



**Request for Proposals**

**Refugee Employment and Training Services  
RFP# RET-2012**

Released by  
The South Florida Workforce Investment Board (SFWIB)

**Release Date:**

**July 11, 2012**

Deadline for Receipt of Responses

**August 1, 2012 by 4:00 p.m.**

Submit Responses to:  
South Florida Workforce Investment Board  
7300 Corporate Center Drive, Suite 500  
Miami, Florida 33126

The South Florida Workforce Investment Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

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**Part I**  
**RFP Calendar and Process**

**A. Solicitation Timetable**

RFP Issued	July 11, 2012
Offerors Conference	July 19, 2012, 10:00 a.m.
Deadline for Receipt of Responses	August 1, 2012 4:00 p.m.
Technical Proposal Response Review - Public Forum	August 10, 2012, 10:00 a.m.
Presentations before Workforce Systems Improvement Committee and Committee Recommendation	August 16, 2012, 8:00 a.m.
SFWIB Approves Funding Recommendation	August 16, 2012, 10:00 a.m.
Contract Start Date	October 1, 2012
Contract End Date	September 30, 2013

South Florida Workforce Investment Board (SFWIB) reserves the right to change this schedule, in its sole discretion, when it is in the best interests of SFWIB.

**B. Method of Solicitation**

A Request for Proposals (RFP) is being used as the method of solicitation to seek to assure the greatest degree of open competition and to obtain the best technical responses and services at the best possible price. Public notices of this RFP will be published in local newspapers, and notices of this solicitation have been sent to agencies on the SFWIB Bidders List. Moreover, the RFP has been published on the SFWIB website.

The method of solicitation being used is intended to require a minimal expenditure of resources by responding organizations while at the same time enabling SFWIB to identify those organizations that can provide the highest quality and levels of service in performing auditing services in the workforce environment. SFWIB is not seeking elaborate responses. Brief narratives are requested that specify the proposed services, document qualifications and a demonstrated performance track record in providing the proposed services. Responses should illustrate governmental experience and capability in providing audit services. In addition, Respondents must be prepared to provide a 15 minute presentation before members of the SFWIB Audit Committee.

**C. Cone of Silence**

All Respondents to this RFP are limited by the "Cone of Silence" surrounding solicitations and prohibitions against ex parte communications. The "Cone of Silence" prohibits communications regarding this solicitation between a current or potential contractor and any SFWIB member, SFWIB staff, or any other person serving as a selection committee member during this solicitation process. Respondents directly contacting Board members, staff, or selection committee members risk immediate elimination of their response.

**D. Offerors' Conference**

Potential Respondents are encouraged to attend the Offerors' Conference scheduled for **10:00 a.m. on July 19, 2012**. This conference will be held at the SFWIB Headquarters, 7300 Corporate Center Drive (NW 19<sup>th</sup> Street), 5<sup>th</sup> Floor, Conference Room 3, Miami, FL 33126. Attendance is not mandatory.

This conference is the only communication opportunity given to Respondents regarding this solicitation. This will provide the only forum available to Respondents for submitting questions. Except for information provided at the Offerors' Conference, SFWIB staff is prohibited from communicating with Respondents.

**E. Request for Clarification**

All questions regarding the clarification of any requirement, standard or question in this RFP because of any alleged ambiguity, conflict, discrepancy or omission or other alleged error must be received by SFWIB not later than **2:00 pm ET on July 18, 2012**. Written requests should be emailed to [adiaz@southfloridaworkforce.com](mailto:adiaz@southfloridaworkforce.com).

1. SFWIB reserves the right to accept or reject any or all request(s) for clarification, either in whole or in part, and may require requests to be supplemented through additional written submissions.
2. Oral requests for clarification shall not be accepted.

All written requests for clarification accepted by the SFWIB along with corresponding responses will be posted on the SFWIB website at [www.southfloridaworkforce.com](http://www.southfloridaworkforce.com).

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## Part II General Specifications

### A. Introduction

The South Florida Workforce Investment Board (SFWIB) is soliciting competitive proposals from qualified organizations specializing in the provision of the highest quality workforce services to refugees/entrants. Successful Respondents will have demonstrated an overall understanding of the Refugee Employment and Training (RET) Program. Responses should illustrate experience with the populations targeted and an in depth knowledge of the fiscal, administrative and programmatic requirements.

The SFWIB is one of twenty-four (24) regional workforce boards in Florida and comprises the geographical area of Miami-Dade and Monroe Counties, known as Region 23. The SFWIB is composed of representatives of local private business, educational institutions, economic development agencies, labor organizations, community-based organizations, state agencies, and other individuals deemed appropriate who are responsible for shaping the regional workforce development system in accordance with federal and state law.

Responses to this solicitation should be developed to effectively communicate the funding needs of the submitting organization. All organizations submitting responses should be aware that all funding offered under this solicitation is subject to availability of funds and all awards made as a result of this solicitation are contingent upon availability of such funds.

### B. Available Funding

Estimated funding for this solicitation is \$10,500,000. This estimate is solely for the purpose of offering planning guidance to Respondents.

**Respondents must, at a minimum, propose to place not less than one hundred (100) refugee customers to be considered for the RET program.**

### C. Period of Performance

Services funded under this solicitation are anticipated to commence on **October 1, 2012** and shall terminate at the close of business on **September 30, 2013**. SFWIB reserves the right to negotiate for continued services with the same Respondent(s) for up to two (2) additional one (1) year performance periods subject to satisfactory performance and availability of funding to SFWIB. Such negotiation may occur annually at the sole discretion and option of SFWIB.

### D. Services Solicited Under this RFP

The services solicited through this procurement process are funded through the Department of Children & Families Office of Refugee Services.

Successful Respondents shall be responsible for outreach, eligibility and intake, case management, pre-employment services, employability skills training and acculturation, job development services, job placements, referrals to training and ESOL, on-the-job training, and referral to other community Partners with emphasis on employment for recent entrants and refugees.

Respondents may propose to integrate RET services within the Career Center(s), or they may propose to provide these services at a non-Career Center location.

