



Pima County Community Services, Employment and Training (CSET)

LEGAL NOTICE OF REQUEST FOR PROPOSAL (RFP)

RFP NUMBER: RFP-CSET-LS-2016-07

TITLE: Literacy Services

PROGRAM YEAR: 2016-2017

RELEASE: Tuesday, April 26, 2016, 10:00 a.m., Mountain Standard Time (MST)

DEADLINE: Tuesday, May 10, 2016, 3:00 p.m., MST
No submissions, modifications, or revisions will be accepted after the deadline.

SUBMIT TO: Pima County CSET
Kino Service Center/Pima County Arizona@Work Career Center
(formerly Pima County One-Stop Career Center)
3rd Floor Reception Desk
2797 E. Ajo Way
Tucson, AZ 85713

Proposal must be submitted in sealed envelope and addressed to:
CSET, ATTN: Anna M. Cunes
2797 E. Ajo Way
Tucson, AZ 85713

The envelope should be clearly marked on the outside with RFP information: Number, Title, Due Date/Time and Proposing Organization or Individual's Name.

CONTACT PERSON: Anna.Cunes@pima.gov or 520.724.6766

PUBLISHED: The Daily Territorial
<https://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=24903>

**REVIEW AND RFP COMMITTEE
RECOMMENDATIONS RELEASED:** On or before, May 17, 2016, 3:00 p.m., MST

SOLICITATION: Pima County is soliciting proposals from respondents qualified, responsible and willing to provide services in compliance with all specifications and requirements contained in the RFP.

The RFP may be picked up between 8 a.m. and 5 p.m., Monday through Friday, at the Kino Arizona@Work Career Center, 3rd Floor Reception Desk, 2797 E. Ajo Way, Tucson, Arizona, starting at 10 a.m., Tuesday, April 26, 2016. You may download a full copy of this RFP at <https://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=24903>.

Proposals must be submitted in accordance with the RFP. Failure to do so may be cause for proposal to be rejected as non-responsive.

I. Introduction

Pima County Community Services, Employment and Training Department (CSET) is requesting proposals from any private for-profit business entity, private non-profit corporation, public entity, or individual who has not been debarred or suspended to provide services under this Request for Proposal (RFP). The contract period shall be July 1, 2016 to June 30, 2017. County reserves the right to extend contracts for up to four (4) one-year periods.

II. The Workforce Investment Board (WIB)

The Pima County WIB, whose composition is established under Workforce Innovation and Opportunity Act (WIOA), is made up of public and private sector representatives who provide general oversight for the Pima County Arizona@Work (formerly Pima County One Stop) workforce system. The WIB's vision is *Quality Jobs; Qualified Workers*.

Employers are a major customer under WIOA, and local areas are expected to identify industry sectors that will benefit local economic development efforts. The WIB's current defined sectors, which are periodically reviewed and modified, are Aerospace and Defense, Logistics, Health and Bioscience, Emerging Technologies, Infrastructure, and Natural and Renewable Resources.

The WIB expects that all activities throughout the Pima County Arizona@Work workforce system emphasize basic work etiquette, often referred to as work ethic or soft skills. For example, participants are expected to treat a class like a job - they should be punctual and call in if they are late or need to miss a session.

III. Workforce Innovation and Opportunity Act (WIOA)

WIOA consists of four Titles. County WIOA funds available under this RFP are from Title I and are used for WIOA eligible Youth, Adults, and Dislocated Workers. Under each category or subcategory of eligibility Veterans are given a preference. Eligibility is determined by Pima County.

Dislocated Workers are those who have lost a job through no fault of their own. In many cases they have not had to look for a job in many years. They are often anxious, angry, and stressed. They often have a good work ethic, but find that their job seeking skills and résumé are not up-to-date and they may need retraining. WIOA identifies two types of Youth - In-School and Out-of-School.

WIOA sets the priority for Adults (ages 18 and older). The first priority is public assistance recipients. The second is those who are low income. And the third is those who are basic skills deficient.

