

# REQUEST FOR PROPOSALS

**RFP-S-1220279, Workforce Innovation and Opportunity Act ("WIOA") One Stop Career Center**



**Amy Lancaster-King  
Executive Director  
WorkSource Atlanta**

**Martin H. Clarke  
Chief Procurement Officer  
Department of Procurement**

## **PROJECT OVERVIEW**

- **Services Being Procured: WorkSource Atlanta seeks a service provider to coordinate and provide daily oversight within the Comprehensive One-Stop Career Center located at 818 Pollard Boulevard, SW Atlanta GA 30315. This project will require staff with facility management experience, excellent customer service skills, and coordination of system wide partner services.**
- **Using Department: WorkSource Atlanta ("WSA")**
- **Pre-Proposal Conference: Tuesday, March 22, 2022 at 2:00 P.M. (ET)**
- Register in advance for this webinar:
- [https://atlantaga-gov.zoom.us/webinar/register/WN\\_PD9tNjo\\_Ry2\\_IJwhkqrO8g](https://atlantaga-gov.zoom.us/webinar/register/WN_PD9tNjo_Ry2_IJwhkqrO8g)
- **Proponents looking for a current registry of certified small, disadvantaged, female and minority firms are advised to utilize the Office of Contract Compliance's Prism Compliance Management Portal link:**  
<https://atlanta.prismcompliance.com/Contractor/plugins/pages/ContractorFilteredSearch.aspx>
- **Deadline to Submit Questions in Writing: Thursday, March 24, 2022 no later than 12:00 P.M. (ET)**
- **Proposal Deadline: Thursday, March 31, 2022 no later than 2:00 P.M. (ET)\*\***

\*\*Proposals will be opened and read publicly via Conference Call-in  
USA Toll-Free: 888-278-0296 | USA Caller Paid/International Toll: 214-765-0479

Access Code: 3815763

- **City's Contact Person:** Ms. Briana Triplett, Contract Specialist.  
E-Mail: [brtriplett@atlantaga.gov](mailto:brtriplett@atlantaga.gov) or by Phone: 770-639-7781

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# 1 Requirements

*\*Response is required*

## 1.1 Section 1. Information and Instructions

1.

### Part 1: Information and Instructions to Proponents

**1. Services Being Procured:** This Request for Proposals ("RFP") from qualified proponents ("Proponent" or "Proponents") by the City of Atlanta (the "City"), seeks to procure the services ("Services") detailed in the Scope of Services.

**2. Method of Source Selection:** This procurement is being conducted in accordance with all applicable provisions of the City's Code of Ordinances, including its Procurement and Real Estate Code, and the particular method of source selection for the services sought in this RFP is Code Section 2-1189; Competitive Sealed Proposals. By submitting a Proposal concerning this procurement, a Proponent acknowledges that it is familiar with all laws applicable to this procurement, including, but not limited to, the City's Code of Ordinances and Charter, which laws are incorporated into this RFP by reference.

**3. No Offer by City; Firm Offer by Proponent:** This procurement does not constitute an offer by City to enter into an agreement and cannot be accepted by any Proponent to form an agreement. This procurement is only an invitation for offers from interested Proponents and no offer shall bind City. A Proponent's offer is a firm offer and may not be withdrawn except under the rules specified in City's Code of Ordinances and other applicable law.

**4. Proposal Deadline:** Your response to this RFP must be received by the Department of Procurement, no later than 2:00 P.M., ET on the date specified in the Project Overview. Any Proposal received after this time will not be considered and will not be accepted by the electronic procurement system.

**5. Pre-Proposal Conference:** Each Proponent is highly encouraged to attend the scheduled Pre-Proposal Conference. Each Proponent must be fully informed regarding all existing and expected conditions and matters which might affect the cost or performance of the Services. Any failure to fully investigate the job requirements shall not relieve any Proponent from the responsibility of evaluating the difficulty or cost of successfully performing the Services properly. A site tour may be scheduled following the Pre-Proposal Conference. Further information will be located in the Project Overview.

**6. Procurement Questions; Prohibited Contacts:** Any questions regarding this RFP should be submitted in writing to the City's contact person as designated in the Project Overview on or before the date so designated. Questions received after the designated period will not be considered. Any response made by City will be provided in writing to all Proponents by addendum. It is the responsibility of each Proponent to obtain a copy of any addendum issued for this procurement by monitoring the City's website at [www.atlantaga.gov](http://www.atlantaga.gov). No Proponent may rely on any verbal response to any question submitted concerning this RFP. All Proponents and representatives of any Proponent are strictly prohibited from contacting any other City employees or any third-party representatives of City on any matter having to do with this RFP. All communications by any Proponent concerning this RFP must be made to the City's contact person, or any other City representatives designated by the Chief Procurement Officer in writing.

**7. Ownership of Proposals:** Each Proposal submitted to the City will become the property of the City, without compensation to a Proponent, for the City's use, in its discretion.

**8. Georgia Open Records Act:** Information provided to the City is subject to disclosure under the Georgia Open Records Act ("GORA"). Pursuant to O.C.G.A. § 50-18-72(a)(34), "[a]n entity submitting records containing trade secrets that wishes to keep such records confidential under this paragraph shall submit and attach to the records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10 [O.C.G.A. § 10-1-760 et seq.]"

**9. Insurance and/or Bonding Requirements:** The Insurance and/or Bonding requirements for any Agreement that may be awarded pursuant to this RFP are set forth in Appendix B - Insurance and Bonding Requirements attached to this RFP.

**10. Applicable City OCC Programs:** The City's Office of Contract Compliance ("OCC") Programs applicable to this procurement are set forth in Appendix A - Office of Contract Compliance Requirements, attached to this RFP. By submitting a Proposal in response to this procurement, each Proponent agrees to comply with such applicable OCC Programs.

**11. Special Rules Applicable to Evaluation of Proposals:** A Proponent may be required to submit, in writing, the addresses of any proposed subcontractors or equipment manufacturers listed in the Proposal and to submit other material information relative to proposed subcontractors. The City reserves the right to disapprove any proposed subcontractors whose technical or financial ability, resources or experience are deemed inadequate.

