



## REQUEST FOR QUOTE

**America's Job Center of California (AJCC) OPERATOR**

**Revised Timeline**

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                              **Administrative Analyst**

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# REQUEST FOR QUOTE (RFQ) AJCC OPERATOR

## **BACKGROUND**

*Golden Sierra Job Training Agency* (GSJTA) was established in 1983 as part of a nationwide workforce development system. The agency is designated as the Local Area's Career Services Provider and invests public resources to ensure Placer, El Dorado, and Alpine counties can successfully compete in the global economy. GSJTA is also responsible for providing administrative support to the Golden Sierra Workforce Development Board (WDB).

### **Mission:**

The WDB convenes industry leaders and key partners to identify workforce initiatives, create innovative solutions, and measure the success of systems' ability to meet industry and workforce needs.

### **Vision:**

A fully integrated workforce system that capitalizes on the expertise of industry and workforce partners to continuously meet the needs of business, and facilitate pathways to success for students, workers and job seekers.

## **PURPOSE OF SOLICITATION**

GSJTA is soliciting quotes for an entity to serve as the Local Area's *America's Job Center of California* (AJCC) Operator. The *AJCC Operator's* role is to coordinate the service delivery of required partners and service providers. GSJTA is also seeking an entity to help implement the WDB's strategic priorities. Applicants must demonstrate the ability to coordinate partners and build relationships within the regional workforce development ecosystem.

## **SYSTEM OVERVIEW**

### **The Workforce Innovation and Opportunity Act**

Primary funding for this solicitation is provided by the Workforce Innovation and Opportunity Act (WIOA). WIOA is the Federal law that creates and funds the public workforce development system. It is administered by the *U.S. Department of Labor* (DOL). WIOA funding is distributed to states and subsequently to local entities like GSJTA. Applicants should have a strong understanding of WIOA and its requirements. WIOA is divided into four titles:

#### **Title I: Workforce Development**

Title I governs the AJCC delivery system. Title I-A requires GSJTA and the WDB to engage in regional coordination. The AJCC Operator is specifically charged with assisting in this coordination. Title I-B creates local AJCC delivery systems comprised of core service providers and other partner programs. Additionally, Title I-B outlines the provision of career and training services to eligible adults, dislocated workers, out-of-school youth, and in-school youth.

#### **Title II: Adult Education and Literacy Act**

Title II impacts the Adult Education and Literacy Act which is intended to "create a partnership among the Federal Government, States, and localities to provide, on a voluntary basis, adult education and literacy activities." The purpose of Title II is to "assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency." GSJTA currently partners with several adult education and literacy providers receiving Title II funding.

**Title III: Wagner-Peyser Act of 1933**

The *Wagner-Peyser Act of 1933* established a nationwide system of public employment offices known as the Employment Service. The Act was amended in 1998 to make the Employment Service part of the AJCC delivery system. Entities funded by Title III provide a variety of labor exchange services including, but not limited to, job search assistance, re-employment services to unemployment insurance claimants, and recruitment services to employers. The Wagner-Peyser Act is administered by the State of California *Employment Development Department*.

**Title IV: Rehabilitation Act of 1973**

Title IV affects the Rehabilitation Act of 1973 and the provision of vocational rehabilitation services. Based on findings that “individuals with disabilities experience staggering levels of unemployment and poverty,” vocational rehabilitation services are provided to help individuals with disabilities “prepare for, obtain, or retain employment.” The Vocational Rehabilitation program is implemented by the State of California *Department of Rehabilitation*.

**Required Partners**

WIOA outlines specific programs who fulfill mandatory roles and provide benefits within the local workforce development system. These entities must partner together to improve the delivery of services.

Required Program	Responsible Entity
WIOA Adult/DW/Youth Programs (Title I)	Golden Sierra Job Training Agency
Adult Education and Literacy (Title II)	Roseville Joint Union High School District Placer Union High School District El Dorado County Office of Education
Wagner-Peyser (Title III)	Employment Development Department
Vocational Rehabilitation (Title IV)	Department of Rehabilitation
Native American Employment and Training Programs	California Indian Manpower Consortium
Migrant and Seasonal Farmworker Employment and Training Program	California Human Development
Trade Act	Employment Development Department
Veterans Employment and Training Programs	Employment Development Department
Unemployment Insurance	Employment Development Department
Older Americans Act	AARP SER – Jobs for Progress, Inc.
TANF	Alpine County Health and Human Services El Dorado County Health and Human Services Placer County Health and Human Services
CTE Programs (Carl D. Perkins)	Sierra Joint Community College District Lake Tahoe Community College
Youth Build	N/A
Job Corps	N/A
Second Chance	N/A

## **SPECIFICATIONS AND SCOPE OF WORK**

### **Eligible Applicants**

The following entities are eligible to serve as the *AJCC Operator*:

- An institution of higher education;
- An Employment Service state agency established under the *Wagner-Peyser Act*;
- A community-based organization, nonprofit organization, or workforce intermediary;
- A private for-profit entity;
- A government agency;
- A local chamber of commerce, business organization, or labor organization; and
- Nontraditional public secondary schools and area career and technical education schools.

