



VERDUGO WORKFORCE DEVELOPMENT BOARD

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# **Verdugo Workforce Development Board**

## **Request for Quotation (RFQ)**

**Professional Services:  
Workforce Development & Training Services**

**RELEASE DATE: February 10, 2017**  
**QUOTATION SUBMISSION DUE DATE: March 10, 2017**  
**ONGOING SUBMISSIONS ACCEPTED**

Issued By: Verdugo Workforce Development Board & City of Glendale, Administering  
for the Verdugo Consortium & Workforce Development Board

The Workforce Innovation & Opportunity Act is an Equal Opportunity program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: (818) 409-7236.

1255 S. Central Avenue Glendale, CA 91204 (818) 548-2053 Fax (818) 409-0643

## **I. ORGANIZATIONAL OVERVIEW**

The cities of Burbank, Glendale and La Canada Flintridge form the Verdugo Consortium. By a joint powers agreement (JPA), the City of Glendale (the “City”) has the administrative responsibility for the workforce development programs in the region, including those funded by the Workforce Innovation and Opportunity Act (“WIOA”) and the Adult Education Block Grant (“AEBG”). Programs and services are provided to the communities through a partnership-driven seamless service delivery system operating in the Verdugo Jobs Center (“VJC”). The workforce development system is governed by the Verdugo Workforce Development Board (“VWDB”). The VWDB mission is: *To transform lives, businesses, and the community through innovative workforce services.*

About WIOA Funding: The WIOA was passed into law on July 22, 2014. The purpose of the legislation is designed to help job seekers access employment, education, training and support services to succeed in today’s labor market as well as to develop the skilled workforce that our local business need to compete in the global economy.

About AEBG Funding: In June 2015, the California Legislature passed Assembly Bill 104 which includes the legislation for the AEBG. The AEBG funds the Glendale Community College District Regional Consortium which has recently been renamed, Glendale Learn. The purpose of the AEBG funds is to increase access of adult education to create the competitive workforce that our local employers need. The Consortium includes Glendale Community College (“GCC”), the administrative entity for the funds, Glendale Unified School District, and the VWDB as members.

The Vision of Glendale Learn is: *All adult learners will have access to and participate in education and resources leading to meaningful employment or higher education.* Its mission is: *The Glendale Community College District Regional Consortium welcomes adult learners of all abilities and provides accessible pathways to skill acquisition and education towards viable employment, through multiple career partners.*

As the administrative entity, GCC executed a contract for program year 2015-2016 with the VWDB to assist in implementing the AEBG Plan approved by the State AEBG Office, which provides administration and oversight on behalf of the Governor. This contract is in effect through June 30, 2017, to ensure the AEBG Plan is fully implemented.

## **II. REQUEST FOR QUOTE: PROFESSIONAL SERVICES, WORKFORCE DEVELOPMENT & TRAINING SERVICES**

The VWDB is requesting quotations to provide WIOA and AEBG implementation consulting and training services to the VWDB, its staff, career services staff at the VJC and its partner staff, staff and faculty for Glendale Learn members and partners. Services may also be provided to program participants including adult learners, job seekers and youth. Respondents can propose to provide one or all services outlined in the Scope of Work.

## **III. FUNDING**

The funding for accomplishing the purpose of this RFQ shall be covered by the WIOA and AEBG grants. Contract shall be awarded based on the respondent's ability to meet the intent of the RFQ as well as a cost reasonable budget that remains within the limits of grant funding.

#### **IV. ELIGIBILITY TO RESPOND**

Private for profit, non-profit and public entities or individuals are eligible to respond. Respondents must demonstrate experience and expertise in providing the requested services as described in the Scope of Work (Section VIII). Respondents must also demonstrate ability to comply with all federal, state, and local laws, rules and regulations, VWDB policies and procedures, insurance requirements, invoicing and billing requirements, and terms and conditions of a City of Glendale Contract or Professional Services Agreement (PSA).

#### **V. CONTRACT PERIOD**

Services shall be provided under a PSA and are expected to begin immediately following selection announcement in early April 2017. Services may continue through June 30, 2017. However, the City and the VWDB reserve the right to extend the PSA for one or two additional years ending June 30, 2018, or June 30, 2019, and add additional funding.

#### **VI. DEADLINE AND SUBMISSION INSTRUCTIONS**

Responses to the RFQ shall be submitted as one (1) electronic copy, with one representative signature, to [staimoorian@glendaleca.gov](mailto:staimoorian@glendaleca.gov).

Responses must be received by **5:00pm Pacific Standard Time on March 10, 2017.**

Ongoing submissions will be accepted.

Submissions will only be accepted via email. Signed attachments as noted in Section X 5-9 can be scanned and submitted via email. The original hard copy version can be mailed and received after the email submission is received.

