



REQUEST FOR QUOTES (RFQ)

AI Workforce System Knowledgebase - Production Implementation and Operations

Placer, El Dorado, and Alpine Counties, California

Issue Date	10/19/2026
Questions Due	10/30/2026
Quotes Due	Quotes must be received no later than 5:00 p.m. Pacific Time on November 20, 2026.
Anticipated Contract Start	01/04/2027
Contact	Jason Buckingham buckingham@goldensierra.com

Background

Golden Sierra Job Training Agency (Golden Sierra) previously developed a proof of concept (POC) for an AI-enabled workforce resource system. Golden Sierra now seeks a qualified contractor to assess the completed POC and develop, deploy, host, support, and maintain a secure, reliable production system serving Placer, El Dorado, and Alpine Counties. Existing POC source code and available project materials will be provided to the selected contractor.

The goal is a public-facing workforce system knowledgebase that combines structured resource information, geographic mapping, search and filtering, and an AI-assisted conversational interface to help users identify relevant workforce, education, training, employment, and supportive-service resources. The contractor may recommend changes to the POC or an alternative approach when doing so would improve functionality, reliability, maintainability, cost, or user experience.

Purpose

Golden Sierra is seeking a qualified contractor to review the completed POC, recommend an appropriate production architecture, and develop, deploy, host, support, and maintain a fully operational AI workforce system knowledgebase for Placer, El Dorado, and Alpine Counties. The selected contractor will be responsible for the one-time work necessary to move the POC into production and for clearly identifying the ongoing annual costs required to operate the system.

The solution should build on the concepts demonstrated in the POC rather than simply reproduce a static directory. The production system should combine a structured resource knowledgebase with intuitive discovery tools and an AI-assisted conversational experience grounded in approved knowledgebase content.

Scope of Work

1. POC Review and Production Planning

- Review the completed POC, associated data, documentation, technical approach, and available source materials.
- Identify changes necessary to transition the POC into a production-ready solution.
- Recommend production architecture, hosting model, data structure, operating model, and implementation plan.
- Identify assumptions, dependencies, third-party products, licenses, APIs, AI services, or other components necessary to operate the system.

2. Geographic and Content Expansion

- Expand the knowledgebase from the original Placer County POC to cover Placer, El Dorado, and Alpine Counties.
- Populate and organize workforce-system resources across the three-county service area using data and sources approved by Golden Sierra.
- Provide appropriate categorization, search, filtering, and location-based discovery of providers and services.
- Establish an automated or AI-assisted process to regularly review and maintain provider and resource information, including organization names, addresses and service locations, phone numbers, email addresses, websites, hours of operation, services offered, and other relevant public information. The process should use reliable public or Golden Sierra-approved sources to identify information that may be outdated, changed, or no longer valid and provide a practical method for validating and updating the knowledgebase. The vendor should describe which updates can be automated, which require human review or approval, the sources used for validation, and how changes are documented.

3. Production Knowledgebase and User Experience

- Develop and deploy a production-ready web-based knowledgebase accessible to the public.
- Provide search, filtering, categorization, and resource discovery capabilities appropriate to the underlying data.
- Provide an AI-assisted conversational interface that responds to user questions and recommends relevant resources based on approved knowledgebase content.
- Design the experience for clear navigation and use across common desktop and mobile devices. For organizations that provide direct assistance, resource records should include current public contact information, as available, including telephone, email, website, location, and hours of service. The user experience should make it easy for users to move from identifying an appropriate resource to contacting the organization or individual who can provide assistance.
- Provide Golden Sierra with appropriate administrative access and a sustainable content-management approach that allows authorized staff to maintain, update, add, remove, and validate knowledgebase content. The architecture should also be capable of supporting future provider self-service or provider-submitted information, although provider self-service is not required for the initial production implementation.

4. AI Functionality and Grounding

- Configure the AI functionality to rely on approved knowledgebase information and to minimize unsupported or fabricated responses.

- Provide appropriate source attribution, links, or other mechanisms that allow users to understand the basis for resource recommendations when feasible. When user needs align with an available resource or service, the AI should identify the relevant organization, provide available contact information, and direct the user to the applicable resource or appropriate next step. The AI should support and encourage connection to human assistance without representing that a referral, appointment, eligibility determination, enrollment, or service commitment has occurred.
- Document the AI services, models, usage assumptions, and any consumption-based pricing used by the solution.
- Describe how the proposed solution will address changes in AI models, vendors, platform pricing, or usage over time.

