



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of the Mayor
Office of the Deputy Mayor for Planning and Economic Development

TO: WORKFORCE DEVELOPMENT ONE-STOP OPERATORS

REQUEST FOR QUALIFICATIONS

SOLICITATION NO.: DCEB-2017-Q-1001

CAPTION: One-Stop Career Centers Operator

ISSUANCE DATE: Tuesday, February 21, 2017

DUE DATE: Wednesday, March 22, 2017

1.1 PURPOSE

The Government of the District of Columbia, Office of the Deputy Mayor for Planning and Economic Development (DMPED), on behalf of the Office of the Deputy Mayor for Greater Economic Opportunity (ODMGEO), Workforce Investment Council (WIC), is soliciting statements of qualifications (“Qualifications”) from professional firms (“Respondents”) for selection of a One-Stop Operator, in accordance with the terms, provisions, specifications, and solicitation instructions set forth in the Request for Qualifications. This Request for Qualifications (“RFQ”) provides Respondents with the information necessary to prepare and submit Qualifications Statements for consideration by DMPED and the WIC.

This Request for Qualifications (“RFQ”) is issued in accordance with 27 DCMR § 1615.1 which allows the DMPED Contracting Officer (CO) to determine which prospective Contractors are qualified to receive and submit responses to a Request for Proposals (RFP) for the Operation of One-Stop Career Centers within the District of Columbia, based on financial and professional criteria established by the CO for pre-qualification.

1.2 SPECIAL TERMS AND CONDITIONS

DMPED intends for this Request for Qualifications (“RFQ”) to result in the pre-qualification of three (3) or more professional firms to operate and manage a minimum of one comprehensive one-stop career centers and three affiliate sites as defined by the Workforce Innovation and Opportunity Act of 2014 (WIOA), Public Law 113-128, July 22, 2014, in which required and optional partners may be located to provide career services to individuals and business services to companies and other employers for an initial term of one year with the option to renew for three (3) additional one-year terms or successive fractions thereof, depending on performance, and availability of funds. If there are fewer than three (3) offerors, the contracting officer may issue the Request for Proposals (“RFP”) to the highest-ranked offeror(s). Selected firms must

BRIAN T. KENNER, DEPUTY MAYOR

meet all basic qualifications criteria, and responses that do not clearly demonstrate these qualifications will not be considered. Basic qualifications include:

1.2.1 At least one individual employed or subcontracted by the Respondent shall have over 5-years of experience in a management role in a federally funded public workforce development system entity.

1.2.2 At least one individual employed or subcontracted by the Respondent shall have significant expertise with the federal Workforce Innovation and Opportunity Act of 2014.

1.2.3 At least one individual employed or subcontracted by the Respondent shall have at least 3 years of experience managing an entity with multiple locations, departments, organizations, partners, businesses, and demonstrated ability to manage and unify diverse agendas, goals and institutional cultures.

1.2.4 At least one individual employed or subcontracted by the Respondent shall be currently active in national workforce development association(s).

1.2.5 At least one individual employed or subcontracted by the Respondent shall have expertise in development and implementation of employee training programs (including, but not limited to customer service training).

1.2.6 At least one individual employed or subcontracted by the Respondent shall have experience in managing federal funds, budgets, auditing and monitoring to ensure compliance with federal financial management standards.

1.2.7 At least one individual employed or subcontracted by the Respondent shall have experience in conflict resolution and consensus building.

1.2.8 At least one individual employed or subcontracted by the Respondent shall have expertise in ensuring both physical and programmatic access to individuals with disabilities.

1.3 REQUEST FOR QUALIFICATIONS (“RFQ”)

DMPED invites sealed Statements of Qualifications for a One-Stop Career Center Operator in accordance with the provisions, specifications, and solicitation instructions established in this RFQ.

1.4 SUBMIT STATEMENTS OF QUALIFICATIONS ELECTRONICALLY

Respondents must submit Statement of Qualifications electronically via e-mail to: lindel.reid@dc.gov with the subject line: **“Statement of Qualifications in response to Request for Qualifications No. DCEB-2017-Q-1001 – One-Stop Centers Operator”**

ANY STATEMENT OF QUALIFICATIONS RECEIVED AFTER THE DATE AND TIME FOR SUBMISSION SHALL NOT BE CONSIDERED.

