit requirements.

1.38.2 All Proposers must determine if they receive or raise charitable contributions which subject them to the Charitable Purposes Act and complete the *Charitable Contributions Certification (Exhibit 11 in Appendix D, Required Forms)*. A completed Exhibit 11 is a required part of any agreement with County.

1.38.3 In Exhibit 11, Proposers certify either that:

- They have determined that they do not now receive or raise charitable contributions regulated under the California Charitable Purposes Act, (including the Nonprofit Integrity Act) but will comply if they become subject to coverage of those laws during the term of a County agreement,

- OR -

- They are currently complying with their obligations under the Charitable Purposes Act, attaching a copy of their most recent filing with the Registry of Charitable Trusts.

1.38.4 Prospective County contractors that do not complete Exhibit 11 as part of the solicitation process may, in County's sole discretion, be disqualified from contract award. A County contractor that fails to comply with its obligations under the Charitable Purposes Act is subject to either contract termination or debarment proceedings or both. (County Code Chapter 2.202)

### **1.39 DEFAULTED PROPERTY TAX REDUCTION PROGRAM**

The prospective contract is subject to the requirements of County's Defaulted Property Tax Reduction Program ("Defaulted Tax Program") (Los Angeles County Code, Chapter 2.206). Proposers should carefully read Appendix M - Defaulted Property Tax Reduction Program and the pertinent provisions of the *Appendix A (Sample Contract), Section 8.51 – Warranty of Compliance with County's Defaulted Property Tax Reduction Program*, both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractors and their Subcontractors.

Proposers shall be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of any contract that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing *Appendix D (Required Forms), Exhibit 13 - Certification of Compliance with The County's Defaulted Property Tax Reduction Program*.

Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliance contractor (Los Angeles County Code, Chapter 2.202).

Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

#### **1.40 DISABLED VETERAN BUSINESS ENTERPRISE PREFERENCE PROGRAM**

- 1.40.1 The County will give Disabled Veteran Business Enterprise (DVBE) preference during the solicitation process to businesses that meet the definition of a DVBE, consistent with Chapter 2.211 of the Los Angeles County Code. A DVBE is defined as: 1) A business which is certified by the State of California as a Disabled Veteran Business Enterprise (DVBE); or 2) A business which is certified by the Department of Veterans Affairs as a Service Disabled Veteran Owned Small Business (SDVOSB).
- 1.40.2 Certified DVBEs must request the DVBE Preference in their solicitation responses and may not request the preference unless the certification process has been completed and certification affirmed.
- 1.40.3 In no case shall the DVBE Preference Program price or scoring preference be combined with any other county preference program to exceed eight percent (8%) in response to any county solicitation.
- 1.40.4 Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified DVBE.
- 1.40.5 To request the Disabled Veteran Business Enterprise preference,

Proposer must complete and submit the Request for Disabled Veteran Business Enterprise Consideration form in Appendix D, Required Forms, Exhibit -- with supporting documentation with their proposal.

Information about the State's DVBE certification regulations is found in the California Code of Regulations, Title 2, Subchapter 8, Section 1896 et seq., and is also available on the California Department of General Services Office of Disabled Veteran Business Certification and Resources Website at <http://www.pd.dgs.ca.gov/>

Information on the Department of Veteran Affairs SDVOSB certification regulations is found in the Code of Federal Regulations, 38CFR 74 and is also available on the Department of Veterans Affairs Website at: <http://www.vetbiz.gov/>

**2.0 PROPOSAL SUBMISSION REQUIREMENTS**

**2.1 COUNTY RESPONSIBILITY**

County is not responsible for representations made by any of its officers or employees prior to the execution of the Contract unless such understanding or representation is included in the Contract.

**2.2 TRUTH AND ACCURACY OF REPRESENTATIONS**

False, misleading, incomplete, or deceptively unresponsive statements in connection with a Proposal shall be sufficient cause for rejection of the Proposal. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final.

**2.3 RFP TIMETABLE**

**The timetable for this RFP is as follows:**

- Release of RFP .....February 13, 2014
- Request for a Solicitation Requirements Review Due . February 25 , 2014
- Mandatory Proposer's Conference ..... March 5 , 2014
- Written Questions Due..... March 10, 2014
- Questions and Answers Released ..... March 13, 2014

- Notice of Intent Due ..... March 13, 2014
- **Proposals due by 3:00 P.M.** (Pacific Standard Time).....**March 17, 2014**
- Proposal Evaluation Period..... March 24 – April 4, 2014
- Oral Interviews.....April 7 – 11, 2014
- Notification of Evaluation Results (Mailed).....April 16, 2014
- Contract and Services Begin .....July 1, 2014

**2.4 SOLICITATION REQUIREMENTS REVIEW**

Any person or entity may seek a Solicitation Requirements Review by submitting *Appendix E – Request for Proposals (RFP) Transmittal Form to Request a Solicitation Requirements Review*, to the Department conducting the solicitation as described in this Section.

A request for a Solicitation Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

1. The request for a Solicitation Requirements Review is made within ten (10) business days of the issuance of the solicitation document;
2. The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a Proposal;
3. The request for a Solicitation Requirements Review itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
4. The request for a Solicitation Requirements Review asserts either that:
  - a. application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or,
  - b. due to unclear instructions, the process may result in County not

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receiving the best possible responses from prospective Proposers.

The Solicitation Requirements Review shall be completed and the Department's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the Proposal due date.

## **2.5 PROPOSER'S QUESTIONS**

Proposers may submit written questions regarding this RFP by e-mail to the individual identified below. All questions must be received by 4:30 PM Pacific Standard Time, March 10, 2014. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to this RFP.

When submitting questions, please specify the RFP section number, paragraph number, and page number and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFP. County reserves the right to group similar questions when providing answers.

Questions may address concerns that the application of minimum mandatory requirements, evaluation criteria and/or business requirements would unfairly disadvantage Proposers or, due to unclear instructions, may result in County not receiving the best possible responses from Proposer.

Questions should be addressed to:

Jenifer Valdez, ASM I  
Community and Senior Services  
Contracts Management Division  
3175 West 6<sup>th</sup> Street, Room 403  
Los Angeles, CA 90020-1708  
[wiaadwrfp@css.lacounty.gov](mailto:wiaadwrfp@css.lacounty.gov)

## **2.6 NOTICE OF INTENT TO SUBMIT PROPOPSAL(S)**

A Notice of Intent to submit a proposal(s) is required of all organizations planning to submit for the management and operation of an AJCC(s), AJCC/Affiliate(s), Sector-Focused Satellites, Rapid Response Program or Veterans-Focused Satellite. This is a required step in the process and will be used to create the list of potential respondents.

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Organizations that do not submit a Notice of Intent to Submit will not be eligible to submit a proposal in response to this request. However, submitting a Notice of Intent to Submit does not commit the respondent to submitting a proposal(s).