### **Duties of the AJCC Operator**

The *AJCC Operator* is a managing partner of the workforce system. In this role, the Operator facilitates meaningful discussions to identify the opportunities and challenges to be addressed at the local level. The Operator works with all partners to encourage continuous improvement, establish effective partnerships, and implement an integrated, customer-centered service delivery system.

GSJTA also expects the *AJCC Operator* to support the mission, vision, and strategic plan of the WDB by performing the following duties:

#### **Strategic Planning and Policy Development**

- **Strategic Planning:** Participate in strategic planning efforts.
- **Meeting Participation:** Attend and present at WDB and/or Executive Committee meetings to report on progress, receive direction, engage in productive dialogue, and make operational recommendations.
- **Policy Development:** Provide recommendations and assist the WDB in the development of policies and processes that support the mission, vision, and strategic plan of the WDB.
- **Regional Coordination:** Support the implementation of the Capital Region's *Regional Plan* by coordinating activities with the Capital Region's *Regional Organizer*.

#### **Service Integration**

- **Assessment:** Identify opportunities to enhance the service delivery of required AJCC partners and service providers, ensuring common goals around access and quality of services for customers.
- **Evaluation:** Evaluate customer needs and establish an approach with the WDB and partners to ensure excellent customer service across the AJCC system. Provide recommendations for collecting data on customer satisfaction.
- **Service Improvement:** Evaluate and provide recommendations to the WDB to improve service delivery, communication, and customer flow.
- **Baseline Certification:** Complete the Comprehensive [AJCC Baseline Certification Matrix](#) and [AJCC Certification Indicator Assessment](#) in accordance with the timeliness presented in [WSD23-05](#) (or subsequent directive).

## Partner Engagement

- **Partner Meetings:** Facilitate regular AJCC partner meetings (minimum of 4 per year), including scheduling, invitations, agendas, and meeting collateral.
- **Record Maintenance:** Maintain accurate records for all AJCC partner meetings and related activities (e.g., minutes, attendance). Prepare and maintain a list of required partners with up-to-date contact information for key personnel and signature authorities.
- **Partner Recruitment:** Identify and recruit additional partners into the AJCC system. Re-engage existing partners using effective meeting facilitation, networking, and advocacy skills.
- **Partner Agreements:** Ensure the implementation of partner responsibilities and contributions as agreed upon in the Memorandum of Understanding (MOU) and Cost Sharing Agreement.
- **Stakeholder Dialogue:** Support ongoing dialogue between labor, business, education, community, economic development, and other valued partners throughout the public workforce system to encourage alignment and promote services to individuals with barriers to employment.

## Performance Management

- **Referral and Co-enrollment:** Assist partners in increasing and tracking referrals, co-enrollments, and leveraged resources.
- **Data Collection and Presentation:** Lead the development of a shared methodology for measuring and tracking the success of the AJCC delivery system.
- **Continuous Improvement:** Support workforce leadership and the WDB by cataloging current initiatives and identifying opportunities for continuous improvement.
- **Promising Practices:** Identify and share promising practices and successful convening efforts that link policy and practice.

## Reporting and Documentation

- **Regular Reports:** Provide bi-monthly (every other month) written reports summarizing all relevant activities, accomplishments, challenges, and opportunities.

## Professional Development and Training

- **Staff Development:** Identify, recommend, and facilitate opportunities for the professional development of partner staff and the WDB.

## The AJCC Operator *may not* perform any of the following duties:

- Convene system stakeholders to assist in the development of the local plan.
- Prepare and submit local plans.
- Be responsible for oversight of itself.
- Manage or significantly participate in the competitive selection process for *AJCC Operators*.
- Select or terminate any *AJCC Operator*, Adult and Dislocated Worker Career Services Providers, and Youth Service Providers.
- Negotiate local performance accountability measures.
- Develop and submit budget for activities of the *Local Board* in the *Local Area*.

## **AJCC Operator System Measurements**

GSJTA intends to evaluate, but not reimburse, the *AJCC Operator* based on performance outcomes and outputs. GSJTA will work with the selected provider to finalize specific, mutually agreed upon performance indicators. Examples of performance indicators include:

- Number of multi-partner professional development activities.
- Number of partner meetings held annually (minimum of 4).
- Creation of an actionable roadmap for continuous improvement efforts.
- The timely execution of new MOU and Cost Sharing Agreements will all required partners.
- Increase in referrals and co-enrollments across partner programs.

## **AVAILABLE FUNDS**

Applicants may submit proposals between \$20,000 - \$30,000/year. GSJTA may adjust the final award amount based on the availability of funds. GSJTA expects to award 1 entity and enter into a formal contract not to exceed 11 months, with the option to renew for an additional 3 years based on funding and performance.

Federal funding disclosure: Golden Sierra's Workforce Innovation and Opportunity Act (WIOA) programs are funded by a grant award (AA411006) totaling \$2.93 million (100%) from the US Department of Labor with \$0.00 (0%) financed from non-federal sources.

## **FORMAL CONTRACT**

All successful applicants selected to provide services will be required to enter into a formal contract or service agreement with GSJTA. A copy of the current version of this agreement is available for review in [Exhibit B](#) at [Golden Sierra Proposal Requests](#). Applicants are encouraged to obtain and review this contract prior to submitting proposals to be familiar with the contracting requirements.