**E. Payment Structure:**

The RET contract is based upon a Performance Pay Points. Listed below is an **Example** of the RET Performance Payment Table in the current contracts:

Employment Services

	<b>Annual</b>	<b>Monthly</b>	<b>Guaranteed Payment</b>
<b>Total Contract Amount:</b>	<b>\$1,515,954.00</b>		
<i>Contractor Base</i>	\$ 850,000.00	\$ 70,833.33	<b>\$ 35,417</b>
<i>Potential Contractor Benchmark Incentives</i>	\$ 500,000.00	\$ 41,666.67	
<i>Summer Youth</i>	\$ 65,954.00		
<i>Career Laddering (Training)</i>	\$ 50,000.00		
<i>Transportation</i>	\$ 50,000.00		

<b>RET Performance Standards</b>	<b>Pay Point %</b>	<b>Regional Standard</b>	<b>Payment Standard</b>	<b>Monthly Performance</b>	<b>Monthly Performance Payment at Risk</b>
<b>Entered Employment Rate</b>	20%	40%	40%	0%	\$ 7,083
<b>Entered Employment Rate &lt;1yr</b>	10%	50%	50%	0%	\$ 3,544
<b>Employed on the 90th Day</b>	7.5%	67%	67%	0%	\$ 2,657
<b>Employed on the 180th Day</b>	7.5%	50%	55%	0%	\$ 2,657
<b>Health Insurance Benefits</b>	5%	40%	40%	0%	\$ 1,770
<b>Placements</b>	30%	503	75	0	\$ 10,625
<b>Intakes</b>	10%	772	100	0	\$ 3,541
<b>Error Rate</b>	5%	3%	3%	0%	\$ 1,770
<b>Career Laddering Placement Rate</b>	5%	50%	50%	0%	\$ 1,770
<b>Totals</b>	<b>100%</b>				<b>\$ 3,5417</b>

\*Career Laddering Services is an Optional Component

<b>Potential Benchmark Incentive Payment</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>\$</b>	<b>41,667</b>
<b>Benchmark Placement Goal</b>	<b>76</b>	<b>85</b>	<b>94</b>		

\*Summer Youth Program Unit (120 Hours) ..... \$1399.00  
 (Includes participant wages & fringes and provider fee approximate of \$350.00)

\*Summer Youth Services is also an Optional Component

All RET contracts are performance based. Therefore, Respondents that are awarded a contract must achieve high levels of performance in order to receive full payment under any agreement resulting from this RFP.

**F. Collaboration**

SFWIB recognizes the importance of supportive services (for example, child care and transportation) in meeting the employment goals of the refugee customer. Respondents will be responsible for having established links with those agencies providing ancillary services to meet the comprehensive needs of this population in accordance with the customer’s employability or career plans.

**G. Contract Terms**

Specific contract terms, conditions and method of payment are a component of the contract negotiation process and the successful Respondent(s) shall negotiate the final contract in good faith. **Cash advances shall not be provided by the SFWIB.** Therefore, successful Respondents must have sufficient financial resources to await payment or reimbursement.

**H. Confidentiality**

The successful Respondent, in the course of the Respondent’s duties under the contract, may handle or have access to confidential customer information, and, to the extent required by any applicable federal or state law, or as requested by a regulatory authority, or as requested by the SFWIB, the Respondent shall keep confidential any and all such information.

**I. Cancellation Clause**

It should be understood that the submission of a proposal does not commit SFWIB to award a contract, to pay any costs incurred in the preparation of the proposal, or to procure or contract for services or supplies. SFWIB reserves the right to accept or reject any or all proposals received as a result of this RFP, or to cancel and revoke this RFP, in whole or in part. SFWIB also reserves the right to terminate negotiations if acceptable progress, as determined in the sole discretion of SFWIB, is not occurring within a reasonable timeframe. All contract awards are subject to the availability of funds to the SFWIB.

**J. Omission from the RFP**

The apparent silence of this RFP and any addendum regarding any details or the omission from the RFP of a detailed description concerning any point shall be regarded as meaning that only the highest professional standards are to be maintained and that only professionalism of the highest quality is expected and shall be utilized by Respondents at all times.

**K. Indemnification**

For Florida Governmental Entities. The Respondent shall indemnify and hold harmless SFWIB and its officers, employees, agents, servants, agencies and instrumentalities from any and all liability, losses or damages, including attorneys’ fees and costs of defense, which SFWIB and its officers, employees, agents, servants, agencies or instrumentalities may incur as a result of any and all claims, demands, suits, causes of action or proceedings of any kind or nature arising out of, relating to or resulting from the performance of the contract by the Respondent or the Respondent’s officers, employees, agents, servants, partners, principals or sub contractors. The Respondent shall pay all claims and losses of any kind in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of SFWIB, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney’s fees which may issue thereon. Provided, however, this indemnification shall only be to the extent and within the limitations of Section 768.28 Florida Statutes, subject to the provisions of that statute whereby the Respondent shall not be held liable to pay a



personal injury or property damage claim or judgment by any one person which exceeds the sum of \$100,000, or any claim or judgment or portions thereof, which, when totaled with all other claims or judgments paid by the Respondent arising out of the same incident or occurrence, exceed the sum of \$200,000 from any and all personal injury or property damage claims, liabilities, losses or causes of action which may arise as a result of the negligence of the Respondent or the Respondent's officers, employees, servants, agents, partners, principals or subcontractors.

All Entities Which are Not Florida Governmental Entities. The Respondent shall indemnify and hold harmless SFWIB and its officers, employees, agents, servants, agencies and instrumentalities from any and all liability, losses or damages, including attorneys' fees and costs of defense, which SFWIB and its officers, employees, servants, agents, agencies or instrumentalities may incur as a result of any and all claims, demands, suits, causes of action or proceedings of any kind or nature arising out of, relating to or resulting from the performance of the contract by the Respondent or the Respondent's officers, employees, agents, servants, partners, principals or subcontractors. The Respondent shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the SFWIB, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorneys' fees which may issue thereon. The Respondent expressly understands and agrees that any insurance policies required by this Contract or otherwise provided by the Respondent shall in no way limit the responsibility to indemnify, keep and save harmless and defend SFWIB, and its officers, employees, agents, servants, agencies and instrumentalities as herein provided.