All Notices of Intent to Submit are due no later than March 13, 2014 to Jenifer Valdez at [wiaadwrfp@css.lacounty.gov](mailto:wiaadwrfp@css.lacounty.gov)

The *Notice of Intent to Submit form, Appendix P*, is attached. **The filing of a Notice of Intent to Submit is required. If a respondent has not filed a Notice of Intent to Submit, any proposal(s) submitted will be rejected.**

## 2.7 MANDATORY PROPOSER'S CONFERENCE

A **Mandatory Proposer's Conference** will be held to discuss the RFP Requirements. County will respond to questions from potential Proposers. The conference is scheduled as follows:

March 5, 2014  
2:00 PM – 4:00 PM  
3175 West 6<sup>th</sup> Street, Room 105  
Los Angeles, CA 90020-1708

Agencies attending the Mandatory Proposer's Conference must RSVP to ensure sufficient space is available. Send an email confirming your RSVP to [wiaadwrfp@css.lacounty.gov](mailto:wiaadwrfp@css.lacounty.gov) by February 20<sup>th</sup> at 4:00 P.M. Please note that due to space restrictions, only two (2) individuals from each agency will be allowed to attend. In the event sufficient space is not available to accommodate all interested Proposer's, County may add an additional date and/or time for the Mandatory Proposer's Conference. Agencies who submit an RSVP will be kept apprised of additional dates and/or times via email.

Parking: for your convenience, parking in County's parking structure located at 523 Shatto Place will be made available by reservation. Please send an email to County at: [wiaadwrfp@css.lacounty.gov](mailto:wiaadwrfp@css.lacounty.gov) by March 3, 2014. Please insert "Parking for Proposer's Conference" in the subject line of the email. Meter Parking is also available on Shatto Place, Vermont Avenue, and Sixth Street (Southwest Corner of 6<sup>th</sup> and Vermont). Proposers are encouraged to bring a copy of the RFP to the Proposer's Conference. No copies will be provided.

**Proposals received from agencies not signed in as attending this mandatory conference will be rejected and deemed non-responsive.**

## 2.8 PREPARATION OF THE PROPOSAL

2.8.1 One (1) original and six (6) complete and numbered copies for each program being applied for shall be submitted. In addition to the original and six (6) copies, include in the submission one (1) thumb drive with the proposal in PDF format; if an agency is submitting more than one proposal, all proposals may be included on the same thumb drive. The original must be marked "Original" on the cover and must bear the actual "wet" signature(s) of the person(s) authorized to sign the proposal. Place the name of the Program, whether the proposal is for an AJCC, Affiliate/AJCC, Veterans-Focused or Sector-Focused Satellite, etc., and the Supervisorial District being applied for, if applicable, on the cover (please note that the Veteran's-Focused Satellite and Rapid Response Program is County-wide). Please also note the priority of preference in the upper left hand corner (reference section 2.8.5 below). The original and copies shall be placed in a three-ring binder. Copies must also be numbered on the upper right-hand corner. Specialized covering, paper clips, or other removable fasteners are not acceptable.

2.8.2 The Proposal and copies must be delivered no later than 3:00 pm, Pacific Standard Time, **March 17, 2014** to:

Chris Frau, ASM II  
Contracts Management Division  
Community and Senior Services  
3175 West Sixth Street, Room 400  
Los Angeles, CA 90020

2.8.3 It is the sole responsibility of the submitting Proposer to ensure that its proposal is received by the person designated before the submission deadline. Submitting Proposers shall bear all risks associated with delays in delivery by any persons or entity, including, for example, Federal Express, Airborne, United Parcel Services.

2.8.4 All sealed proposals received from any type of mail delivery or courier service after the schedule closing date and time for receipt of proposals will be returned, unread, to the Proposer. Timely hand-delivered proposals are acceptable. No facsimile (fax) or electronic mail (email) copies will be accepted.

2.8.5 Proposer(s) submitting more than two (2) proposals shall identify the priority of preference, in the upper left hand corner, for the two (2) contracts it would prefer. Final contract selections will be in the best interest of County.

**COUNTY IS NOT RESPONSIBLE FOR ANY PROPOSAL RECEIVED AFTER THE STATED DEADLINE NOR IS COUNTY RESPONSIBLE FOR MISDIRECTED MAIL OR ERRORS IN TRANSMISSIONS OR DELIVERIES.**

**COUNTY DETERMINATIONS AS TO THE DATE AND TIME OF RECEIPT OF A PROPOSAL SHALL BE FINAL.**

## **2.9 BUSINESS PROPOSAL FORMAT**

All proposals must be submitted in the following format:

- ▶ Arial: Font size shall be twelve (12) points.
- ▶ Margins – At least one (1) inch on all sides.
- ▶ Double spaced.
- ▶ Type on one side only – single sided, plain, white, recycled paper.
- ▶ Include Section Heading and/or Subheadings only. DO NOT restate the questions: restating questions will reduce drastically the amount of space permitted to answer the questions completely.
- ▶ When completing forms, information shall be restricted to the space(s) reserved for the Proposers' input.
- ▶ Unless specifically permitted, the type size, form, or format of any form or document distributed under this RFP shall not be changed.
- ▶ Information provided may not exceed the maximum number of allowable pages. Specified information contained on the pages that exceed the maximum number of allowable pages will not be read and, therefore, will not be considered or evaluated.
- ▶ Each page shall be numbered sequentially at the bottom of each page as either "Page X" or "Page X of Y".
- ▶ Any proposal that deviates from this format may be rejected without review at the County's sole discretion.

### **2.9.1 Content and Sequence**

The content and sequence of the proposal must be as follows:

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- ▶ Transmittal Letter
  - ▶ Checklist
  - ▶ Section A – Executive Summary
  - ▶ Section B – Proposer’s Qualifications
  - ▶ Section C – Proposer’s Approach to Provide Required Services
  - ▶ Section D – Proposer’s Quality Control Plan
  - ▶ Section E – Cost Proposal
  - ▶ Section F – Section F- Acceptance of Contract Terms and Conditions and Equal Employment Opportunity Certification
  - ▶ Last Page of Proposal

### **Transmittal Letter (maximum of 1 page)**

The transmittal letter must be a maximum of one (1) page, transmitting the proposal on Proposer’s stationery. The transmittal letter must include Proposer’s name, title, address, email address, and telephone and facsimile (fax) number of the contact person(s) authorized to represent Proposer and each partner. **The transmittal letter must bear the signature of the person authorized to sign on behalf of Proposer and bind Proposer in a contract.**

The letter shall indicate whether or not the Proposer intends to perform the Contract as a single Proposer. The letter must contain a statement that Proposer will bear sole and complete responsibility for all work as defined in *Appendix B, WIA Title I Adult and Dislocated Worker Integrated Services Program Statement of Work (AJCC and Affiliate); Appendix B-1 Rapid Response Program Statement of Work; Appendix B-2 Veteran’s-Focused Satellite Statement of Work; and/or Appendix B-3 Sector-Focused Satellite Site Statement of Work.*

### **Checklist**

The checklist contains all narratives, appendices, and exhibits that must be included in the proposal. Assemble the proposal in the order of the items on the checklist and identify each item by sequential page number. The checklist will serve as your table of contents.

