



**BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND**

REQUEST FOR PROPOSALS

Item Description: One-Stop Operator – Workforce Solutions of Providence/Cranston

Date to be opened: June 24, 2019

Issuing Department: Workforce Solutions of Providence/Cranston

QUESTIONS

- Please direct questions relative to the bidding process, how to fill out forms, and how to submit a bid (Pages 1-8) to Purchasing Agent Patti Jordan.
 - Phone: (401) 680-5264
 - Email: pjordan@providenceri.gov
 - Please use the subject line “**RFP Question**”
- Please direct questions relative to the Minority and Women’s Business Enterprise Program and the corresponding forms (Pages 9-13) to the MBE/WBE Outreach Director for the City of Providence, Grace Diaz
 - Phone: (401) 680-5766
 - Email: gdiaz@providenceri.gov
 - Please use subject line “**MBE WBE Forms**”
- Please direct questions relative to the specifications outlined (beginning on page 14) to the Director of Economic Opportunity for the City of Providence, Brian Hull.
 - Please use the subject line “**One-Stop Operator RFP Question**”
 - Phone: (401) 680-8409
 - Email: bhull@providenceri.gov



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INSTRUCTIONS FOR SUBMISSION

Bids may be submitted up to **2:15 P.M.** on the above meeting date at the **Department of the City Clerk, Room 311, City Hall, 25 Dorrance Street, Providence.** At 2:15 P.M. all bids will be publicly opened and read at the Board of Contract Meeting in the City Council Chambers, on the 3rd floor of City Hall.

- Bidders must submit **6 copies** of their bid in sealed envelopes or packages labeled with the captioned **Item Description** and the **City Department to which the RFP and bid are related.** (On page 1)
- Communications to the Board of Contract and Supply that are not competitive sealed bids (i.e. product information/samples) should have “**NOT A BID**” written on the envelope or wrapper.
- Only use form versions and templates included in this RFP. If you have an old version of a form do not recycle it for use in this bid.
- The bid envelope and information relative to the bid must be addressed to:

**Board of Contract and Supply
Department of the City Clerk – City Hall, Room 311
25 Dorrance Street
Providence, RI 02903**

****PLEASE NOTE:** This bid may include details regarding information that you will need to provide (such as proof of licenses) to the issuing department before the formalization of an award.

This information is NOT requested to be provided in your initial bid by design.

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city’s Open Meetings Portal and made available as a public record. The City has made a conscious effort to avoid the posting of sensitive information on the City’s Open Meetings Portal, by requesting that such sensitive information be submitted to the issuing department only at their request.



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BID PACKAGE CHECKLIST

Digital forms are available in the City of Providence Purchasing Department Office or online at <http://www.providenceri.gov/purchasing/how-to-submit-a-bid/>

The bid package **MUST** include the following, in this order:

- Bid Form 1: Bidder's Blank as the cover page/ 1st page (*see page 6 of this document*)
- Bid Form 2: Certification of Bidder as 2nd page (*see page 7 of this document*)
- Certificate Regarding Public Records (*see page 8 of this document*)
- Forms from the Minority and Women Business Enterprise Program: Based on Bidder Category. *See forms and instructions enclosed (pages 9-13) or on: <https://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>*

***Please note: MBE/WBE forms must be completed for EVERY bid submitted and must be inclusive of ALL required signatures. Forms without all required signatures will be considered incomplete.**

- Bidder's Proposal/Packet: Formal response to the specifications outlined in this RFP, including pricing information and details related to the good(s) or service(s) being provided. Please be mindful of formatting responses as requested to ensure clarity.
- Financial Assurance, *if requested* (as indicated on page 5 of this document under "Bid Terms")

All of the above listed documents are REQUIRED. (With the exception of financial assurances, which are only required if specified on page 5.)

*****Failure to meet specified deadlines, follow specific submission instructions, or enclose all required documents with all applicable signatures will result in disqualification, or in an inability to appropriately evaluate bids.**



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NOTICE TO VENDORS

1. The Board of Contract and Supply will make the award to the lowest qualified and responsible bidder.
2. In determining the lowest responsible bidder, cash discounts based on preferable payment terms will not be considered.
3. Where prices are the same, the Board of Contract and Supply reserves the right to award to one bidder, or to split the award.
4. No proposal will be accepted if the bid is made in collusion with any other bidder.
5. Bids may be submitted on an “equal in quality” basis. The City reserves the right to decide equality. Bidders must indicate brand or the make being offered and submit detailed specifications if other than brand requested.
6. A bidder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with the Rhode Island Business Corporation Act, RIGL Sec. 7-1.2-1401, et seq.
7. The Board of Contract and Supply reserves the right to reject any and all bids.
8. Competing bids may be viewed in person at the Department of the City Clerk, City Hall, Providence, immediately upon the conclusion of the formal Board of Contract and Supply meeting during which the bids were unsealed/opened. Bids may also be accessed electronically on the internet via the City’s [Open Meetings Portal](#).
9. As the City of Providence is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
10. In case of error in the extension of prices quoted, the unit price will govern.
11. The contractor will **NOT** be permitted to: a) assign or underlet the contract, or b) assign either legally or equitably any monies or any claim thereto without the previous written consent of the City Purchasing Director.
12. Delivery dates must be shown in the bid. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
13. A certificate of insurance will normally be required of a successful vendor.
14. For many contracts involving construction, alteration and/or repair work, State law provisions concerning payment of prevailing wage rates apply ([RIGL Sec. 37-13-1 et seq.](#))
15. No goods should be delivered or work started without a Purchase Order.
16. **Submit 2 copies of the bid to the City Clerk, unless the specification section of this document indicates otherwise.**
17. Bidder must certify that it does not unlawfully discriminate on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation and/or religion in its business and hiring practices and that all of its employees are lawfully employed under all applicable federal, state and local laws, rules and regulations. (See Bid Form 2.)



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BID TERMS

1. Financial assurances may be required in order to be a successful bidder for Commodity or Construction and Service contracts. If either of the first two checkboxes below is checked, the specified assurance must accompany a bid, or the bid will not be considered by the Board of Contract and Supply. The third checkbox indicates the lowest responsible bidder will be contacted and required to post a bond to be awarded the contract.
 - a) A certified check for \$_____ must be deposited with the City Clerk as a guarantee that the Contract will be signed and delivered by the bidder.
 - b) A bid bond in the amount of _____ per centum (%) of the proposed total price, must be deposited with the City Clerk as a guarantee that the contract will be signed and delivered by the bidder; and the amount of such bid bond shall be retained for the use of the City as liquidated damages in case of default.
 - c) A performance and payment bond with a satisfactory surety company will be posted by the bidder in a sum equal to one hundred per centum (100%) of the awarded contract.
 - d) No financial assurance is necessary for this item.
2. Awards will be made within **sixty (60) days of bid opening**. All bid prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
3. Failure to deliver within the time quoted or failure to meet specifications may result in default in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.

