



# COUNTY OF SANTA CRUZ

## General Services Department -Purchasing Division-

701 OCEAN STREET, SUITE 330, SANTA CRUZ, CA 95060-4073

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### ADDENDUM # 1

#### Request for Proposal #17P2-001

Issued *September 1, 2017*

This addendum (#1) is being issued in response to a request by the County of Santa Cruz, Human Services Department, to add wording to **Request for Proposal (RFP) 17P2-001, Workforce Innovation and Opportunity Act (WIOA) One-Stop Operator; Adult, Dislocated Worker and Youth Program Services; and Workplace Services for Business as follows:**

#### Clarifications/Changes:

1. **Section 2.20, item #3**, add "upon request" as follows: Respondent must possess and provide a copy of license or permit to do business in the State of California and the County of Santa Cruz upon request.
2. **Section 4, item 4.4, a**, add "and shall provide such licenses, permits and certifications to the County upon request." to first sentence; delete second sentence.

#### 4.4, a, shall be as follows:

Contractor and Contractor's employees shall possess all applicable licenses, permits and certifications required by the State of California and County and shall provide such licenses, permits and certifications to the County upon request.

#### Attachments:

- Attachment 1: Bidder's Conference Questions and Answers
- Attachment 2: Supplemental Questions and Answers
- Attachment 3: WIOA Contracted Services Performance PY 16/17

August 29, 2017 was the deadline for all questions regarding this RFP.

#### RFP SUBMITTAL DEADLINE REMAINS UNCHANGED.

#### RFP DUE:

Wednesday, September 13, 2017 by 5:00 p.m. PDT  
In the Purchasing Division of General Services Department  
701 Ocean Street, Room 330  
Santa Cruz, CA 95060

Please contact Phil Santaluce with any questions regarding these changes by sending an email to: [gsd122@santacruzcounty.us](mailto:gsd122@santacruzcounty.us)

Phil Santaluce

9/1/17

Date



**WIOA Career Center Operator and Adult,  
Dislocated Worker, Youth Program  
Services, Workforce Services for Business  
Bidders Conference  
RFP#17P2-001**

**Thursday, August 24, 2017  
1:00pm**

**Concluded at 2:00pm**

Watsonville Career Center  
18 West Beach Street, Watsonville, California

ATTENDEES: Listed below in order as they appear on event sign in sheet:

- JoAnn Allen, Director/Consultant, Shifting Paradigms  
japaradigms@ (didn't complete email address on sign-in)
- Michael Paynter, Director-Student Services, SCCOE  
[mpaynter@santacruzcoe.org](mailto:mpaynter@santacruzcoe.org)
- Jenny Saramiento, Community Action Board  
[JennyS@cabinc.org](mailto:JennyS@cabinc.org)
- Tom Helman, Community Action Board  
[tomh@baymoon.com](mailto:tomh@baymoon.com)
- Anne Guthrie, VP, Goodwill Central Coast  
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- David Mirrione, Executive Director, Workforce Foundation/ self-employed  
[David.Mirrione@work2futurefoundation.org](mailto:David.Mirrione@work2futurefoundation.org) [david.mirrione@gmail.com](mailto:david.mirrione@gmail.com)
- Maria Elena De La Garza, Executive Director, Community Action Board  
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- Suzanne Faren, Youth Programs Operations, Eckerd Workforce  
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Via Teleconferencing:

- Elisabeth Brunbauer, America Works  
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- Stephanie Koontz, Regional Director, ResCare  
[Stephanie.koontz@rescare.com](mailto:Stephanie.koontz@rescare.com)
- Felicia Flournoy, Director, Workforce Innovation, KRA  
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**STAFF:**

Phil Santaluce, GSD Buyer  
Shauna Soldate, GSD Buyer  
Sara Paz-Nethercutt, WDB Sr. Analyst  
Teresita Hinojosa, WDB Sr. Analyst  
Brenda Zeller, TCIII  
Marcy Villalobos, TCIII

Overview of Bidders Conference

The Bidders Conference began at 1:00 p.m. at the Watsonville Career Center. Sara Paz-Nethercutt introduced the staff in attendance and asked all those present to introduce themselves.

Questions and Answers

**Q1:** Who is the current provider of the following services in the region? A) One Stop Operator, B) Adult and Dislocated Worker (A/DW) Services, C) Youth Services, D) Business Services

**A1:** Goodwill Central Coast is the current service provider for A, B, and D. Santa Cruz County Office of Education is the current service provider for Youth.

**Q2:** Can you please provide the current performance for the four modalities that are being procured through this RFP for the One Stop, A/DW, Youth, and Business Services?

**A2:** We do not have performance on the One Stop Operator, but the A/DW, Youth, and Business Services performance will be provided as an addendum.

**Q3:** For the four separate proposal responses, each are required to be separate and with separate budgets, correct?

**A3:** One proposal per modality.

**Q4:** It is our understanding that we have the option to include training and supportive services dollars in our budget for A/DW or not. Are we interpreting that correctly?