Term of Indemnification. The provisions of this indemnification shall survive the expiration of the contract and shall terminate upon the expiration of the applicable statute of limitation.

**L. Non-Discrimination and Equal Opportunity**

The Respondent assures compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, and the Age Discrimination Act of 1975.

The Respondent provides this assurance in consideration of and for the purpose of obtaining Federal grants, loans, contracts, property, discounts or other Federal financial assistance from the Department of Health and Human Services.

THE RESPONDENT HEREBY AGREES THAT IT WILL COMPLY WITH:

1. Title VI of the Civil Rights Act of 1964 (Pub. L. 88-352), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 80), to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Respondent receives Federal financial assistance from the Department.
  
2. Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F. R., part 84), to the end that, in accordance with Section 504 of that Act and the Regulation, no otherwise qualified handicapped individual in the United States shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the Respondent receives Federal financial assistance from the Department.

3. Title IX of the Educational Amendments of 1972 (Pub. L. 92-318), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R., Part 86), to the end that, in accordance with Title IX and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Respondent receives Federal financial assistance from the Department.
4. The Age Discrimination Act of 1975 (Pub. L. 94-135), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R., Part 91), to the end that, in accordance with the Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any education program or activity for which the Respondent receives Federal financial assistance from the Department.

The Respondent agrees that compliance with this assurance constitutes a condition of continued receipt of Federal financial assistance, and that it is binding upon the Respondent, its successors, transferees and assignees for the period during which such assistance is provided. If any real property or structure thereon is provided or improved with the aid of Federal financial assistance extended to the Respondent by the Department, this assurance shall obligate the Respondent, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate the Respondent for the period during which it retains ownership or possession of the property. The Respondent further recognizes and agrees that the United States shall have the right to seek judicial enforcement of this assurance.

#### **M. Operating Requirements**

Organizations may have a site visit conducted by SFWIB staff to determine whether the required fiscal and administrative systems are in place and are adequate to meet SFWIB requirements. On-site reviews of programmatic, administrative, and fiscal capabilities will include, but may not be limited to, the following:

Operational Status: The Respondent must be a governmental entity or an incorporated organization that has been operating for at least two years.

Funding Reserve: The Respondent must be able to document, to the satisfaction of the SFWIB, that the Respondent is currently receiving, and expects to continue receiving for the next fiscal year, **at least 20% of Respondent's requested budget from non-federal and non-state (Florida) sources**, to insure adequate capability to assume liability in instances where an audit identifies disallowed costs. The only exception to this requirement may be made in the case of governmental entities.

Fiscal Review: The Respondent must be able to meet the SFWIB fiscal capability requirements through a review, which may be on-site, of fiscal systems, including documentation of fiscal accountability with previously operated programs, through the submission of copies of the Respondent's most recent independent audit and management letter, if applicable, and evidence that the Respondent:

- has an established system of internal controls,
- maintains a set of books,
- closes the books at the end of each month

- has a monthly trial balance prepared,
- has a bank account with pre-numbered checks that require two signatures,
- has a written Employee Procedures Manual,
- has a written Accounting Procedures Manual,
- has accurate procurement procedures,
- maintains personnel files,
- maintains time and attendance records,
- has general liability, bonding, and workmen's compensation insurance in a form and in amounts deemed sufficient by SFWIB.

When a Respondent is approved for funding and does not have an audit for review, the Respondent will be given up to ninety (90) days to provide the required audit, and contract execution will be deferred until such time as the required audit is submitted and accepted by SFWIB.

Programmatic and Administrative Review: The Respondent must be able to meet the SFWIB programmatic and administrative capability requirements through a review, which may be on-site, and inspection of staff resumes, facilities and equipment (if applicable), insurance, other documentation, and review of documentation of the organization's past performance with respect to accomplishing training and employment goals.

**N. Collusion**

Where two (2) or more related parties, as defined herein, each submit a bid for any contract, such bids shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such bids. "Related parties" shall mean the bidder or the principles thereof which have direct or indirect ownership interest in another bidder for the same contract. Furthermore, any prior understanding, agreement, or connection between two or more corporations, firms, or persons submitting a bid for the same materials, supplies, services, or equipment shall also be deemed collusive. Bids found to be collusive shall be rejected. Bidders who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

**O. Fraud or Misrepresentation**

Any individual, corporation or other entity that attempts to meet its contractual obligations with SFWIB through fraud, misrepresentation, or material misstatement, may be debarred for up to five (5) years. SFWIB as a further sanction may terminate or cancel any other contracts with such individual, corporation, or entity. Such individual or entity shall be responsible for all direct or indirect costs associated with termination or cancellation, including attorney's fees.

**P. Public Records**

Bidders are hereby notified that all information submitted as part of, or in support of bid submittals will be available for public inspection after opening of bids in compliance with Chapter 119 of the Florida Statutes; popularly known as the "Public Records Law." The bidder shall not submit any information in response to this invitation which the bidder considers to be a trade secret, proprietary or confidential. The submission of any information to SFWIB in connection with this invitation shall be

deemed conclusively to be a waiver of any trade secret or other protection, which would otherwise be available to the bidder

**Q. Code of Business Ethics**

Each person or entity that seeks to do business with SFWIB shall adopt a Code of Business Ethics ("Code") and shall, prior to the execution of any contract between the contractor and SFWIB, submit **Attachment M** (Business Ethics Affidavit), stating that the contractor has adopted a Code that complies with the requirements of Section 2-8.1 of the Miami-Dade County Code. Any person or entity that fails to submit the required affidavit shall be ineligible for contract award. The Code of Business Ethics shall apply to all business that the contractor does with SFWIB and shall, at a minimum, require the contractor to comply with all applicable governmental rules and regulations including, among others, the Miami-Dade County Conflict of Interest and Code of Ethics Ordinance and the Miami-Dade County False Claims Ordinance.