The following entry applies only for COMMODITY BID TERMS:

4. Payment for partial delivery will not be allowed except when provided for in blanket or term contracts.

The following entries apply only for CONSTRUCTION AND SERVICE BID TERMS:

5. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.
6. Prior to commencing performance under the contract, the successful bidder shall attest to compliance with the provisions of the Rhode Island Worker's Compensation Act, RIGL 28-29-1, et seq. If exempt from compliance, the successful bidder shall submit a sworn Affidavit by a corporate officer to that effect, which shall accompany the signed contract.
7. Prior to commencing performance under the contract, the successful bidder shall, submit a certificate of insurance, in a form and in an amount satisfactory to the City.



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BID FORM 1: Bidders Blank

1. Bids must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.
2. Bidder's responses must be in ink or typewritten, and all blanks on the bid form should be completed.
3. The price or prices proposed should be stated both in **WRITING** and in **FIGURES**, and any proposal not so stated may be rejected. **Contracts exceeding twelve months must specify annual costs for each year.**
4. Bids **SHOULD BE TOTALED** so that the final cost is clearly stated (unless submitting a unit price bid), however **each item should be priced individually**. Do not group items. Awards may be made on the basis of *total* bid or by *individual items*.
5. All bids **MUST BE SIGNED IN INK.**

Name of Bidder (Firm or Individual): _____

Contact Name: _____

Business Address: _____

Business Phone #: _____

Agrees to bid on (Items(s) to be bid): _____

If the bidder's company is based in a state *other than Rhode Island*, list name and contact information for a local agent for service of process that *is located within Rhode Island* _____

Please visit <http://www.naics.com/search/> and identify the NAICS Code(s) for items being bid on. Enter the NAICS code(s) here or in parentheses next to each item listed immediately above: _____

Delivery Date (if applicable): _____

Name of Surety Company (if applicable): _____

Use additional pages if necessary for additional bidding details.

Signature of Representation

Title



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BID FORM 2: Certification of Bidder
(Non-Discrimination/Hiring)

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify that:

1. Bidder does not unlawfully discriminate on the basis of race, color, national origin, gender, sexual orientation and/or religion in its business and hiring practices.
2. All of Bidder's employees have been hired in compliance with all applicable federal, state and local laws, rules and regulations.

I affirm by signing below that I am duly authorized on behalf of Bidder, on
this _____ day of _____ 20_____.

Signature of Representation

Printed Name



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Certificate Regarding Public Records

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify an

understanding that:

1. All bids submitted in response to Requests for Proposals (RFP's) and Requests for Qualification (RFQ's), documents contained within, and the details outlined on those documents become public record upon receipt by the City Clerk's office and opening at the corresponding Board of Contract and Supply (BOCS) meeting.
2. The Purchasing Department and the issuing department for this RFP/RFQ have made a conscious effort to request that sensitive/personal information be submitted directly to the issuing department and only at request if verification of specific details is critical the evaluation of a vendor's bid.
3. The requested supplemental information may be crucial to evaluating bids. Failure to provide such details may result in disqualification, or an inability to appropriately evaluate bids.
4. If sensitive information that has not been requested is enclosed or if a bidder opts to enclose the defined supplemental information prior to the issuing department's request in the bidding packet submitted to the City Clerk, the City of Providence has no obligation to redact those details and bears no liability associated with the information becoming public record.
5. The City of Providence observes a public and transparent bidding process. Information required in the bidding packet may not be submitted directly to the issuing department at the discretion of the bidder in order to protect other information, such as pricing terms, from becoming public. Bidders who make such an attempt will be disqualified.

I affirm by signing below that I am duly authorized on behalf of Bidder, on

this _____ day of _____ 20_____.

Signature of Representation

Printed Name



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WBE/MBE Form Instructions

The City of Providence actively seeks Minority and Women business enterprises to participate in bids to meet the City's procurement needs. Pursuant to the City of Providence Code of Ordinances, Chapter 21, Article II, Sec. 21-52 (Minority and Women's Business Enterprise) and Rhode Island General Laws (as amended), Chapter 31-14, et seq. (Minority Business Enterprise), Minority Business Enterprise (MBE) and Women's Business Enterprise (WBE) participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is **10%** of the total bid value.

The goal for Women's Business Enterprise (WBE) participation is **10%** of the total bid value.

The goal for combined MBE/WBE participation is **20%** of the total bid value.

Only businesses certified with the State of Rhode Island as minority and/or women business enterprises are counted towards the City's goals. Eligible minority or women-owned businesses are encouraged to seek certification from the State of Rhode Island Minority Business Enterprise Compliance Office at: <http://odeo.ri.gov/offices/mbeco/>

Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Bid Requirements:

All Bidders: All bidders must complete and submit the **MBE/WBE Participation Affidavit** indicating whether or not they are a state-certified MBE/WBE and acknowledging the City's participation goals. Submission of this form is required with **every bid**. Your bid will not be accepted without an affidavit.

Bidders who will be subcontracting: Bidders who will be subcontracting must submit the **Subcontractor Disclosure Form** as part of their bid submission. All subcontractors, regardless of MBE/WBE status, must be listed on this form. Business NAICS codes can be found at <https://www.naics.com/search/>. Awarded bidders are required to submit **Subcontractor Utilization and Payment Reports** with each invoice.

Waiver Requests:

If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F on the Subcontractor Disclosure Form) and the prime contractor is not a Rhode Island State-certified MBE or WBE, the Bidder must complete the **MBE/WBE Waiver Request Form** for review. Waivers will be considered on a case by case basis.

No waiver will be granted unless the waiver request includes documentation that demonstrates that the Bidder has made good faith efforts to achieve the City's stated participation goals. Waivers must be reviewed and signed by the City of Providence's MBE/WBE Outreach Director, Grace Diaz, or her designee. Department Directors cannot recommend a bidder for award if this form is applicable and absent. If the bid does not meet the participation goals of the City of Providence and a waiver is not filed with the signature of the MBE/WBE Outreach Director or her designee, the bid will not be accepted.

Verifying MBE/WBE Certification

It is the responsibility of the bidder to confirm that every MBE/WBE named in a proposal and included in a contract is certified by the Rhode Island Minority Business Enterprise Compliance office. The current MBE/WBE directory is available at the State of RI MBE Office, One Capitol Hill, 2nd Floor, Providence, RI, or online at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. You can also call (401) 574-8670 to verify certification, expiration dates, and services that the MBE/WBE is certified to provide. Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.



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Form Instructions:

Access all bid forms from <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>. **Download** the forms as blank PDFs. Once saved on your computer, fill them out using the Adobe program. The fillable PDFs must be completed in Adobe in order to be saved properly. Google Chrome and similar platforms do not allow for the forms to be saved as filled PDFs. Therefore, please download the blank forms to your computer, then fill them out and save.