**A4:** Yes.

**Q5:** Do you have an estimate of how many Youth would be carried over into the next contract year that is being procured? Please separate In School Youth (ISY) and Out of School Youth (OSY).

**A5:** This year 52 were carried in. Three (3) were ISY and forty-nine (49) were OSY. We have no idea what's coming next year.

**Q6:** On page 25 it mentions a ramp-up period of 30 days prior to contract start date of 7/1/2018. Do we need to include an estimate of expenses to be incurred in that 30 days separate from the budget listed in the RFP, or should we assume that the funding for these 30 days will come out of the amounts quoted?

**A6:** The 30 day ramp-up, if it's needed by the contractor who is awarded the contract, is part of the overall allocation. So technically the new contractor could start June 1 but the services wouldn't start until July 1.

- Q7:** The budget forms show a 10% performance hold back. Should the total direct and indirect expenses for our budget equal the amount before the hold back, or the amount after? To be more specific, on Modality 1, should the program be designed to cost \$67.5 thousand with the potential to earn an additional \$7.5 (thousand) if we were to meet the performance goals, or should it be designed to cost \$75 thousand with the risk of not getting reimbursed \$7.5 (thousand) if we don't achieve the performance goals
- A7:** Yes, you want to design your budget for the total allocation. The performance based outcomes are something that would occur during the contract negotiation phase.
- Q8:** I have a follow up question to that question. On the performance based and the indirect, I don't know if I heard the answer for the indirect. Is the indirect a separate line item and then the **[indistinct 17:17]**
- A8:** Right, the budget would include whatever line items you deem necessary for your contract (bid).
- Q9:** On Exhibit S for the Youth program, it talks about in the RFP on page 20 and 37, Item 2, which is the 14 elements, is that only as an attachment or is the explanation of that attachment also in the narrative? On page 37, Item 2, it says complete and submit Exhibit S, Youth Services Programs Elements Chart, so my question in that section, Program Design, do you want that chart also explained in that section or do you just want reference to that chart? In that section where the program design is written up, does it need to reiterate everything in Exhibit S or can it be "as referenced in Exhibit S"?
- A9:** You need to fill in the chart. This is a separate attachment so you have to fill it all out whether it's already part of the narrative or not. You don't have to put everything in the narrative.
- Q10:** On page 9 under 2.20, Respondent Qualifications, Item 1, Experience – is this a separate attachment or part of the other attachments?
- A10:** In terms of providing information on the experience of the bidder, you can include that information in Exhibit H, Statement of Qualifications for Workforce Innovation and Opportunity Act (WIOA) Programs.
- Q11:** In terms of the Statement of Qualifications, we just submitted a Statement of Qualifications as the current provider, so this might be an individual question for Goodwill, but would we have to again resubmit the Statement of Qualifications?
- A11:** If you know that it is updated the way that you want it, you don't have to. If you want to add more information, then it might behoove you to resend it also.
- Q12:** On page 29 it says that 20% of the funds need to be allocated for Work Experience (WEX). Could you talk about what you can use WEX funds for?
- A12:** There's a very clear definition in the CFR that talks about what can be used. Go online and search CFR and type in the number and that should bring it up.
- Q13:** If we have a subcontractor who's going to provide training, do they have to be on the Eligible Training Provider List (ETPL)?

- A13:** It depends on what you mean by training. If you're doing workshops you don't have to be on the ETPL. To be on the ETPL, you have to be approved by the State of California to provide training. If you want formal training where you're going to give an industry recognized certificate, then you have to be on the ETPL. It has to be an approved certificate, diploma, or degree.
- Q14:** On page 12 for the One Stop Operator Modality, section H refers to staffing being performed by a single individual. Is that one Full Time Equivalent (FTE), or is that something that can be done 3 days a week, 2 days a week, as needed, as permitted?
- A14:** We want one person to provide all of the service that would fall under Career Center Operator. What that actually looks like Monday through Friday would be what's in your proposal.
- Q15:** There was a question around the modality for the Youth around having multiple sites but also being targeted to South County. There wasn't an identifiable point system allocated to a proposal based on either/or the committee's preference. Can you give some guidance around that? There was some nuance where part of the RFP stated particularly focused in on South County, but a provider could request to serve other areas of the county.
- A15:** There's a policy that all services must be in the identified zip code areas. It's based on a certain performance level. If you reach the performance level, after 150, it doesn't mean you'll be approved but you can make a request to the Contracts Analyst and the Director to serve an area outside of those zip codes. But you could, in your proposal, outline what you're going to do about that.
- Q16:** I saw points weighted towards increased leveraged dollars. On page 38, you get 1 point for 1-2.9% match and 5 points for over 9%, that's the only weighting I saw that might give extra points. My question was, that's total match, correct? There's not another minimum match and this is above and beyond that?
- A16:** Correct. And it's the same for all modalities.
- Q17:** In regards to the subcontractors, do they also need to go through a bid process to partner with the leading agency, or are they automatically subcontracted and a Memorandum of Understanding (MOU) would be sufficient?
- A17:** Bidders can partner with whomever they want. If it's a subcontractor, the bidders can list them in their bid, but if the contractor is awarded the bid they must go through the procurement process in order to be considered a subcontractor. We have to approve the subcontractor on top of that.
- Q18:** Are there different requirements for approval for the subcontractor that we should be looking at?
- A18:** We have strict procurement guidelines, not only County but also WIOA and so the whole process would need to follow those procurement guidelines.
- Q19:** Is there somewhere we can look at this information prior to selecting our subcontractor?
- A19:** Please submit your question in writing and we will provide an answer in the Addendum.