**12. Examination of Proposal Documents:**

12.1. Each Proponent is responsible for examining, with appropriate care, the complete RFP and all Addenda and for informing itself with respect to all conditions which might in any way affect the cost or the performance of any Services. Failure to do so will be at the sole risk of the Proponent, who is deemed to have included all costs for performance of the Services in its Proposal.

Each Proponent shall promptly notify the City in writing should the Proponent find discrepancies, errors, ambiguities or omissions in the Proposal Documents, or should their intent or meaning appear unclear or ambiguous, or should any other question arise relative to the RFP. Replies to such notices may be made in the form of an addendum to the RFP, which will be issued simultaneously to all potential Proponents who have obtained the RFP from City.



12.2. The City may, in accordance with applicable law, by addendum, modify any provision or part of the RFP at any time prior to the Proposal due date and time. The Proponent shall not rely on oral clarifications to the RFP unless they are confirmed in writing by the City in an issued addendum.

**13. Oral Presentations and Demonstrations:** All responsive Proponents may be required to make an oral presentation of their proposed solution to the City's Evaluation Committee. The Key Personnel (or some group thereof) as identified in the Proponent's proposal must be active participants in the oral presentation. The Proponent's presentation should focus on an understanding of the capabilities of the proposed solution. The City will notify responsive proponents of the date, time and location for the presentation, and will supply an agenda or topics for discussion.

**14. Cancellation of Solicitation:** This solicitation may be cancelled in accordance with the City's Code of Ordinances.

**15. Disqualification of Proponents:** Any of the following may be considered as sufficient for disqualification of a Proponent and the rejection of the Proposal:

a.Submission of more than one Proposal for the same work by an individual, firm, partnership or Corporation under the same or different name(s);

b.Evidence of collusion among Proponents;

c.Previous participation in collusive bidding on Work for the City;

d.Submission of an unbalanced Proposal, in which the prices quoted for same items are out of proportion to the prices for other items;

e.Lack of competency of Proponent (the Agreement will be awarded only to a Proponent(s) rated as capable of performing the Work; the City may declare any Proponent ineligible at any time during the process of receiving Proposals or awarding the Agreement where developments arise which, in the opinion of the City, adversely affect the Proponent's responsibility;

f.Lack of responsibility as shown by past Work judged from the standpoint of workmanship and progress; financial irresponsibility, including but not limited to, leaving retainage in City account;

g.Uncompleted Work for which the Proponent is committed by Agreement, which in the judgment of the City, might hinder or prevent the prompt completion of Work under this Agreement if awarded to such Proponent; and

h.Being in arrears on any existing or prior contracts with the City or in litigation with the City thereon or having defaulted on a previous contract with the City.

**16. Award of Agreement; Execution:** If the City awards an Agreement pursuant to this procurement, the City will prepare and forward to the successful Proponent an Agreement for execution substantially in the form included in this RFP.

**17. Illegal Immigration Reform and Enforcement Act:** This RFP is subject to the Illegal Immigration Reform and Enforcement Act of 2011 ("IIREA" or "the Act"). IIREA was formerly known as the Georgia Security and Immigration Compliance Act or GSCIA. Pursuant to the Act, the Proponent must provide with its Proposal proof of its registration with and continuing and future participation in the E-Verify Program established by the United States Department of Homeland Security. A completed Contractor Affidavit (Form 1), set forth in Part 4; Illegal Immigration Reform and Enforcement Act Forms, must be submitted with the Proposal. Under state law, the City cannot consider any Proposal which does not include completed forms. Where the business structure of a Proponent is such that Proponent is required to obtain an Employer Identification Number (EIN) from the Internal Revenue Service, Proponent must complete the Contractor Affidavit (Form 1) on behalf of, and provide a Federal Work Authorization User ID Number issued to, the Proponent itself. Where the business structure of a Proponent does not require it to obtain an EIN, each entity comprising Proponent must submit a separate Contractor Affidavit (Form 1). It is not the intent of this notice to provide detailed information or legal advice concerning the Act. All Proponents intending to do business with the City are responsible for independently apprising themselves of and complying with the requirements of the Act and assessing its effect on City procurements and their participation in those procurements. For additional information on the E-Verify program or to enroll in the program, go to: <https://e-verify.uscis.gov/enroll>. Additional information on completing and submitting the Contractor Affidavit (Form 1) precedes the Affidavit.

Potential Offerors may submit their Contractor Affidavit Forms for review via the City's IIREA Preview Participation Program, not less than ten (10) days prior to the solicitation due date. The IIREA Preview Participation Form is set forth in this solicitation.

**18. Multiple Awards:** The City reserves, at its sole discretion, the option to award to multiple Proponents. Multiple awards may be made on the total Scope of Services or components of the Scope of Services.

**Attachments:**

File Name or URL	Type	Description
RFP-S-1220279 Part 1.pdf	File	

## 1.2 Section 2. Contents of Proposal

\*1.

### Part 2: Contents of Proposals

1. **General Contents of Proposals:** A Proponent must submit a complete Proposal in response to this RFP in the format specified in this RFP; no other format will be considered. A Proposal will consist of two (2) separate documents:

1.1. **Informational Proposal;** and

1.2. **Cost Proposal.** (Form provided by City at Exhibit A.1-Cost Proposal). The Cost Proposal will become part of the Services Agreement attached to this RFP, if an Agreement is awarded pursuant to this procurement.

2. **Informational Proposal:** An Informational Proposal is comprised of two (2) sources of information:

2.1. **Volume I:** information drafted and provided by a Proponent; and

2.2. **Volume II: Required Submittals:** information provided by a Proponent on forms provided by the City (or required to be created by a Proponent) in this RFP.