Assistance with Form Requirements

Examples of completed forms can be found on the City of Providence website at <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>.

Contract Requirements:

Prime contractors engaging subcontractors must submit the *Subcontractor Utilization and Payment Report* to the City Department's Fiscal Agent with every invoice and with request for final payment. This form is not submitted as a part of the initial bid package.

For contracts with duration of less than 3 months, this form must be submitted along with the contractor's request for final payment. The form must include all subcontractors utilized on the contract, both MBE/WBE and non- MBE/WBE, the total amount paid to each subcontractor for the given period and to date. During the term of the contract, any unjustified failure to comply with the MBE/WBE participation requirements is a material breach of contract.

Questions?

For more information or for assistance with MBE/WBE Forms, contact the City of Providence MBE/WBE Outreach Director, Grace Diaz, at mbw-wbe@providenceri.com or (401) 680-5766.



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MBE/WBE PARTICIPATION AFFIDAVIT

Item Discussion (as seen on RFP):

Prime Bidder: _____

Prime Bidder (Company) Phone Number: _____

Prime Bidder (Company) Zip Code: _____

Which one of the following describes your business' status in terms of Minority and/or Woman-Owned Business Enterprise certification with the State of Rhode Island? MBE WBE Neither MBE nor WBE

By initialing the following sections and signing the bottom of this document in my capacity as the contractor or an authorized representative of contractor, I make this Affidavit:

It is the policy of the City of Providence that minority business enterprises (MBEs) and women business enterprises (WBEs) should have the maximum opportunity to participate in procurements and projects as prime contractors and vendors. Pursuant to Sec. 21-52 of the Providence Code of Ordinances and Chapter 31-14 *et seq.* of the Rhode Island General Laws (as amended), MBE and WBE participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is 10% of the total bid value.
The goal for Women's Business Enterprise (WBE) participation is 10% of the total bid value.
The goal for combined MBE/WBE participation is 20% of the total bid value.

I acknowledge the City of Providence's goals of supporting MBE/WBE certified businesses. Initial _____

If awarded the contract, I understand that my company must submit to the Minority and Women's Business Coordinator at the City of Providence (MBE/WBE Office), copies of all executed agreements with the subcontractor(s) being utilized to achieve the participation goals and other requirements of the RI General Laws. **I understand that these documents must be submitted prior to the issuance of a notice to proceed.** Initial _____

I understand that, if awarded the contract, my firm must submit to the MBE/WBE Office canceled checks and reports required by the MBE/WBE Office on a quarterly basis verifying payments to the subcontractors(s) utilized on the contract. Initial _____

If I am awarded this contract and find that I am unable to utilize the subcontractor(s) identified in my Statement of Intent, I understand that I must substitute another certified MBE and WBE firm(s) to meet the participation goals. **I understand that I may not make a substitution until I have obtained the written approval of the MBE/WBE Office.**
Initial _____

If awarded this contract, I understand that authorized representatives of the City of Providence may examine the books, records and files of my firm from time to time, to the extent that such material is relevant to a determination of whether my firm is complying with the City's MBE/WBE participation requirements.
Initial _____

I do solemnly declare and affirm under the penalty of perjury that the contents of the foregoing Affidavit are true and correct to the best of my knowledge, information and belief.

Signature of Bidder

Printed Name

Company Name

Date



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SUBCONTRACTOR DISCLOSURE FORM

Fill out this form only if you WILL SUBCONTRACT with other parties. If you will not subcontract any portion of the proposed bid, do not fill out this form.

Prime Bidder: _____ Primary NAICS _____

Code: _____

Item Description (as seen on RFP): _____

Please list all Subcontractors below. Include the total dollar value that you propose to share with each subcontractor and the dollar amount to be subcontracted. Please check off MBE and WBE where applicable. The directory of all state-certified MBE/WBE firms is located at www.mbe.ri.gov. Business NAICS codes can be found at <https://www.naics.com/search/>

Proposed Subcontractor	MBE	WBE	Primary NAICS Code	Date of Mobilization	\$ Value of Subcontract
					\$
					\$
					\$
					\$
					\$
					\$
A. MBE SUBCONTRACTED AMOUNT:					\$
B. WBE SUBCONTRACTED AMOUNT:					\$
C. NON MBE WBE SUBCONTRACTED AMOUNT:					\$
D. DOLLAR AMOUNT OF WORK DONE BY THE PRIME CONTRACTOR:					\$
E. TOTAL AMOUNT OF BID (SUM OF A, B, C, & D):					\$
F. PERCENTAGE OF BID SUBCONTRACTED TO MBEs AND WBEs. (Divide A by E and multiply result by 100).					%

Please read and initial the following statement acknowledging you understand. If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F) and the prime contractor is NOT a Rhode Island State-certified MBE or WBE, you must fill out the MBE/WBE WAIVER REQUEST FORM for consideration by City of Providence MBE/WBE Outreach Director. Initial _____

Signature of Bidder

Printed Name



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MBE/WBE Waiver Request Form

Fill out this form only if you are subcontracting and did not meet the 20% MBE/WBE participation goal.

State-certified MBE or WBE Prime Bidders are NOT REQUIRED to fill out this form.

Submit this form to the City of Providence MBE/WBE Outreach Director, Grace Diaz, at mbe-wbe@providenceri.gov, for review **prior to bid submission**. This waiver applies only to the current bid which you are submitting to the City of Providence and does not apply to other bids your company may submit in the future.

Prime Bidder: _____

Company Trade: _____

Item Discussion (as seen on RFP):

To receive a waiver, you must list the certified MBE and/or WBE companies you contacted, the name of the primary individual with whom you interacted, and the reason the MBE/WBE company could not participate on this project.

MBE/WBE Company Name	Individual's Name	Company Trade	Why did you choose not to work with this company?

I acknowledge the City of Providence's goal of a combined MBE/WBE participation is 20% of the total bid value. I am requesting a waiver of _____ % MBE/WBE (20% minus the value of **Box F** on the Subcontractor Disclosure Form). If an opportunity is identified to subcontract any task associated with the fulfillment of this contract, a good faith effort will be made to select MBE/WBE certified businesses as partners.