**ADDENDUM NOTE: answer inserted post bidders conference:**

See WSD12-10, Procurement, dated 11/20/2012

**Q20:** I have a number of questions related to the budget of the facility costs. Are we supposed to include operational costs and expenses in facilities, or are those covered by the Workforce Board, who would be the leaseholder, and who's responsible for the lease payment, etc. So could you speak a little bit to that? This is for the A/DW, One Stop Operator, and the Youth modalities.

**A20:** In terms of the Career Center Operator modality, that position is in the comprehensive career center, which is located here at 18 W. Beach St., Watsonville, and the Workforce Development Board with the County holds the lease on that. Similarly, A/DW staff are in this building. If there is a separate site, as a satellite site, then those costs would be listed in a budget. It's the same for Youth. If you have costs you have to include that in your budget.

**Q21:** Do we need to budget for furniture and computers?

**A21:** Only if you're doing a satellite center, and computers would need to be provided for anyone who needs it on the staff. The County doesn't provide County computers for contracted staff. Correction to answer. No need to budget for furniture or computers, the county can provide or the bidder can offer as an in-kind contribution. This logistic will be fully negotiated during contract negotiations.

**ADDENDUM NOTE: answer inserted post bidders conference:**

See Supplemental Question SQ4/SA4

**Q22:** In terms of the actual formatting, and how you want the proposal submitted to you, do you want them in a notebook, a binder, a clip? How would you like them submitted? And do we need to bind the submissions separately for a total of 28 sets if we're going for all 4 modalities or do we bind all the submissions together for 7 bound sets?

**A22:** Other than the 7 sets; 2 originals, and 5 copies and the electronic submittal, the rest is your preference.

**Q23:** For all the exhibits; A, B, C, D, etc, do they need to be submitted with each proposal set, or do they just need to be included in the original.

**A23:** Each of the sets needs to be its own entire submission.

**Q24:** For the PDF version that we'll send via email, is there a file size that we cannot exceed so that it will make it to your inbox?

**A24:** 10 megabytes is the maximum size of attachment that can be sent or received

**Q25:** For the tables, charts, graphs, graphics, etc, do we adhere to the 11 pt font requirement, or can we go as low as 9 pt just as long as it's readable?

**A25:** No, we prefer to keep it at the font listed in the RFP.

**Q26:** How many On the Job Trainings (OJT) are done per year currently?

**A26:** OJTs are just part of the menu of service, so there isn't a goal for OJTs.

**Q27:** Related to the Business License, on page 9, it states that we have to have a permit to do business in the State of California and Santa Cruz. If we have the

approval to do business in California, do we wait to get the business license until after the award?

**A27:** Yes.

**ADDENDUM NOTE: answer inserted post bidders conference:**

See Supplemental Questions SQ12/SA12; SQ19/SA19;

**Q28:** On page 21, there's a statement that 50% has to be spent on OSY, but then the law is 75% on page 29. I just want to confirm that we are doing 75% for Youth.

**A28:** There are two different issues; one is expenditures. You're required to expend 75% minimum on OSY, and page 21 has to do with enrollments. We want a minimum of 50% of the 150 enrollments to be OSY.

**Q29:** For nonprofits, do we need to have a permit to do business in the State of California and in the County?

**A29:** We do not know.

**ADDENDUM NOTE: answer inserted post bidders conference:**

The license or permit to do business in the State of California and the County of Santa Cruz will be required upon request and will not be required as part of the RFP response.

**Q30:** Is this something we can acquire if we get the contract?

**A30:** Yes.

**Q31:** In terms of the option of managing the training dollars for the A/DW modality, in the budget template there's a maximum of \$600 thousand. If we are interested in managing the training dollars, would we add to the \$600 thousand dollars in the budget or just say in the narrative that we would be managing the money, but not put it as an additional line item in the actual excel spreadsheet budget?

**A31:** Right. Your budget is based on the contract allocation.

**Q32:** For the Career Center Operator modality, it really should be one person doing the work, but would the budget also include a portion of a Director's time, or is the budget solely that one identified person?