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**Section A – Executive Summary (maximum of 2 pages)**

The executive summary shall condense and highlight the contents of Proposer’s proposal to provide County with a broad understanding of Proposer’s approach, experience, qualifications, and staffing.

**Section B – Proposer’s Qualifications**

A. The Proposer must demonstrate that the required personnel have the experience and that the organization has the experience and the financial capability to perform the required services.

**B. Section B1 – Proposer’s Background and Experience (maximum of 5 pages)**

1. Describe your experience providing WIA Program or similar services including providing services to both businesses and job seekers.
2. Include in the narrative and in the appropriate appendices a summary of relevant background information to demonstrate that the organization meets *Section 1.4, Minimum Mandatory Requirements* as stated in the RFP and that it has the capability to perform the required services as a corporation or other entity.

**C. History of Contracts forms**

1. Following the narrative, insert *Appendix D, Exhibit 8, Prospective Contractor List of Contracts*, as applicable, and a copy of your letter and a certified mail receipt as proof that you submitted *Appendix D, Exhibit 2, Proposer’s Experience Verification Form*, to your funding LWIB or other funding source. Label the copy of your letter to the funding source and the certified mail receipt as *Exhibit 2*.
2. It is Proposer’s sole responsibility to ensure that the firm’s name, contact person’s name, title, phone number, and fax number for each contract listed on the appendices are accurate. Proposer must complete and include *Appendix D, Exhibit 8, Prospective Contractor List of Contracts*, as applicable, in order to receive full credit for experience required in *Section 1.4, Minimum Mandatory Requirements*.

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3. The same funding sources may be listed on more than one form. Use additional sheets if necessary. Additionally, Proposer must ensure that the information contained in *Appendix D, Exhibit 8, Prospective Contractor List of Contracts* is accurate. Discrepancies in information submitted by Proposer and the funding source may result in a reduced score for this section.

Proposer should document employment and training contracts encompassing a minimum of five (5) years' experience as specified under *Section 1.4.4 of this RFP*.

**D. Section B2 – Contracts Manager's Background Experience  
(maximum of 1 page)**

1. Proposer must provide a summary of relevant background information to demonstrate that the required Contracts Manager meets *Section 1.4.5, Proposer's Staff* as stated in this RFP.

**E. Section B3 – Financial Capability**

1. This section shall include all of the Financial Document Submission requirements as outlined in Section 1.4.8, Financial Capability. The *Financial Documents Checklist, Appendix D-1, Unique Forms*, shall be included as the first page of this section.
2. If the Single Audit(s) required in Section 1.4.8.2 contains an exception, a negative finding, or a corrective action to be performed, Proposer must identify in this section of the proposal; (1) the name of the funding source, (2) the specific program, (3) the exception or the negative finding, (4) the corrective action Proposer is required to perform/complete, and (5) the expected date of correction of the finding or the exception.
3. The review of the Single Audit(s) will assist in determining if the financial capability/stability of Proposer requires further scrutiny. Audit reports with findings such as a weakness or deficiencies in internal controls, noncompliance with laws, regulations, contracts, or grants agreements, etc., may require further clarification or information from Proposer, the funding source or from the auditor in question. All corrective actions must be completed by the date of proposal submission, **March 17, 2014**. Subsequently, findings covering the period from the last day of the program year covered by the audit submitted up to and including the day of proposal submission that are received from any funding source verification

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report; internal and/or external monitoring reviews including, but not limited to, administrative, fiscal, or program reviews; agency internal audits; etc., that include deficiencies and/or irregularities that, in the judgment of County, cannot be corrected sufficiently prior to program implementation or findings that Proposer is unstable will be cause for rejection of the proposal.

4. If Proposer is required to comply with a repayment plan, Proposer shall so state in this section and attach a copy of the approved repayment plan of the funding Source or other entity (e.g., Internal Revenue Service- approved repayment plan). Label the funding source approved (or other entity- approved) repayment plan as *Exhibit 3*. Using your letterhead, transmit a copy of *Appendix W, Verification of Repayment Plan*, to the funding source/entity. Enclose a copy of your agency's letter and proof of certified mailing to the funding source/entity labeled as *Exhibit 4*. Proposers who default in any portion of a repayment plan may be deemed to be incapable/unstable for purposes of this solicitation. The County reserves the right to disregard inconsequential and/or non-repetitive irregularities encountered during a repayment period.
5. The evaluation and determination in this area shall be in County's sole judgment and shall be final and not subject to appeal.
6. Single Audits must be submitted prior to beginning work on a Contract; failure to do so will be grounds for not executing a contract.

**Section C1 – Proposer's Approach to Provide Required Services (AJCC and Affiliate and/or AJCC Sites)**

- A. This section must present a description of the methodology that will be used to meet contract work requirements. Responses should be as complete, specific, and as quantifiable as possible. Proposer shall ensure that sufficient, appropriate, and qualified personnel as required by this RFP are included in the proposal to carry out the obligations specified in *Appendix A, WIA Title I WIA ADW Program Integrated Services Statement of Work (AJCC and Affiliate)*, and the activities contained in the Proposer's proposal to fulfill contract work requirements herein.
- A.1 Proposer's program services approach must address the following four guiding principles as the policy frame work for the implementation of the AJCC System. Specifically, the System will:

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1. be an integrated System, offering as many employment, training, and education services as possible for unified customer service;
  2. offer its primary customers - employers and job, education, and training seekers a comprehensive array of useful information and wide and easy access to the needed services;
  3. be performance-based with the clear outcomes it seeks to achieve identified, and methods, including customer satisfaction for measuring the agreed-upon outcomes;
  4. increase State and local partnerships and linkages between the education, workforce, and economic development systems.
- B. This section is Proposer's opportunity to provide specific information related to the origin of Proposer and current and future activities of Proposer in support of the guiding principles stated in A.1 above, and the AJCC. This component provides Proposer the opportunity to demonstrate how it is creating systemic change within its workforce delivery system to the benefit of its customers.

Describe in detail how the required services will be performed to meet the requirements in the Statement of Work. In your discussion, address the following areas:

1. **Composition of the AJCC and AJCC/Affiliate** (maximum 10 pages, excluding forms, charts, etc.). Responses to this section shall address Proposer's plan to meet requirements as defined in *Appendix B, WIA Title I WIA ADW Program Integrated Services Statement of Work (AJCC and Affiliate)*.
  - a. Describe Proposer's **policy body**, as defined in *Appendix Q, Glossary of Terms*, which will be responsible for system planning; fiscal responsibility and liability; oversight of the AJCC; policy making; certification; and participation in ongoing oversight. Describe its tasks, accomplishments, and remaining work to be done.
  - b. Describe Proposer's experience providing workforce services to adults and dislocated workers. What is Proposer's experience providing the current WIA Core A, Core B, Intensive, Training, Job placement, Supportive Services and follow-up services.
  - c. Describe Proposer's past and current experience working with AJCC Mandatory Partners in the areas of education, welfare, economic development, community services and other areas as appropriate.