Applicants are advised that GSJTA may require awardees to publicize the fact that the program it operates is funded, in whole, or in part, by GSJTA. Where applicable, the contract will specify the exact verbiage to be used. Contracts executed as a result of this RFQ will be paid through cost reimbursement based on the scope of work for negotiated services, outcomes, and outputs.

## **PERIOD OF SOLICITATION**

### **Revised Timeline:**

Monday, July 8, 2024	RFQ re-opens
Wednesday, July 31, 2024	5:00 pm Final questions due
Monday, August 5, 2024	5:00 pm RFQ proposals due
Monday, August 12, 2024	5:00 pm Review period closes
September 19, 2024	WDB approval of award
September 26, 2024	Governing Body approval of award
September 27, 2024	Award announcement

*This RFQ may be updated at any time, with or without notice, to ensure an open and competitive selection process.*

## **QUESTIONS**

Questions regarding this RFQ and/or the submission process should be directed to Melissa Keefe at [keefe@goldensierra.com](mailto:keefe@goldensierra.com). All questions must be submitted August 5, 2024, 5:00 pm. In compliance with applicable procurement guidelines, all questions and answers will be posted at [Golden Sierra - Proposal Requests](#).

## **SUBMITTAL PROCEDURE**

Interested applicants must respond on the provided form (Exhibit A). NO SUBSTITUTIONS IN FORMAT, DESIGN, OR SERVICES WILL BE CONSIDERED. The proposal must be signed by an appropriate official who is authorized to submit the proposal for the responding entity. Electronic signature will be accepted.

Forms must be submitted in the following format:

- Proposal (Exhibit A) – Adobe PDF

Completed proposal packet should be submitted via email to:

Melissa Keefe, Administrative Analyst  
Golden Sierra Job Training Agency  
[keefe@goldensierra.com](mailto:keefe@goldensierra.com)  
Email Subject: *AJCC Operator RFQ – [insert entity name]*

## **SELECTION/EVALUATION PROCEDURE AND CRITERIA**

Proposals will be evaluated by a qualified evaluation team. Applicants may be contacted in writing to answer questions or provide clarification to the evaluation team. Upon completion of the evaluation process and submittal of supplemental documents, staff will notify all applicants of proposal status.

The following is a summary of the evaluation criteria:

1. **Organizational Capacity (30 points)**  
Description of the applicant's knowledge, experience, and capacity to serve as the AJCC Operator.
2. **Project Work Plan (50 points)**  
Description of proposed service.
3. **Outputs and Outcomes (20 points)**  
Description of the applicant's key milestones and proposed performance goals.

## **SUPPLEMENTAL DOCUMENTS**

All applicants that successfully pass the evaluation process will be required to submit administrative ([CA590](#) & [W-9](#)) and insurance (outlined in contract template) documents. Only verification of insurance required at this point; endorsement will be required if selected to provide services.



## **PROTEST PROCEDURES TO RESOLVE PROCUREMENT DISPUTES**

All protests to resolve disputes concerning this RFQ shall be submitted in writing, must specify in detail the grounds of the protest, the facts and evidence in support thereof, and the remedy sought. The written protest must be delivered to the GSJTA within the time limits provided below. In the absence of a timely and properly submitted written protest, no party responding to this RFQ shall be eligible for any remedy.

Any applicant desiring to protest a determination concerning this RFQ or the recommendation of GSJTA staff, must file a protest, in writing, no later than five (5) calendar days following release of the staff recommendation. The GSJTA Executive Director shall resolve any protest based upon the written protest and any oral and written response thereto provided by GSJTA staff. Any resolution of the protest shall be deemed final.

### **Appeals**

- a. An appeal of a **denial of award** can only be brought on the following grounds:
  - i. Failure of GSJTA Staff to follow the selection procedures and adhere to requirements specified in the RFQ or any addenda or amendments;
  - ii. There has been a violation of conflict of interest as provided by California Government Code Section 87100 et seq;
  - iii. A violation of State or Federal law.
- b. Appeals will not be accepted for any reasons other than those stated above.
- c. Appeals must be sent to:

**Golden Sierra Job Training Agency  
Attn: Executive Director  
115 Ascot Drive, Suite 140  
Roseville, CA 95661**

- d. Accepted appeals will be processed and reviewed by the Executive Director of the Agency;
- e. The Executive Director will consider only those specific issues addressed in the written appeal.

### **LIMITATIONS**

GSJTA shall not pay for any costs incurred by the applicant agency in the completion of this proposal. Submission of proposals does not, in any way, obligate GSJTA to award a contract.

GSJTA reserves the right to accept or reject any proposal, 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 GSJTA to do so.

GSJTA may require successful applicants to participate in contract negotiations and to submit additional programmatic or financial information as a result of negotiations prior to contract finalization. GSJTA shall reserve the right to terminate, with or without cause, any contract entered into as a result of this RFQ process.

### **MODIFICATION OF CONTRACTS**

Any contract awarded pursuant to this RFQ may be unilaterally modified by GSJTA upon written notice to the contractor under the following circumstances:

- a. Contractor fails to meet performance and service expectations set forth in the contract, or
- b. The Federal or State government increases, reduces or withdraws funds allocated to GSJTA, which impact services solicited under this RFQ, or
- c. There is a change in Federal or State legislation and/or their regulations, local laws, or applicable GSJTA policies or procedures.