**A32:** That's based on your proposal. Whatever you're trying to accomplish within your proposal. We don't want more than one person doing the actual work, but we do understand that as organizations there might be other costs with running the program.

**Q33:** To clarify the potential conflict of interest; if you are applying for multiple modalities, including the Operator and maybe A/DW and Youth, that person might be also involved with managing aspects of the other modalities, potentially, and that would be a conflict of interest. Do you have advice around that, as we think through individuals that are currently on our staff that are currently doing one of the other modalities, if they could do the Operator role as well.

**A33:** If you look on page 10, you'll see that the Career Center Operator role is one of a coordinator, so there's no oversight.

**Q34:** In terms of splitting the Business Services out of one contract, so in the A/DW and Rapid Response (RR) there was Business Services dollars in there but now it's a separate RFP. There is still some RR allocation in the A/DW modality, very

small piece, but all the narrative and language around conducting RR and Business Services in modality 4. Do you provide RR with both modalities? How would that work?

**A34:** There is coordination that happens between A/DW and the Business Services piece, and that's how we're able to use RR dollars for A/DW. The RR piece is part of the Workforce Services for Business, but there would need to be some coordination.

**Q35:** So even though there is \$25 thousand of RR in modality 2, that modality would not provide RR services?

**A35:** They would not be conducting RR events. That's Workforce Services for Business, modality 4.

**Q36:** For the customer references, it refers to four references, two of which should be customers within Santa Cruz County for whom you've furnished similar services in size and nature. With previous RFPs showing bonus points for groups that are in the county versus now it does not, yet there's this in here. How does this impact your scoring? How is one to interpret this? If you have many folks that are calling from out of the area, so what would someone who is not doing business in your county list here? That's page 53.

**A36:** If you look on the narrative which starts on page 31, there's a narrative for each of the modalities, it would coincide with the demonstrated ability points. They would only answer what they could in the demonstrated ability. There's no requirement for the customer references. Exhibit B is not a scoring section.

**Q37:** One of the qualified business types is a sole proprietorship, and there are questions about if awarded as a sole proprietor, financial statements, audits, all of that, typically with a sole proprietor it's in with their personal finances. How would that be viewed, if you're accepting a sole proprietor which is more of an independent contractor, how does that work in the awarding? It seems like a lot of the questions throughout are geared towards more of your nonprofit, private larger companies, and government agencies.

**A37:** Please submit your question in writing and we will provide an answer in the Addendum.

**ADDENDUM NOTE: answer inserted post bidders conference:**

We were unable to answer based on the above question and no further submission was received.

**Q38:** Regarding the cost of sites, the Watsonville Career Center is leased by the Workforce Board and that's all covered, but for other satellite sites the leases for those need to be included in the budget, is that correct?

**A38:** Yes.

**Q39:** Do you expect to continue using those same sites.

**A39:** It depends on who is awarded the contract.

**Q40:** Do you know if the County has a preference for maintaining a satellite site up in North County?

**A40:** I do not know.

**Q41:** For the sites that you have, can we get information on current leases and what they cost so we can work them into a budget?

**A41:** Please submit your question in writing and we will provide an answer in the Addendum.

**ADDENDUM NOTE: answer inserted post bidders conference:**

See Supplemental Question SQ17/SA17

**Q42:** On page 35 it says to list your partner agencies and attach MOUs or Letters of Intent, and then it says if you don't have them just say you're going to get them later. How important is it to get MOUs as part of this application?

**A42:** If agreements are not available, submit Letters of Commitment from partners on the project. It is part of scoring.

**Q43:** For the One Stop Operator modality, page 10, 313C, it mentions ensure the implementation of partner responsibilities and contributions agreed upon in MOU Phase I and II and that's in development. Is there any expectation that this role will play a role in the development and the facilitation of MOU Phase II, or is it simply once the Workforce Board has completed that work it's the coordinator of services as agree to?

**A43:** When this RFP was finalized, MOU Phase II was in development. It has since gone to the Board of Supervisors (BOS) two days ago, so it is now approved by the BOS. However, there will be additional adjustments made to the Phase II, because the Phase II has to do with resource sharing and this MOU Phase II was strictly for the comprehensive center. Future MOU Phase II will include satellite centers, and that's coming. So the Career Center Operator will have the responsibility of ensuring that it's all being done.

**Q44:** One of the first questions was about performance goals and they'll be negotiated after the award, but what do you mean by performance goals?

**A44:** The RFP references a 10% performance holdback, so that 10% has performance based outcomes tied to it. The categories for those outcomes are what's negotiable during contract negotiation.

**Q45:** I don't see any place in here where we would say how many youth would go into training, or how many youth would do certain things. Am I missing that?

**A45:** That's part of your program design.

**Q46:** What definition do you use for homeless? Do you use McKinney-Vento Act, or do you use the Federal guideline for the Youth modality?