1.5 STATEMENTS OF QUALIFICATIONS SUBMISSION DATE

The closing date for receipt of statements of qualifications is **Wednesday, March 22, 2017, by 2:00 PM EST local time.**

1.6 GENERAL PROVISIONS

- a) Selected firms must meet all basic qualifications criteria, and responses that do not clearly demonstrate these qualifications will not be considered.
- b) Selected firm(s) will be determined by the Contracting Officer based upon the selection committee's analysis of the statements of qualifications and the criteria set forth in the solicitation.

1.7 SUBMISSION OF RESPONSES

Responses should be clear, concise, and complete. They should be submitted via email as a single attachment in Microsoft Word or PDF format. Respondents should include a Delivered or Read Receipt Request in their email if such a receipt is desired.

2. PROJECT BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) was signed into law by President Barack Obama on July 22, 2014, and took effect on July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. As the first legislative reform in 15 years of the public workforce system, WIOA provides for a paradigm shift in how workforce services are delivered and fosters innovative practices to increase performance, enhance customer service, and better meet the needs of jobseekers and businesses.

The establishment of a one-stop delivery system is a cornerstone of the reforms contained in WIOA. The one-stop system serves as the doorway to the public workforce system. As such, the District must ensure all customers have access to high-quality one-stop centers that connect them with the full range of services available in their communities. The one-stop delivery system includes six core programs: Title I (Adult, Dislocated Worker, and Youth), Title II (Adult Education and Family Literacy), Title III (Wagner-Peyser), and Title IV (Vocational Rehabilitation (VR) programs), as well as additional required and optional partners.¹ These

¹ Required partners include Career and Technical Education (Perkins), Community Services Block Grant, Indian and Native American Programs, HUD Employment and Training Programs, Job Corps, Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program, National Farmworker Jobs Program, Senior Community Service Employment Program, Temporary Assistance for Needy Families (TANF), Trade Adjustment Assistance

partner programs and entities, which are jointly responsible for workforce and economic development, educational, and other human resource programs, must collaborate to create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to services.

Under WIOA, high-quality one-stop centers are marked by the following characteristics:

- a) Provide excellent customer service to jobseekers, workers, and businesses in a welcoming environment, ensuring access to all.
- b) Reflect innovative and effective service design, based on evidence-based delivery models, and in-line with the needs of area high-demand sectors.
- c) Operate efficiently through the establishment of robust partnerships, integrated service delivery and case management systems, and well-trained and competent staff.
- d) Focus on performance and continuous improvement to ensure impactful results for customers.

The Workforce Investment Council (WIC) Board is comprised of representatives from the private-sector, organized labor, nonprofit organizations, and District government; with a majority of members being private-sector officials. Its membership represents a diverse range of stakeholders seeking to improve the District's workforce investment system. As both the state and local board, the District's Workforce Investment Council is charged with overseeing the implementation of WIOA, including leading the competitive procurement of a one-stop operator. The WIC Board is taking meaningful steps to elevate the District's one-stop centers to be part of a world class workforce development system, in-line with the vision laid out in WIC's Unified State Plan:

Every DC resident is ready, able, and empowered to discover and attain their fullest potential through lifelong learning, sustained employment, and economic security. Businesses are connected to the skilled DC residents they need to compete globally, are full participants in the workforce system, and drive the District's economic growth. Residents and businesses in all eight wards are supported by a system that includes coordinated, cohesive, and integrated government agencies and partners working to help communities thrive.

The WIC seeks qualified respondents who are able to fulfill the scope outlined below, utilizing innovative approaches to make the District's one-stop system an integral part of this vision.

3. SCOPE OF WORK

The Workforce Investment Council (WIC) is seeking a one-stop operator to manage the comprehensive and affiliate centers in the District. This operator shall not be engaged in the provision of direct services, rather act in a role similar to a "shopping mall manager." The

Programs, Unemployment Compensation Programs, and YouthBuild. Optional partners may include, with the approval of the WIC board and the Mayor, the U.S. Social Security Administration (SSA) employment and training program; Supplemental Nutrition and Assistance Program (SNAP) employment and training programs; the Vocational Rehabilitation Client Assistance Program; National and Community Service Act Programs; and other employment, education or training programs, such as those operated by libraries or the private sector.

information below outlines the general scope of services sought for this operator. A more detailed scope of services will be provided in a Request for Proposals (RFP) to those respondents deemed qualified pursuant to this RFQ.