The Code of Business Ethics shall also require the contractor to comply with all applicable rules and regulations regarding Disadvantaged Business Enterprises, the Small Business Enterprise (SBE) Program and Community Small Business Enterprises (CSBEs) and shall specifically prohibit the following practices:

- (1) *Pass-through Requirements.* The Code shall prohibit pass-throughs whereby the prime firm requires that the SBE or CSBE firm accept payments as a SBE or CSBE and pass through those payments or a portion of those payments to another entity including, but not limited to, the owner/operator of the prime firm;
- (2) *Rental Space Requirements, Equipment Requirements or Flat Overhead Fee Requirements.* The Code shall prohibit rental space requirements, equipment requirements and/or flat overhead fee requirements, whereby the prime firm requires the SBE or CSBE firm to rent space or equipment from the prime firm or charges a flat overhead fee for the use of space, equipment, secretary, etc.;
- (3) *Staffing Requirements.* The Code shall prohibit a prime firm from mandating, as a condition to inclusion in the project, that a SBE or CSBE hire, fire, or promote certain individuals not employed by the prime firm, or utilize staff employed or previously employed by the prime firm.
- (4) *SBE or CSBE staff utilization.* The Code shall prohibit the prime firm from requiring the SBE or CSBE firm to provide more staff than is necessary and then utilizing the SBE or CSBE staff for other work to be performed by the prime firm.
- (5) *Fraudulently creating, operating or representing SBE or CSBE.* The Code shall prohibit a prime firm including, but not limited to, the owners/operators thereof from fraudulently creating, operating or representing an entity as a SBE or CSBE for purposes of qualifying for certification as a SBE or CSBE.

The Code shall also require that on any contract where SBE or CSBE participation is purported, the contract shall specify essential terms including, but not limited to, a specific statement regarding the percent of participation planned for SBEs or CSBEs, the timing of payments and when the work is to be performed.

The failure of a contractor to comply with its Code of Business Ethics shall render any contract between the contractor and SFWIB voidable, and subject violators to debarment from future SFWIB work pursuant to [Section 10-38](#)(h)(2) of the Code of Miami-Dade County.

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**Part III**  
**Specifications: Refugee Employment and Training (RET) Program**

South Florida Workforce through contracts with partnering local agencies provides direct services intended to result in the economic self-sufficiency and reduced welfare dependency of eligible refugees/entrants. The employment services are designed to enable refugees to obtain employment and to improve their employability or work skills. The goal of the refugee services programs is to help refugees/entrants achieve economic self-sufficiency and social adjustment within the shortest time possible following their arrival in the U.S.

**A. Eligibility**

A refugee/entrant is eligible for Refugee Employment Services (as defined by Department of Children & Families Office of Refugee Services) if he/she meets any of the following USCIS (U.S. Citizenship and Immigration Services) status criteria:

1. Refugee of any nationality; or
2. Cuban/Haitian Entrant; including Parolees and Asylum Applicants; or
3. Asylee of any nationality; or
4. Amerasian; or
5. Certified Victim of Trafficking; or
6. Lawful permanent resident who adjusted from prior refugee, entrant or asylee status
7. Special immigrants of Iraqi or Afghan nationality.

In addition, the refugee/entrants must reside in Miami Dade County and be less than sixty (60) months in the U.S. to be eligible for services.

**B. Target Population**

Any and all eligible refugees/entrants who have been in the U.S. less than five years may be served in this program. A priority emphasis will be placed upon target services to the following groups:

1. Refugees on cash assistance (RCA);
2. Unemployed refugees not receiving cash assistance;
3. Employed refugees in need of services to retain employment to attain economic self-sufficiency.

Priority among refugees will be given to those who have arrived recently, i.e., within the last 12 months, and to those customers receiving cash assistance.

**C. Program Design and Sub-Components**

**Employment Services:** The RET program is an employment services program. This is the primary component of this solicitation. This component is focused on providing job development, job search and job placement assistance. Job placement is based upon the skills, interest and abilities of the customer as documented in the Employability Plan (EP). Customers must receive pre-employment orientation and counseling to include, employer expectations, common employment practices, employability skills, resume services, work related skills and acculturation, referrals, and other services as needed.

The required services include, but are not limited to:

**1) Outreach and recruitment**

Outreach activities are designed to familiarize potential eligible customers with available contract services, to explain the purpose of these services, and to facilitate access to these services.

**2) Analyze the local job market**

Job Market analysis is required to determine the occupations available in the community relevant to the skills and abilities of the arriving population.

**3) Intake / Eligibility determination, documentation**

Eligibility shall be determined as it is defined within 45 CFR Part 400 and 401 and other eligibility memoranda distributed by SFWIB. Upon determination of customer eligibility, the provider shall conduct an intake and initial data collection including but not limited to, legal name, alien number, country of origin, immigration status, arrival date in the U.S., current residence, date of birth, gender, port of entry and if available social security number.

**4) Case Note Documentation / Case Management**

An individual case file must be maintained for each customer served. The case file must include chronological details of service delivery. Customers must be contracted on a monthly basis regarding, referrals, interviews, placements, problems resolution and progress through the employability plan or CL Plan.

**5) Orientation**

Orientation services include, but are not limited to, information on: 1) expectations of the employment program, including requirements to participate in workforce activities for RCA customers and sanctions for not accepting employment and/or not participating in job search once employment is authorized, 2) additional services available through DCF funded providers, including child care, English language training, vocational training, and legal services, 3) services provided by the employment program, including job development, job referrals, career ladder services, transportation, and On-the-Job Training (OJT), 4) the availability of assistance in preparing for interviews, job search techniques, developing resume, and completing job applications.

**6) Coordination of TANF customers with SFWIB Career Centers**

Refugee TANF customers are mandatory customers to be served at SFWIB Career Centers. Refugee Employment Providers may coordinate with the SFWIB Career Centers and provide employment services.