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- d. Indicate how Mandated Partner resources will be used by the AJCC. Indicate how Non-Mandated Partner resources will add value to the services provided at the AJCC.
  - e. Describe how Proposer will coordinate and leverage resources to operate the AJCC including how Proposer will meet the 10% leverage requirement as explained in *Appendix B, WIA Title I WIA ADW Program Integrated Services Statement of Work (AJCC and Affiliate), Section 1.7.*
  - f. Describe Proposer's past and current experience working with Employment Development Department staff collaboratively and effectively.
  - g. What steps will Proposer take to ensure the integration of AJCC staff with staff from the mandated and additional partners? How will Proposer ensure that duties are not duplicated?
  - h. Describe Proposer's experience in delivering services within an ISD system and how Proposer will staff the needed functions. Describe the number of staff, staff qualifications and staff experience to ensure successful operation of the ADW ISD system.
  - i. Describe how the costs of services and the operating costs of the system are to be funded and discuss Proposer's commitment to secure a minimum level of additional funds or in-kind contributions to compensate for continuing program reductions. Include anticipated commitment levels and methods (fundraisers, corporate donations, fee for services, etc.)
2. **Implementation of Scope of Service** (maximum 15 pages, excluding forms, charts, etc.)
- a. Describe how Proposer will make the following self-directed resources and services available to participants as follows:
    - Computers and printers
    - Internet access
    - Phones and fax machines
    - Job posting information
    - Job clubs
    - Informational workshops
  - b. Provide an overview of the integrated customer service design while meeting the needs of both the Adults and Dislocated Workers. Describe the process/system for integrated customer pool and integrated customer

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flow as described herein, and in *Appendix B, WIA Title I ADW Integrated Services Program Statement of Work (AJCC and Affiliate)*.

- c. Proposer acknowledges that minimum performance measures for Program Year 2014-15 are as detailed in *Appendix N, Quarterly Performance/Financial Goals*. Indicate how service levels and quality of services will increase over the two (2) year term of the contract.
- d. Describe Proposer's experience ensuring that job seekers are provided job opportunities.
- e. Describe Proposer's experience in working collaboratively and effectively with EDD, also describing outcomes and achievements.
- f. Describe how Proposer's Site would encourage carrying out the activities of the Welcome/Talent Engagement Team, the Skills/Talent Development Team, and the Job Getting/Talent Marketing Team functions, as described in *Appendix B, WIA Title I ADW Integrated Program Services Statement of Work (AJCC and Affiliate), Section 2.1.8*.
- g. Identify how Proposer plans to serve residents that require communication in languages other than English and how you propose to provide services in those languages.
- h. Describe what types of services, including Core, Intensive, and Training will be offered to persons of limited-English proficiency.
- i. Describe which services, if any, will be modified and how they will be modified to make them culturally appropriate for priority populations, as described in *Appendix B, WIA Title I ADW Integrated Services Program Statement of Work (AJCC and Affiliate), Section 1.1.7*. Explain clearly why these populations require modified services.
- j. Describe how your partnership members have and will continue to identify the workforce preparation needs of their communities and their customers, how they will determine which services will fulfill those needs, how those services are to be provided, and by whom.
- k. Describe how Proposer will use partnerships and collaborations in supporting the ISD model.
- l. Describe how Proposer will give priority of service to populations such as veterans, mature workers, American Indians, foster youth, probation

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youth, displaced workers, individuals with disabilities, Limited English Proficient, Temporary Aid to Needy Families (TANF/CalWORKs) and other underrepresented groups; increasing the number of basic education students, under-prepared job seekers and displaced workers who complete training programs in demand industries. What is your experience serving these populations? What steps would Proposer take to ensure that 30% of its client enrollments be comprised of priority populations, as defined in *Appendix B, WIA ADW Integrated Services Program Statement of Work (AJCC and Affiliate), Section 1.1.7.*

- m. Describe the service offerings that will comprise the Product Box, as described in *Appendix B, WIA Title I ADW Integrated Services Program Statement of Work (AJCC and Affiliate), Section 2.3.* What is Proposer's experience providing these services? Describe how Proposer will meet the staffing needs to ensure that the service offerings comprising the Product Box are effectively provided? How will Proposer ensure that the product box is maintained and updated to support the activities of the AJCC and its participants as they move towards becoming more employable?
- n. Describe how Proposer will ensure the availability of and participation in, earn and learn models such as pre-apprenticeships and apprenticeship programs, on-the-job-training and customized training that provide the jobseeker with work experience in high growth industries that lead to permanent employment with potential career pathways in demand industries.
- o. Describe Proposer's approach to providing individual workshops as well as in group formats. Describe the types of workshops that will be offered and in which threshold languages.
- p. Describe how Proposer, through the Earn and Learn training strategies will increase the number of adult basic education students who transition to post-secondary education and reduce the time spent in remediation; increase the number of unprepared job seekers and displaced workers who enter and who successfully complete education/training programs in demand occupations.
- q. Describe how Proposer will ensure that 50% of its training funds will be spent on training in approved high growth sectors, as described in *Appendix B, WIA Title I ADW Integrated Services Program Statement of Work (AJCC and Affiliate), Section 1.6.2.*
- r. If Proposer is applying for an AJCC/Affiliate site, describe Proposer's ability to provide WIA services at an Affiliate site.

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3. **Employment Services** (maximum 5 pages excluding forms, charts, etc.)

- a. Describe Proposer's ability and experience in providing job matching, job placement, coaching, job retention and Supportive Services to skilled and qualified jobseekers that meet the needs of regional employers.
- b. Describe Proposer's ability to develop Product Box, as described in *Appendix B, WIA Title I ADW Integrated Program Services Statement of Work (AJCC and Affiliate), Section 2.3*, offerings with employer-based products.

**Section C2 – Proposer's Approach to Provide Required Services (Sector-Specific Satellite Site)**

- A. This section must present a description of the methodology that will be used to meet contract work requirements with regard to sector-focused Satellite Sites. Responses should be as complete, specific, and as quantifiable as possible. Proposer shall ensure that sufficient, appropriate, and qualified personnel are included in the Proposer's proposal to carry out the obligations specified in *Appendix B-3, WIA Title I Adult and Dislocated Worker Program Services Sector-Focused Satellite Site Statement of Work*, and the activities contained in the proposal.
- B. This section is Proposer's opportunity to provide specific information related to the origin of Proposer and current and future activities of the Proposer in support of the Program, as described in *Appendix B-3, WIA Title I Adult and Dislocated Worker Program Services Sector-Focused Satellite Site Statement of Work*, with regard to Sector-Focused Satellite Sites.