Please mail to:

Verdugo Workforce Development Board  
Attn: Sosseh Taimoorian  
1255 South Central Avenue  
Glendale, CA 91204

An email receipt will be sent to the respondent to acknowledge receipt of the submission. If the respondent does not receive an email receipt, it is respondent's responsibility to contact [staimoorian@glendaleca.gov](mailto:staimoorian@glendaleca.gov) to verify receipt.

#### **VII. RFQ SCHEDULE**

<b>Activity</b>	<b>Date</b>
RFQ released to bidders	February 10, 2017

Quotes are submitted via email	March 10, 2017
Consultant(s) is selected	End of March 2017
Services begin	April 2017

### VIII. SCOPE OF WORK

Training and course offerings are requested for a variety of topics including (but not limited to) the following:

General Professional Development	Instructor / Teacher Development
<ol style="list-style-type: none"> <li>1. Effective Communication</li> <li>2. Team Building</li> <li>3. Conflict Resolution</li> <li>4. Change Management</li> <li>5. Ethics in the Workplace</li> <li>6. Cultural Competency</li> <li>7. Emergency Preparedness &amp; Safety</li> <li>8. Facilitation Practices</li> <li>9. Empowering Others</li> <li>10. Work Life Balance</li> <li>11. Organization and Time Management</li> <li>12. Change Management</li> <li>13. Effective Telephone/Email/Social Media Skills</li> <li>14. Project Management</li> <li>15. Building Community Connections</li> <li>16. Conducting Effective Meetings</li> <li>17. Confidentiality &amp; Cybersecurity</li> <li>18. Business Writing</li> <li>19. CPR &amp; First Aid Training (Certificated)</li> </ol>	<ol style="list-style-type: none"> <li>1. Specialized Competency Training</li> <li>2. Student Learning Outcomes and Assessment Training</li> <li>3. Equity in Teaching and Learning</li> <li>4. Working with ESL Students</li> <li>5. Using Technology in the Classroom</li> <li>6. Working with Students with Learning Differences</li> <li>7. Working with Students with Disabilities</li> <li>8. Course and Curriculum Development</li> <li>9. Designing a Syllabus</li> <li>10. Incorporating Core Competencies Across the Curriculum</li> <li>11. Student Retention Strategies</li> <li>12. Classroom Management</li> <li>13. Note-Taking</li> <li>14. Test Taking Strategies</li> <li>15. Increasing Critical Thinking</li> <li>16. Cooperative Learning</li> <li>17. Experiential Learning</li> <li>18. Copyright Issues and Online Classes</li> </ol>
Leadership	Continuous Improvement
<ol style="list-style-type: none"> <li>1. Managing Diversity in the Workplace</li> <li>2. Interviewing Job Candidates</li> <li>3. Leadership Skills</li> <li>4. Supervisory Skills</li> <li>5. Leading Change</li> <li>6. Managing for Innovation</li> <li>7. Coaching, Mentoring &amp; Developing People</li> <li>8. Evaluating Employee Performance</li> </ol>	<ol style="list-style-type: none"> <li>1. Developing a Balanced Scorecard</li> <li>2. Process Management</li> <li>3. Customer Centered-Design</li> <li>4. Assessing Organizations Using the National Baldrige Framework</li> <li>5. Continuous Improvement</li> <li>6. Lean</li> <li>7. Six Sigma</li> </ol>
Workforce Development	
<ol style="list-style-type: none"> <li>1. Conducting Career Assessments</li> <li>2. Case Management</li> </ol>	<ol style="list-style-type: none"> <li>8. Conducting Business Needs Assessments</li> <li>9. Rapid Response and Layoff Intervention</li> </ol>

3. Case Narratives	10. Labor Market Intelligence
4. Job Development	11. Job Retention Strategies
5. Career Pathways	12. Work Preparation Strategies
6. Industry Sector Strategies	13. Integrated Service Delivery
7. Working with Special Populations: Disabilities, Veterans, Ex-Offenders	

**Consulting services are requested in the following areas:**

Consulting Services	
1. Grant Writing	4. Meeting Facilitation
2. Workforce Development Program Design (i.e. Career Pathways)	5. Event Coordination
3. Procurement Execution	6. Research and Report Writing
	7. Data Compilation & Analysis

The purpose of this RFQ is to solicit quotations from consultants and training providers (each a “Respondent” and collectively “Respondents”) who have the capacity to deliver consulting and/or training services. Training may include both, e-learning and face-to-face training programs designed to support the skills and knowledge of the VWDB and Glendale Learn workforce and education professionals as well as program participants which include adult learners, job seekers and youth. The City and VWDB will select training firms (which may also include sole proprietors), as eligible vendors for the purpose of delivering (but not limited to) the training and consulting topics. Respondents can propose to offer additional trainings and consulting services not listed in the tables.