**A46:** Please submit your question in writing and we will provide an answer in the Addendum.

**ADDENDUM NOTE: answer inserted post bidders conference:**

See Supplemental Question SQ20/SA20

**Q47:** On page 34, Program Administration and Operations, number 2, for each element describe administrative overhead percentage and justify if above 10%. My assumption is in total, all those four items can't exceed 10%, not each one. So it's

not 10% for admin, 10% for program, it's in totality, correct? I'm assuming those four items would equal your total 10% not each item at 10%.

**A47:** For each element you have to describe your amount, and then if the total of the four is over 10% then you have to justify it.

**Q48:** For modality 1, the budget template, in other Workforce Investment Boards (WIB) that's often an independent contractor type agreement. With the way the budget is laid out here it's more along the lines of a service providing budget. Are you able to bill or submit via a fee for service type modality, or is it strictly cost reimbursement? On wage, payroll records, those type of things.

**A48:** It's cost reimbursement.

**Q49:** Can you bill a meeting at \$500 or is it, the staff that were there are paid X and you're going to show the staff salary all the way across? More of a fee for service approach, on a cost recovery. Is that allowed to be done? Typically what you see on these throughout other areas, really it's like a consultant, and a consultant may come in at a flat rate for an amount of time, a monthly to provide those services up to X amount of hours on the project. Is that something you can propose via this modality?

**A49:** Please submit your question in writing and we will provide an answer in the addendum.

**ADDENDUM NOTE: answer inserted post bidders conference:**

This is a cost reimbursement contract. Activities, such as meetings cannot be billed at a flat rate. No further submission was received.

**Q50:** Page 21 where it talks about reporting local performance goals, or performing after the second quarter, if we place somebody in employment just before the end of the contract are we responsible for tracking that and making the reports, or pass it along to the next contractor?

**A50:** You're going to be using the state data system and you'll need to put in the data entry on any of these goals, because that's how you meet your performance. They're supposed to be tracked for up to a year, and as the contractor if you win the award you would be responsible for tracking those.

**Q51:** In regards to assessments, some areas have their own assessments in house or they might have a contract for WorkKeys or whatever. Are there other assessments that are internal for modality 2 or would it be incumbent on the provider to provide all assessments?

**A51:** It's up to the bidder.

**Q52:** When will you release the addendum answers?

**A52:** Questions are due Tuesday at 5:00pm, and we'll try to get the addendum out as quickly as possible, by Friday, September 1<sup>st</sup> is our goal.

**Q53:** May additional questions be submitted?

**A53:** Yes.

**Closing.** Mr. Santaluce announced the deadline for any additional questions as Tuesday, August 29, 2017 by 5:00pm. The questions must be sent in writing to his email address as listed on the RFP front page. Responses to any additional written questions will

be found in an addendum, posted to the website and sent via email to those who left an email address on the sign-in sheet. Proposals are due no later than 5:00pm on September 13, 2017. There will be a public opening and anyone is welcome.



## WIOA Career Center Operator and Adult, Dislocated Worker, Youth Program Services, Workforce Services for Business Supplemental Questions RFP#17P2-001

Additional Questions submitted by Stephanie Koontz, Regional Director ResCare:

**SQ1:** Do we need to budget for facilities costs at the Watsonville Center? If so, is there an estimate of operational costs and what expenses are included?

**SA1:** No

**SQ2:** Who is responsible for the lease payment for the facility at 18 W. Beach Street?

**SA2:** The County of Santa Cruz is responsible.

**SQ3:** Who will be the lease-holder for the youth location?

**SA3:** The contract service provider awarded the contract.

**SQ4:** Will we need to budget for furniture and items such as computers?

**SA4:** No need to budget for furniture or computers, the county can provide or the bidder can offer as an in-kind contribution. Furniture and computers can be considered fixed assets, depending on the cost. See Section 3.5P Budgets: *Funding cannot be used to purchase equipment or fixed assets*. WIA/WIOA has specific rules about purchasing equipment, Employment Development Department (EDD) Workforce Services WSD12-10, Procurement, dated November 30, 2012.

**SQ5:** Do we need to bind the submissions separately (for a total of 28 sets), or can we bind each of the submissions together for a total of seven bound sets?

**SA5:** See Section 2.4 on page 6 of the RFP 17P2-001. Bind separately for a total of seven sets per modality. The two originals stay with the County of Santa Cruz; the five copies of each modality are distributed to the review team members for each modality.