**7) Pre-Employment Services**

Pre-employment Service shall include, but are not limited to: 1) orientation to work benefits and protection, 2) common employment practices, including payroll deductions, health benefits, taxes, and retirement benefits 3) job search and job interviewing, 4) employer expectations including dress, timeliness, demeanor, initiative, and personal attributes that promote hiring, 5) facilitate development of resumes and completion of job applications, 6) work related skills such as money management, travel, interpersonal skills, acculturation, and employability skills training.

**8) Employability plan development**

For each customer, an employability plan must be developed. The individualized employability plan shall be developed jointly by the Provider and the customer. The plan shall set forth services intended to result in the earliest possible employment. The

employability plan development shall include: 1) identification of the customer's strengths and barriers, 2) individualized employment goals, 3) pre-employment services needed, 4) support services needed, 5) the steps needed to accomplish the employment goals and identify the responsible party in each step, and 6) estimated dates to accomplish goals and date of actual completion.

**9) Family Self-Sufficiency Plan (FSSP)**

Family Self-Sufficiency Plan must be developed for each RET customer receiving employment or CL services. The plan shall address the employment-related needs for each employable member in a family for the purpose of enabling the family to achieve economic self-sufficiency through the employment of one or more family members.

**10) Job Development Services**

Job Development Services are based on the knowledge of the specific needs and skills of the target population and local job market. Job Development Services, shall include but are not limited to: 1) provide customers with customized job placement based on the individuals level of skill, interest and abilities, 2) market the customer's abilities, negotiate with employers, and facilitate successful job matches and placements 3) identify and recruit potential employers and 4) maintain an electronic job bank for recording job openings, employers, job referrals, agreements for On-the-Job Training, and/or group placements, and 5) register all employment authorized customers in Employ Florida Market Place (EFM).

**11) Job Placement**

Employment must be consistent with the provisions of 45 CFR 400.81 and the customer's employability plan. Job Placements must be a direct result of a job referral made by the selected Respondent. Full time placements shall be emphasized, which offer health insurance within 6 months of employment. Part-time placements (20 -34 hours), do not count towards performance placement goals or benchmark payment, but may be accepted if 1) it is necessary for the customer to attend ESOL or vocational training or 2) is necessary for a single parent with children under three (3) years of age. Seasonal or Temporary employment anticipated to last less than 6 months is not allowable under this program.

**12) Follow up Contacts**

Follow up services must be provided to all RET customers. Follow up contacts are required monthly with the customer and employer at 10, 30, 60, 90, 120, 150 and 180 days after job placement. One of the contacts 10, 90 or 180 days must be made in person with the employer, except in instances where the employer utilizes an independent work verification system (i.e. the Work Number). Follow up contacts require determining the following information and documenting in case notes: 1) if the customer is still employed, 2) the position held by the customer, 3) the number of hours the customer is working per week and the wage per hour, 4) whether the customers have or will have health insurance coverage 5) employer satisfaction or dissatisfaction and any suggestions for employee improvement, and 6) the reason for termination.

**13) Support Services / Referrals**

Support Services such as child care, transportation, English language training, vocational training, legal services, may be necessary to enable the RET customer to meet the individual employment goals and must be identified in the employability plan. Support Services shall include the following: 1) assistance with transportation, 2) referrals to legal services and adult education, 3) referrals to child care, housing and/or other medical services, and 4) linkages



with other local providers and community resources. Referrals must be provided within fourteen (14) days of the service need being identified.

**14) On-the Job Training (OJT)**

On-the-Job Training is training provided by an employer to a paid customer while engaged in productive work in a job designed to assist the customer to acquire the skills needed to be effective and productive in the assigned position that meets the following criteria: 1) provides knowledge or skills essential to the full and adequate performance of the job, 2) provides reimbursement to the employer between 50-90% of the wage rate of the customer for the cost of providing training and additional supervision to the training, 3) is limited to a maximum of 6 months, and 4) is expected to lead to full-time employment for the customer with the participating employer at the end of the training. It is required that Respondents propose to utilize On-the-Job Training as a job development tool.

**15) Short Term Training (SST)**

Short Term Training is a component designed for the RET customers to receive short-term training that is expected to develop skills leading to unsubsidized full-time employment. Short-term training shall be targeted to jobs normally available on an ongoing basis in the local community and for which specific short-term training is not offered by the refugee adult education provider. Short Term Training Program must be approved by DCF. Services tasks shall include, but not limited to: 1) Recruit eligible refugee customers and refer them for training, 2) coordinate cohort schedules and referrals with SFWIB, 3) Issue vouchers for customers enrolled in SST, 4) identify jobs to refer customers that complete STT, 5) place customers in paid employment after the completion of training, and 6) evaluate each training to determine placements and retention rates of customers and identify trends in successful placements by training type and customer characteristics.

**16) Data Collection, Forms Completion and Data Entry Requirements**

Selected Respondents will be required to complete RET Program forms pertinent to services delivery. SFWIB will provide a uniform data collection system through Web-RS and EFM that captures information on RET customer eligibility, demographics, employment services, follow up services, job referrals, OJT, Short Term Training, job placement, etc. All Respondents will need to align their organization's technological and staffing capacity to comply with Web-RS and EFM Data Entry Requirements. In addition, support services such as transportation or short term training must be reported in the SFWIB Service Account Management System (SAMS).

**17) Quality Assurance and Placement Validation**

Quality Assurance (QA) is a process designed to facilitate self-assessment of data systems and data validation to ensure accuracy of data reported and collected. Customer files must be reviewed to ensure data integrity and compliance with state and local policies and continuous improvement of system operations to reduce the error rate of SFWIB (3% or less error rate). To achieve the aforementioned goals, the personnel hired by the selected Respondent to provide services at the Refugee Center shall collaborate with SFWIB staff. The selected Respondent shall ensure that staff is trained; implements concepts learned in training and from technical assistance; and conducts ongoing system and desk reviews to ensure policies and procedures are being followed and information systems and case files are properly updated and documented.

The sub-components below are optional RET Program Services.

A. Career Laddering Program: This sub-component is designed for customers with an intermediate to advanced English proficiency level who meet the required Refugee program eligibility and any of the following:

- Have provable professional credentials and experience and who are eligible for re-credentialing or re-certification;
- Have advanced education, such as one or more university degrees or vocational certificates;
- Have work experiences and trade skills, such as carpentry, plumbing, or health care experiences, such as nursing or other related medical support occupations.