3. **Information Required to Be Included in Informational Proposal:**

3.1. **Summary:** The following is a summary of information required to be contained in an Informational Proposal:

3.1.1. Information Drafted and Provided by a Proponent: This information should be included in a **Volume I** to a Proposal:

3.1.1.1. **Executive Summary;**

3.1.1.2. **Overall Experience and Qualifications, and Performance on Previous Projects;**

3.1.1.3. **Program Design & Delivery; and**

3.1.1.4. **Management Plan.**

3.2. **Information Requirements Details:** The following is a more detailed summary of the requirements of certain portions of the Informational Proposal:

3.2.1. **Executive Summary.**The summary should provide the legal name of the

Proponent and entities that comprise the Proponent. Other details to be provided include: 1) an overview of project contributors and examples of where the team has worked together; 2) a summary of relevant experience supporting the program goals and objectives; 3) a summary of the team's project approach; 4) a list of subcontractors & potential partners; 5) a description of the Proponent's plan for complying with the City's EBO goals; and 6) a litigation disclosure statement.

**3.2.1.1. Cover Letter:** The executive summary must include a letter with the Proponent's name, address, telephone number and fax number, signed by a person authorized to act on behalf of the Proponent. The letter should also include the name, title, address, e-mail address, telephone number and fax number of the person signing the letter and the name, title, address, e-mail address, telephone number and fax number of one (1) contact person to whom all future correspondence and/or communications may be directed by the City concerning this procurement, if that person is different from the person executing the letter. The letter should also designate the type of business entity that proposes to enter into a Contract with the City and the identity of any other business entities that will comprise the Proponent and include a brief history of the Proponent and statement of the Proponent's approach to providing the services solicited in this RFP.

**3.2.1.2. Detailed Executive Summary:** The purpose of the Detailed Executive Summary is to provide an overview of the Proponent's qualifications to accomplish the project. At a minimum, the Detailed Executive Summary must contain the following information:

**3.2.1.2.1.** Complete legal name of the Proponent and the name of the legal entities that comprise the Proponent. The Proponent must provide the domicile where each entity comprising it is organized, including entity name, brief history of the entity, contact name, address, phone number, and facsimile number, as well as the legal structure of the entity and a listing of major satellite offices;

**3.2.1.2.2.** The general and specific capabilities and experience of the Proponent's Team. Each Proponent must provide examples where team members have worked together to complete a project. Discuss how the team was formed and how the team will function as an integrated unit in providing services to the City;

**3.2.1.2.3.** Litigation Disclosure Statement. A declarative statement as to whether the Proponent or any member of the Proponent team has an open dispute with the City or is involved in any litigation associated with work in progress or completed in both the private and public sector during the past five (5) years; and

**3.2.1.2.4.** Company History. A brief history of the company including the number of years in business providing the services being outlined in the proposal, size of the organization, the geographic distribution of the service delivery area, how the organization is currently funded.

**3.2.1.2.5.** Describe the internal structure including management and supervisory staff

positions to be used to oversee the services of a One-Stop Operator. Attach an organization chart for your company/agency.

**3.2.2. Overall Experience and Qualifications and Performance on Previous Projects.** Proponent must demonstrate a working knowledge of WIOA rules and regulations and have a minimum of three (3) years' experience. The Proponent's Overall Experience and Qualifications and Performance on Previous Projects Section of the Proposal should introduce the proposed Proponent team by:

3.2.2.1. Demonstrate a working knowledge of the Act, Final Rules and Regulations, the program services required under WIOA, an understanding of the required performance measures and strategies for achieving measures, and how the effective delivery of services helps to align workforce and economic development efforts in the region.

3.2.2.2. Describe past and current activities, programs, or contracts, administered, and operated by the Proponent that demonstrate the capability to do the following:

- ~~€€€€~~ ~~WIA~~ One-Stop Operator, including functional supervision of partner programs, facility, and personnel in the Center;

- ~~€€€€~~ ~~WIA~~ Experience delivering WIA/WIOA services, or oversee delivery of WIA/WIOA contracts; and

- ~~€€€€~~ Discuss performance data for the most recent two (2) program years available and include the most recent program monitoring report as an attachment. Cite the relevant page or reference number for the attachment in this narrative.

3.2.2.3. Discuss how Proponent will comply with all federal/state/local regulations, as well as provide oversight to ensure that all partner agencies are also in compliance.

3.2.2.4. Provide Project Manager Resume & Management staff Resumes.

3.2.2.5. Describe Proponent's professional development training for racial equity and inclusion and delivering engaging and enriching programming within a hybrid environment.

3.2.2.6. Provide References and record of past performance with WIOA (or similar program) and other unique experience that distinguishes the organization.

**3.2.3. Program Design & Delivery.**

3.2.3.1. Describe how the One-Stop Operator services outlined above will be delivered.

3.2.3.2. Describe how the proposed One-Stop operations will fit into your current organization and whether current or newly hired staff would be providing the services. Provide job titles and descriptions for the positions to be used in delivering services as the Operator.

3.2.3.3. Include an organization chart for the One-Stop Operator and relationship to Center partners.

3.2.3.4. Propose outcome measures that effectively capture and evaluate their efficiency and system effectiveness.

3.2.3.5. Discuss how partner agencies will collaborate and cooperate in the implementation of the partner programs. This should include:

- ~~•~~ Discuss on both training for the one-stop operator staff and cross-training for the partner program staff;
- ~~•~~ Capacity-building experience relevant to this discussion.
- ~~•~~ Discuss how partner programs will ensure adequate outreach of the One-Stop Center and demonstrate a thorough understanding of target populations for partner programs.

### **3.2.4 Management Plan**

3.2.4.1. Describe the internal structure including management and supervisory staff positions to be used to oversee the services of a One-Stop Operator. Attach an organization chart for your company/agency.

3.2.4.2. Workflow / Logistical Model

3.2.4.2.1 Provide Plan for Staffing Technology, Data & Reporting - Describe:

- ~~•~~ Case management;
- ~~•~~ Data and reporting system processes including how Proponent will track and evaluate each performance goal and technological needs in order to assume operation.

3.2.4.2.2. Discuss experience assessing customer satisfaction and with handling complaints and/or concerns from customers.

3.2.4.3. Describe how customer feedback will be collected and used to make continuous improvements to services.

3.2.4.4. Describe experience in developing and delivering technical assistance and capacity building with workforce staff and organizations.