**SQ6:** What is the current performance for Adult, DW and Youth – actual to goal?

**SA6:** See attached Performance Addendum for PY 16/17

**SQ7:** What are the current staffing patterns for the comprehensive, satellite and youth programs?

**SA7:** The current Adult/Dislocated Worker contractor has the following staff for PY 17/18:

Watsonville Career Center:

|                                   |          |
|-----------------------------------|----------|
| Career Center Coordinator         | 1.0 FTE  |
| Intake and Eligibility Specialist | 1.0 FTE  |
| Career Pathways Specialist        | 2.0 FTEs |

Satellite Center in North County:

|                                  |         |
|----------------------------------|---------|
| Career Center Coordinator        | 1.0 FTE |
| Career Pathways Specialist       | 1.0 FTE |
| Business Services Representative | 1.0 FTE |
| Prosperity Planner               | .5 FTE  |

Workforce Services Director .75 FTE

The PY 17/18 contract is available on the County of Santa Cruz Board of Supervisor webpage for August 22, 2017 board meeting agenda:

<http://santacruzcountyca.ig2.com/citizens/default.aspx?>

The current Youth contractor has the following staff for PY 17/18:

|                                           |          |
|-------------------------------------------|----------|
| Department Director                       | .20 FTE  |
| Program Coordinator                       | 1.0 FTE  |
| Project Coordinator/Enrollment Specialist | 1.00 FTE |
| Project Specialist/Eligibility            | 1.00 FTE |
| OSY/ISY Work Experience Specialist        | 1.00 FTE |
| Bilingual Teacher –HTCS Academy           | .50 FTE  |
| Secretary                                 | 1.00 FTE |

**SQ8:** Is there a restriction on binding materials?

**SA8:** Each modality proposal must be able to be provided separately to each review team member.

**SQ9:** Please confirm that Exhibits A, B, C, D, E, G, H, and N must be submitted with each proposal set (for a total of 28 sets).

**SA9:** Confirmed. See Section 2.4 on page 6 of the RFP 17P2-001 for a complete list of the required submittal exhibits for each modality.

**SQ10:** For the PDF version being sent via email, what is the maximum accepted file size?

**SA10:** 10MB. See Q24/A24.

**SQ11:** Are tables, charts/graphs, and graphics subject to the 11-point font requirement?

**SA11:** Yes.

**SQ12:** Is it required to have a license to conduct business in Santa Cruz prior to submission, or can this be obtained after award?

**SA12:** The license or permit to do business in the State of California and the County of Santa Cruz will be required upon request and will not be required as part of the RFP response.

**SQ13:** How many OJTs are done per year?

**SA13:** OJTs are part of the training menu of services and are subject to the total training allocation available for the program year. In PY 16/17 there were 6 OJTs (4 ADULT; 2 DW). See Q26/A26.

**SQ14:** How many Rapid Responses are done per year?

**SA14:** As many as necessary. In PY 16/17, there were 5 businesses reported via the State 122 report.

**SQ15:** Please confirm 50% of enrollments must be OSY and that 75% of expenditures are for OSY.

**SA15:** Confirmed. See Q28/A28

**SQ16:** Do we include the 30-day ramp-up in the budget? Or will that be discussed in negotiations?

**SA16:** If your program design in your proposal includes the need for a ramp-up period, then include in your budget. It will also be discussed and finalized during contract negotiations.

Additional Questions submitted by Kevin Klemme, The WorkPlace:

**SQ17:** It was stated in the pre-proposal conference that the Workforce Development Board has control of the lease for the comprehensive career center in Watsonville but not the satellite sites. Proposals should include in the budget funds for paying the leases on the satellite sites. Would you please tell us the cost of leasing each current satellite site?

**SA17:** The PY 17/18 WIOA cost allocation for facilities costs for the Goodwill Central Coast satellite site is \$109,417, including lease, utilities and janitorial. Space is shared with their CalWorks contracted staff who pay for their own space of the building. The Youth satellite site is owned by the Santa Cruz County Office of Education and the cost to the WIOA Youth program is \$15,000 since a significant portion is provided as in-kind from SCCOE.

**SQ18:** Would you please provide an estimate of other necessary costs at each current satellite site—utilities, internet access, furniture, and equipment such as computers/printers, etc.? Should we also include these costs in our proposed budget?

**SA18:** Costs will vary for example, depending on location in the County, internet service provider and the speed (megabits-per-second) of service. Contracted services provider may have access to County owned furniture at little to no cost. However, it is preferred that as much of the WIOA funds as possible be spent on the direct provision of service. This is a logistical service related detail that will be worked out with the selected vendor. See also SQ4/QA4. Yes, to the best of your ability.

**SQ19:** It is stated on page 9 of the RFP—item 2.20—that “the following...must be attached as part of your RFP.” Sub-item 3 is “Permit” and includes copies of both State of California and County of Santa Cruz business licenses. It was stated during the pre-proposal conference that the county license could be obtained after the winning respondent is selected. Please clarify what licenses or permits are required to be included in the proposal.

**SA19:** See SQ12 and SA12. The license or permit to do business in the State of California and the County of Santa Cruz will be required upon request and will not be required as part of the RFP response.