Signature of Prime Contractor

Printed Name

Date Signed

Signature of City of Providence
MBE/WBE Outreach Director

Printed Name of City of Providence
MBE/WBE Outreach Director

Date Signed



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BID PACKAGE SPECIFICATIONS

**PROVIDENCE/CRANSTON
WORKFORCE DEVELOPMENT BOARD**

REQUEST FOR PROPOSALS (RFP)

FOR A

ONE-STOP OPERATOR

FOR THE

**PROVIDENCE/CRANSTON
WORKFORCE DEVELOPMENT AREA**

ISSUE DATE: Tuesday, May 28, 2019

BIDDERS CONFERENCE: N/A

RESPONSE DATE: Monday, June 24, 2019



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SECTION I: INTRODUCTION

The Providence/Cranston Workforce Development Board (PCWDB) is issuing this Request for Proposals (RFP) to solicit a qualified entity with the expertise and capacity to become the One-Stop Operator for the Providence/Cranston Workforce Development Area. We are interested in reimagining the workforce development system and seek innovative proposals that coordinate services and manage programs that connect unemployed workers to employment opportunities through new, unique, and efficient strategies.

This RFP is for an entity to assume management responsibilities of a One-Stop Career Center, also known as the American Job Center (AJC) at a site in the Providence/Cranston workforce development area (cities of Providence and Cranston) to be determined by the PCWDB in accordance with the provisions of WIOA law Sec. 121 (d) and WIOA Regulations 678.605 which require that a One-Stop Operator must be competitively selected at least once every four years.

The cities of Providence and Cranston have been formally designated as a workforce development area under the Federal law entitled, Workforce Innovation and Opportunity Act (WIOA). The PCWDB was established by the Mayor of the City of Providence, who is the chief local elected official of the workforce development area, in partnership with the Mayor of the City of Cranston. A consortium agreement between both mayors formerly establishes the partnership. Through an agreement with the PCWDB, the Mayor for the City of Providence in his role as the chief local elected official identified Workforce Solutions of Providence/Cranston (WSPC), a municipal agency, to be the administrative entity responsible for providing support to the PCWDB. WSPC consists of municipal workers from the cities of Providence and Cranston and is the entity responsible for administering and providing WIOA adult, dislocated worker and youth programs and provides administrative support through a Memorandum of Understanding (MOU) to the PCWDB.

WIOA is the primary Federal legislation that supports workforce development and was enacted to bring about increased coordination and alignment among Federal workforce development and related programs. These programs provide a combination of education and training services to prepare individuals for work and to help them improve their prospects in the labor market. They may include activities such as job search assistance, career counseling, occupational skills training, classroom training or on-the-job training. The Federal government provides workforce development activities through WIOA's programs and other programs designed to increase the employment and earnings of workers.

The WIOA system provides central points of service through its system of AJC's. The concept of an AJC is to provide a single location for individuals seeking employment and training services, thus making the process of locating and accessing employment services more efficient and seamless. WIOA requires certain programs to be partners in the AJC, either by physical co-location or other accessible arrangements.



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The One-Stop Operator shall:

- Provide career services and access to training services;
- Provide access to programs and activities carried out by AJC partners; and,
- Provide access to all workforce and labor market information, job search, placement, recruitment and labor exchange services authorized under the Wagner-Peyser Act. WIOA requires the co-location of the Employment Service with AJC.

As noted, one of the characteristics of the WIOA AJC system is the establishment of a central point of service for those seeking employment, training and related services. To this end, WIOA requires that certain mandatory partner programs provide access to career services in the AJC system and allows additional programs to operate in it. The required partner programs are listed below.

MANDATORY PROGRAM	SERVICE PROVIDER
WIOA Adult Programs	Office of the Mayor, City of Prov.
WIOA Dislocated Worker Programs	Office of the Mayor, City of Prov.
WIOA Youth Programs	Office of the Mayor, City of Prov.
Wagner-Peyser Employment Service Programs	R.I. Department of Labor & Training
Unemployment Comprehensive Insurance Programs	R.I. Department of Labor & Training
Migrant and Seasonal Farmworker Programs	R.I. Department of Labor & Training
Senior Community Service Employment Program	R.I. Department of Labor & Training
Trade Adjustment Assistance Programs	R.I. Department of Labor & Training
Veterans Employment Programs	R.I. Department of Labor & Training
Adult Education and Literacy Programs	R.I. Department of Education
Career and Technical Education Programs	R.I. Department of Education
Vocational Rehabilitation Programs	Office of Rehabilitation Services
Job Corps Programs	Exeter Job Corps Academy
Youth Build Programs	YouthBuild Providence
Native American Programs	R.I. Indian Council
Community Service Block Grant Programs	Comprehensive Community Action
Housing and Urban Development Programs	Providence Housing Authority
TANF Programs	R.I. Department of Human Services
Second Chance Programs	Local Initiatives Support Corp.

In addition, the AJC system may incorporate other partner programs, including:

- Employment and training programs administered by the Social Security Administration (e.g., Ticket to Work);
- Employment and training programs carried out by the Small Business Administration;



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- Any employment and training activities required of recipients under the Supplemental Nutrition Assistance Program (SNAP, formerly known as the Food Stamp program) and work programs for those recipients who are able-bodied adults without dependents;
- The Client Assistance Program authorized under section 112 of the Rehabilitation Act of 1973;
- Programs authorized under the National and Community Service Act of 1990 (e.g. AmeriCorps); and,
- Other appropriate government or private-sector programs.

The PCWDB is required to enter into an MOU with each AJC partner that describes the operation of the AJC delivery system in the Providence/Cranston Workforce Development Area. The MOU enumerates the services to be provided, specifies the division of operating costs among partners, describes methods of referral of individuals to partner programs, describes the methods to ensure accessibility to services and indicates the duration of the MOU and the procedures to amend it. Mandatory AJC partners identified in the chart above are required to use a portion of their funding to maintain the AJC delivery system including payment of the infrastructure cost of the AJC,

Under the WIOA legislation, the PCWDB, as the local Workforce Development Board is required to designate or certify a One-Stop Operator through a competitive process. The issuance of this RFP addresses this requirement. Respondents will be submitting proposals specific to the overall management of the AJC, the coordination of services provided by AJC partners, and any additional services deemed important by the respondent for smooth operation of the AJC.

SECTION II: ONE-STOP OPERATOR RESPONSIBILITIES

PART A: ELIGIBLE APPLICANTS

The successful bidder shall have successful prior experience as a One-Stop Operator.

The following entities are considered eligible applicants and may respond to this RFP:

- An institution of higher education;
- An employment service State agency;
- A community-based organization, non-profit organization, or intermediary;
- A private-for-profit entity;
- A government agency;
- A non-traditional public secondary school;



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- An area career and technical education school; and/or,
- Other interested entities not prohibited by law.

Other than a non-traditional public secondary school or an area career and technical education school, WIOA precludes elementary or secondary schools from eligibility to serve as One-Stop Operators.

No entity may compete for funds if: (1) the entity has been debarred or suspended or otherwise determined to be ineligible to receive Federal or State funds by an action of any governmental agency; (2) the entity's previous contract(s) with the PCWDB have been terminated for cause; or (3) the entity has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services.