Refugees on Cash Assistance (RCA) must be employed in order to be eligible for the Career Laddering Program.

Career Laddering (CL) is the strategic development of a career track with specific steps toward an agreed upon career goal. Each step includes job targets and professional growth objectives detailing planned education, training and credentialing necessary for the move to the next step on the individual's career ladder. Allowable CL activities include skills re-certification, re-credentialing, On-the-Job Training, short-term vocational training, and language improvement training.

Service Tasks under this component will include, but not limited to:

1. Outreach and Orientation;
2. Intake and eligibility determination;
3. Educational or vocational assessment;
4. Career Laddering Counseling;
5. Career plan development;
6. Family Self-Sufficiency Plan Development;
7. Case-management;
8. Career Laddering Services, such as credentialing or OJT;
9. Support Services and Referrals;
10. Job placement related to customer's professional background;
11. Follow up Contacts;
12. Data Collection and Data Entry.

In order to propose this sub-component, the Respondents must have a Vocational Counselor on staff with appropriate professional degree and at a minimum five (5) years in the areas of vocational assessment and career counseling.

B. Summer Youth Program: This program is designed to serve youth, ages 14-21, from May through August. The eligible youth must be employment authorized and their parents must meet the eligibility criteria of the refugee program. Youth will be paid at the minimum hourly wage and will participate in 120 hours of planned work experience in the public or private non-profit sector designed to enable youth to acquire good work skills.

Service Tasks under this component will include, but not limited to:

1. Outreach and Recruitment;
2. Intake and eligibility determination;
3. Employability Plan Development;
4. Employability Skills Training;

5. Worksite development and Monitoring;
6. Enforcing child labor laws;
7. Completing and maintaining all worksite documentation;
8. Meeting with supervisors once per pay period to discuss youths progress;
9. Collecting time sheets for payroll determination; and
10. Data Collection and Data Entry.

**D. Service Delivery Locations**

Services shall only be provided to eligible refugees/entrants residing within Miami Dade County. Therefore RET service locations are restricted to Miami-Dade County.

**E. Performance**

Several performance requirements have been established by the State of Florida, Department of Children and Families and by SFWIB which measures program success. Respondents need to be aware that SFWIB carefully tracks the refugee's performance. Failure to maintain performance standards will result in corrective action and may result in contract cancellation.

Respondents shall be required to have sufficient intakes and placements to achieve performance goals. The minimum acceptable performance shall be:

- 40% of the active caseload shall be placed in unsubsidized employment.
- 50% of the active caseload less than one year in the U.S. shall be placed in unsubsidized employment.
- 67% of employed caseload shall still be employed at the 90th-day follow-up.
- 55% of employed caseload shall still be employed at the 180th day follow-up.
- 42% of employed customers shall have access to health insurance.
- 50% of customer in career laddering placement ready shall receive a placement as a result of CL Services and related to the career plan.
- 3% Error Rate on Yearly Quality Assurance Review
- 100% of the summer youth slots shall complete 120 hours of work experience.

Successful Respondents will demonstrate an understanding of the performance standards and will propose higher standards than the minimum acceptable performance shown above. Standards are subject to change.

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**Part IV**  
**Proposal Package Submission Requirements**

**A. Submission Guidelines**

Respondents are required to submit to the SFWIB two (2) unbound originals and eight (8) unbound copies of proposal packages not later than **4:00 p.m., ET on August 1, 2012**. Proposal packages shall be delivered to the address set forth on the cover of this Request for Proposals (RFP). SFWIB shall not accept any changes, modifications or additions to any submitted proposal package after the aforesaid submission deadline has passed.

Any proposal package which does not arrive at the aforesaid address by the aforesaid time and date will not be accepted by the SFWIB. Any proposal package received after the aforesaid time and date shall neither be considered nor evaluated by the SFWIB and will be returned unread to the Respondent. No proposal packages will be accepted via electronic mail or facsimile.

For your convenience in preparing your proposal package, this RFP and attachments are available on our website, [www.southfloridaworkforce.com](http://www.southfloridaworkforce.com).

Respondents shall provide a total of three components of their proposal package:

- Sealed envelope which has Respondent identifying information:
  - Identifying Data Cover Sheet (Attachment A).
- Unsealed envelope which has Respondent identifying information:
  - Organizational experience and a capabilities proposal.
  - Operational Documents
  - Due Diligence Requirements
  - Cost Allocation Plan
- Sealed envelopes that do not identify the Respondent by name and is assigned a ten-digit alpha-numeric code by the Respondent:
  - Technical Proposal Narrative, and
  - Budget

All proposals must be in 12 Point Font, Times New Roman.

**B. Proposal Format, Content and Organization**

All proposal packages shall be assembled in the following format **under separate covers**:

1. **Identifying Data Cover Sheet** (Attachment A).

**Attachment A** is a form for your organization to specify both the name of the organization and the **ten-digit alpha-numeric code** chosen by the organization. The code must not contain the initials of the organization. Attachment A will be completed and sealed in an envelope with no identifying information on it. **Only one original of Attachment A is required to be submitted.**

Attachment A will be opened at the proposal review session scheduled for **August 8, 2012**.

2. **Organizational Experiences/Capabilities:** 10 Page Limit (Excludes Resumes and Attachments)

**Attachment B** is the cover sheet for your organization to utilize for the submission of the organization's experience and capabilities. **Two (2) unbound originals and eight (8) unbound copies** are required to be submitted.