The State Employment Service (Title III) operates Arizona Job Connection (AJC), which is a statewide database for employers to post job orders and is used by WIOA Title III State Employment Service and WIOA Title I Youth, Adult, and Dislocated Worker programs to track job seekers. This database is used by the state to generate performance measure reports. All job seekers are expected to have an electronic resume in AJC. State Employment Center staff housed at the two Comprehensive Career Centers work with job seekers before they apply for the Adult or Dislocated Worker program.

IV. The Local Workforce System

CSET operates the local Pima County Arizona@Work Career Center system (formerly the Pima County One-Stop), which is a partner of the American Job Center network, and is funded through various federal, state and local sources to provide workforce services to residents of Pima County. This system provides employment and training services through a number of programs to clients who range in skill from first-time job seekers, those with significant barriers to employment, to advance-degreed professionals who are seeking career changes.

V. This RFP

A. Purpose

The purpose of this RFP is to provide Literacy Services for job-seeking individuals that test below 7th grade on the standardized adult basic education test. The facility will be provided by Pima County and will have three classrooms, two computers labs (one with nine computers and the other with fourteen computers) and software/programs (WinWay Resume Builder, PLATO, and Aztec Learning System). Individuals will be referred by a Workforce Development Specialist in the County's workforce system.

B. Programmatic Examples

- Provide mix of paid and unpaid (volunteer) staffing appropriate to the participant's demonstrating an average gain of one grade level for every 180 hours of instruction.
- Proven capacity for instituting both one-on-one tutoring and group tutoring as needed.

- Able to provide full range of services to diverse populations: cultures, ages, socio-economic level.
- Collaborate with Pima County to establish instructional blocks of at least 24 hours per week for the duration of each session.
- Provide succeeding, multiple 8 to 10 week sessions per year as scheduled in collaboration with Pima County.
- Work closely with Arizona@Work Workforce Development Specialists (WDS) to maximize each participant's job readiness, job placement, job training, Individualized Employment Plan (IEP), and other supportive services.
- Accommodate Open Entry-Open Exit classroom model.
- Provide effective instruction for class size ranging from 12 to 16 students.
- Have established volunteer program providing trained classroom instructors and tutors.
- Demonstrated capacity and network for referring participants for appropriate educational supports beyond the contracted classroom time.
- Able to provide contextualized instruction so that referrals may be grouped by specific needs, defined by the County, such as math and health occupations.

VI. Timeline

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VII. General Instructions and Application

A. Complete the Proposer Summary Form (One original and three (3) copies).

Prepare a Narrative that addresses: Experience and Credentials (10 page max)
In addition to a narrative you should attach a one page résumé for any person who is currently part of the Arizona@Work system whom you are requesting funding.

B. Prepare an original and three (3) copies for Position Category you are proposing to provide:

Project Budget detail and budget narrative (1-2 pages)

- Double-space with 12 point font.
- Do not bind your proposal(s); please use paper or binder clips.
- Three-hole punch each proposal on the left hand side with all holes lined up.
- Clip the original on top of each copy.
- Place the proposal in a sealed envelope or box.
- The envelope or box should be clearly labeled with the RFP Number on it.

VIII. Evaluation Criteria and Selection Process

Proposals may be evaluated by more than one Review Committee that may include WIB members based on the following scoring system.

The Committee will make recommendations to the WIB, and approved recommendations will be forwarded to the Pima County Board of Supervisors for approval.

Experience and Credentials (55 points)

- Documented credentials of delivery staff (10)
- Document use and activities of volunteers in classroom (5)
- Evidence of prior collaboration with Pima County Arizona@Work programs and staff (10)
- Evidence of successful instructional experience for raising achievement levels of challenged job-seeking populations (15)
- Submission of curriculum instructional blocks appropriate to the proposed program (10)
- Evidence of capacity to provide contextual instruction (5)

Methodology (30 points)

- Establish the interface of Arizona@Work existing instructional systems with contractor's proposed technology and methods (10)
- Clarify the management expertise and training style for maximizing effectiveness of both staff and volunteers (5)
- Elucidate the Holistic Education approach that will be implemented for the program (5)
- Enumerate instructional methods/programs that will be used in the classroom and their demonstrated effectiveness (10)

Cost (15 points)

Areas to be evaluated include reasonableness of cost.

