



REQUEST FOR QUALIFICATIONS
SERVICES FOR
RECRUITING AND ENGAGING DISLOCATED WORKERS

PERFORMANCE PERIOD: January 4, 2022 to July 31, 2022

DATE RFQ ISSUED: November 16, 2021

CONTACT PERSON: Luther Jackson
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QUALIFICATIONS DUE: December 1, 2021 3:00 p.m. PST

SUBMIT TO: ljackson@novaworks.org

This RFQ is posted on the NOVAworks website at: <https://novaworks.org/about/rfp>

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1.0 INTRODUCTION

The Workforce Board of the North Valley Job Training Consortium (NOVAworks) is issuing this Request for Qualifications (“RFQ”) for services to help identify, recruit and engage workers laid off as a result of the COVID-19 pandemic. The California Employment Development Department (EDD) has provided NOVAworks with a grant to help address the employment needs of dislocated workers through training for in-demand skills, career navigation and coaching, supportive services and other interventions. NOVAworks is focusing its efforts on the California counties of Santa Clara and San Mateo. It is the intent of NOVAworks to enter a contractual 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 4, 2022 through July 31, 2022.

2.0 BACKGROUND

The COVID-19 pandemic has wrought unprecedented economic damage on low-wage workers in several industry sectors including leisure and hospitality and retail. Many of these workers were burdened prior to the pandemic with high job turnover, scarcity of housing and a high cost of living.

Despite the need for workforce interventions, many of these dislocated workers have been unable to access NOVAworks services due to multiple barriers to enrollment that have been exacerbated by the pandemic. The barriers include childcare responsibilities, lack of home internet access and technology required for remote services, inadequate transportation, the fear of COVID exposure and the inability to participate in job training because of the need to work and address basic housing and food needs.

In response, NOVAworks applied for, and received, an EDD grant (with WIOA 25% Additional Assistance funding) enabling it to recruit and engage impacted workers and employ its proven strategies of services and training according to the unique needs of each dislocated worker. Workforce interventions will include participant outreach and recruitment, career and skills assessment, career navigation and coaching, supportive services, digital fluency training, and training for in-demand skills as well as professional network development. NOVAworks is currently provided remote and limited in-person services through offices in Santa Clara County (Sunnyvale) and in San Mateo County (City of San Mateo).

This RFQ is seeking responses from one or more individuals or organizations to assist in participant recruitment and engagement activities in each of the two target counties. It is

assumed that one entity would focus on San Mateo County and one would focus on Santa Clara County. But NOVAworks will consider responses that address both counties.

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

3.0 PROJECT SCOPE

Design and implement a participant outreach and recruitment strategy that reaches underserved individuals and neighborhoods within the identified geography for the purpose of expanding the knowledge of NOVAworks within the community, enhancing the understanding and desirability of available workforce services and encouraging residents, likely to be program eligible, to engage with the application and eligibility process.

Project deliverables may include:

- Gain understanding of grant funded activities and eligibility elements
- Identification of target neighborhoods and communities
- Collaboration with community leaders and anchor institutions
- Development of outreach materials, print, electronic, and/or social media
- Grassroots organizing to deliver developed message
- Connection of interested parties to NOVAworks
- Record keeping and reporting

4.0 QUALIFICATIONS

Priority under this RFQ will be given to individuals or organizations that have prior experience serving the targeted geography on issues affecting the economic vitality of individuals and families. Demonstrated knowledge of the community, organizing techniques, and an understanding of issues faced by dislocated workers are essential. The individual(s) or organization(s) selected to participate in this initiative must be able to work collaboratively with NOVAworks staff. Submissions should include information regarding existing regional networks and resources to achieve RFQ objectives.

5.0 BUDGETARY CONSIDERATIONS

Under the current funding, it is not anticipated that the contract(s) will exceed \$30,000. NOVAworks is prepared to allocate \$15,000 for work in Santa Clara County and \$15,000 for work in San Mateo County but will consider selecting an entity with appropriate outreach and recruitment qualifications to work in both counties. The actual amount paid to the individual(s) or organization(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 PROCESS, SUBMITTAL AND REQUESTED INFORMATION

Please address all questions regarding this RFQ to Luther Jackson at ljackson@novaworks.org.

Submittals should include:

- a) *Introduction*: provide a brief letter of introduction on letterhead transmitting all RFQ information and including an electronic signature;
- b) *Experience*: provide a profile of experiences with workforce development agencies, union and/or community organizing, job seekers and community-based organizations and discuss significant relationships that can inform the work on this project;
- c) *References*: provide information and three references on public or 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.
- e) *Availability and capacity*: provide an estimate of the number of hours available to devote to this initiative during the performance period.

7.0 RECEIPT OF QUALIFICATIONS

Responses must be received electronically by 3:00 p.m. Pacific Standard Time on Wednesday, December 1, 2021. Please e-mail proposals to Luther Jackson at ljackson@novaworks.org. NOVAworks will reject proposals not received by the due date and time.

8.0 SELECTION PROCESS

NOVAworks will conduct a selection process to determine the best and most appropriate individual(s) or organization(s) to meet its needs, as follows:

- a) NOVAworks shall call for an RFQ response from interested and qualified individuals and organizations.
- b) NOVAworks staff shall screen all responses. Screening criteria may include, without limitation:

- Qualifications of individual(s) or organization(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) NOVAworks may interview representatives – remotely - and shall enter contract negotiations with the entity deemed best and most appropriate. The parties will seek agreement on services and fees. If negotiations are not successful, NOVAworks may enter negotiations with other individuals or organizations - at its sole discretion - and seek to reach agreement. This RFQ does not commit NOVAworks 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 interviews.

9.0 PRINCIPALS AND REJECTION STATEMENT

RFQ respondents are advised that NOVAworks 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 NOVAworks is not obligated to accept any RFQ response or to negotiate with any respondents and NOVAworks reserves the right to accept the response that will best serve its interests. Additionally, NOVAworks reserves the right to negotiate simultaneously with more than one intermediary if, in NOVAworks' sole opinion, it believes that simultaneously negotiating with more than one intermediary is in the best interests of NOVAworks.

10.0 OWNERSHIP OF SUBMITTED MATERIALS

All responses and related materials received by NOVAworks become its property and may be returned only at NOVAworks' 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, NOVAworks 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 NOVAworks 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.

NOVAworks 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 NOVAworks to do so. NOVAworks 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

NOVAworks reserves the right to utilize the most appropriate contract methodology, including performance-based and/or cost reimbursement. As NOVAworks' 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

NOVAworks 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, NOVAworks 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 (City) 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

Contractor shall defend, indemnify, and hold harmless City, 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 Contractor, or its officers, employees, agents or representatives. Contractor further agrees to reimburse City for all costs, reasonable attorneys' fees, expenses and liabilities incurred in any legal action arising out of any obligation of Contractor to be performed under this Agreement or arising from any negligence or willful misconduct of Contractor, 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 Contractor and City for third-party claims in accordance with applicable provisions of California law. City shall notify Contractor 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 Contractor's obligations under this Section.