- 1) Describe your organization's years of experience with refugee employment and training services, including years of experience providing outreach/recruitment, eligibility, case-management, job development, job placement, career-laddering, summer youth employment, follow up, etc. If proposing to serve Haitian customers only, please describe your organization's experience in working with this population.
- 2) Provide a Table of Organization and indicate clearly supervisory lines for all staff. Complete the attached Chart, **Attachment C**, with all required information. Resumes for all identified personnel are to be attached to the completed chart. If additional staff will be hired, include a job description for the proposed staff.
- 3) Describe in detail the organization's plan to guarantee adequate staffing to deliver the proposed services to customers.
- 4) Describe the organization's internal and financial control processes that will be utilized to manage and monitor the delivery of the services with outcomes as specified in Part III of the RFP.
- 5) Describe how your agency will financially support the costs of doing business until an invoice can be submitted and paid by SFWIB.
- 6) Provide the physical location(s) of the proposed service delivery. Provide a description of the location(s) and how services will be provided in each location and the accessibility of refugee/entrants.
- 7) Respondents must complete the attached reference chart, **Attachment D**, and provide no more than **three current references** for the same or similar services provided during the past two (2) years and which demonstrates the Respondent's track record for the proposed services. This information should include funding source, name of organization, contact person, title of contact person, contact number(s), a description of the service and program provided, and its performance requirements, and a report on the Respondent's performance under the contract(s), including absolute numbers and percentages performance standard. Proposals that do not include at least one relevant reference may be eliminated from this competitive procurement process. Proposals that include references that SFWIB is unable to contact or the provided information cannot be verified by SFWIB may be eliminated from this competitive procurement process.
- 8) All Respondents must submit most current performance, programmatic and fiscal reports.

NOTE:

- For existing providers the above will be verified internally, and
- For new providers the above will be verified by contacting the references.

- 9) Complete the attached Chart, **Attachment E**, that provides information for all funding sources. SFWIB reserves the right to contact any person(s) or organization(s) who is familiar with the work of the Respondent(s) to document the qualifications and successful experiences of the Respondent(s), as well as to solicit character references.

3. **Technical Proposal Narrative** – Thirty Five (35) page limit. (Excludes Attachments)

**Attachment F** is the cover sheet for your organization to utilize for the submission of the Technical Proposal Narrative. **Two (2) unbound originals and eight (8) unbound copies are required to be submitted in sealed envelopes.** Affix a copy of the appropriate cover sheet on the outside of the sealed envelopes containing the Technical Proposal Narrative.

The Technical Proposal Narrative is to be prepared in a manner that ensures that there is no identifying information on any pages of the proposal that indicates the organization submitting the proposal. **Technical Narrative Proposals that include identifying information will be deducted one (1) point per occurrence from the total score**

Note: Do not respond to any questions by referencing information presented elsewhere in the Respondent's proposal. A response of "will comply" or "see above" or similar statements shall be considered **unresponsive**. (Failure to respond to any section of this RFP may result in the Respondent's proposal being deemed non-conforming).

A **Plan** as requested in this RFP must have sufficient detail so that it can be followed, step by step as a how to guide for the proposed service. The plan should include where applicable, a description of the duties of the staff that implements the plan, the number of staff required for implementation and the step by step sequence of events necessary for implementation.

A. Service Strategies:

- 1) Provide your organization's plan to deliver refugee employment and training services from outreach to program exit. Include a flow chart which outlines the services tasks required.
- 2) Describe in detail your organizations' plan to deliver orientation and pre-employment services to the RET customers. Describe specific strategies to be utilized with Refugees on Cash Assistance (RCA), and first year clients to improve the entered employment rate. Submit a schedule of workshops and proposed curricula and orientation outline.
- 3) Describe how individual employment activities, training, child care, legal services, short term training, etc., will be made available to refugee/entrant customers. Describe any partnerships that have been established with DCF Refugee funded service providers and with other community partners for clients no eligible for Refugee Employment Services.
- 4) Describe your job development process, including labor market analysis, employer outreach, assessment of client skills and interest, job matching and job referrals. Describe how the proposed program will incorporate On-the-Job Training with employers.
- 5) Describe in detail your organization's plan for data collection and data entry that will ensure timely and accurate reporting. Describe your organization's data entry

capabilities and how data will be utilized to manage performance and required monthly follow ups.

- 6) Describe your organization's process for registering RET customers in public or private job banks. Describe, how RET customers are identified as work ready, how are job referrals made, and how placements are recorded?
- 7) Provide a plan that describes the process for completing the required follow-ups with both employers and clients. Describe specific strategies to achieve required performance outcomes.
- 8) Describe your placement verification process. How are placements verified and confirmed with employers? How are placements verified and confirmed with clients? Describe strategies that will be utilized to minimize data errors.
- 9) Provide a plan that describes in detail the organizational process and procedures for internal reviews, tracking the program's performance, implementing corrective actions and disseminating findings to appropriate staff.

#### **Optional Sub-Components**

- 10) If proposing Career Laddering Services, provide your organization's plan to deliver career laddering services to the professional refugee/entrant customer. Describe specific strategies to be utilized to achieve required performance outcomes.
- 11) If proposing, Summer Youth Services, provide your organization's plan to deliver summer youth services to the eligible refugee youth. Describe the specific strategies to be utilized to achieve the required performance outcome.

#### **B. Performance Outcomes**

- 1) **Attachment J** provides information on required refugee performance standards. Complete the chart with your proposed outcomes.
- 2) Provide your organization's plan to attain, maintain, and exceed each of the applicable performance standards included in the attached chart. Describe in detail any additional proposed outcomes.

#### **4. Budget**

**Attachment G** is the cover sheet for your organization to utilize for the submission of the Budget. **Two (2) unbound originals and eight (8) unbound copies are required to be submitted in sealed envelopes.** Include the Budget in the sealed envelope containing the Technical Proposal Narrative.

The Budget is to be prepared in a manner that ensures that there is no identifying information on any pages of the budget that indicates the organization submitting the Budget. **Budgets that include identifying information will be deducted one (1) point per occurrence from the total score.**

The Respondent is expected to clearly outline proposed costs in detail in the Budget Forms, **Attachment H**, provided and utilize pertinent background information provided in this RFP to complete the budget forms.

The Respondent must provide separate program and administrative budgets. If the Respondent is proposing more than one location, one administrative and program budget is required for each proposed location.