Proposer Summary Form

2016-2017 Pima County Arizona@Work	
Legal name of the entity submitting this proposal:	
Address: (street, city, state, zip code)	
Incorporated? Yes <input type="checkbox"/> Year _____ No <input type="checkbox"/>	
Contact Name:	
Contact Email:	
Contact Phone:	Fax:
Mission Statement:	
<p>Please attach the following:</p> <ul style="list-style-type: none"><input type="checkbox"/> Conflict of Interest Policy<input type="checkbox"/> Auditor's Opinion and Management Letter from your last audit<input type="checkbox"/> Fingerprint Clearance (card) and Federal Central Registry background check procedure.<input type="checkbox"/> Drug-free Workplace Policy<input type="checkbox"/> Lobbying Statement <p>Please answer the following:</p> <p>Has your organization had prior contracts with Pima County? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, when was the last one? _____</p> <p>Has your organization provided services for federally-funded grant programs in the past? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, have you had fiscal or program monitoring findings? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, what was the resolution?</p> <p>Who was the monitor?</p>	

If you answer yes to any of the following, please provide a brief description:

- Has your organization obtained a new procurement system in the last three years? Yes No

- Has your organization obtained a new accounting system in the last three years? Yes No

- Has your organization obtained a new management information system in the last three years? Yes No

- Has your organization had key personnel changes in the last three years? Yes No

Pima County invoice payment policy is a net-30 days after receipt. Will you be able to provide uninterrupted delivery of services under this payment schedule?
Yes No

On no more than one page, please respond to the following:

1. What safeguards do you have in place to protect confidential client data?
2. What safeguards do you have in place to guard against unauthorized access of email communications with One-Stop?
3. What safeguards do you have in place to guard against unauthorized access to One-Stop information that is processed and/or stored on your computers?

For Pima County staff use only - If the proposer is a corporation is it:

- In Good Standing with the AZ Corporation Commission
- Been Suspended or Debarred

To the best of my knowledge and belief, all of the information in this proposal is true and correct. The document has been authorized by the governing body of the proposer and the proposer will comply with the attached assurances if funding is awarded.

Printed name of President
or Chief Executive Officer:

Signature of President
or Chief Executive Officer:

Date:

The following may be used as detail for different positions:

Cost:

- _____ Personnel
- _____ Staff Development
- _____ Supplies
- _____ Other Operating costs

- _____ Total for 2016-17
- _____ 2017-18
- _____ 2018-19
- _____ 2019-20
- _____ 2020-21

IX. Budget Narrative:

Briefly discuss any of the following listed in your Budget.

Personnel: Show salary and fringe benefits to be paid for one sample full-time equivalent staff who will delivery services. Include programmatic supervision and/or staff support costs, if any, by detailing the cost and FTE portion of supervision and staff support. For fringe benefits indicate the rate and amount of fringe benefits. Explain what expenses make up employee benefit costs.

Supplies: Include the cost of consumable supplies and materials to be used during the program period. Describe types of supply items to be purchased and justify the need for the items. All purchases should be made through competitive bid, state or local award or established purchasing procedures.

Communications: Budgeted costs of phone use by the staff person.

Operating Costs: Operating costs may include direct charges for: financial, accounting, auditing, contracting or general legal services; internal evaluation, including overall organization's management improvement costs; and general liability insurance that protects the organization(s) responsible for operating a project, other than insurance costs solely attributable to the project. If you request an indirect cost discuss the costs the indirect rate is based on and show the percent and attach your letter.