The desired services shall include the following:

1. Coordinate service delivery within the one-stop system including streamlining and integrating partner services.
2. Ensure one-stop staff is provided with appropriate training and tools to carry out job functions.
3. Manage an integrated effort to focus on the workforce needs of the one-stop customers (job-seekers and businesses) and the community to improve the local economy.
4. Manage compliance and performance of the one-stop system.
5. General coordination of all one-stop partner staff within the center

In addition to the services listed above, qualified respondents will also work closely with the WIC to identify compliance issues, gaps in existing versus desired services and delivery standards, implement initiatives of the WIC Board and participate in committee or board meetings when requested by the WIC Board.

4. EVALUATION PROCESS

4.1 Qualifications Evaluations Process

The Request for Qualifications (RFQ) format is intended to present interested firms the opportunity to demonstrate their ability to perform the required services. Statements of Qualifications will be evaluated by a Review Committee. Each member will first independently evaluate and rate all aspects of the Statements of Qualifications. After the individual members have separately evaluated the Statements of Qualifications, including preparation of narrative explanations, the Committee will meet and formulate its consensus ratings of respondents. The Contracting Officer will determine the financial and professional responsibility of each respondent and rank them from the most qualified to the least qualified on the basis of information provided.

Evaluations will be based upon the capability of the firm and upon the abilities and accomplishments of the individuals assigned to perform the services. In addition, any experience in working with the District or other public entities should be cited by the respondent. Of particular emphasis will be the qualifications of the key personnel that the respondent identifies to assume leadership roles for the contract.

4.2 Technical Rating

The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements; e.g., no demonstrated capacity, major deficiencies which are not correctable; offeror did not address the factor.
1	Poor	Marginally meets minimum requirements; major deficiencies which may be correctable.
2	Minimally Acceptable	Marginally meets minimum requirements; minor deficiencies which may be correctable.
3	Acceptable	Meets requirements; no deficiencies.
4	Good	Meets requirements and exceeds some requirements; no deficiencies.
5	Excellent	Exceeds most, if not all requirements; no deficiencies.

The technical rating is a weighting mechanism that will be applied to the point value for each evaluation factor to determine the offeror's score for each factor. The offeror's total technical score will be determined by adding the offeror's score in each evaluation factor. For example, if an evaluation factor has a point value range of zero (0) to forty (40) points, using the Technical Rating Scale above, if the District evaluates the offeror's response as "Good," then the score for that evaluation factor is 4/5 of 40 or 32.

If subfactors are applied, the offeror's total technical score will be determined by adding the offeror's score for each subfactor. For example, if an evaluation factor has a point value range of zero (0) to forty (40) points, with two subfactors of twenty (20) points each, using the Technical Rating Scale above, if the District evaluates the offeror's response as "Good" for the first subfactor and "Poor" for the second subfactor, then the total score for that evaluation factor is 4/5 of 20 or 16 for the first subfactor plus 1/5 of 20 or 4 for the second subfactor, for a total of 20 for the entire factor.

4.3 Evaluation Criteria

Statements of Qualifications will be evaluated by a Review Committee composed of representatives from the WIC and the Career Pathways Task Force. The Review

Committee may recommend to the Contracting Officer, based on the Committee's analysis of the information according to the criteria set forth in the RFQ, whether or not a prospective contractor should be among the highest ranked offerors to proceed.

The Contracting Officer will then determine the financial and professional responsibility of each prospective contractor and rank them in writing form the most qualified to the least qualified on the basis of the information provided.

The evaluation factors consider the Respondent's knowledge and experience, organizational capacity and management approach, qualifications of its key personnel, and past performance providing services the same or similar to the required services as described herein. These evaluation factors include an examination of the quality of services provided, timeliness in service delivery, business practices, and satisfaction with the Respondent's performance.