5. Production Readiness, Security, Privacy, and Accessibility

- Complete production-level testing, configuration, deployment, monitoring, backup/recovery, and other work needed for a reliable operational service.
- Describe the security architecture and controls used to protect the application, administrative functions, data, credentials, and integrations.
- Design the system so that it does not require collection of sensitive personal information unless specifically authorized by Golden Sierra. Any functionality that collects information from a user for the purpose of requesting human follow-up must be optional, use clear consent language, and collect only the minimum information necessary. Such functionality should only be implemented with approval from Golden Sierra.
- Meet applicable accessibility requirements and describe the standards and testing approach used.
- Identify data retention, logging, analytics, privacy, and security practices associated with the proposed hosting and AI services.

6. Hosting, Operations, Maintenance, and Support

- Provide or arrange production hosting for the system.
- Provide ongoing system maintenance, security updates, platform updates, backups, monitoring, incident response, and technical support.
- Identify service levels, support hours, response expectations, planned maintenance practices, and any usage or capacity limits.
- Identify all recurring licenses, hosting charges, AI or API consumption charges, third-party fees, support fees, and other annual operating costs.
- Describe the ongoing automated and AI-assisted processes for reviewing, validating, and updating provider/resource information, including contact information, service locations, websites, hours, and services. Identify the frequency of review, information sources used, validation and human-approval controls, responsibilities of the contractor and Golden Sierra, and any associated recurring costs.

7. Documentation, Training, and Transition

- Provide technical and administrative documentation sufficient for Golden Sierra to understand the production solution and its dependencies.
- Provide training for designated Golden Sierra staff on administration and content maintenance.
- Document credentials, accounts, service relationships, configurations, and other information necessary for ongoing operation.

- Provide an orderly transition approach that protects Golden Sierra's access to its data, content, source code, accounts, configurations, documentation, and work products if the contractor relationship ends.

8. Optional Enhancements

Multilingual capability is not required for the initial production implementation. Vendors may propose multilingual functionality as an optional enhancement and must price it separately. Vendors may also propose optional functionality that strengthens connections between users and human assistance, such as contact-request forms, appointment-request links, referral links, or routing to designated workforce staff or provider contacts. Proposals should describe the proposed workflow, responsible party, information collected, privacy and consent controls, implementation requirements, and both initial and recurring costs. Other optional enhancements consistent with the proposed architecture may also be identified and separately priced.

Expected Deliverables

- Production implementation plan and final technical architecture.
- Fully operational production AI workforce system knowledgebase covering Placer, El Dorado, and Alpine Counties.
- Configured and populated provider/resource knowledgebase and public-facing resource discovery experience, including verified public contact information and appropriate user-facing contact options.
- Integrated, grounded AI conversational interface.
- Production hosting and operational environment.
- Testing and launch documentation, including identified security, privacy, accessibility, and performance testing performed.
- Administrative and technical documentation.
- Staff training and knowledge transfer.
- Ongoing hosting, maintenance, support, and system operation as proposed by the contractor.
- Detailed one-time and recurring cost schedule. Automated or AI-assisted resource-data maintenance process configured to identify outdated or changed provider contact information, locations, websites, hours, services, and other resource information, with appropriate validation and human-review controls.

Vendor Response

Golden Sierra is interested in outcomes rather than prescribing a specific technical design. Responses may recommend alternative or additional approaches when the respondent believes they better accomplish the purpose of this RFQ. Clearly identify any recommended variance from the stated scope, explain the benefit, and identify any impact on cost, schedule, ownership, security, or ongoing operations.

Responses should be concise and include:

- Contractor information, including business history, primary services, and relevant experience.
- Description of the proposed project team and identification of the project/technical lead.
- Relevant experience taking AI, knowledgebase, resource-directory, search, or similar solutions from prototype or POC to production.
- Proposed technical and implementation approach, including hosting and major third-party dependencies.
- Approach to security, privacy, accessibility, AI grounding, monitoring, maintenance, and support.
- Proposed project schedule, major milestones, and assumptions.
- At least two relevant work samples, project examples, and references.