Describe in detail how the services will be performed to meet the intent of the RFP. Address the following areas with regard to Sector-Focused Satellite Sites:

1. **Composition of the Sector-Focused Satellite** (maximum 10 pages, excluding forms, charts, etc.). Responses to this section shall address Proposer's plan to meet requirements as defined in *Appendix B-3, WIA Title I Adult and Dislocated Worker Program Services Sector-Focused Satellite Site Statement of Work*.
  - h. Describe Proposer's **policy body** that will be responsible for system planning, fiscal responsibility and liability; oversight of the agency, policy making, certification, and participation in ongoing oversight. Describe its tasks, accomplishments, and remaining work to be done.
  - i. Describe Proposer's experience providing WIA Core A Services or similar or equivalent services.

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- j. Describe how Proposer will coordinate and leverage resources to administer the Satellite Site.
  - k. Describe how Proposer's Satellite Site will work collaboratively and effectively with a partner AJCC site as directed by County.
  - l. Describe how the costs of services and the operating costs of the system are to be funded and discuss Proposer's commitment to secure a minimum level of additional funds or in-kind contributions to compensate for continuing program reductions. Include anticipated commitment levels and methods (fundraisers, corporate donations, fee for services, etc.).
2. **Implementation of Scope of Service** (maximum 15 pages excluding forms, charts, etc.)
- a. Describe proposed Satellite Site services.
  - b. Describe how Proposer will make the following self-directed resources and services available to participants as follows:
    - Computers and printers
    - Internet access
    - Phones and fax machines
    - Job posting information
    - Job clubs
    - Informational workshops
  - c. Describe Proposer's experience providing WIA or similar employment and training services.
  - d. How will Proposer ensure that staff will provide the required WIA Core A, Core B, Intensive and Training services? Describe the number of staff, the qualifications and the experience necessary to ensure successful provision of services.
  - e. Describe how Proposer's Satellite site will provide sector-focused employment and training services for the assigned sectors.
  - f. Describe how Proposer will work with job seekers and businesses to meet their needs.

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- g. Describe Proposer's ability to build coalitions/collaborations between members of industry, labor, schools and employers to address the need of the assigned sectors.
  - h. As a Satellite, Proposer will need to work with a Sector Intermediary. Describe how Proposer will work with the Intermediary to ensure a successful sector-driven Satellite.
  - i. Describe how Proposer will ensure that 80% of its training funds will be spent on training in approved high growth sectors, as described in *Appendix B-3, WIA Title I Adult and Dislocated Worker Program Services Sector-Focused Satellite Site Statement of Work, Section 1.6.2.*

### **Section C3 – Proposer's Approach to Provide Required Services (Rapid Response Program)**

- A. This section must present a description of the methodology that will be used to meet contract work requirements with regard to the Rapid Response Program. Responses should be as complete, specific, and as quantifiable as possible. Proposer shall ensure that sufficient, appropriate, and qualified personnel are included in the proposal to carry out the obligations specified in *Appendix B-1, WIA Rapid Response Program Statement of Work* and the activities contained in the proposal.
- B. This section is Proposer's opportunity to provide specific information related to the origin of Proposer and current and future activities of Proposer in support of the Rapid Response Program. This component provides Proposer the opportunity to demonstrate how it is creating systemic change within its workforce delivery system to the benefit of its customers.

Describe in detail how the services will be performed to meet the intent of the Statement of Work. In your discussion, address the following areas with regard to the Rapid Response Program:

1. **Composition of the Rapid Response Proposer** (maximum 10 pages, excluding forms, charts, etc.). Responses to this section shall address Proposer's plan to meet requirements as defined in *Appendix B-1, WIA Rapid Response Program Statement of Work.*
  - a. Describe Proposer's **policy body** that will be responsible for system planning, fiscal responsibility and liability; oversight of the agency, policy making, certification, and participation in ongoing oversight. Describe its tasks, accomplishments, and remaining work to be done.

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- b. Describe Proposer's experience providing Rapid Response or similar or equivalent services to both businesses and job seekers.
  - c. Describe how Proposer will coordinate and leverage resources to administer the Rapid Response Program.
  - d. Describe Proposer's experience in delivering Rapid Response Program, or similar, services. Describe how Proposer would staff the functions.
2. **Implementation of Scope of Service** (maximum 15 pages excluding forms, charts, etc.)
- a. Describe Proposer's experience assisting dislocated workers facing job loss due to company closures, or mass layoffs, return to productive positions in the labor force.
  - b. Describe Proposer's experience assessing the potential for averting layoffs by providing timely and pertinent information to anticipate and profit from economic development opportunities.
  - c. Describe how proposer will ensure it will have a physical presence in all five Supervisorial Districts.
  - d. Describe Proposer's experience reducing the economic and social burdens that unemployment presents to employers, workers and the community.
  - e. Describe Proposer's experience identifying and developing prospective strategies to avert and/or mitigate the impact of potential downsizing, restructuring and/or imminent plant closures.
  - f. Describe what types of Rapid Response Program services will be offered to participants of limited-English proficiency. How will Proposer ensure that the services provided are culturally and linguistically appropriate?
  - g. Describe how Proposer will ensure the availability of and participation in, earn and learn models such as pre-apprenticeships and apprenticeship programs, on-the-job-training and customized training that provide the Participant with work experience in high growth industries that lead to permanent employment with potential career pathways in demand industries.

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h. Describe Proposer's experience developing employer outreach strategies that ensure that jobseekers are integrated into the service delivery strategies.

3. **Employment Services** (maximum 5 pages excluding forms, charts, etc.)

a. Describe Proposer's ability and experience in providing job matching, job placement, coaching, job retention and supportive services to skilled and qualified jobseekers that meet the needs of regional employers.

**Section C4 – Proposer's Approach to Provide Required Services (Veterans Program)**

A. This section must present a description of the methodology that will be used to meet contract work requirements. Responses should be as complete, specific, and as quantifiable as possible. Proposer shall ensure that sufficient, appropriate, and qualified personnel are included in the Proposer's proposal to carry out the obligations specified in *Appendix B-2, Veteran's-Focused Satellite Statement of Work*, and the activities contained in the proposal.

B. This RFP component is Proposer's opportunity to provide specific information related to the origin of Proposer and current and future activities of the Proposer in support of the Program, as described in *Appendix B-2, Veteran's-Focused Satellite Site Statement of Work*, with regard to Veteran's-Focused Satellite Sites.

Describe in detail how the services will be performed to meet the intent of the RFP. In your discussion, address the following areas with regard to Veterans-Focused Satellite Sites:

4. **Composition of the Veterans-Focused Satellite** (maximum 10 pages, excluding forms, charts, etc.). Responses to this section shall address Proposer's plan to meet requirements as defined in *Appendix B-2, Veteran's-Focused Satellite Site Statement of Work*,

a. Describe Proposer's **policy body** that will be responsible for system planning, fiscal responsibility and liability; oversight of the Satellite, policy making, certification, and participation in ongoing oversight. Describe its tasks, accomplishments, and remaining work to be done.

b. Describe Proposer's experience providing workforce services to Veterans including disabled Veterans. What is Proposer's experience providing the current Veterans Core A, Core B, Intensive, Training, Job placement, Supportive Services and follow-up services?