**IX. FORMATTING REQUIREMENTS**

All quotation documents must be typed with 8.5x11 format, using 12 pitch font, equivalent in size to Times New Roman. Document shall use one (1) inch margins for all sides of the pages and shall not exceed twenty (20) pages for Training services and fifteen (15) pages for Consulting services. Page numbers are maximum and no minimum number of pages are required as long as all Guidelines for Preparation of the RFQ Response, Section X, are addressed. There are no extra points assigned because a Respondent uses maximum page numbers. A quotation is not considered more robust or competitive because it uses the maximum page limits. Pages shall be numbered at the bottom of the page. Quotations can be submitted in either Microsoft Word or pdf.

**X. GUIDELINES FOR PREPARATION OF THE RFQ RESPONSE**

Respondents must submit the following information. Links to attachments are at the end of this RFP document.

**1. Cover Page- Attachment A**

1. Attachment A is to be used as the cover page. This form must be fully completed and signed by an authorized officer of the Proposer. This attachment is not included in the overall page limit.

**2. Quotation Narrative- Attachment B-1**

1. Attachment B-1 should be used to address your quotation on service offerings. Limited to 20 pages for Training Services and 15 pages for Consulting Services.

**3. Additional Qualification Questions- Attachment B-2**

1. Attachment B-2 contains additional qualification questions. This attachment is not included in the overall page limit.
4. **Cost – Attachment C**
  1. Attachment C should be used to address your budget. Prepare the applicable budget given the narrative you have written. This attachment is not included in the overall page limit.

For the documents listed in numbers 5-9 below, we only require one original. Please include a scanned copy in your emailed submission and hard copy mail the original document. The hardcopy original signed documents can be received after the emailed submission.

5. **Signed Debarment Certification (Attachment D)**
6. **Signed Lobbying Certification (Attachment E)**
7. **Signed Assurances (Attachment F)**
8. **Documentation of Corporate Status**
9. **Documentation of Nonprofit Status (if applicable)**

## XI. EVALUATION CRITERIA

Quotations shall be evaluated and scored using the following criteria:

Criteria	Maximum Points
1. Experience, expertise, and capability to deliver the services described in the Scope of Work (Training and/or Consulting services)	30
2. Quality of Course Offerings/Description and/or Quality of Consulting Services	30
3. Training Cost/Price and/or Consulting Budget	20
4. References	20

## XII. QUESTIONS AND ANSWERS

All inquiries must be e-mailed directly to the Designated Contact, MaryAnn Pranke at [tisrael@glendaleca.gov](mailto:tisrael@glendaleca.gov). No phone calls will be accepted. No other VWDB or VJC individuals shall be contacted regarding this RFQ. No other sources of responses or clarifications are considered valid. All answers to questions will be e-mailed to all Respondents. Answers to questions will not be provided by telephone. **All questions must be received by February 24, 2017, 12:00 midnight Pacific Standard Time.**

Questions should be submitted with “RFQ Question: Workforce Development & Training Services” in the subject line. Questions should also follow the following format: Section number, paragraph number, page number, and text or passage being questioned.

### **XIII. LIMITATIONS**

The City of Glendale and the VWDB reserve the right to amend or withdraw this RFQ at any time, reject any and all proposals, and re-issue this RFQ. Selection of service provider is based on the VWDB's needs, availability, cost and funding availability.

This RFQ does not commit the City of Glendale or the VWDB to award a contract, to pay any costs incurred in the preparation of a proposal to this request, or to procure or contract for services or supplies.

### **XIV. ASSISTANCE TO VENDORS WITH A DISABILITY**

Respondents with a disability may receive accommodation regarding the means of communicating this RFQ or participating in the quotation process. For more information, contact the Designated Contact no later than ten days prior to the deadline for receipt of proposals.

### **XV. PSA PROVISIONS**

- A. Proposal Cost: All costs of quotation preparation shall be borne by the applicant. The City and VWDB shall not be liable for any pre-contractual expenses incurred in the preparation and/or submission of this quotation response.
- B. Public Record: All responses to this RFQ become the exclusive property of the City and the VWDB and are a matter of public record.
- C. Appeal Process: Respondents submitting quotations that are not accepted for any reason will be informed of that fact in writing. Any Respondent may appeal the decision. The appeal process will be provided in writing upon request.
- D. Failed Competition: If only one responsive quotation is received from this solicitation, the competition may be reopened or a sole source procurement may be declared.
- E. RFQ Extension: The submission deadline may be extended should such action be deemed necessary. Respondents have the right to revise their quotations in that event.
- F. RFQ Duration: The City and the VWDB reserve the right to use the respondent's quotation for other RFQ's that may be issued over the next three (3) years, and to award additional funds from any source to performing contractor during the three-year period. Additional funds may be awarded that increase a contractor's budget to an amount greater than the original bid and will pay for additional services or activities derived from the original scope of this contract.
- G. Errors in the RFQ: Respondents will not be allowed to take advantage of any errors in or omissions from this RFQ.