3.2.4.5. Describe how Proponent's resources, professional contracts, knowledge of the labor market, and special expertise will help WSA to meet/ exceed performance goals at the Center.

3.2.4.6. Describe Proponent's current level of partnership with each of the WIOA mandated partners and how this may result in increased service delivery.

- Describe any partnerships with other organizations in the region that are not specifically mandated by WIOA that may assist in goals of service delivery or system building activities.

- Describe any new partnerships that Proponent will prioritize during the contract period.

3.2.4.7. Describe how Proponent would provide virtual services to customers and participants during a declared State of an Emergency as well as everyday virtual services.

3.2.4.8. Describe proposed method to:

- Ensure proper communications among pertinent project team members;

- Identify and resolve issues during the project duration; and

- Make critical decisions.

**4. Cost Proposal:** Each Proponent must submit a Cost Proposal using the form provided by the City at Exhibit A.1: Cost Proposal. The Cost Proposal must support the Scope of Services contained in the RFP and fully encompass all activities in the Proponent's Proposal. The Cost Proposal shall serve as the baseline for final fee negotiation with the City.

## 5. Submission of Proposals:



5.1. All Proposals must be submitted via the ATL Cloud electronic procurement system.

5.2. If certain portions of your response are considered confidential and proprietary, we would recommend that you mark any portion of your proposal that you deem to be confidential as such, however, it cannot be guaranteed that the City will not have to disclose such information in accordance with its interpretation of the applicable public records laws. Please refer to the Georgia Open Records Acts (O.C.G.A. § 50-18-72) for information not subject to public disclosure.

## **6. Responsiveness and Responsibility:**

6.1. The responsiveness of a Proponent is determined by the following:

6.1.1. A timely and effective delivery of all services, materials, documents, and/or other information required by the City; and

6.1.2. The completeness of all material, documents and/or information required by the City.

6.2. The responsibility of a Proponent is determined by the following:

6.2.1. The ability, capacity and skill of the Proponent to perform the Agreement or provide the Work required;

6.2.2. The capability of the Proponent to perform the Agreement or provide the Work promptly, or within the time specified without delay or interference;

6.2.3. The character, integrity, reputation, judgment, experience and efficiency of the Proponent;

6.2.4. The quality of performance of previous contracts or work;

6.2.5. The previous existing compliance by the Proponent with laws and ordinances relating to the Agreement or Work;

6.2.6. The sufficiency of the financial resources and ability of the Proponent to perform the Agreement or provide the Work; and

6.2.7. The quality, availability and adaptability of the supplies or contractual Work to the particular use required.

## **7. Selection for Competitive Sealed Proposals:**

The City will carefully evaluate the responsiveness and responsibility of each Proponent.

The selection criteria may include but not be limited to those factors contained in subsection 2-1188(k) and 2-1189(d) of the City of Atlanta Code of Ordinances, and the factors in Part 3: Evaluation of Proposals.

Attachments:

File Name or URL	Type	Description
RFP-S-1220279 Part II.pdf	File	

Select one of the following:

- a. I have attached the completed Volume I Response to Part 2: Contents of Proposals (*Response attachments are required*)

**1.3 Section 3. Evaluation of Proposals**

1.

**Part 3: Evaluation of Proposals**

An Evaluation Committee, consisting of City representatives, will review the Proposals in accordance with the City's Code of Ordinances and the criteria specified here, and considering the information required to be submitted in each Proposal. All evaluation factors outlined in this RFP are important and can have an impact on the overall recommendation for an award.

<b>RELATIVE WEIGHT</b>	<b>GRADED ITEM</b>
<b>10</b>	<b>Executive Summary</b>
<b>25</b>	<b>Overall Experience / Qualifications and Performance on Previous Projects</b>
<b>20</b>	<b>Program Design &amp; Delivery</b>
<b>10</b>	<b>Management Plan</b>
<b>10</b>	<b>Cost Proposal</b>
<b>15</b>	<b>Office of Contract Compliance</b>
<b>10</b>	<b>Financial Capability</b>
<b>100%</b>	<b>TOTAL SCORE</b>

Attachments:

File Name or URL	Type	Description
RFP-S-1220279 PART	File	

3.pdf		
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**1.4 Section 4. Required Submittals**

1. Please see the attached letter from the CPO.

Attachments:

File Name or URL	Type	Description
CPO Submittal Letter v2.pdf	File	

\*2.

**Required Submittals - Forms**

All Respondents, including, but not limited to, corporate entities, limited liability companies, joint ventures, or partnerships, that submit a Proposal or Bid in response to this solicitation must fill out all forms in their entirety, and all forms must be signed, notarized or sealed with the corporate seal (if applicable), as required per each form's instructions.

If Respondent intends to be named as a Prime Contractor(s) with the City, then Respondent must fill out all the forms listed in this solicitation document; otherwise, Respondent may be deemed non-responsive.

***Please download the Required Submittals package below, complete the forms with all required information, then scan and attach the completed forms package.***

Attachments:

File Name or URL	Type	Description
RFP.RequiredSubmittals.Financial.1	File	

Select all that apply:

- a. I have attached the completed Required Submittal Form 1: IIREA Contractor Affidavit *(Response attachments are required)*
- b. I have attached the completed Required Submittal Form 2: Contractor Disclosure Form *(Response attachments are required)*
- c. I have attached the completed Required Submittal Form 3: Financial Disclosure Form *(Response attachments are required)*
- d. I have attached the completed Required Assets and Liabilities from the Most Recent Three (3) Years of Financials *(Response attachments are required)*
- e. I have attached the completed Required Submittal Form 4: Offeror Contact Directory *(Response attachments are required)*
- f. I have attached the completed Required Submittal Form 5: Reference List *(Response attachments are required)*
- g. I have attached the completed Required Submittal Form 7: Prohibited Sources' Contractors and Vendors Ethics Pledge *(Response attachments are required)*

\*3. ***Please upload your Proof of Authority to Transact Business in the State of Georgia***

Select one of the following:

- a. I have attached the Proof of Authority to Transact Business in the State of Georgia *(Response attachments are required)*

4.