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- c. Describe Proposer's past and current experience working with the AJCC mandatory Partners in the areas of Veterans Program services and other areas as appropriate.
  - d. Indicate how mandated partner resources will be leveraged to operate the Veterans Program at the Satellite. Indicate how non-mandated partner resources will add value to the Veterans Program services provided at the Satellite.
  - e. Describe Proposer's experience working with the Employment Development Department (EDD) and EDD Veteran Specialists to ensure that eligible veterans have access to both Military and Civilian jobs. Describe your experience with CalJOBS, "Veterans Only" Job orders, Veterans Employment Coordination Service with the Department of Veterans Affairs (VA), Occupation Translators, and Veteran Preference Points.
  - f. What steps will Proposer take to ensure the integration of staff with Veteran Program staff from the mandated and additional partners? How will Proposer ensure that duties are not duplicated?
  - g. Describe the number of staff dedicated to the Veterans Program, staff qualifications and staff experience to ensure successful operation of a Veterans Program within the County's workforce development system.
  - h. Describe how the costs of services and the operating costs of the system are to be funded and discuss Proposer's commitment to secure a minimum level of additional funds or in-kind contributions to compensate for continuing program reductions. Include anticipated commitment levels and methods (fundraisers, corporate donations, fee for services, etc.).
1. **Implementation of Scope of Service** (maximum 15 pages excluding forms, charts, etc.)
    - a. Provide an overview of the customer service design to meet the needs of the Veteran population.
    - b. Proposer acknowledges that minimum performance measures for Program Year 2014-15 are as detailed in *Appendix N-2, Veterans Program Quarterly Performance/Financial Goals*. Indicate how service levels and quality of services to Veterans will increase over the two (2) year term of the contract.

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- c. Describe Proposer's experience ensuring that Veteran job seekers are provided job opportunities.
  - d. Identify how Proposer plans to serve residents that require communication in languages other than English and how you propose to provide services in those languages.
  - e. Describe what types of services, including Core, Intensive, and Training will be offered to Veterans of limited-English proficiency.
  - f. Describe the products and services that will be provided to specifically to the Veterans' community and who will be responsible for ensuring the proper services are provided.
  - g. Describe Proposer's experience developing and implementing processes to ensure that Veterans are identified at the "point of entry" and that facilitate the implementation of priority of service by informing veterans and eligible spouses of: their entitlement to priority of service; the full array of employment training and placement services available under priority of service; and any applicable eligibility requirements for those programs and/or services.
  - h. Describe Proposer's experience utilizing assessment and testing tools that ensure that veterans and eligible spouses receive the services they need to be successful. Explain how Proposer will utilize assessment results to ensure that Veterans and eligible spouses receive priority in accessing necessary training.
  - i. Describe Proposer's experience providing priority of service to veterans at all stages of core, intensive and training services. Describe what types of trainings were offered.
  - j. Describe Proposer's experience working with industry sectors that include occupations that transition well from military training, education and experience.
  - k. Describe Proposer's experience developing and implementing job search workshops that are specific to the needs of veterans and eligible spouses.
  - l. Describe the services that will be provided to Veteran's participants, as described in *Appendix B-2, Veteran's Program Statement of Work, Section 2.0*. What is Proposer's experience providing these services?

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Describe how Proposer will meet the staffing needs to ensure that the Veterans services are effectively provided.

- m. Describe how Proposer will ensure the availability of and participation in, earn and learn models such as pre-apprenticeships and apprenticeship programs, on-the-job-training and customized training that provide the Veteran jobseeker with work experience in high growth industries that lead to permanent employment with potential career pathways in demand industries.
  - n. Describe how Proposer will ensure that 50% of its training funds will be spent on training in approved high growth sectors, as described in *Appendix B-2, Veterans Program Statement of Work, Section 1.6.3*.
- 2. Employment Services** (maximum 5 pages excluding forms, charts, etc.)
- a. Describe Proposer's ability and experience in providing job matching, job placement, coaching, job retention and supportive services to skilled and qualified Veteran jobseekers that meet the needs of regional employers.
  - b. Describe Proposer's experience developing employer outreach strategies that ensure that veterans and eligible spouses are integrated into the service delivery strategies.
  - c. Describe Proposer's ability to provide services, as described in *Appendix B-2, Veteran's-Focused Satellite Statement of Work, Section 2.8*, with employer-based products specifically for veterans.

**Section D – Information Technology** (maximum 5 pages excluding forms, charts, etc.)

- a. Describe Proposer's Management Information Systems Capability. How will Proposer ensure that all data collection related to case management activities and the tracking and recording of WIA performance is captured in the statewide automated case management system?
- b. Describe Proposer's experience working with an automated client tracking and reporting system.
- c. Describe Proposer's Management Information Systems Capability. How will Proposer ensure that all data collection related to case management activities and the tracking and recording of WIA performance is captured in the statewide automated case management system?

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- d. Describe Proposer's experience working with the State of California Workforce Services Network (CWSN) Modules and/or with other automated systems. If no verifiable experience is available, describe Proposer's prior experience with other automated systems to register, track, and report Participant services.
  - e. Describe Proposer's use of social media and online resources to access information and communicate with participants.

**Section E - Proposer's Quality Control Plan** (maximum 4 pages excluding forms, charts, etc.)

Present a comprehensive Quality Control Plan to be utilized by Proposer as a self-monitoring tool to ensure the required Services are provided as specified in *Appendix A (Sample Contract), Section 8.15 - County's Quality Assurance Plan, and Appendix B (Statement of Work)*.

The following factors shall be included in the plan:

- Activities to be monitored to ensure compliance with all Contract requirements;
- Monitoring methods to be used;
- Frequency of monitoring;
- Samples of forms to be used in monitoring;
- Title/level and qualifications of personnel performing monitoring functions; and

Documentation methods of all monitoring results, including any corrective action taken.

## **2.10 COST PROPOSAL FORMAT**

### **Section E – Cost Proposal**

- A. The cost proposal must contain cost detail and demonstrate that the proposed costs are based realistically on reasonable costs that are specific to the anticipated contract. Include the following information in the order listed below. Complete one set of budget forms for each

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area and program being proposed. The required budget forms are included in *Appendix D-1, Unique Forms, Exhibit 5, Budget Forms WIA Title I Adult and Dislocated Worker Integrated Services Program*.

- B. All proposals must have a narrative attached to the budget providing a thorough and clear explanation of each projected line item budget cost. The narrative must follow the same sequence as the line item budget and must include an explanation of the methods of allocating costs for any joint or shared budget item. All proposals must have a Personnel Schedule attached to the budget that clearly indicates the position to be charged to this grant.
- C. Indicate in the narrative and on the first line of the individual Job Description sheet if the position is filled already or the expected date of hire.
- D. A cost Allocation Plan (CAP) is not required for this solicitation. However, the successful Proposer will be required to submit a CAP that documents the equitable proportion of shared costs as well as MOU and RSA with each partner prior to and as a condition of contract award and release of funds.