The Respondent is expected to ensure administrative and indirect costs are properly classified and not exceeding ten percent (10%) of the proposed budget. Administrative/indirect costs (e.g. accounting, auditing, payroll administration costs, insurance, internet etc.): This is the general overhead expense necessary to operate the programs that are not program activities. These costs typically relate to the organization's general executive and administrative functions.

The Respondent must provide a budget narrative that justifies each proposed expense included on the Budget Forms in terms of it being necessary, allowable and reasonable. Show the method of computation. Refer to budget narrative instructions (**Attachment I**).

The Respondent is expected to identify any in-kind resources/support for the service delivery system beyond what is being requested in the budget. Include each committed or proposed source of funding and the amount of that funding.

For line items listed under "other" in the budget, the Respondent must clearly correlate proposed costs and outcomes by explaining and justifying the need for proposed costs in the Budget Narrative Form.

Proposed costs must be allowable as determined by SFWIB and governing statutes. **Allowable costs** are those that are reasonable, necessary, and/or required for the program. A cost is reasonable if, in its nature or amount, does not exceed that which would be incurred by a prudent person under circumstances prevailing at the time the decision was made to incur the costs. Additionally, the cost is of a type that is generally recognized as ordinary and necessary for the program.

## 5. Cost Allocation Plan

Due to the integrated approach for service delivery in this solicitation, Respondent's staff will be cost allocated across all applicable funding streams.

A detailed Cost Allocation Plan (CAP) must be submitted with your proposal **in accordance with the guidance that can be accessed through the link provided below**. The CAP is a document that specifies the allocation methods used for distributing all costs of an organization. A plan for allocating shared costs is required to support the distribution of those costs to grant and non-grant programs. All Respondent's costs should be included in the plan. Official accounting records must support all costs.

In order for costs to be allowable in Federal grants programs, the costs must be allocable on the basis of benefits received. The requirements and guidance for cost allocation are found in the Office Management and Budget (OMB) Circulars outlining the cost principles (**OMB Circular A-122 for nonprofit organizations; OMB Circular A-87 for governmental entities, Code of Federal Regulations (CFR) 45, Subpart B-74 and CFR 48, Subpart 31.2 for profit organizations**). For additional information, please visit:



<http://www.floridajobs.org/pdg/guidancepapers/050FinalRwbCapProcedures072805.pdf>

**One original** and **one copy** labeled Cost Allocation Plan must be packaged separately and included with the **Organizational Capability** package.

If your organization has an approved Federal Indirect Rate, please submit a copy of the approval letter from the federal agency that reviewed and approved the indirect rate proposal.

6. Operational Documents

**Attachment K** identifies required operational documents. **One original** and **one copy**, labeled operational documents must be packaged separately and included with the **Organizational Capability** package.

7. Due Diligence Requirements

**Attachment L** sets forth Due Diligence requirements. **One original** and **one copy** labeled Due Diligence documents must be packaged separately and included with the **Organizational Capability** package.

The submission of Due Diligence documents **is required** for **all** Respondents. Included in the Due Diligence package will be the organization's most recent independent audit and Management Letter.

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**Part VI  
Selection Process**

**A. Evaluation Process**

SFWIB will conduct a review of all proposals received by the deadline. Proposals will be evaluated first to determine if all information required by the RFP is complete. Incomplete proposals or those not satisfactorily addressing each requirement may be disqualified. A Respondent may include additional information and such information may or may not be considered by SFWIB during the evaluation process. Respondents are requested to be concise and complete in their proposals.

The evaluation process is designed to assess the Respondent's ability to meet the SFWIB requirements and to identify those Respondents most likely to satisfy those requirements. The evaluation process will be conducted in a thorough and impartial manner at a publicly-noticed selection committee meeting held in accordance with the Florida Public Meetings Law. This session is scheduled for **August 8, 2012, 10:00 a.m. ET**. Respondents are advised to periodically check the SFWIB website calendar ([www.southfloridaworkforce.com](http://www.southfloridaworkforce.com)) for the scheduled date, time, and location of this session in the event that a change occurs. Respondents are encouraged but are not required to attend this meeting.

Price is an important factor in selecting a Respondent. However other factors in the competitive selection process will be considered and may take precedence over price. These factors may include, but are not limited to: quality of service offered; operating methodologies; administrative capability; previous experience in providing the same or similar services; and the ability to achieve the deliverables. SFWIB may elect not to award a contract to any Respondent under this solicitation. References are checked to verify information submitted in the proposals.

Alternate means of accomplishing the requirements specified herein, with reasonable assurance of satisfactory results, will be considered and may be accepted, at the sole discretion of SFWIB without further addendum to the solicitation.

SFWIB may enter into negotiations with the Respondent(s) to achieve the best services for SFWIB. The SFWIB reserves the right to accept one or more portions of competing Respondents' proposals and use such portions to form an overall program in the best interests of the SFWIB. Further, the SFWIB shall have the right to use any or all ideas or adaptations of the ideas presented in any proposal received pursuant to this RFP. Selection or rejection of a proposal will not affect this right. SFWIB reserves the right to reject, in the SFWIB's sole discretion, any and all proposals or portions thereof at any time without prior notice. The SFWIB reserves the right to withdraw, in the SFWIB's sole discretion, this RFP or any portion of this RFP at any time without prior notice.

The following criteria will used to evaluate the proposals.

Criteria	Points
Organizational Experience and Capabilities	10 Points
Proposed Service Strategies/Scope of Services	60 Points
Proposed Performance Outcomes	10 Points
Proposed Budget	10 Points
Cost Allocation Plan	10 Points

**B. Contract Award**

A contract or contracts may be negotiated with one or more Respondents based upon the proposals received by the SFWIB. SFWIB reserves the right to request additional data, oral discussions or presentations to support proposals.

Final award of a contract or contracts will be contingent upon:

- Successful negotiation of a contract between the SFWIB and the Respondent,
- Acceptance by the Respondent and the SFWIB of the contract terms and conditions,
- Satisfactory verification of past performance and systems (e.g. financial) of the Respondent
- Availability of funds to the SFWIB.

**C. Appeal Process**

Respondents will be advised of the SFWIB appeal process at the time of the **August 8, 2012**, public meeting.

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