1	<p><b>Volume I – Informational Proposal:</b></p> <ul style="list-style-type: none"> <li><del>€€€€€</del> Executive Summary</li> <li><del>€€€€€</del> Experience/Qualifications &amp; Performance on Previous Projects</li> <li><del>€€€€€</del> Program Design and Delivery</li> <li><del>€€€€€</del> Management Plan</li> </ul>
2	<p><b>Volume II - Office of Contract Compliance (Appendix A Required Submittals For</b></p>
3	<p><b>Volume II – All Required Procurement Documents (if any of the required submittals are responsive).</b></p> <p><u>Required Submittals include but are not limited to:</u></p> <ul style="list-style-type: none"> <li><del>€€€€€</del>; Illegal Immigration Reform and Enforcement Act</li> <li><del>€€€€€</del>; Contractor Disclosure &amp; Declaration Form</li> <li><del>€€€€€</del>; Contractor Financial Disclosure</li> <li><del>€€€€€</del>; Offeror Contact Directory</li> <li><del>€€€€€</del>; Reference List</li> <li><del>€€€€€</del>; Proposal Guarantee (N/A)</li> <li><del>€€€€€</del>; Prohibited Sources' (Contractors and Vendors) Ethics Pledge</li> <li><del>€€€€€</del> Ability to Transact Business in the State of Georgia</li> </ul>
3A	<p><b>Submit electronically as requested per Exhibit A.1</b></p> <ul style="list-style-type: none"> <li>• <b>Cost Proposal</b></li> </ul>
4	<p><b>Proponent's Official Company Name:</b>  <b>Company Physical Address:</b></p>

<b>5</b>	<b>President/Vice President/Owner Name:</b> <b>Title:</b> _____ <b>Office Telephone</b> <b>Direct Cell Telephone Number:</b> _____ <b>Email Address:</b> _____
<b>6</b>	<b>Primary Point-of-Contact Concerning RFP:</b> _____ <b>Title:</b> _____ <b>Office Tele</b> _____ <b>Email Address:</b> _____

Attachments:

File Name or URL	Type	Description
RFP-S-1220279 Submittal Checkl	File	

Select one of the following:

- a. I have attached the Submittal Checklist. *(Response attachments are optional)*

**1.5 Section 5. IIREA Preview Program**

**1. IIREA Preview Participation Program**

1. Potential offerors may submit the Contractor Affidavit to the Department of Procurement ("DOP") not less than ten (10) days prior to the due date for responses to a Solicitation. Submission of the Contractor Affidavit after that date will NOT extend the time for submitting Bids/Proposals ("offers") and DOP is not required to review Contractor Affidavits submitted less than ten (10) days prior to the due date for responses to a Solicitation.
2. All Contractor Affidavits must be submitted via email or delivery to the following address:
  - Email: iireapreview@atlantaga.gov
  - City of Atlanta
  - Department of Procurement
  - ATTN: IIREA Preview
  - 55 Trinity Avenue, SW, Suite 1900
  - Atlanta, GA 30303
3. DOP will review the timely submitted Contractor Affidavit and provide a response not less than five (5) days prior to the due date for responses to the solicitation.
4. Potential offerors that are deemed non-compliant must submit a compliant contractor Affidavit on the due date for responses to the solicitation of offers in order to be qualified for evaluation.
5. If a due date for the Contractor Affidavit or the acknowledgement and determination falls on a weekend or a City recognized holiday, the document shall be due on the next business day after the weekend or holiday. However, DOP shall not be required to change the due date for Proposals to accommodate a later due date for the Contractor Affidavit. In no event will the due date for the Contractor Affidavit be later than the due date for responses to the solicitation.
6. The determination of a potential offeror's compliance with the State's immigration compliance mandates shall not automatically deem that offeror's timely submitted offer to be responsive to any solicitation. Offerors must also be responsive to and compliant with other requirements set forth in the solicitation of offers, as well as all applicable laws. Untimely offers from compliant potential offerors shall not be eligible for award of the solicited contract.
7. Potential offerors that submit an incomplete or incorrect Contractor Affidavit with their offer or fail to submit a compliant Contractor Affidavit after a determination of non-compliance, will not be qualified for evaluation and their timely submission of an offer may not be considered for the award of the solicited contract.

Attachments:

File Name or URL	Type	Description
IIREA Preview Program.pdf	File	



**1.6 Section 6. Exhibit A: Scope of Services**

1.

**RFP-S-1220279, Workforce Innovation and Opportunity Act  
("WIOA")**

**One Stop Career Center Scope of Services**

**Background**

WIOA requires that each Local Workforce Development Area (LWDA) identify at least one comprehensive One-Stop Center within their service area. The comprehensive One-Stop Center for the Atlanta Workforce Development Area is located at 818 Pollard Boulevard SE, Atlanta GA.

A comprehensive One-Stop Center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required One-Stop partners. A comprehensive One-Stop Center must have at least one Title I staff person physically present.

The comprehensive One-Stop Center must provide:

1. Career services;
2. Access to training services;
3. Access to employment and training activities carried out under sec. 134(d) of WIOA;
4. Access to programs and activities carried out by required One-Stop partners; and
5. Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business

days at a comprehensive One-Stop Center. The Local Workforce Development Board (LWDB) may establish other service hours to accommodate the schedules of individuals who work on regular business days.

WIOA stipulates the following regarding the One-Stop Operator:

1. The LWDB must use a competitive procurement process to select a One-Stop Operator to coordinate the service delivery of the One-Stop partners and service providers at the One-Stop Center.
2. An entity serving as a One-Stop Operator that also serves a different role within the One-Stop delivery system, may be selected, and designated as the One-Stop Operator provided there are sufficient firewalls and conflict of interest policies and procedures in place (Reference: 20 CFR 678.620b; 20 CFR 6779.430).
3. The One-Stop Operator may be a single eligible entity or a consortium of entities. If a Consortium of entities bid, a minimum of three of the One-Stop partners described in 20 CFR 678.400 must comprise the Consortium. Additionally, the proposal must clearly demonstrate that all contractual responsibility rests solely with one legal entity serving as the fiscal agent.
4. The Local Workforce Development Board may serve as the Operator with the approval of the Council of Chief Elected Officials and the Governor. Other eligible entities designated in 678.600(c)(7) may also serve as the One-Stop Operator.
5. Elementary schools and secondary schools are not eligible to be selected as the One-Stop Operator. Non-traditional public secondary schools such as night schools, adult schools, or area career and technical education schools are eligible to be operators.