Additional Questions submitted by Raymond Cancino Community Bridges:

**SQ20:** What is WIOA definition of homeless? Can McKinney- Vento Act be used for the youth modality?

**SA20:** As per 20 CFR 681.210(c)(5) a homeless youth is defined as follows: A homeless individual aged 16 to 24 who meets the criteria defined in sec. 41403(6) of the Violence Against Women Act of 1994 ( 42 U.S.C. 14043e-2(6)), a homeless child or youth aged 16 to 24 who meets the criteria defined in sec. 725(2) of the McKinney-Vento Homeless Assistance Act ( 42 U.S.C. 11434a(2)) or a runaway. Yes.

**SQ21:** Your budget requests line itemed FTE and hourly wages, can we roll up all our salaries that will be on the contract into one line item so as to maintain the integrity of the independent contractor agreement? I have attached the following CACI jury instructions that highlights the payment method to not be attached to hourly payment even if that is FTE.

**SA21:** No. We don't believe the provided CACI jury instructions are applicable in this instance. Please provide a line item staffing budget with your proposal.

Additional Questions submitted by Ryan Salzer Eckerd Workforce Development:

**SQ22:** On the budget modality forms in excel, the PBO holdback is calculated as 10% of the overall program value. Should our total budgeted expenses: direct and indirect, equal 90% of the contract value? This would leave the 10% as a fixed value to earn on top of program expenses.

**SA22:** The budget for the proposal should equal 100% of the allocation as listed for each modality in the RFP; however, only 90% is guaranteed and the 10% is unlocked as the contractor earns the performance based outcomes. See also Q7/A7.

**SQ23:** Is the PBO amount meant to be a bonus on top of expenses or a holdback inclusive of expenses?

**SA23:** It is a holdback, earned as the contractor performs the contractual goals.

**SQ24:** Modality 2: What is the number of individuals anticipated for Basic Services?

**SA24:** The prospective bidder can come up with their own numbers in their proposal.

**SQ25:** Modality 2: What is the number of individuals anticipated for Individual Services?

**SA25:** The prospective bidder can come up with their own numbers in their proposal.

**SQ26:** If we are submitting proposal responses for all four modalities, can we include all four sealed envelopes (one for each modality) in the same box for delivery, assuming each is clearly labeled?

**SA26:** Yes.

**SQ27:** We submitted a complete proposal response to a similar procurement that was due last January, however the RFP was subsequently withdrawn. Included in our response was a completed Request for Qualifications packet. Is the packet we previously submitted still valid? Are we required to submit the RFQ packet again, and if so, may we submit a copy of the previously submitted packet provided none of the information has changed? Or must we complete a new RFQ packet and submit with our proposal?

**SA27:** Eckerd's Request for Qualifications (RFQ) was approved on April 11, 2017. Provided that none of the information has changed, Eckerd does not need to submit another RFQ.

**SQ28:** If we are required to submit a new RFQ packet, is only one packet required if we are submitting a proposal response for all four modalities?

**SA28:** See Exhibit N, Checklist for Submission.

Additional Questions submitted by Elisabeth Brunbauer of America Works.

**SQ29:** Modality 1: Is the One-Stop Center solely dedicated to Adult and Dislocated workers or will other populations, such as youth, be served there as well?

**SA29:** Currently, WIOA youth are served in a satellite center. Based on the award under this RFP, that could change. In the past, youth have been served at the comprehensive One-Stop center.

**SQ30:** Modality 2: Please clarify that you will award "one contractor with the ability to subcontract using a separate WIOA procurement process led by the selected contractor and approved by WDB staff." Does this mean the vendor must subcontract? If so, is the vendor expected to create an RFP and consider proposals from potential subcontractors?

**SA30:** The selected Contractor is not required to sub-contract. But if the bid contains sub-contracting components, the subcontractors are subject to WIA/WIOA procurement guidelines. See Q19/A19.

**SQ31:** Modality 2, 3.2.2 Program Overview: Adult and Dislocated Workers services will be available at the Watsonville site and "other planned venues in the county." How many other venues are anticipated and where are they located?

**SA31:** Aside from the comprehensive career center located in Watsonville, all other potential sites are part of the bidders proposal. See Section 3.5.Q.1. Workforce Development Board Terms and Requirements. Site Requirements, Adult and Dislocated Worker Program Services. A plan will need to be identified for providing participant services to the entire county. "The plan can include a satellite office....."

**SQ32:** Modality 2, 3.2.1 states that \$25,000 is set aside for Rapid Response services, but nothing more is mentioned in the Scope for Modality 2 regarding this service. Can the County clarify the services it expects the vendor to provide for Rapid Response under Modality 2?

**SA32:** See EDD, Workforce Services WSD16-04, Rapid Response and Layoff Aversion Activities, Attachment 1, for a complete list of allowable Rapid Response (RR) Activities. As an example, under Modality 2, a RR service could be coordinated with Basic Career Services, Outreach and orientation to information and other services available through the one-stop system and providing access to CalJOBS or enabling participants to register onsite.