## **SUBCONTRACTING**

Subcontracting for specialized, technical portions of services, may be permitted upon approval of the evaluation team. In such instances, applicants must clearly delineate in the proposal any plans to subcontract, identify the nature and scope of any planned subcontracting activity, and identify and verify the capability of the proposed subcontractor(s). GSJTA reserves the right to approve the form and content of all subcontracts.

## **COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT**

All organizations and facilities must comply with the 1990 Americans with Disabilities Act (ADA). Under Title III of the Act, all privately operated public accommodations, commercial facilities and private entities offering examinations or training must make their goods and services accessible to persons with disabilities. Any complaints regarding the above should be directed to Ms. Darlene Galipo at (916) 746-7722.

## **NONDISCRIMINATION REQUIREMENTS**

It is against the law for recipients of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I—financially assisted program or activity.

The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIOA Title I—financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

## **PROTECTION OF HUMAN SUBJECTS**

Successful applicants shall comply with the provisions of applicable federal regulations, including but not limited to Executive Order 13627 dated September 25, 2012, which requires safeguarding the rights and welfare of human subjects who are involved in activities supported by federal program funds.

AMERICA’S JOB CENTER OF CALIFORNIA (AJCC) OPERATOR

COVER PAGE

Applicant (Name of Individual or Organization)		Employer Identification Number	
Physical Address	City	State	Zip
Remittance Address	City	State	Zip
Designated Contact Person	Title		
Phone	E-Mail		
<b>Applicant Type:</b> <input type="checkbox"/> Institution of higher education <input type="checkbox"/> Employment Service state agency established under the Wagner-Peyser Act <input type="checkbox"/> Community-based organization, nonprofit organization, or workforce intermediary <input type="checkbox"/> Private for-profit entity <input type="checkbox"/> Government agency <input type="checkbox"/> Local chamber of commerce, business organization, or labor organization <input type="checkbox"/> Nontraditional public secondary school or career and technical education school			

Approval of Authorized Representative

\_\_\_\_\_  
 Authorized Representative (Typed Name)

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date

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**PROPOSAL**

**A. Organizational Capacity: (30 points)**

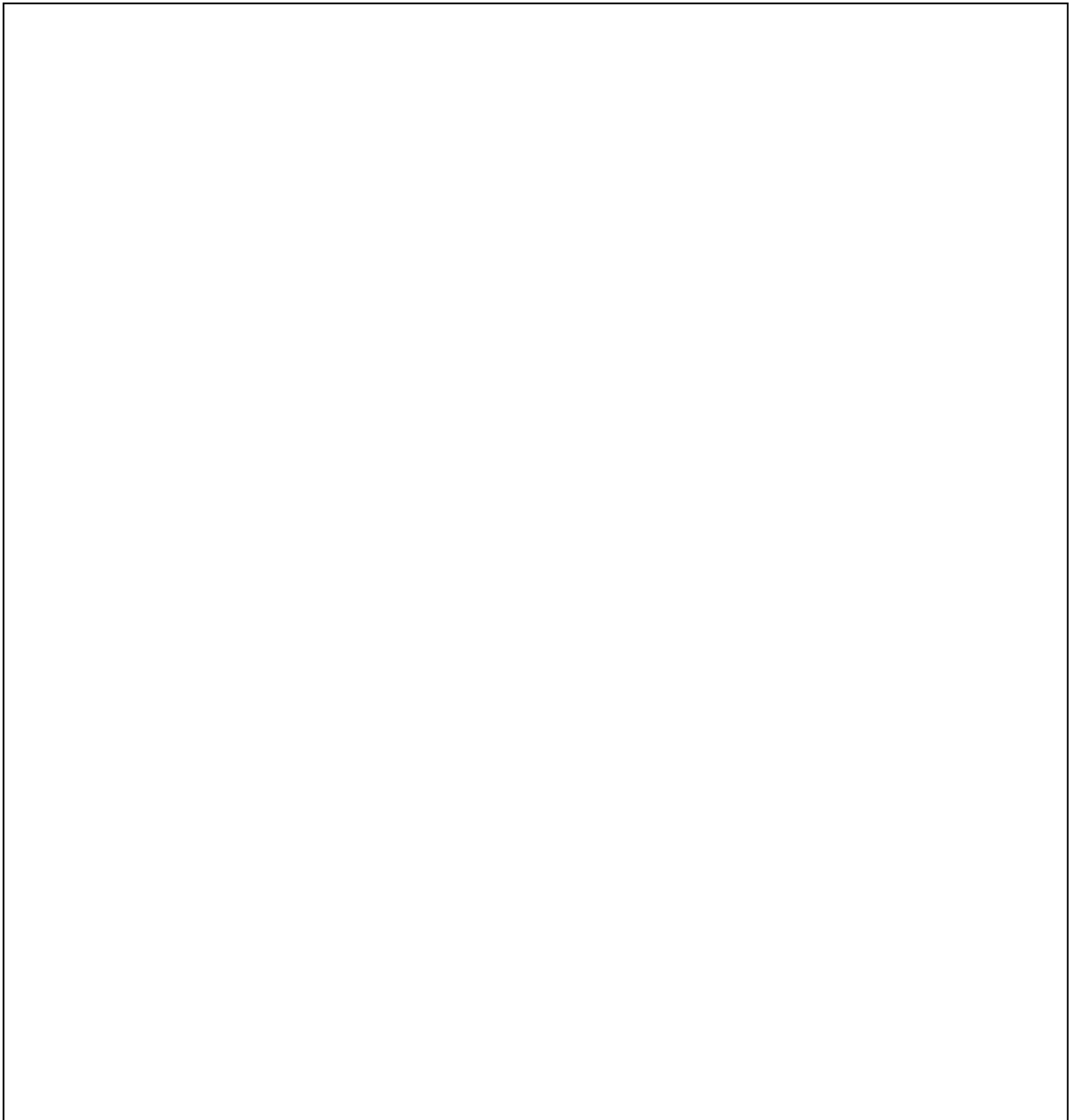
1. Describe the applicant's history, purpose, years of operation, number of employees, and typical services.