PART B: CHARACTERISTICS OF A HIGH-QUALITY AJC

The characteristics identified below are designed to reflect elements that the Federal government believes contribute to a high-quality AJC delivery system. They also reflect the PCWDB's vision of how employment, training and related education services can be delivered to meet the expectations of our job seeking and employer customers. They demonstrate the spirit and intent of WIOA to serve individuals with barriers to employment and encourage employer engagement and will result in successful integration and implementation of partner programs in an AJC system. These characteristics are grouped into four functional categories: (1) Customer Service; (2) Innovation and Service Design; (3) Systems Integration and High-Quality Staffing; and, (4) Community Focus. Applicants responding to this RFP are advised to reflect these characteristics in their proposal submittal.

1. THE AJC SHOULD PROVIDE EXCELLENT CUSTOMER SERVICE TO JOB SEEKERS, WORKERS AND BUSINESSES.

- The AJC space reflects a welcoming environment with the expressed goal of providing seamless and streamlined services with no "wrong door" to job-seeking customers and employers;
- The AJC develops, offers and delivers quality business services that are demand driven and assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining and developing talent for the local economy;
- The AJC improves the skills of job seekers and worker customers;
- The AJC creates opportunities for individuals at all skill levels and levels of experience by providing customers, including those with disabilities, as much timely labor market, job-driven information and



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choice related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services;

- The AJC provides career services that motivate, support and empower customers, including individuals with disabilities and other barriers, to make informed decisions based on local and regional economic demand and effectively attain their personal employment and education goals; and,
- The AJC values skill development by assessing and improving each individual's basic, occupational and employability skills.

2. THE AJC REFLECTS INNOVATIVE AND EFFECTIVE SERVICE DESIGN

- The AJC uses an integrated and expert intake process for all customers. The frontline staff is highly familiar with the functions and basic eligibility requirements of each program, and they appropriately assist customers and make knowledgeable referrals to partner programs;
- The AJC designs and implements practices that actively engage industry sectors and uses economic and labor market information, sector strategies, career pathways, Registered Apprenticeships and competency models to help drive skill-based initiatives;
- The AJC balances traditional labor exchange services with strategic talent development within the workforce development area;
- The AJC ensures meaningful access to all customers; and,
- The AJC incorporates innovative and evidence-based delivery models that improve the integration of education and training, create career pathways that lead to industry recognized credentials, encourage work-based learning and use state-of-the-art technology to accelerate learning and career success.

3. THE AJC OPERATES WITH INTEGRATED MANAGEMENT SYSTEMS AND HIGH-QUALITY STAFFING

- The AJC reflects the establishment of robust partnerships;
- The AJC organizes and integrates services by function rather than by program;
- The AJC supports the goal of working toward the development and maintenance of an integrated case management system that informs customer service throughout the customer's interaction with the integrated system and allows information collected from customers at intake to be captured once. In this system, the customer's information is properly secured in accordance with personally identifiable information guidelines and facilitated as appropriate, with the necessary memoranda of understanding or



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- other forms of confidentiality and data sharing agreements, consistent with Federal and state privacy laws and regulations;
- The AJC develops and implements operational policies that reflect an integrated system of performance, communication, case management and use of technology to achieve integration and expanded service offerings;
- The AJC uses common performance indicators to ensure Federal investments in employment and training programs are evidence-based, labor market driven and accountable to participants and taxpayers;
- The AJC trains and equips staff in an ongoing learning process with the knowledge, skills and motivation to provide superior service to job seekers, including those with disabilities and businesses in an integrated, regionally focused framework of service delivery. Center staff is cross-trained, as appropriate, to increase staff capacity, expertise and efficiency; and,
- The AJC staff members include highly trained staff.

The primary role of the One-Stop Operator is to coordinate the service delivery among the various required partner agencies and service providers. The goal is to offer seamless services to job seekers and employers.

4. THE AJC HAS A COMMUNITY FOCUS

In addition to the AJC characteristics identified above, the PCWDB wants to ensure that the Providence/Cranston AJC system has a community focus that provides a direct connection between the AJC system and the customers, programs and services of community-based organizations located throughout the Providence/Cranston Workforce Development Area. The PCWDB is committed to ensure AJC services are available throughout the entire Providence/Cranston Workforce Development Area. This may be accomplished by managing the out-stationing of AJC partner staff on a regularly scheduled basis at community-based organizations throughout the Providence/Cranston Workforce Development Area. Another strategy includes hosting staff from community-based organizations located in the Providence/Cranston Workforce Development Area on-site at the AJC. Through these strategies, the AJC system is expected to serve as “hubs” within the service area having the following characteristics:

- The AJC must have sufficient Spanish-speaking and other bilingual staff to serve the area’s significant non-English speaking populations;
- The AJC must be sensitive to needs of the community in which it operates;



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- The AJC must be nimble and responsive to changing demographic trends in order to provide culturally and linguistically relevant services in the Providence/Cranston Workforce Development Area;
- The AJC has an effective system of values, principles, attitudes, behaviors and policies that demonstrate effective cultural competence in working effectively with job-seeker customers as well as business customers from diverse backgrounds;
- The AJC must conduct regular outreach activities and develop recruitment strategies to inform the community of services available and ensure a steady pipeline of participants coming to the center. AJCs are expected to network and outreach with community- and faith-based organizations, schools and other employment service providers;
- The AJC must act as fast responders or lead facilitators in staffing special outreach and recruitment events, hosting tables at conferences or other public events, and participating in other PCWDB-sponsored projects and activities. These may include job fairs and large scale hiring events; and
- The AJC will be required to provide support to workers and businesses experiencing mass layoffs in conjunction with WSPC and the Rhode Island Department of Labor and Training.

PART C: CONTRACT TERM

It is the intent of the PCWDB to award a single contract for the One-Stop Operator management services requested herein. The expected contract term under this solicitation will be from September 1, 2019 through August 31, 2020, provided that measurable outcomes are successfully achieved and that sufficient funds for the contract term remain available. The selected One-Stop Operator will officially begin management of the AJC on September 1, 2019 . The PCWDB will have the option to renew the contract for up to two (2) additional one-year periods with the Board approval as follows:

- Optional Renewal Year One: September 1, 2020 to August 31, 2021
- Optional Renewal Year Two: September, 1, 2021 to August 31, 2022

Please note, the option to renew is subject to performance review, oversight and approval by the PCWDB and is not guaranteed.



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PART D: CONTRACT REIMBURSEMENT

This is a **management and oversight contract**. The applicant is requested to complete the Budget included in this RFP. A budget narrative supporting the proposed budget must be included with the response. The contract will be cost reimbursement based on the negotiated budget. Respondents will identify the dollar amount required to accomplish the responsibilities of a One-Stop Operator to manage the facility and coordinate programs and services of the AJC partners as described in this RFP.