**SQ33:** Modality 2: How many clients is the vendor expected to serve annually?

**SA33:** The prospective bidder should come up with their own numbers and include in their proposal. See 3.2.3.E. Scope of Services. Participant Recruitment and Eligibility

**SQ34:** Modality 4, Workforce Services for Business: would the Business Services Representative receive any referrals of job seekers from the provider of Adult and Dislocated Worker services provider?

**SA34:** No, the Workforce Services for Business modality is to work with businesses and providing the business referrals to the other programs for the job seekers.

WIOA Contracted Services Performance  
PY 16/17

| PY 16/17 Funding               | Adult            | Dislocated Worker (DW) |
|--------------------------------|------------------|------------------------|
| Training Allocation            | <b>\$491,427</b> | <b>\$576,206</b>       |
| Supportive Services Allocation | <b>\$33,427</b>  | <b>\$52,615</b>        |

| Formula WIOA<br>Adult                             | PBO Goal | Value                | Actual |
|---------------------------------------------------|----------|----------------------|--------|
| New Training Enrollments                          | 100      | <b>\$180.75/each</b> | 54     |
| Successful Completions                            | 60       | <b>\$200/each</b>    | 53     |
| Entered Employment                                | 58       | <b>\$225/each</b>    | 52     |
| Formula WIOA<br>DW                                | PBO Goal | Value                | Actual |
| New Training Enrollments                          | 131      | <b>\$115/each</b>    | 41     |
| Successful Completions                            | 80       | <b>\$175/each</b>    | 39     |
| Entered Employment                                | 74       | <b>\$190/each</b>    | 36     |
| Rapid Response<br>Workforce Services for Business | PBO Goal | Value                | Actual |
| Job Orders                                        | 30       | <b>\$125.00 each</b> | 30     |

**Common Measures Performance for Adult and DW 4th Quarter PY 16/17**

| Adult and DW<br>Performance Goals                                                    | Participant<br>Categories | PY 15-16<br>Santa Cruz<br>LWIA Goals | 8/22/17<br>Preliminary<br>Summary<br>Data | Met<br>Goal | Met<br>80%<br>Target? | SUCCESS<br>RATE |
|--------------------------------------------------------------------------------------|---------------------------|--------------------------------------|-------------------------------------------|-------------|-----------------------|-----------------|
| Entered Employment Rate                                                              | Adult                     | 72.0%                                | <b>68.42%</b>                             | <b>NO</b>   | <b>YES</b>            | <b>95%</b>      |
|                                                                                      | Dislocated<br>Worker      | 70.5%                                | <b>81.63%</b>                             | <b>YES</b>  | <b>YES</b>            | <b>115.7%</b>   |
| Retention Rate- 9 months<br>(1,2 and 3 Quarters after<br>exit)                       | Adult                     | 85.0%                                | <b>84.44%</b>                             | <b>YES</b>  | <b>YES</b>            | <b>99.3%</b>    |
|                                                                                      | Dislocated<br>Worker      | 84.0%                                | <b>93.62%</b>                             | <b>YES</b>  | <b>YES</b>            | <b>111.4%</b>   |
| Average Earnings - 6<br>Months (2 <sup>nd</sup> and 3 <sup>rd</sup> Q after<br>exit) | Adult                     | \$16,500                             | <b>\$16,303</b>                           | <b>NO</b>   | <b>YES</b>            | <b>98.8%</b>    |
|                                                                                      | Dislocated<br>Worker      | \$15,050                             | <b>\$20,401</b>                           | <b>YES</b>  | <b>YES</b>            | <b>135.5%</b>   |

| Youth<br>Formula WIOA                            | PBO Goal | Value                 | Actual |
|--------------------------------------------------|----------|-----------------------|--------|
| Place in employment or post secondary education. | 74       | <b>\$ 675.68/each</b> | 74     |
| Attain a degree or certificate                   | 59       | <b>\$847.46/each</b>  | 59     |
| Utilize on-line e-CASAS appraisal                | 66       | <b>\$757.58/each</b>  | 75     |

| Youth Measures                       | Target<br>Performance<br>Level | 4 <sup>th</sup> Quarter<br>Performance<br>Level | 4 <sup>th</sup> QTR<br>% of Target<br>Achieved | Met 80% of<br>Goal? |
|--------------------------------------|--------------------------------|-------------------------------------------------|------------------------------------------------|---------------------|
| Entered Education or Employment Rate | <b>70.5%</b>                   | <b>62%</b>                                      | <b>87%</b>                                     | <b>YES</b>          |
| Attained Degree or Certificate       | <b>64%</b>                     | <b>91%</b>                                      | <b>142%</b>                                    | <b>YES</b>          |
| Literacy & Numeracy Gains            | <b>72%</b>                     | <b>43%</b>                                      | <b>59%</b>                                     | <b>NO</b>           |