2. Describe the applicant's understanding of the public workforce system and the role of the AJCC Operator.

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3. Describe the applicant's experience and capacity to serve as the AJCC Operator.



4. In the table below, provide 3 references who can attest to the applicant’s knowledge, experience, and capacity to serve as the AJCC Operator. Applicants may earn points by demonstrating their effectiveness in providing similar services to other grantors.

Reference	Award Information		
Name and Contact Information	Period of Performance	Services Provided Outcomes and Outputs	Total Award

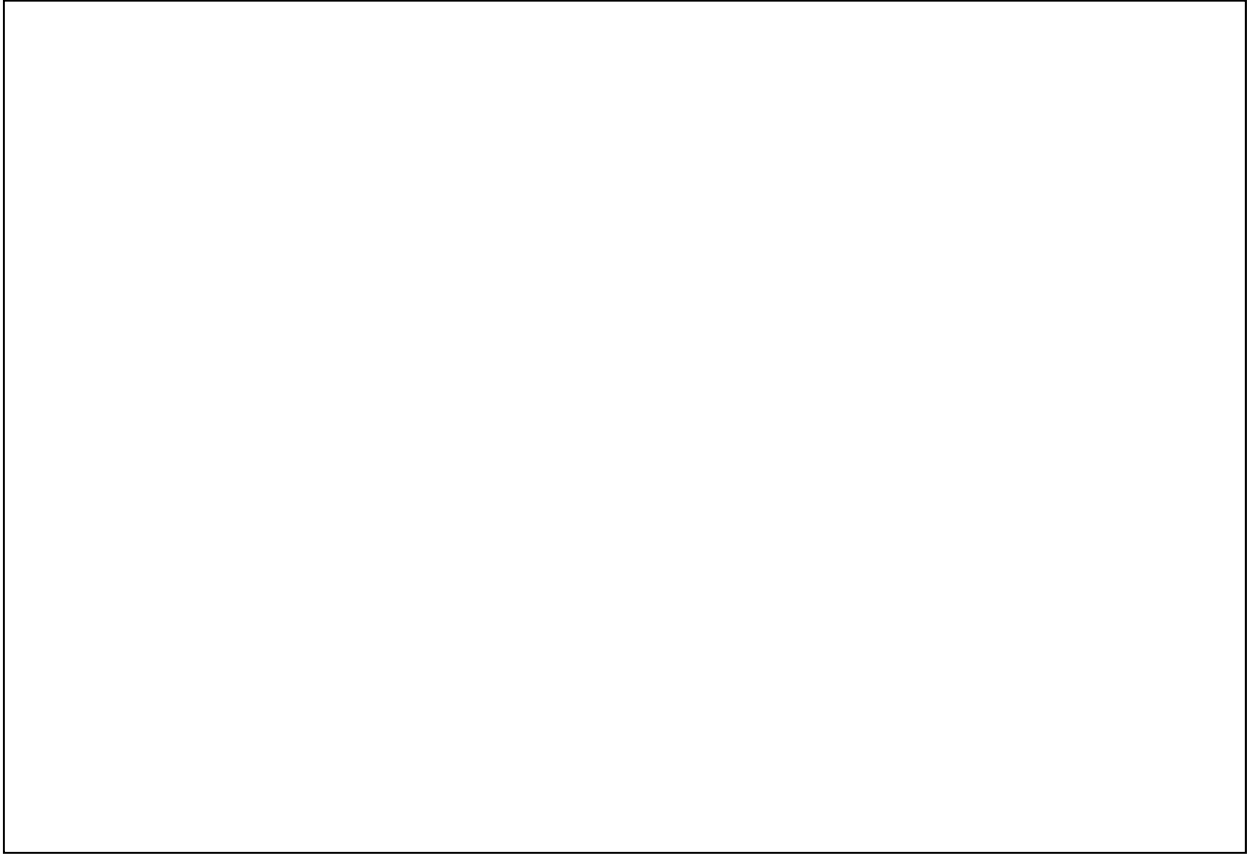


**B. Project Work Plan: (50 points)**

1. The AJCC Operator is a managing partner of the local workforce system. What services does the applicant intend to provide in order to fulfill the role of AJCC Operator?