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### **One-Stop Operator Roles**

The primary function of the One-Stop Operator is to coordinate the service delivery of One-Stop partners and service providers located at the One-Stop Center. Specific duties of the One-Stop Operator associated with the operation of the comprehensive One-Stop Center include, but are not limited to:

- ~~€€€€€€~~ Provide overall coordination of all One-Stop partner staff and services conducted at the Center;
- ~~€€€€€€~~ Design and implement a strategy for the integration of partners' staff and processes including the development of adequate methods of referrals, sharing information, and ensuring the non-duplication of services;
- ~~€€€€€€~~ Develop partnerships within the Center to promote function as a multi-agency team, and promotion of and participation in collective accountability that recognizes system outcomes in addition to individual partner program outcomes;
- ~~€€€€€€~~ Ensure that the Center is in compliance with all applicable Americans with Disabilities Act (ADA) guidelines and is accessible to individuals with disabilities;
- ~~€€€€€€~~ Ensure that all partners co-located at the Center implement and execute a priority of service for qualifying veterans and/or their eligible spouses, as mandated by State and local policy;
- ~~€€€€€€~~ Provide staff training to ensure the ability to adequately perform assigned roles, functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency;
- ~~€€€€€€~~ Coordinate with appropriate staff, recruiting additional partners and/or in-kind resources to support the Center, as appropriate;
- ~~€€€€€€~~ Staff the One-Stop Center reception desk and to greet customers, provide initial needs assessment screening, and assign customer to the most appropriate onsite partner (or self-service function) for service; and,
- ~~€€€€€€~~ Design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed, and reported out at least annually.

The One-Stop Operator is prohibited from:

- ~~€€€€€€~~ Encouraging system stakeholders to assist in the development of the local plan;

- ~~€€€€€~~ responsible for oversight of itself;
- ~~€€€€€~~ Managing or significantly participating in the competition selection process for the One-Stop Operator;
- ~~€€€€€~~ Selecting or terminating One-Stop Operators, career services, and youth providers;
- ~~€€€€€~~ Negotiating local performance accountability measures; or
- ~~€€€€€~~ Developing and submitting a budget for activities of the LWDA.

-

### **Narrative Requirements**

To provide a clear picture of the program design, program activities/services, anticipated outcomes, and the Respondent's capability of delivering the services, please address all the following areas in order.

### **Organization Overview**

Provide a description of your organization to include the following details:

- ~~€€€€€~~ Describe your organization's mission, history, and accomplishments. How do they align with this funding opportunity and its goals? Why is your organization in the best position to operate an innovative One-Stop Center?
- ~~€€€€€~~ number of years in operation, size of the organization, and the geographic distribution of the service delivery area.
- ~~€€€€€~~ Is the organization currently funded?

- Describe the internal structure including management and supervisory staff positions to be used to oversee the services of a One-Stop Operator. Attach an organization chart for your company/agency.

## Knowledge and Experience

- Describe past and current activities, programs, or contracts, administered, and operated by the Respondent that demonstrate the capability to do the following:

- o WSA One-Stop Operator, including functional supervision of partner programs, facility, and personnel in the Center;
- o If having previously delivered WIA/WIOA services, or oversee delivery of WIA/WIOA contracts, discuss performance data for the most recent two program years available and include the most recent program years available and include the most recent program monitoring report an attachment. Cite the relevant page or reference number for the attachment in this narrative.

- Describe experience providing oversight of multi-organization staff teams.

- Describe experience in developing and delivering technical assistance and capacity building with workforce staff and organizations.

- Describe how your resources, professional contracts, knowledge of the labor market, and special expertise will help the WSA to meet exceed performance goals at the Center.

- Describe your organization's current level of partnership with each of the WIOA mandated partners and how this may result in increased service delivery. Identify partnerships with other organizations in the region that are not specifically mandated by WIOA that may assist in goals of service delivery or system building activities. Describe any new partnerships that you will prioritize during the contract period.

- Describe experience assessing customer satisfaction and with handling complaints and/or concerns from customers.

- Describe how you will comply with all federal/state/local regulations, as well as provide oversight to ensure that all partner agencies are also in compliance.

## **Program Design and Service Delivery**

Describe your proposed One-Stop Operator service delivery approach to include, but not limited to:

- Describe how the One-Stop Operator services outlined above will be delivered.
- Describe how the proposed One-Stop operations will fit into your current organization and whether current or newly hired staff would be providing the services. Provide job titles and descriptions for the positions to be used in delivering services as the Operator.
- Provide an organization chart for the One-Stop Operator and relationship to Center partners.
- Describe how customer feedback will be collected and used to make continuous improvements to services.
- Provide outcome measures that effectively capture and evaluate their efficiency and system effectiveness.
- Describe how to ensure all partner agencies will collaborate and cooperate in the implementation of the partner programs. This should include discussions on both training for the one-stop operator staff and cross-training for the partner program staff. Capacity-building experience would be relevant to this discussion.
- Describe how to bring together the partner programs to ensure adequate outreach of the One-Stop Center and demonstrate a thorough understanding of target populations for partner programs.
- Ensure the program design and service delivery is consistent with the budget narrative and detailed spreadsheets.
- Describe how you would provide virtual services to customers and participants during a

declared States of an Emergency as well as everyday virtual services.

- ~~€€€€€€€€~~ Complete Appendix B-1: Workflow Logistics Model

### **Data and Reporting**

The Respondent will propose a data collection, data validation methodology, and reporting method related to all activities of the One-Stop Center.

- ~~€€€€€€€€~~ The Operator will collect information, at a minimum, on the number of visitors, visitor basic information (name, address), services, sought, and customers assigned per Partner.

