



WORKFORCE
DEVELOPMENT

REQUEST FOR QUALIFICATIONS
CONSULTING SERVICES FOR
SLINGSHOT ADDITIONAL FUNDING INITIATIVE

PERFORMANCE PERIOD: January 22, 2018 to December 31, 2018

DATE RFQ ISSUED: December 13, 2017

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QUALIFICATIONS DUE: January 3, 2018 3:00 p.m.

SUBMIT TO: jlangdell@novaworks.org

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CONSULTING SERVICES FOR
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1.0 INTRODUCTION

The Workforce Board of the North Valley Job Training Consortium (NOVA) is issuing this Request for Qualifications (“RFQ”) for consulting services to help support development and implementation of a social network of workforce service providers to more efficiently connect students, job seekers and businesses with career development resources in Silicon Valley. It is the intent of NOVA to enter into a vendor relationship with one or more qualified organizations or individuals capable of providing the services described within this RFQ. Included in this RFQ are a scope of services and tasks and other information describing this opportunity. The performance period is January 22, 2018 through December 31, 2018.

2.0 BACKGROUND

Despite state and federal government calls for regionalism and more efficient and better coordinated delivery of services among workforce development boards, community colleges, adult education and related institutions, many providers in the workforce preparation system continue to function in separate universes. This reality is inefficient for job seeker and business customers and it undermines the relevance and impact of workforce providers. (The workforce preparation system includes workforce development agencies, Wagner-Peyser workforce services provided by the California Employment Development Department, community colleges, adult education districts and community-based organizations)

With decades of inertia to overcome, how can members of a regional workforce preparation system function as a strategic and unified network where the collective resources of these organizations are transparent and accessible to workforce stakeholders?

How can job seekers affiliated with community-based organization “A” access resources through the network and experience a warm handoff from agency “A” to college “B” or business apprenticeship “C?”

On behalf of the regional Workforce Innovation Network that includes NOVA, work2future, the San Francisco Office of Economic and Workforce Development and the San Benito County Workforce Development Board, NOVA seeks to design and implement a cohesive and transparent social network of regional workforce resource partners – representing multiple agencies and funding streams - to better serve customers. Network activities would be characterized by strategic interactions that are relational, not transactional. The network would be guided by a customer-first imperative that drives innovation and greater

coordination among workforce system partners. Other network hallmarks would include transparency, high expectations of stakeholders and network members and “warm handoffs” for job seeker or business stakeholders seeking to navigate between network partners.

NOVA is directed by the NOVA Workforce Board (www.novaworks.org), which works on behalf of San Mateo County and a seven-city consortium composed of Cupertino, Los Altos, Milpitas, Mountain View, Palo Alto, Santa Clara and Sunnyvale. NOVA is administered by the City of Sunnyvale.

Currently NOVA is working to connect resources from multiple grant-funded initiatives and making those resources available to stakeholders within its networks. These grant initiatives include:

- SlingShot, which is creating accessible pathways for diverse populations into the heart of the region’s innovation economy.
- Tech Ladder, a tech career pathways initiative for low-income youth.
- Autism Advantage, a partnership with Expandability Powered by Goodwill of Silicon Valley to prepare individuals on the autism spectrum for high-skill tech careers.

However, these connections are difficult to scale and are not transparent to stakeholders who do not enjoy institutional and personal relationships with NOVA and its staff members.

In June 2017, the California Workforce Development Board (CWDB) awarded NOVA a grant to support the organization’s efforts, through the SlingShot grant, to enhance the region’s capacity to address the needs of students, job seekers and businesses.

Meanwhile the CWDB awarded the San Francisco Office of Economic and Workforce Development a SlingShot capacity building grant to forge partnerships between workforce agencies and community colleges around specific occupational sectors to realize a greater systems-wide collective impact.

This RFQ is seeking responses from a consultant or team of consultants to work with NOVA and other workforce and participant stakeholders to support the development and implementation of a pilot that creates a functioning and sustainable social network of workforce providers. One goal of this initiative is for this pilot to serve as a scalable template for other regional collaborations.

3.0 PROJECT SCOPE

- Research successful models of regional workforce collaborations involving multiple agencies and funding streams.
- Document existing examples of inter-agency cooperation with the San Francisco Bay Area region.

- Coordinate activities with the SlingShot capacity building initiative cited above.
- Interview stakeholders incorporating human-centered design principles.
- Interview members of the workforce preparation system incorporating human-centered design principles.
- Research existing technology solutions for building and sustaining social networks.
- Facilitate focus groups of members of the workforce preparation system.
- Make final recommendations to NOVA.
- Support implementation activities as appropriate.

4.0 QUALIFICATIONS

Priority under this RFQ will be given to consultants that have prior experience addressing the tasks listed in the Project Scope (Section 3.0). Qualifications may be submitted to provide services under any or all of the tasks cited in Section 3.0 and may include others not specifically listed but inferred under the project scope. The consultant(s) selected to participate in this initiative must be able to work collaboratively with NOVA staff. Submissions should include information regarding existing regional networks and resources to achieve RFQ objectives and show a demonstrated knowledge of the regional workforce preparation system.

5.0 BUDGETARY CONSIDERATIONS

Under the current funding, it is not anticipated that the contract will exceed \$50,000. NOVA may choose to select more than one consultant for the project. The actual amount paid to the consultant(s) will vary depending on the final scope of each task assigned. Depending upon the initiative's success, there may be additional financial resources available during the course of or subsequent to the project period.