- A complete cost proposal using the pricing structure below.
- Clearly identified assumptions, exclusions, optional services, usage limits, and factors that could cause recurring costs to change.

Pricing Requirements

Separate one-time implementation costs from recurring operating costs. Provide recurring costs for Contract Years 1, 2, and 3 and explain assumptions, usage limits, variable-cost drivers, anticipated increases, and the pricing method proposed for extension periods.

Cost Category	Description	Year 1	Year 2	Year 3
One-Time Implementation	POC assessment; design; development/configuration; three-county expansion; data work; testing; launch; training.	\$_____	\$_____	\$_____
Hosting / Infrastructure	Production cloud/application hosting and infrastructure.	\$_____	\$_____	\$_____
AI / API / Platform	AI usage, APIs, search, databases, platforms, or consumption-based services.	\$_____	\$_____	\$_____
Licensing	Third-party software, tools, subscriptions, or licenses.	\$_____	\$_____	\$_____
Maintenance / Support	Monitoring, backups, security/platform updates, maintenance, and technical support.	\$_____	\$_____	\$_____
Content / Data Maintenance	Automated/AI-assisted and other ongoing resource-data maintenance.	\$_____	\$_____	\$_____
Other Required Costs	Any other cost required for a fully operational system.	\$_____	\$_____	\$_____
Total	Total one-time and recurring costs as applicable.	\$_____	\$_____	\$_____

Optional enhancements, including multilingual capability, must be itemized separately. For usage-based charges, state the unit price, included usage, assumptions used to estimate annual cost, and overage methodology.

Evaluation Criteria

Factor	Evaluation	Points
Technical Approach and Solution	Quality, feasibility, and maintainability of the proposed solution, including resource discovery and mapping, AI functionality and grounding, automated data maintenance, connection to human support, three-county implementation, and the overall value of proposed enhancements.	30
AI, Security, Privacy and Accessibility	Grounding/transparency, safeguards, security/privacy, accessibility, validation controls, and responsible production operation.	20
Qualifications, Team and Relevant Experience	Demonstrated ability to deliver and support comparable production systems.	15
Operations, Administration and Sustainability	Golden Sierra administration, hosting, support, maintenance, transition, scalability, and future provider-update readiness.	15
Three-Year Total Cost and Value	Transparency and reasonableness of one-time and Years 1-3 costs, assumptions, extension pricing, and overall value.	20
TOTAL		100

Contract Term

The anticipated initial contract term is one year, with options to extend subject to continued funding, satisfactory performance, and applicable procurement and contracting requirements for up to an additional three years.

Submission Instructions and Questions

Submit quotes electronically in PDF format to buckingham@goldensierra.com. Quotes must be received no later than 5:00 p.m. Pacific Time on November 20, 2026. Late submissions will not be considered. Questions must be submitted to Jason Buckingham / buckingham@goldensierra.com by 10/30/2026. Responses that materially affect this RFQ will be distributed or posted in accordance with Golden Sierra procurement procedures.

Contract and Procurement Requirements

The successful contractor will enter into a written agreement with Golden Sierra and comply with applicable federal, state, and local requirements, including requirements addressing allowable costs and records; nondiscrimination and accessibility; confidentiality, privacy, and data security; subcontracting; debarment, conflicts of interest, and lobbying; insurance and indemnification; performance, remedies, and termination; and applicable federal funding disclosure and contract clauses.

Golden Sierra may amend or cancel this RFQ; reject any or all quotes; waive minor irregularities; request clarification or additional information; conduct demonstrations, discussions, interviews, or negotiations; and award based on the written quotes, with or without additional discussions, as determined to be in Golden Sierra's best interest. Issuance does not obligate Golden Sierra to award a contract or reimburse proposal costs. Quotes may be subject to disclosure under the California Public Records Act. Any award is contingent on funding, successful negotiations, and compliance with applicable requirements.

Federal Funding Disclosure (Stevens Amendment)

Golden Sierra's Workforce Innovation and Opportunity Act (WIOA) programs are funded by a grant award totaling \$4.36 million (100%) from the U.S. Department of Labor with \$0.00 (0%) financed from non-federal sources.

Funding Disclosure: <https://goldensierra.com/federal-funding-disclosure>