#### **Section F- Acceptance of Contact Terms and Conditions and Equal Employment Opportunity Certification**

- A. Proposer must review *Appendix A, Sample Contract*, and must include in this section a statement of acceptance of all terms and conditions listed in the Sample Contract and all the attachments thereto. Failure to accept all terms and conditions, without exception, shall render this proposal as non-responsive and not subject to evaluation.
- B. The County reserves the right to make changes to the Sample Contract at its sole discretion and/or to conform to and comply with relevant legislation.
- C. Proposer must complete and submit *Appendix D, Required Forms, Exhibit 4, Proposer's Equal Employment Opportunity Certification*.

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**2.11 PROPOSAL SUBMISSION**

One (1) original Proposal and six (6) copies, in addition to one (1) thumb drive (containing all proposals), shall be enclosed in a sealed box, plainly marked in the upper left-hand corner with the name and address of Proposer and bear the words:

**PROPOSAL FOR WIA TITLE I ADULT AND DISLOCATED WORKER  
INTEGRATED SERVICES PROGRAM, RAPID RESPONSE PROGRAM, AND  
VETERANS PROGRAM**

The Proposal shall be delivered to:

RFP No.: WIA-ADW-01  
County of Los Angeles  
Community and Senior Services  
Chris Frau, ASM II  
Contracts Management Division  
3175 West 6<sup>th</sup> Street, Room 403  
Los Angeles, CA 90020-1708

**It is the sole responsibility of the submitting Proposer to ensure that its Proposal is received before the submission deadline of Monday, March 17, 2014 at 3:00 PM. Submitting Proposers shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. Any Proposals received after 3:00 PM on Monday, March 17, 2014 for receipt of Proposals, as listed in section 2.3, RFP Timetable, will not be accepted and shall be returned to the sender unopened.**

**Last Page of Proposal**

The last page of the proposal must list names of all joint ventures, partners, subcontractors, or others having any right or interest in the contractor or the proceeds thereof. The last page of the proposal must include the signature of the person authorized to bind Proposer in a contract, followed by the names and addresses of joint ventures, partners, subcontractors, or other parties using the following format:

The undersigned hereby certifies under penalty of perjury under the laws of the State of California that the information contained in this proposal submitted in person to the County's RFP for the operation and administration of the AJCC is true and correct.

Executed this \_\_\_\_\_ day of \_\_\_\_\_, 2014.

Respectfully submitted,

(Proposer’s organization, firm, or corporate name)

By \_\_\_\_\_

Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Telephone \_\_\_\_\_

### 3.0 SELECTION PROCESS AND EVALUATION CRITERIA

#### 3.1 SELECTION PROCESS

County reserves the sole right to judge the contents of the Proposals submitted pursuant to this RFP and to review, evaluate and select the successful Proposal(s). The selection process will begin with receipt of the Proposal on **March 17, 2014**.

Evaluation of the Proposals will be made by an Evaluation Committee selected by County. The Committee will evaluate the Proposals and will use the evaluation approach described herein to select a Proposer.

All Proposals will be evaluated based on the criteria listed below. All Proposals will be scored and ranked in numerical sequence from high to low. County may also, at its option, invite Proposers being evaluated to make a verbal presentation or conduct site visits, if appropriate. Verbal presentations and site visits will be evaluated on Proposer’s ability to accurately provide the Services. The Evaluation Committee may utilize the services of appropriate experts to assist in this evaluation.

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Proposers who have previously contracted with County for the provision of services that have outstanding audit or monitoring findings must resolve those findings to be eligible for a potential contract. Resolving findings means County accepted Proposer's Corrective Action Plan and/or Proposer has reimbursed County for questioned costs. Failure to comply with this provision will be grounds for disqualification.

County also reserves the right to request additional information/documentation it may deem necessary regarding Proposer's submitted Business Proposal and/or Cost Proposal. Proposer shall promptly provide such information/documentation. The information/documentation shall be submitted in writing to the contact listed in *Section 1.8 of this RFP* (Contact with County Personnel) and/or County may conduct a site visit to verify the information contained in the Proposal or adequacy of Proposer's Facility(ies).

After a Proposer has been selected, County and Proposer(s) will negotiate a Contract for submission to the Board of Supervisors for its consideration and possible approval. If a satisfactory Contract cannot be negotiated, County may, at its sole discretion, begin contract negotiations with the next qualified Proposer who submitted a Proposal, as determined by County.

The recommendation to award a Contract will not bind the Board of Supervisors to award a Contract to Proposer.

County retains the right to select a Proposal other than the Proposal receiving the highest number of points if County determines, in its sole discretion, another Proposal is the most overall qualified, cost-effective, responsive, responsible and in the best interests of County.

### **3.2 ADHERENCE TO MINIMUM REQUIREMENTS (PASS/FAIL)**

County shall review Proposer's Organization Questionnaire/Affidavit (*Exhibit 1 in Appendix D - Required Forms*), and will review proposal contents determine if Proposer meets the minimum requirements as outlined in *Section 1.4* of this RFP.

Failure of Proposer to comply with the minimum requirements may eliminate its Proposal from any further consideration. County may elect to waive any informality in a Proposal if the sum and substance of the Proposal is present.

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### 3.3 DISQUALIFICATION REVIEW

A Proposal may be disqualified from consideration because County determined it was non-responsive at any time during the review/evaluation process. If County determines that a Proposal is disqualified due to non-responsiveness, County shall notify Proposer in writing.

Upon receipt of the written determination of non-responsiveness, Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A request for a Disqualification Review may, in County's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Disqualification Review is a Proposer;
2. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
3. The request for a Disqualification Review asserts that County's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review shall be completed and the determination shall be provided to the requesting Proposer, in writing, prior to the conclusion of the evaluation process.

### 3.4 PROPOSAL EVALUATION AND CRITERIA

All proposals passing the minimum requirements will be evaluated based on the criteria and weighted percentages listed below. All proposals will receive a composite score and be ranked in numerical sequence from high to low.

The total maximum points that will be awarded during the RFP process is as follows:

Written Proposal - 85,000 points (85%)

Oral interview - 15,000 points (15%)

Maximum number of points - 100,000 points (100%)

The winning score is determined by the highest aggregate score from the business proposal and oral presentation.

Proposal may be disqualified if Proposer receives a score of 25% of the maximum point value for that section, or less, in any area of their proposal.

**3.4.1 Written Proposal Evaluation and Criteria**

The Written Proposal is weighted at 80% of the total evaluation. It consists of four components as follows:

A. Proposer’s Qualifications	30% (25,500)
B. Proposer’s Approach to Providing Services	40% (34,000)
C. Quality Control Plan	10% (8,500)
D. Cost Reasonableness (3.4.2)	<u>20% (17,000)</u>
E. Total	85% (85,000)

**3.4.1.1 Proposer’s Qualifications**

A. Proposer’s Background and Experience

Evaluation of the Proposer’s experience and capacity as a corporation or other entity to perform the required services based on the information provided in *Section 2.9, Section B – Proposer’s Qualifications, Section B1, Proposer’s Background and Experience* and Evaluation of the Contracts Manager’s Experience.