2. How will the applicant participate in strategic planning and policy development?

3. How will the applicant promote service integration across the local workforce system?



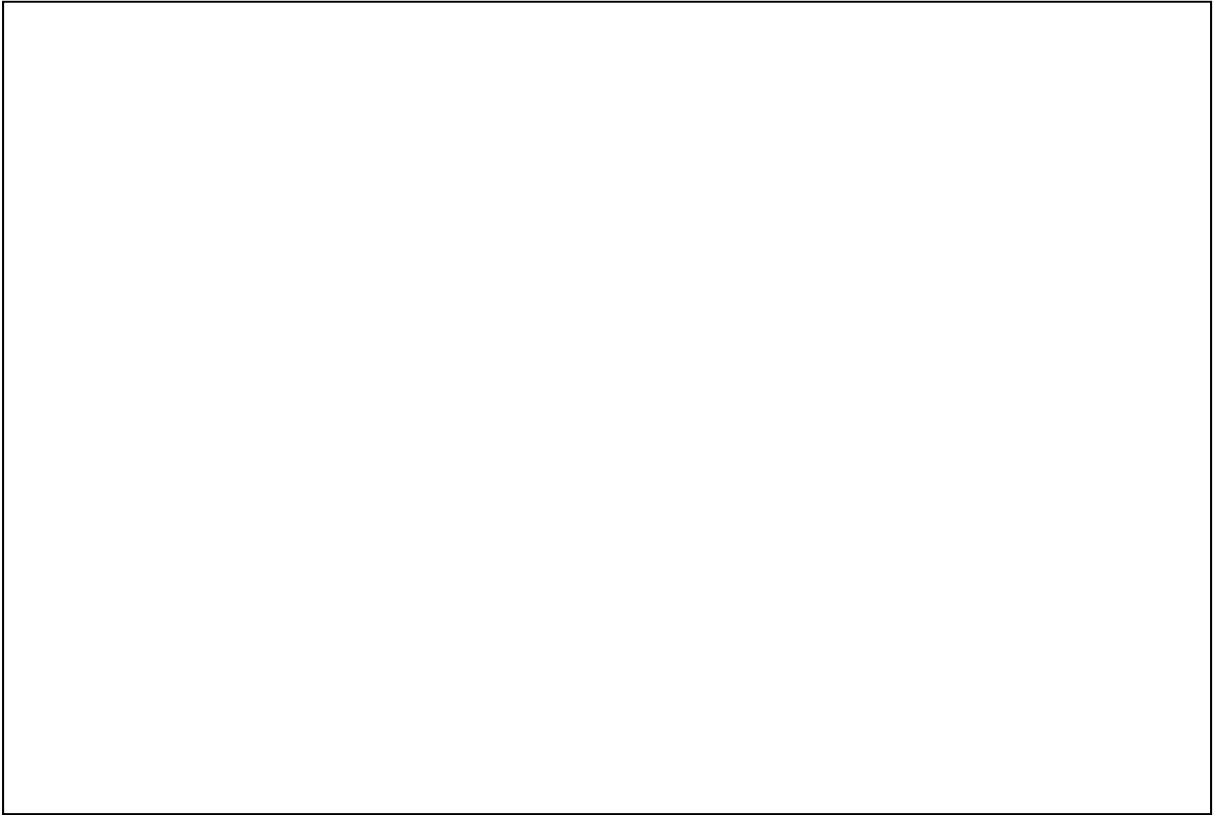
4. How does the applicant intend to engage the required partners? Please describe the applicant's approach to facilitating effective meetings.



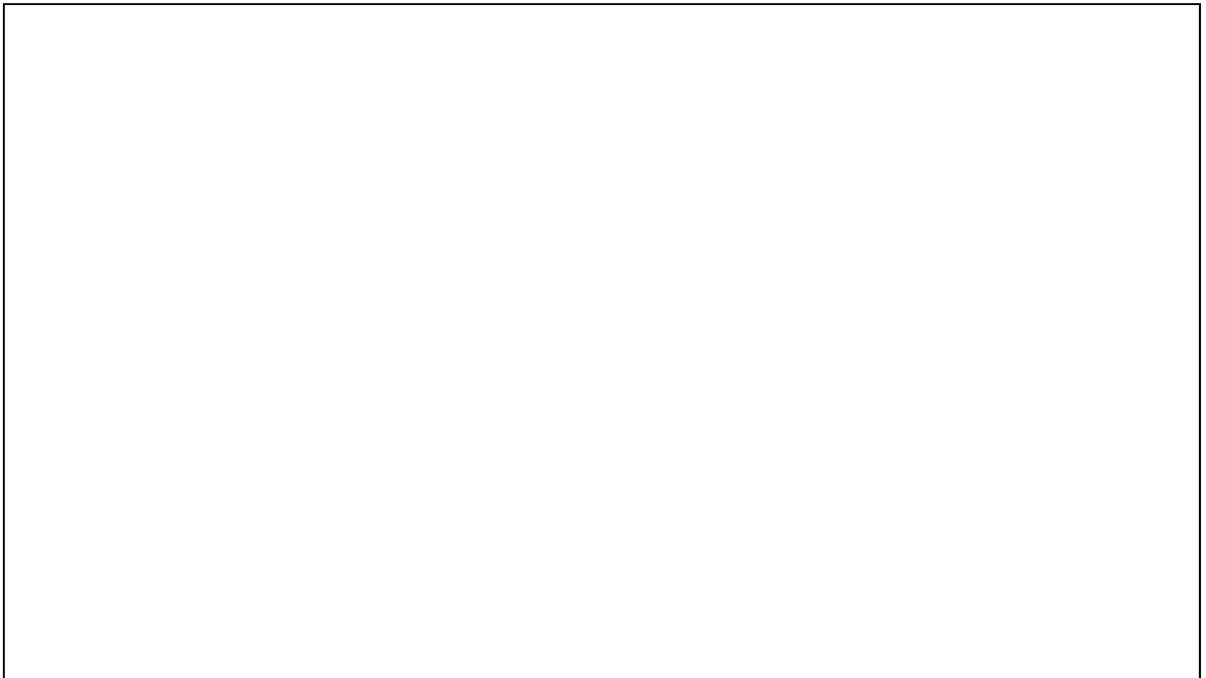
5. How will the applicant support ongoing dialogue between labor, business, education, community, economic development, and other valued partners?