6.0 RFQ SUBMITTAL AND REQUESTED INFORMATION

Submittals should include:

- a) *Introduction*: provide a brief letter of introduction on the consultant's letterhead transmitting all RFQ information and including an electronic signature;
- b) *Experience*: provide a profile of experiences that the consultant has had with workforce development agencies, community colleges, community-based organizations and other members of the workforce preparation system, and discuss significant relationships that can inform the work on this project. Also provide experiences employing human-centered design principles;
- c) *References*: provide information and references on public and private sector work relating to this project;
- d) *Proposed fees and costs*: provide proposed total cost along with an hourly rate for members of the team who would be involved in the project, including any support personnel.

7.0 RECEIPT OF QUALIFICATIONS

Responses must be received electronically by 3:00 p.m. Pacific Standard Time on Tuesday, January 3, 2018. Please e-mail proposals to Jeanette Langdell at jiangdell@novaworks.org. Proposals not received by the due date and time will be rejected.

8.0 SELECTION PROCESS

NOVA will conduct a selection process to determine the best and most appropriate consultant (s) to meet its needs, as follows:

- a) NOVA shall call for an RFQ response from interested and qualified consultants.
- b) NOVA staff shall screen all responses. Screening criteria may include, without limitation:
 - Qualifications of consultant(s) and staff;
 - Depth of workforce system knowledge and relationships;
 - Experience on projects of similar size and scope;
 - Capability to deliver timely and high quality services;
 - Reference checks on previous projects; and
 - Professional fee schedule.
- c) NOVA may interview consultant representatives and shall enter into contract negotiations with the consultant(s) deemed best and most appropriate. The parties will seek agreement on services and fees. If negotiations are not successful, NOVA may enter into negotiations with other organizations—at its sole discretion—and seek to reach agreement. This RFQ does not commit NOVA to pay for any direct and/or indirect costs incurred in the preparation and presentation of a response. All finalists shall pay their own costs incurred in preparing for, traveling to, and attending interviews.

9.0 PRINCIPALS AND REJECTION STATEMENT

RFQ respondents are advised that NOVA will only deal with principals or their designated agents with regard to this RFQ. Furthermore, it is to be understood by principals and their agents that NOVA is not obligated to accept any RFQ response or to negotiate with any respondents and NOVA reserves the right to accept the response that will best serve its interests. Additionally, NOVA reserves the right to negotiate simultaneously with more than one intermediary if, in NOVA's sole opinion, it believes that simultaneously negotiating with more than one intermediary is in the best interests of NOVA.

10.0 OWNERSHIP OF SUBMITTED MATERIALS

All responses and related materials received by NOVA become its property and may be returned only at NOVA's option. This clause also pertains to all findings, documents, survey

responses and any other materials generated or produced during the evaluation process.

11.0 INSPECTION

As part of the review process, NOVA reserves the right to obtain any and all information associated with this RFQ, including, but not limited to: inspecting service sites and/or equipment; contacting any individuals, agencies or employers listed in a proposal; or contacting other sources who are knowledgeable of the bidder's performance, qualifications and or financial solvency.

12.0 ACCEPTANCE OF QUALIFICATIONS

This RFQ does not commit NOVA to award a contract, to pay any costs incurred in the preparation of a proposal to this request, or to procure or contract for services or supplies. NOVA reserves the right to accept or reject any or all responses received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in its entirety this RFQ if it is in the best interest of NOVA to do so. NOVA may require the offerors selected to participate in negotiations, and to submit such price, technical, or other revisions of their proposals as may result from negotiations.

13.0 TYPE OF CONTRACT

NOVA reserves the right to utilize the most appropriate contract methodology, including performance-based and/or cost reimbursement. As NOVA's fiscal agent is the City of Sunnyvale, the contract will be issued in the name of the City of Sunnyvale. Contracts pursuant to this RFQ process will be subject to contracting requirements of the City of Sunnyvale.

14.0 CONTRACT AWARD

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

Prior to any contract negotiations, the applicant/agency must be prepared to submit the following as applicable:

- State and federal ID numbers
- Local business license
- Proof of insurance
- Signatory authorization
- Audit report for the past fiscal year

15.0 INSURANCE AND INDEMNIFICATION REQUIREMENTS

If awarded the contract, the Contractor must comply with the City of Sunnyvale's requirements, as follows:

Insurance

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

1. **Commercial General Liability**: \$1,000,000 per occurrence for bodily injury, personal injury and property damage and \$2,000,000 aggregate. ISO Occurrence Form CG 0001 is required.
2. **Automobile Liability**: \$1,000,000 per accident for bodily injury and property damage. ISO Form CA 0001 is required.
3. **Workers' Compensation** Statutory Limits and **Employer's Liability**: \$1,000,000 per accident for bodily injury or disease.

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

The City will accept evidence of self-insurance from the Contractor that meets the above requirements.

Indemnification

Subcontractor shall defend, indemnify, and hold harmless Contractor, its officers, employees, agents and volunteers from and against any claims, losses, injuries, suits, actions or judgments and from any and all liability for any and all claims, losses, injuries, suits, actions or judgments filed or brought by any and all persons because of or arising or resulting from, or in connection with any negligent act, omission or willful misconduct by Subcontractor, or its officers, employees, agents or representatives. Subcontractor further agrees to reimburse Contractor for all costs, reasonable attorneys' fees, expenses and liabilities incurred in any legal action arising out of any obligation of Subcontractor to be performed under this Agreement or arising from any negligence or willful misconduct of Subcontractor, its officers, employees, agents or representatives. Nothing in this section shall be construed to prohibit apportionment of liability, damages and related defense

costs as between Subcontractor and Contractor for third-party claims in accordance with applicable provisions of California law. Contractor shall notify Subcontractor of any third-party claims related to this Agreement within thirty (30) days of receipt, however, failure to provide such notice shall not operate to waive Subcontractor's obligations under this Section.