B. Performance History Analysis

1. Proposer will be evaluated on the performance history provided in *Section 2.9, Section B – Proposer’s Qualifications, Appendix D, Proposed Contractor History of Contracts, and Appendix D, Proposer’s Experience Verification Form*, of the RFP. Any Discrepancies between the information submitted by the Proposer and the funding source as documented on *Appendix D, Proposer’s Experience Verification Form*, may be cause for a reduction in score.

2. In addition to the above information provided, a review will include the County's Contract Database reflecting past performance history on County's contracts, a review of terminated contracts, and review to determine the magnitude of any pending litigation or judgments against the Proposer.

#### **3.4.1.2 Proposer's Approach to Providing Services**

The Proposer will be evaluated on its description of the methodology to be used to meet the County's requirements based on the information provided in *Section 2.9, Section C - Proposer's Approach to Provide Required Services*. The components to be evaluated will include:

- A. Composition of the Local Partnership
- B. Implementation of Scope of Services
- C. Job Seeker Services
- D. Business Services and Economic Development
- E. Information Technology

#### **3.4.1.3 Quality Control Plan**

Proposer will be evaluated on its ability to establish and maintain a complete quality control plan to ensure the requirements of this Contract are provided as specified. Evaluations of the Quality Control Plan shall cover the proposed monitoring system of all services and the employment of the principles of Continuous Quality Improvement adopted by the Los Angeles County WIB as provided in *Section 2.9, Section D – Proposer's Quality Control Plan*.

#### **3.4.2 Cost Reasonableness**

Costs will be evaluated on the following factors. Accurate and Complete Budget-Proposed budget **must be accurate and complete to be awarded any points:**

- Leveraged Resources-Proposed budget with a higher than required percentage of leveraged resources will receive extra points.

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Proposals will be evaluated for cost reasonableness, accuracy and completeness of all budget documents. Should one or more Proposers be granted the Local SBE Preference, the cost component points will be determined as follows:

Five percent (5%) of the lowest cost proposed will be calculated, which shall not exceed \$50,000 and that amount will be deducted from the cost submitted by all Local SBE Proposers who requested and were granted the Local SBE Preference.

#### **3.4.3 Successful Negotiation Required**

Proposers are notified that County may, in its sole determination disqualify any Proposer with whom the County cannot negotiate a contract satisfactorily.

#### **3.4.4 Oral Interview**

AJCC/Affiliate Proposers receiving a score of 85%, or more, of the maximum points available for the business proposal outlined in 3.4.1 will be required to present their proposal with an oral interview (i.e. 85% of 85,000 points = 72,250 points). All Proposers must be prepared to present its proposal within 24 hours of notification of the requested interview in order to complete the evaluation process. The Evaluation Team may consist of County staff, appropriate experts, outside consultants, and/or WIB members familiar with the oversight, requirements, and administration of a Full Service One-Stop Career Center and the LACWIB's requirements for certifications. The oral interview will consist of a 10-15 minute presentation in which the Proposer will speak to the content in the proposal only. The Proposer will not be allowed to present new information. Proposer shall send agency staff, consisting of the Program Leadership Team (i.e. Executive Director, Program Manager, Finance Manager, etc.) with the knowledge to speak to its experience, the program, provision of program services, program goals, etc. Evaluation Team shall only ask clarifying questions to the proposal. The oral interview shall be weighted at 15% of the total score.

Based on the Proposer's presentation of their proposal, the Evaluation Team will assess which Proposers will be the most likely to succeed as a County Affiliate and/or AJCC, Rapid Response, Veterans-Focused, or Sector-Focused Satellite Site. Such assessment will not guarantee certification or bind the Certification Committee.

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Proposers that fail to interview with the Evaluation Team shall be deemed to have forfeited any right to appeal their score awarded by the Evaluation Team and, as a result, shall be eliminated from competition.

Proposers that fail to demonstrate its capability to fulfill the program design and approach provided in the proposal, determined by the majority of evaluators using the informed averaging system, will be deemed non-responsible and proposal will be rejected.

### **3.5 INTENTIONALLY OMITTED**

### **3.6 DEPARTMENT'S PROPOSED CONTRACTOR SELECTION REVIEW**

#### **3.6.1 County Debriefing Process**

Upon completion of the evaluation, County shall notify the remaining Proposers in writing that County is entering negotiations with another Proposer. Upon receipt of the letter, any non-selected Proposer may submit a written request for a Debriefing within the timeframe specified in the letter. A request for a Debriefing may, in County's sole discretion, be denied if the request is not received within the specified timeframe. The purpose of the Debriefing is to compare the requesting Proposer's response to the solicitation document with the evaluation document. The requesting Proposer shall be debriefed only on its response. Because contract negotiations are not yet complete, responses from other Proposers shall not be discussed, although County may inform the requesting Proposer of its relative ranking.

During or following the Debriefing, County will instruct the requesting Proposer of the manner and timeframe in which the requesting Proposer must notify County of its intent to request a Proposed Contractor Selection Review (see *Section 3.6.2* below), if the requesting Proposer is not satisfied with the results of the Debriefing.

#### **3.6.2 Proposed Contractor Selection Review**

Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in this Sub-paragraph may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as shall be specified by County.

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A request for a Proposed Contractor Selection Review may, in County's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Proposed Contractor Selection Review is a Proposer;
2. The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by County);
3. The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:
  - a. County materially failed to follow procedures specified in its solicitation document. This includes:
    - i. Failure to correctly apply the standards for reviewing the Proposal format requirements.
    - ii. Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the Proposals as specified in the solicitation document.
    - iii. Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.
  - b. County made identifiable mathematical or other errors in evaluating Proposals, resulting in Proposer receiving an incorrect score and not being selected as the recommended contractor.
  - c. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.
  - d. Another basis for review as provided by state or federal law; and
4. The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for County's alleged failure, Proposer would have been the lowest cost, responsive and responsible bid or the highest-scored Proposal, as the case may be.

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Upon completing the Proposed Contractor Selection Review, County representative shall issue a written decision to Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the contract award recommendation is to be heard by the Board. The written decision shall additionally instruct Proposer of the manner and timeframe for requesting a County Independent Review (see Paragraph 3.7 below).

### **3.7 COUNTY INDEPENDENT REVIEW PROCESS**

Any Proposer that is not satisfied with the results of the Proposed Contractor Selection Review may submit a written request for a County Independent Review in the manner and timeframe specified by County in County's written decision regarding the Proposed Contractor Selection Review. A request for County Independent Review may, in County's sole discretion, be denied if the request does not satisfy all of the following criteria:

- 3.7.1 The person or entity requesting County Independent Review is a Proposer;
- 3.7.2 The request for a County Independent Review is submitted timely (i.e., by the date and time specified by County); and
- 3.7.3 The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review and new items that (a) arise from County's written decision and (b) are one of the appropriate grounds for requesting a Proposed Contractor Selection Review as listed in Sub-paragraph 3.6.2 above.

Upon completion of County Independent Review, the Independent Reviewer will forward its report to County, which will provide a copy to Proposer.