- ~~€€€€€€€€~~ Customers who become registered participants will be entered into the State Data Management System. The One-Stop Operator will assure that participants receiving services will be tracked through the One-Stop Center.

- ~~€€€€€€€€~~ The Operator will establish goals and performance criteria related to the service delivery approach described in the program design section above. Operator will establish a data collection system to track progress towards achieving stated goals, and performance.

- ~~€€€€€€€€~~ Operator will develop and implement as customer satisfaction survey, analyze data, and the Center's service delivery processes as warranted.

-

### **Evaluation Criteria**

Successful Respondent to this RFP must demonstrate the capacity to effectively manage services consistent with the One-Stop Services delivery model. In order to provide a clear picture of the program design, program activities/services, anticipated outcomes, and the Proponent's capability of delivering the services, please address all of the areas outlined in Part 2, Contents of Proposal.

Attachments:

File Name or URL	Type	Description
RFP-S-1220279 SOW.pdf	File	



**1.7 Section 7. Exhibit A.1: Cost Proposal**

**\*1. Please download, complete & upload the attached spreadsheet.**

Attachments:

File Name or URL	Type	Description
RFP-S-1220279 Cost Proposal.pdf	File	

Select one of the following:

- a. I have attached my completed Cost Proposal here. *(Response attachments are required)*

**1.8 Section 8. Appendix A - Office of Contract Compliance**

\*1.

**Appendix A  
Office of Contract Compliance Requirements**

**Please download and review the attached document for **Appendix A: Office of Contract Compliance Requirements**, complete all required information, then scan and attach your completed documents.**

Attachments:

File Name or URL	Type	Description
RFP-S-1220279 Appendix A (sol	File	

Select one of the following:

- a. I have attached the completed Appendix A: OCC forms. *(Response attachments are required)*

**1.9 Section 9. Appendix B - Insurance and Bonding Requirements**

1.

APPENDIX B

**INSURANCE & BONDING REQUIREMENTS**

RFP-S-1220279, WIOA One Stop Career Center

A. Preamble

The following requirements apply to all work under the agreement. Compliance is required by all Contractors/Consultants. **To the extent permitted by applicable law, the City of Atlanta ("City") reserves the right to adjust or waive any insurance or bonding requirements contained in this Appendix B and applicable to the agreement.**

1. Evidence of Insurance Required Before Work Begins

**No work under the agreement may be commenced until all insurance and bonding requirements contained in this Appendix B, or required by applicable law, have been complied with and evidence of such compliance satisfactory to City as to form and content has been filed with City.** Contractor/Consultant must provide City with a Certificate of Insurance that clearly and unconditionally indicates that Contractor/Consultant has complied with all insurance and bonding requirements set forth in this Appendix B and applicable to the agreement. If the Contractor/Consultant is a joint venture, the insurance certificate should name the joint venture, rather than the joint venture partners individually, as the primary insured. In accordance with the solicitation documents applicable to the agreement at the time Contractor/Consultant submits to City its executed agreement, Contractor/Consultant must satisfy all insurance and bonding requirements required by this Appendix B and applicable by law, and provide the required written documentation to City evidencing such compliance. In the event that Contractor/Consultant does not comply with such submittal requirements within the time period established by the solicitation documents applicable to the agreement, City may, in

addition to any other rights City may have under the solicitation documents applicable to the agreement or under applicable law, make a claim against any bid security provided by Contractor/Consultant.

2. Higher Limits to Apply

-

If the contractor maintains broader coverage and/or higher limits than the minimums requested in this document, the City of Atlanta requires and shall be entitled to the broader coverage and/or higher limits maintained by the contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City of Atlanta.

3. Minimum Financial Security Requirements

All companies providing insurance required by this Appendix B must meet certain minimum financial security requirements. These requirements must conform to the ratings published by A.M. Best & Co. in the current Best's Key Rating Guide - Property-Casualty. The ratings for each company must be indicated on the documentation provided by Contractor/Consultant to City certifying that all insurance and bonding requirements set forth in this Appendix B and applicable to the agreement have been unconditionally satisfied.

For all agreements, regardless of size, companies providing insurance or bonds under the agreement must meet the following requirements:

- i) Best's rating not less than A-,

- ii) Best's Financial Size Category not less than Class VII, and
- iii) Companies must be authorized to conduct and transact insurance contracts by the Insurance Commissioner, State of Georgia.
- iv) All bid, performance and payment bonds must be underwritten by a U.S. Treasury Circular 570 listed company.

If the issuing company does not meet these minimum requirements, or for any other reason is or becomes unsatisfactory to City, City will notify Contractor/Consultant in writing. Contractor/Consultant must promptly obtain a new policy or bond issued by an insurer acceptable to City and submits to City evidence of its compliance with these conditions.

Contractor/Consultant's failure to comply with all insurance and bonding requirements set forth in this Appendix B and applicable to the agreement will not relieve Contractor/Consultant from any liability under the agreement. Contractor/Consultant's obligations to comply with all insurance and bonding requirements set forth in Appendix B and applicable to the agreement will not be construed to conflict with or limit Contractor/Consultant's/Consultant's indemnification obligations under the agreement.

#### 4. Insurance Required for Duration of Contract

All insurance and bonds required by this Appendix B must be maintained during the entire term of the agreement, including any renewal or extension terms, and until all work has been completed to the satisfaction of City.

#### 5. Notices of Cancellation & Renewal

-

Contractor/Consultant must, notify the City of Atlanta by email or in writing at the address listed below by mail within 2 days of any notices received from any insurance carriers providing insurance coverage under this Agreement and Appendix B that concern the proposed cancellation, or termination of coverage.

**Email:** [RiskCOI@AtlantaGa.Gov](mailto:RiskCOI@AtlantaGa.Gov)

**Enterprise Risk Management**

**68 Mitchell St. Suite 9100**

**Atlanta, GA 30303**

Confirmation of any mailed notices must be evidenced by return receipts of registered or certified mail.

Contractor/Consultant shall provide the City with evidence of required insurance prior to the commencement of this agreement, and, thereafter, with a certificate evidencing renewals or changes to required policies of insurance at least fifteen (15) days prior to the expiration of previously provided certificates.