PART E: ONE-STOP OPERATOR SERVICES REQUIRED

The PCWDB is seeking a One-Stop Operator for the management of a comprehensive AJC within the Providence/Cranston Workforce Development Area at a site to be determined by the PCWDB.

Respondents will be submitting proposals specific to the overall management of the AJC, the coordination of services provided by AJC partners, and any additional services deemed important by the respondent for smooth operation of the AJC and delivery of services conducted by AJC partner staff. The selected respondent must provide adequate staff housed at the AJC in order to accomplish the goals of this RFP. The PCWDB is recommending the following four individuals: an AJC Manager, a Bilingual Resource Room Coordinator, a Bilingual Front Desk Receptionist and a Bilingual Career Center Assistant.

The One-Stop Operator, using on-site Career Center staff, will be required to assume the following responsibilities:

- Coordinating the service delivery of the mandatory AJC partners and other service providers at the AJC to include managing partner responsibilities as defined in the MOU among the partners;
- Managing the daily operation of the AJC building to include hours of operation, coordinating and scheduling facilities usage such as, but not limited to classrooms, assessment and conference rooms;
- Establishing a AJC Management Team among the One-Stop Operator, the PCWDB and AJC partners for the purpose of discussing and addressing tactical and strategic issues related to AJC operations on a weekly basis through Management Team meetings;
- Immediately establishing and manage a single point of entry for job seekers; and assisting with the development and coordinating a triage system for AJC customers that best directs them to the most appropriate services offered by AJC partners;
- Facilitating bi-monthly training sessions among AJC partners where each partner's programs and detailed procedures will be made known to all of the other partners;



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- Collaborating with the WIOA Oversight Committee on oversight of the AJC and mandatory attendance to WIOA Oversight Committee's and the PCWDB at minimum once a quarter;
- Reporting AJC activity on a monthly basis to the WIOA Oversight Committee through submittal of the One-Stop Operator Monthly Status Report (See Addendum 2);
- Facilitating problem solving and continuous improvement activities for the AJC;
- Collaborating with the AJC partners and identifying gaps in service to bring and integrate additional services to the AJC;
- Reporting conflicts promptly among partners to the Executive Director of the Office of Economic Opportunity and responding to complaints of AJC customers;
- Ensuring that established cross-referral protocols are maintained among AJC partners;
- Arranging for and coordinating the staffing of a resource area for use by the public;
- Coordinating the delivery workshops within the AJC;
- Assisting individuals with registering in the EmployRI data and case management system;
- Conducting mandatory orientations to the AJC's programs and services;
- Coordinating services to employers to include providing them with the opportunity to inform job seekers about available job openings within their organization and the opportunity to post employment availability through the public workforce system to ensure the AJC is responsive to employer demand;
- Coordinating businesses to interview candidates and to hold recruiting events at least bi-monthly;
- Coordinating Job Fairs of multiple employers at minimum once a quarter;
- Assisting self-service customers in the Resource Area;
- Greeting all walk-in customers;
- Referring all customers to appropriate partner based upon established triage system;
- Providing other services as required by the WIOA Oversight Committee and or the PCWDB.



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SECTION III: PROPOSAL RESPONSE FORMAT

The proposer must use the format contained in this section that consists of five parts:

- Part A: Identifying Information,
Part B: Program Narrative Response,
Part C: Organizational Capacity and Experience,
Part D: Budget and Budget Narrative,
Part E: Executive Summary.*

PART A: IDENTIFYING INFORMATION

1. Legal Name of Respondent: _____
2. Authorized Contact Person/Title: _____
3. Address: _____

4. Telephone: _____ Email: _____
5. Website: _____
6. Organization Structure:
 - Institution of Higher Education
 - Employment Service Agency
 - Community-Based, Non-Profit or Intermediary Organization
 - Private-for-Profit Entity
 - Government Agency
 - Non-Traditional Public Secondary School
 - Area Career and Technical Education School
 - Other: _____

By my signature, I am empowered and can act on behalf of the proposing organization in submitting this response. I certify that the information contained herein is true and correct to the best of my knowledge.

Name of Certifying Individual

Title

Signature

Date



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PART B: PROGRAM NARRATIVE RESPONSE

Please note, clear, thorough, concise answers are preferred rather than overly verbose narrative that does not provide a specific response. Get to the point as quickly and completely as possible. Do not repeat statements or ideas within the text of the proposal. Referring the reviewer to another section of the proposal for other information is preferred rather than repeating the information.

Please note, Section II of this RFP identifies the specific One-Stop Operator responsibilities requested. These are detailed and are grouped under Part E - "One-Stop Operator Services Required." Applicants must describe how they plan to deliver the responsibilities identified. In providing a response, applicants are encouraged to carefully consider the characteristics of a high-quality AJC that is described in Section II, Part B of this RFP.

1. Program Coordination

Describe your plans to coordinate the delivery of programs and services of the mandatory AJC partners and service providers at the AJC. How will you ensure they fulfill the partner responsibilities detailed in the Memorandum of Understanding (MOU) among the partners and the PCWDB? Describe your plans to foster partnerships that function as a multi-agency team and reflect a seamless and streamlined service delivery for customers seeking jobs, career counseling, advancement and training from the AJC. Please explain why you think this is effective based on this prior experience.

2. Customer Assessment and Triage Services

Describe how you will triage customers when they first come into the AJC. What information will you gather and through what mechanisms? How will this information be used to direct customers to AJC partners and community services providers who are best equipped to meet the employment, training or related education needs of the customer? Please explain why this was effective based on your prior experience.

3. AJC Building Management

Describe your capacity to manage the daily operation of a comprehensive AJC to include the physical plan, the equipment needed and the allocation and scheduling of AJC space for meetings, training, workshops, employer functions and other appropriate AJC functions.

4. AJC Customer and Employer Satisfaction



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Describe how you will measure customer and employer satisfaction. Please explain how this will be effective based on prior experience.

5. *AJC Customer Outreach and Recruitment*

What is your plan for recruiting jobseekers? How will you engage community-based organizations in your recruitment plans? How will you create a welcoming environment for all people entering the AJC? How do you approach the issue of non-disclosure of a disability? How do you plan to address customer privacy with the need for services?

PART C: ORGANIZATIONAL CAPACITY AND EXPERIENCE

1. *Description of Applicant's Organization*

Provide a concise description of your organization including the legal status of the organization, the governance structure and mission, vision and goals along with the major programs currently offered. Explain how your mission aligns with this funding opportunity. Provide a description of how your organization has the financial capacity to be the One-Stop operator.

2. *Experience with Special Populations*

Describe your experience in working with special populations (i.e., persons with disabilities, formerly incarcerated individuals, limited basic skills, English language learners, public housing residents and veterans).

3. *Applicant's Management Structure*

Describe your agency's overall management structure and the extent to which this adequately supports program operations and goal attainment.