- H. Intellectual Property: Property rights to all data, materials, documentation, and products originated by and prepared for the VWDB or the VJC pursuant to the PSA shall belong exclusively to the VWDB. The contractor shall be prohibited from disseminating products and information developed under the PSA without prior written consent of the VWDB.
- I. Authorized Representative: VWDB Director and/or designated staff shall meet with the selected respondent prior to finalizing the PSA to ensure both parties share the same understanding of the project services and outcomes, and billing submittal procedures. VWDB Director is authorized to accept, modify and approve or reject the services furnished by the contractor.
- J. Payment: Payments will be on a cost reimbursement basis. The selected Respondent will enter a cost reimbursement PSA and will be expected to incur costs up front. The selected Respondent will be reimbursed by the City on a monthly basis or after training session is completed, depending on the number of sessions scheduled. The selected Respondent will be reimbursed after submitting an invoice and documentation of all costs. Payment for services provided under the PSA shall not be construed as evidence of the VWDB's acceptance of the project deliverables as defined in the Scope of Work (Section VIII). The selected Respondent will provide copies of all written deliverables in draft and final form to the VWDB. Should the VWDB reject any or all of the project deliverables, the VWDB Director will notify the The selected Respondent in writing and cite the reasons for the rejection. The right to reject the deliverables shall extend throughout the term of the PSA and for ninety (90) days after the The selected Respondent submits the final billing for payment.
- K. Breach: In the event a selected Respondent fails to provide services during the period and at the cost negotiated, the City and VWDB shall have the right to pursue all remedies available under state and/or federal law.
- L. Respondent's Indemnification of the City  
At its expense, Respondent agrees to indemnify, defend, and hold harmless the City and its officers, agents, employees, and representatives from and against any and all liability, suits, actions, proceedings, judgments, claims, demands, liens, losses, damages, costs, and expenses (including attorneys' fees, litigation, arbitration, mediation, appeal expenses) if a dispute, lawsuit, or other proceeding arises out of any one or more of the following:
- Respondent's submitting the Quotation;
  - The City's accepting Respondent's Quotation; or
  - The City's awarding a Contract to Respondent in compliance with this RFP, or state, federal, or local laws.
- M. The City of Glendale may: (1) request credit, criminal, and investigative reports about you and your firm, and (2) contact the references, government entities, and other persons listed in this Quotation. The City of Glendale will use this information to evaluate your firm's financial resources, responsibility, and integrity with respect to this Quotation, an award of the Contract, or any contract renewal. The City of Glendale will treat any information that it obtains now or later as confidential.

## **XVI. CITY'S AND VWDB'S RESERVATION OF RIGHTS**

This RFQ and the quotation evaluation process does not:

- Obligate the City and/or VWDB to accept or select any quotation;
- Constitute an agreement by the City and/or VWDB that it will actually enter into any contract with any Respondent.

When it best serves the City's and/or the VWDB's interests, the City and/or VWDB may do any of the following:

- Reject any response or all responses at its sole discretion.
- Extend the deadline for accepting responses.
- Accelerate the pace of the RFQ process if only one or a handful of quotations are received.
- Waive any or all information, defects, irregularities, or informalities in a quotation.
- Accept amendments to quotations after the submission due date.
- Amend, revise, or change the RFQ's evaluation or selection criteria.
- Cancel, withdraw, amend, revise, change, or negotiate the terms of this RFQ, any proposed contract, or both.
- Reissue a Request for Quotations.
- Conduct oral interviews.
- Visit a Respondent's facilities or business.
- Examine financial records of Respondent to the extent necessary to ensure financial stability.
- Make a partial award.
- Negotiate with one or more Respondents.
- Award contracts to one or more Respondents.
- Require a best and final offer from one or more Respondents.

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**This concludes the RFQ instructions.**

### **ATTACHMENTS:**

1. [Proposal Cover Page- Attachment A](#)
2. [Proposal Narrative – Attachment B -1](#)
3. [Additional Qualification Questions- Attachment B-2](#)
4. [Budget – Attachment C](#)
5. [Signed Debarment Certification- Attachment D](#)
6. [Signed Lobbying Certification - Attachment E](#)
7. [Signed Assurances - Attachment F](#)
8. [Insurance Requirements- Attachment G](#)

**If you have any issues with the attachments, please send an email to: [staimoorian@glendaleca.gov](mailto:staimoorian@glendaleca.gov)**