6. Electronic Submission of Proof of Insurance Required Upon Renewal

Proof of current insurance coverage is required upon each insurance renewal term. Sixty days prior to your Certificate of Insurance expiration, you will receive an automated email

(to the contact email you provided to the City of Atlanta Department of Procurement) from [notifications@origamirisk.com](mailto:notifications@origamirisk.com) which contains a personalized link that will be used to upload your proof of insurance documents. Per your contract, it is required that you upload your proof of insurance prior to the expiration date of your insurance coverage. Please contact your contract specialist with the Department of Procurement should you have any questions or need any further assistance regarding this requirement.

7. Agent Acting as Authorized Representative

Each and every agent acting as Authorized Representative on behalf of a company affording coverage under this contract shall warrant when signing the Accord Certificate of Insurance that specific authorization has been granted by the Companies for the Agent to bind coverage as required and to execute the Accord Certificates of Insurance as evidence of such coverage. City of Atlanta coverage requirements may be broader than the original policies; these requirements have been conveyed to the Companies for these terms and conditions.

In addition, each and every agent shall warrant when signing the Accord Certificate of Insurance that the Agent is licensed to do business in the State of Georgia and that the Company or Companies are currently in good standing in the State of Georgia.

8. Certificate Holder

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The **City of Atlanta Office of Enterprise Risk Management** at **68 Mitchell Street, Suite 9100, Atlanta, Georgia 30303** must be named as certificate holder. All notices must be emailed to: [RiskCOI@AtlantaGa.Gov](mailto:RiskCOI@AtlantaGa.Gov).

-

9. Project Number & Name

-

The project number and name must be referenced in the description section of the insurance certificate.

-

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10. Additional Insured Endorsements Form CG 20 26 07 04 or equivalent

The City must be covered as Additional Insured under all insurance (except worker's compensation and professional liability) required by this Appendix B and such insurance must be primary with respect to the Additional Insured. **Contractor/Consultant must submit to City an Additional Insured Endorsement evidencing City's rights as an Additional Insured for each policy of insurance under which it is required to be an additional insured pursuant to this Appendix B. Endorsement must not exclude the Additional Insured from Products - Completed Operations coverage. The City shall not have liability for any premiums charged for such coverage.**

11. Mandatory Sub-Contractor/Consultant Compliance



Contractor/Consultant must require and ensure that all subContractor/Consultants/subconsultants at all tiers to be sufficiently insured/bonded based on the scope of work performed under this agreement.

12. Self-Insured Retentions, Deductibles or Similar Obligations

Any self-insured retention, deductible or similar obligation will be the sole responsibility of the contractor.

B. Workers' Compensation and Employer's Liability Insurance

-

Contractor/Consultant must procure and maintain Workers' Compensation and Employer's Liability Insurance in the following limits to cover each employee who is or may be engaged in work under the agreement.

Workers' Compensation. . . . . **Statutory**

Employer's Liability:

Bodily Injury by Accident/Disease    **\$1,000,000 each accident**

Bodily Injury by Accident/Disease    **\$1,000,000 each employee**

Bodily Injury by Accident/Disease    **\$1,000,000 policy limit**

-

C.    Commercial General Liability Insurance

-

Contractor/Consultant must procure and maintain Commercial General Liability Insurance on form (CG 00 00 01 or equivalent) in an amount not less than **\$1,000,000 per occurrence** **subject to a \$2,000,000 aggregate**. The following indicated extensions of coverage must be provided:

Contractual Liability

Broad Form Property Damage

Premises Operations

Personal Injury

Advertising Injury

Fire Legal Liability

Medical Expense

Independent Contractor/Consultants/SubContractor/Consultants

Products – Completed Operations

Additional Insured Endorsement\* (primary& non-contributing in favor of the City of Atlanta)

Waiver of Subrogation in favor of the City of Atlanta

D. Commercial Automobile Liability Insurance

-

Contractor/Consultant must procure and maintain Automobile Liability Insurance in an amount not less than **\$1,000,000** Bodily Injury and Property Damage combined single limit. The following indicated extensions of coverage must be provided:

Owned, Non-owned & Hired Vehicles

Waiver of Subrogation in favor of the City of Atlanta

If Contractor/Consultant does not own any automobiles in the corporate name, non-owned

vehicle coverage will apply and must be endorsed on either Contractor/Consultant's personal automobile policy or the Commercial General Liability coverage required under this Appendix B.

E. Professional Liability Insurance

Contractor/Consultant shall procure and maintain during the life of this contract Professional Liability Insurance in an amount of **\$1,000,000** per occurrence and annual aggregate. The policy will fully address the Contractor/Consultant's professional services associated with the scope of work contained in this document. The policy will include at least a three-year Extended Reporting Provision.

F. Primary and Non-Contributory

-

Contractor/Consultant coverage shall be Primary and Non-Contributory where permissible.

G. Higher Limits to Apply

-

If the contractor maintains broader coverage and/or higher limits than the minimums requested in this document, the City of Atlanta requires and shall be entitled to the broader coverage and/or higher limits maintained by the contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City of Atlanta.

Attachments:

File Name or URL	Type	Description
RFP-S-1220279 Appendix B.pdf	File	

### 1.10 Section 10. Addendum

1. Please download & review the attached Addendum No. 1 for this project.

Attachments:

File Name or URL	Type	Description
RFP-S-1220279 Addendum No. 1(s)	File	

## 2 Lines

### 2.1 Line Information

Line	Estimated Quantity	Response Price	Line Amount	Response Minimum Release Amount
1-Total Bid Price				

## 2.2 Line Details

### 2.2. Line 1 Total Bid Price

Category Name	<b>958.0000 - MANAGEMENT SERVICES</b>	
Allow Alternate Lines	<b>No</b>	
Target Minimum Release Amount (USD)		Estimated Total Amount (USD)
Start Price (USD)		



**Note: Contract terms are associated with this RFQ. If you received this RFQ by email, the contract terms document is attached. Otherwise, the contract terms document is faxed or mailed separately. The contract terms document is an inseparable part of this RFQ.**