6. How will the applicant assess the strengths of the local workforce system and identify opportunities for continuous improvement.

7. How will the applicant consolidate relevant information and best practices in order to prepare recommendations, reports, policies, and presentations?

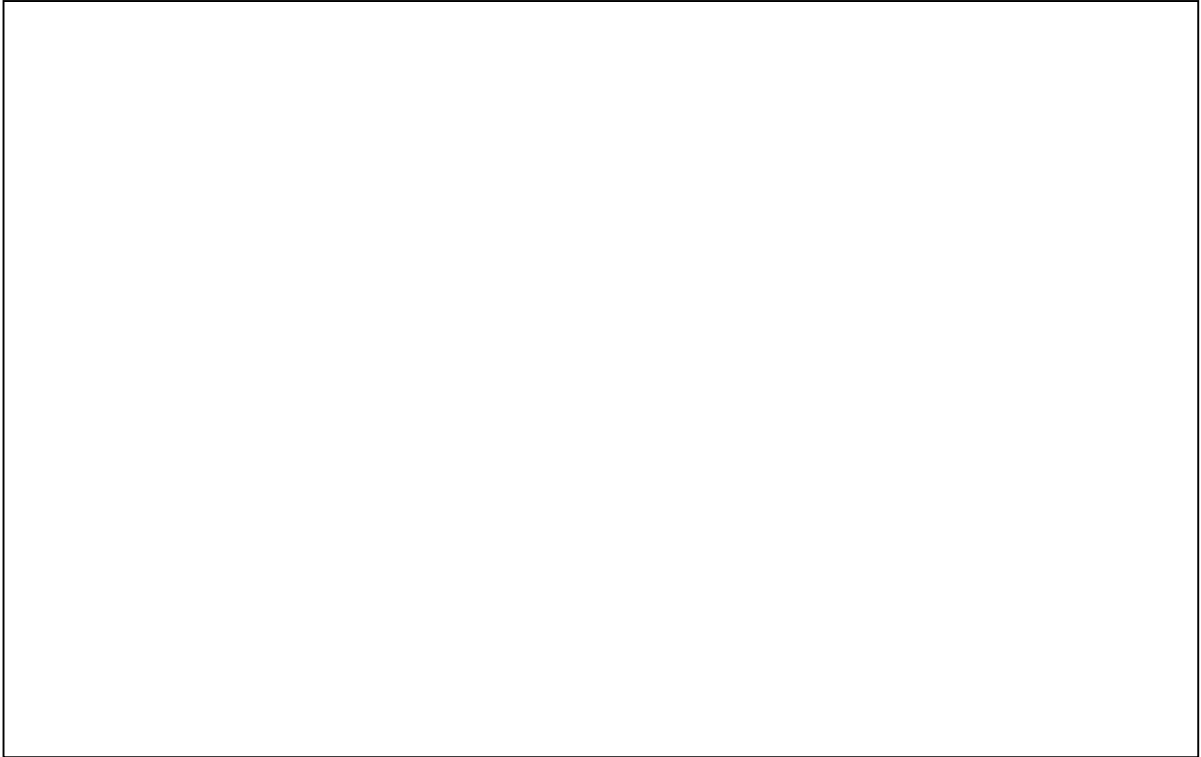


8. How does the applicant intend to build the capacity of workforce and partner staff through professional development and training?