4. *Past Experience as a One-Stop Operator and in Workforce Development*

Articulate your organization's previous experience as a One-Stop Operator. Describe past success and outcomes in developing effective working relationships with any workforce development organizations. *Note: The successful bidder shall have successful prior experience as a One-Stop Operator.*



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5. *Organizational Chart and Staffing*

Provide an organizational chart identifying the staffing planned for the AJC front desk and resource room area using these four staff positions: (1) an AJC Manager, (2) a Bi-Lingual Resource Room Coordinator, (3) a Bi-Lingual Front Desk staff person and (4) a Bi-Lingual Center Assistant. Provide a brief description of the qualifications of staff that will be assigned to AJC. If not known, describe how they will be selected and the minimum job requirements that will be used. Describe how these staff members will best manage and coordinate services provided by AJC partner staff. In addition, provide a description of policies and procedures for when staff are vacation, out sick or on break. In addition, describe policies and procedures for proper staff coverage of One-Stop Operator staff for the front desk and resource room area. All staff are expected to work a 40-hour work week with occasional flexible hours to accommodate for after hour events.

6. *Management Capability*

Describe your capacity to expertly manage staff and operations and your ability to represent the PCWDB to the community as knowledgeable human resource professionals. Provide at least three references as an Addendum that can be contacted to discuss previous work and a description of the work performed. References will not be scored.

7. *Past Experience with Federally-Funded Programs*

Describe your experience working with Federally-funded programs especially as a One-Stop Operator or delivering workforce development services to job seekers and employers.

8. *Unique Attributes of the Applicant's Proposal*

Provide a brief description of why your organization is in the best position to deliver an innovative AJC Delivery System. Include any unique or innovative projects and programs of your organization, experience, or approach that may set your organization and/or your response apart from others. Provide information on proven outcomes or metrics for effectiveness.



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PART D: BUDGET AND BUDGET NARRATIVE

PART E: EXECUTIVE SUMMARY

Applicants are required to complete an Executive Summary of no more than two pages that includes the following elements:

1. A summary description of your organization to include the capacity to deliver the services required of a One-Stop Operator;
2. A description of your understanding of the workforce development systems in the Providence/Cranston Workforce Development Area and the State of Rhode Island; and,
3. An outline of the key organizational achievements within the past three (3) years.
4. A description of proposed innovative approaches/solutions to workforce development service delivery.



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SECTION IV: BUDGET and STAFFING

Please provide a budget for the period of September 1, 2019 to August 31, 2020. Please note: The purchase, lease or rental of equipment, as well as supplies, is not an allowable budget item as these costs will be part of the overall infrastructure costs absorbed by PCWBD. In addition, marketing and advertising services are not an allowable budget item as these costs are also absorbed by the PCWDB. Provide a narrative to support the budget.

A. Salaries

STAFF POSITION	STAFF RESPONSIBILITES	ANNUAL SALARY	% CHARGED TO PROGRAM	AMOUNT REQUESTED FOR
			TOTAL:	

B. Fringe Benefits

FRINGE BENEFIT	WAGE BASE	RATE	AMOUNT REQUESTED
FICA			
HEALTH			
OTHER			
		TOTAL:	

C. Travel

STAFF POSITION	RATE PER MILE	NUMBER OF MILES	NUMBER OF WEEKS	AMOUNT REQUESTED
			TOTAL:	

D. Other Costs

DESCRIPTION OF OTHER COSTS INCLUDING PROFIT IF APPLICABLE	AMOUNT
	TOTAL:

Total Budget Amount Requested: _____



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A. RESPONSIVE PROPOSALS

To be considered responsive, proposals must meet the following minimum criteria:

1. One (1) original proposal (clearly marked as "Original Copy") and six (6) copies must be received by the City of Providence Board of Contract and Supply by no later than 2 p.m. Monday, June 24, 2019. Copies submitted electronically will not be considered. All responses must be delivered to:

Board of Contract and Supply
ATTN: City Clerk Office
Providence City Hall
25 Dorrance Street
Providence, RI 02903

The timely delivery of a proposal is entirely the responsibility of the respondent. Proposals postmarked on or before the proposal due date but delivered after the due date or time will be considered non-responsive. Proposals hand delivered after the due date or time will be considered non-responsive. Proposals that do not follow submittal guidelines will be considered non-responsive.

2. Please note that each section of the Proposal Format must begin on a new page and be clearly identifiable using the same headings;
3. Proposal "Part B Program Narrative Response" "Part C Organizational Capacity and Experience" and "Part D Budget and Budget Narrative is limited to twenty-five (25) pages. The Budget, Executive Summary, and Addendums are not counted in the 25-page limit. All proposals must be single-sided on 8.5" x 11" paper with 1" inch margins using a 12-point font in a 1.5 -spaced format;
4. Each page must be sequentially numbered at the bottom of each page;
5. The proposal response must be manually signed by an official authorized to represent and bind the proposing agency;
6. Proposals must be presented in the same order as set forth in Section IV; and,



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7. Proposers are not to submit any additional attachments or exhibits. The proposal response is limited to the Proposal Response Format described in Section IV.
8. The Providence/Cranston Workforce Development Board reserves the right to reject any or all proposals.

B. RFP TIMELINE

DATE	ACTIVITY
May 28, 2019	RFP is issued by the Providence Board of Contract and Supply
June 10, 2019	Final date for submitting questions regarding the RFP
June 14, 2019	Responses to submitted questions provided
June 24, 2019	Proposals due at the City of Providence Board of Contract and Supply no later than 2 p.m.
July 22, 2019	Contract awarded
September 1, 2019	AJC operations with selected One-Stop Operator begins

C. INQUIRIES

All inquiries regarding this RFP may be made to Brian Hull at the email address: bhull@providenceri.gov. Questions are permitted following the RFP issuance date of May 28, 2019 and up until June 10, 2019, after which no questions will be entertained. All responses to questions received by June 10, 2019 will be answered in an addendum issued by the Board of Contract and Supply to the email address furnished by the applicant. All applicants will receive this addendum.

SECTION V: SELECTION CRITERIA

All proposals will undergo an initial review to ensure that it is submitted in the proper format and that the applicant is eligible to bid in accordance with the criteria described in Section II: One-Stop Operator Responsibilities , Part A: Eligible Applicants of this RFP that identifies eligible applicants. In addition to the initial review, all proposals will undergo a technical review of the proposal narrative; organizational capacity and experience; and budget including the budget narrative.



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SECTION VI: ONE-STOP OPERATOR RESPONSIBILITIES

The maximum number of points awarded equals 110 points. With respect to the technical review, proposals that do not meet a minimum threshold score of 80 out of 110 will not be considered. Proposals that meet the minimum threshold will have the cost proposal evaluated for reasonableness of cost.

Applicants may be required to make a presentation to the RFP review committee.