Evaluation Factors	Points
<p>A. Project Team & Qualifications</p> <p>A.1 The Respondent's team structure and responsibilities and how the team structure will address the Scope of Work.</p> <p>A.2 The qualifications of the Respondent's key personnel and the extent to which the key personnel have experience in the following areas: (1) managing a federally funded public workforce development system entity; (2) expertise with the federal Workforce Innovation and Opportunity Act of 2014; (3) managing an entity with multiple locations, departments, organizations, partners, businesses, and demonstrated ability to manage and unify diverse agendas, goals and institutional cultures; (4) currently active in national workforce development associations(s); (5) expertise in development and implementation of employee training programs (including, but not limited to customer service training); (6) experience in managing federal funds, budgets, auditing and monitoring to ensure compliance with federal financial management standards; (7) expertise in conflict resolution and consensus building; and (8) expertise in ensuring both physical and programmatic access to individuals with disabilities.</p>	<p>10</p> <p>20</p>
<p>B. Experience in Workforce Development and similar contracts for the described services</p> <p>The Respondent's experience in workforce development including: (1) contributions to the management of federally funded public workforce programs authorized under Workforce Investment Act and/or Workforce Innovation and Opportunity Act (WIOA); (2) knowledge of key provisions under WIOA specifically related to the</p>	<p>30</p>

operation of one-stop centers; (3) experience with similar contracts for managing one-stop centers or similar facilities; and (4) experience managing affiliate or specialty career centers (e.g., centers based on sector-specific careers, and youth-focused centers.	
C. Work Plan (including innovative approaches)	
C.1 The Respondent's approach to delivering the services described in the Scope of Work.	10
C.2 The Respondent's unique qualifications; the extent to which the Respondent has proposed innovative or proven approaches to take with meeting the requirements of the resultant contract; and the Respondent's proposed additional activities demonstrating how the Respondent would supplement the current Scope of Work to ensure the District offers best in class one-stop centers serving job seekers and businesses.	5
C.3 The extent to which the Respondent's proposed work plan provides easy to access services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services.	10
D. Financial Responsibility	
The Respondent's financial condition to perform the resultant contract and the Respondent's ability to start the work without financial assistance from DMPED (from a Letter of Credit or other documented financial resources) to operate the one-stop career center program.	15
TOTAL	100

5. STATEMENT OF QUALIFICATIONS FORMAT

The Statement of Qualifications that the Respondent submits shall contain, at a minimum, the following information in the following order:

1. **Transmittal Letter** – Including the name, telephone number and email address of the point of contact for the submittal.
2. **Project Team and Qualifications** – Identification of Respondent's team structure and responsibilities. Provide qualifications of the key personnel, including experience and expertise in: the subject matter areas identified in Section 1.2 of this RFQ. Respondents should submit sample job descriptions for key staff proposed to fulfill the requirements of this scope of services.

3. **Experience in Workforce Development and similar contacts for the described services**– Description of your firm’s experience in workforce development including: contributions to the management of federally funded public workforce programs authorized under Workforce Investment Act and/or Workforce Innovation and Opportunity Act (WIOA); knowledge of key provisions under WIOA specifically related to the operation of one-stop centers. Also, describe your firm’s experience with similar contracts for managing one-stop centers or similar facilities. Please provide a narrative description for a maximum of three (3) such projects, additional experience may be presented in the form of a list identifying the name and number of centers, client name and years engaged with managing the listed centers. Respondents should also provide a description of any experience managing affiliate or specialty career centers (e.g., centers based on sector-specific careers, and youth-focused centers).
4. **Work Plan** – Description of your firm’s overall approach to delivering the services described in the Scope of Work. Indicate unique qualifications of your firm and any innovative or proven approaches your firm proposes to take with meeting the requirements of resultant contract. Respondents may propose additional activities that would supplement the current Scope of Work to ensure the District offers best in class one-stop centers serving jobseekers and businesses. In developing the work plan, note that in accordance with WIOA, the one-stop operator must refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services.
5. **Financial Responsibility** – Firm’s audited financial statements for the past calendar year. If unable to provide audited financial statements, Respondent shall state the reasons in its qualifications response and provide financial documentation in sufficient detail to enable DMPED to assess the financial condition of your firm.
6. **Attachment I – Bidder-Offeror Certification Form**

Questions concerning this Request for Qualifications may be directed to Mr. Lindel Reid, Senior Contract Specialist, electronically at lindel.reid@dc.gov. No inquiries/questions regarding this RFQ will be answered if received after **4:00 PM EST, March 8, 2017** to allow ample time for distribution of answers and/or comments to this RFQ.

Jacque McDonald, CPPO, CPPB, SPSM, MBA, MST
Director of Contracts, Procurement and Grants