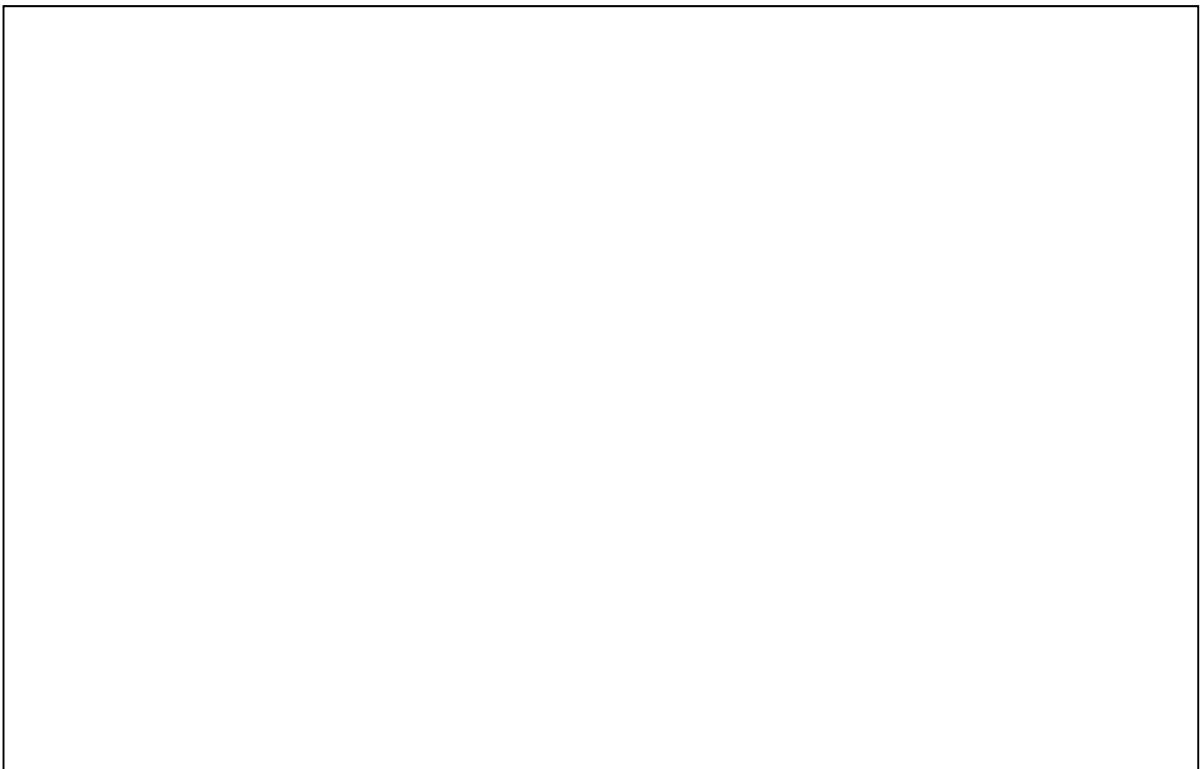


**C. Outputs and Outcomes: (20 points)**

1. Describe expected outputs and outcomes.



2. How does the applicant propose to measure success?



3. Explain how the performance goals are aligned with the mission of the Workforce Development Board.

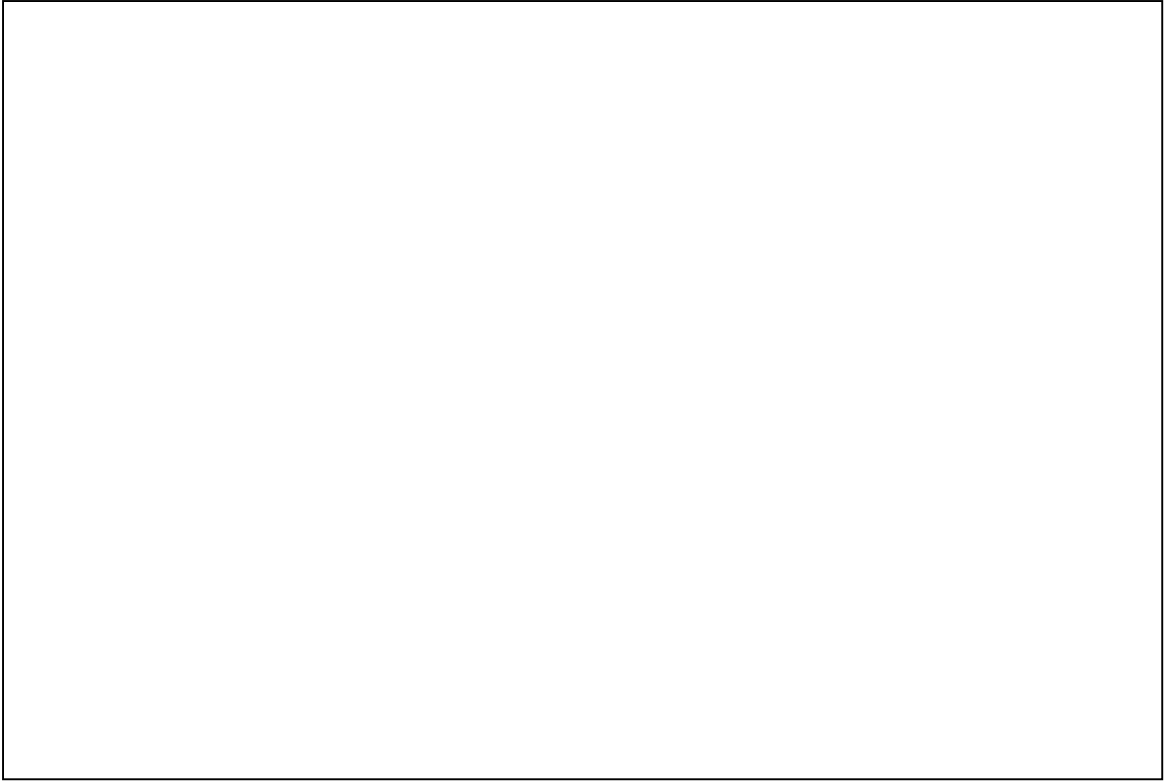


**D. Cost: (no points awarded)**

1. Provide a description of total costs including staff time, travel, and materials.



2. Provide the estimated number of annual hours to provide the proposed services.

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