SECTION VII: EVALUATION CRITERIA TO BE USED IN THE TECHNICAL REVIEW

PROPOSAL NARRATIVE RESPONSE (50 maximum points)

1. *Program Coordination (10 points)*

To what extent has the applicant described its plans to coordinate the delivery of programs and services of the mandatory AJC partners and service providers at the AJC? Has it included specific strategies to accomplish this?

Has the applicant described how it will ensure the MOU responsibilities between the AJC partners and the PCWDB will be fulfilled? Has the applicant included a strategy for resolving conflicts among partners? Has the applicant identified the staff that will be utilized to accomplish these responsibilities?

Does the description of the applicant's coordination plan reflect a delivery approach that will result in a seamless and streamlined multi-agency team delivering employment, training and related education services for AJC customers? Has the applicant described current or prior partnerships related to program coordination?

2. *Customer Assessment and Triage Services (15 points)*

Has the applicant provided a detailed plan to triage customers when they first come into the AJC? Does this description include the assessment instruments and methods that will be used and how information will be gathered? Has the applicant described how assessment services will be delivered and the extent to which AJC partner staff will be involved?

Did the applicant describe how it will utilize the preceding assessment information to best direct customers to AJC partners?



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Has the applicant included a description of its plans to utilize cross-referral and/or dual-enrollment protocols in partnership with AJC partners and/or community service providers?

3. *AJC Building Management (10 points)*

Has the applicant detailed its capacity to manage the daily operation of a comprehensive AJC to include whether this will be accomplished by the applicant's staff, contracted personnel or a combination of both?

Has the applicant described how it will ensure the AJC physical space is utilized to the maximum to include the delivery of workshops, employer and other employment- and training-related functions as well as space for meetings among partners, WSPC and the PCWDB?

4. *AJC Customer and Employer Satisfaction (5 points)*

To what extent has the applicant detailed a plan for the achievement of customer and employer satisfaction to include specific procedures to resolve customer complaints? Does this plan include a measurement tool or process to determine how the AJC services address customer needs and help them to reach their employment goals?

5. *AJC Customer Outreach and Recruitment (10 points)*

Has the applicant described a detailed plan for outreaching and recruiting customers for the AJC? To what extent does this plan include the participation of community-based organizations in the Providence/Cranston workforce development area?

Has the applicant described how it will recruit and intake individuals with disabilities to include dealing with the issue of disclosure both at the time of intake and during the customer case management?

ORGANIZATIONAL CAPACITY AND EXPERIENCE (55 maximum points)

1. *Description of Applicant's Organization (5 points)*

Has the applicant provided a concise description of its organization to include its legal status, governance structure, programs, mission and vision? Has it explained how its mission aligns with the responsibilities of a One-Stop Operator as defined in the RFP?



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2. *Experience with Special Populations (10 points)*

Has the applicant described its experience in working with special populations? (i.e., persons with disabilities, formerly incarcerated individuals, limited basic skills, English language learner, public housing residents and veterans).

3. *Applicant's Management Structure (5 points)*

Has the applicant provided a description of its management structure and how that structure supports the responsibilities and goals of the AJC?

4. *Past Experience as a One-Stop Operator and in Workforce Development (10 points)*

Does the applicant have previous experience as a One-Stop Operator? Has the applicant indicated if it has had any past success and outcomes in working with workforce development organizations? If so, has it described the success that was achieved? *Note: The successful bidder shall have successful prior experience as a One-Stop Operator.*

5. *Organizational Chart and Staffing (5 points)*

Has the applicant provided an organizational chart identifying the staffing planned for the AJC front desk and resource room area? Does this include their names, job titles and qualifications? For those staff to be hired upon selection as the One-Stop operator, has the applicant described the minimum job requirements that will be used in the staff selection process? Has the applicant provided a sufficient description of proper policies and procedures for when staff are vacation, out sick or on break. In addition, describe policies and procedures for proper staff coverage of One-Stop Operator staff for the front desk and resource room area. If the applicant has proposed an alternative staffing model, have they provided a justification for this change?

6. *Management Capability (10 points)*

Has the applicant described its capacity to expertly manage staff and operations and its ability to represent the PCWDB to the community as knowledgeable human resource professionals?



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7. Past Experience with Federally-Funded Programs (5 points)

Has the applicant described any experience in working with Federally-funded programs?

8 Unique Attributes of the Applicant's Proposal (5 points)

Has the applicant fully explained why it is in the best position to deliver an innovative AJC Delivery System? Has it described why its application and organization is unique and/or innovative from other proposers?

BUDGET AND BUDGET NARRATIVE (5 points)

Addendum 1: References

Please provide at least three (3) references that can discuss previous work experience and the administrative and fiscal capabilities of your organization.

Addendum 2: One-Stop Operator Monthly Status Report



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Addendum 2:

ONE-STOP OPERATOR MONTHLY STATUS REPORT

Name of One-Stop Operator

Month/Year of Report

SECTION I: ADHERENCE TO REGULARLY SCHEDULED ACTIVITIES

1. During this reporting period, _____ partner training sessions have taken place.
2. During this reporting period, the AJC Management Team met on the following date (s): _____
3. During this reporting period, _____ partner meetings have taken place.

SECTION II: SERVICE DELIVERY COORDINATION

Identify issues/comments related to:

1. Coordination of Workshops and Topics Covered

2. Operation of Resource Area

3. Cross Referral Procedures

4. Conflicts among Partners

5. Customer Triage

6. EmployRI Registration

7. Services to Employers/Specific Employer Events/Services

8. Etc.



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SECTION III: PARTNER ACTIVITY

Identify issues/comments related to MOU compliance:

SECTION IV: AJC ACTIVITY

Number of new AJC customers this reporting period: _____

Number of customers utilizing AJC including repeat visits: _____

Number of Employer Recruitments: _____

Number of customers attending Recruitment _____

Number of Job Fairs _____

Number of Customers attending Job Fair _____

SECTION V: OTHER

1. Identification of issues related to the daily operation of the AJC.

2. Identification of activities to coordinate with current AJC partners to bring in new partners.



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SUPPLEMENTAL INFORMATION

If the issuing department for this RFP determines that your firm's bid is best suited to accommodate their need, you will be asked to provide proof of the following prior to formalizing an award.

An inability to provide the outlined items at the request of the department may lead to the disqualification of your bid.

*This information is **NOT** requested to be provided in your initial bid that you will submit to the City Clerk's office by the "date to be opened" noted on page 1. This list only serves as a list of items that your firm should be ready to provide on request.*

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record.

You must be able to provide:

- Business Tax ID will be requested after an award is approved by the Board of Contract and Supply.
- Information on Worker's Compensation Policy will be requested after an award is approved by the Board of Contract and Supply.
- Information regarding an Insurance Declaration Page will be requested after an award is approved by the Board of Contract and Supply.