

Comprehensive One-Stop Center and Business Services

I. PROPOSAL NARRATIVE

A. Scope of Work – Narrative

30 - Points

Evaluator’s consideration shall include:

- A Recruitment Plan that includes strategies to ensure geographic and demographic coverage of the region being proposed.
- Capability to serve large numbers through Universal Access services. Respondent must be able to serve unique populations such as individuals with disabilities, limited literacy, limited English proficient, and the highly skilled job seeker;
- Service strategies that include the coordinated efforts of the organization and other partner agencies in delivering Rapid Response and Business Assistance Services
- Service strategies that include the coordinated efforts of the organization and other partner agencies in delivering WIA services;
- A Customer Flow Chart and description that shows how job-seeking customers will be served through the One-Stop System.
- The overall capacity to serve job-seeking customers and employers in varying phases of service; and
- A proposal narrative that is specific and action oriented.

Attachments

A-1: Customer Flow Chart

A-2: Recruitment Plan

Respondent: Answer the following questions. Make sure you include all attachments. Evaluator will use both your narrative response and the required attachments when evaluating your proposal. Restate the question and then provide your answer using the numbering shown below.

- A.1. Describe how WIA-mandated core, intensive and training services will be delivered to job-seeking customers. Include a “Customer Flow Chart” that visually shows the flow of how a job-seeking customer will be served from the universal access phase of service through the training phase of service. The flow chart should also include partner services. Flow chart shall be included as Attachment A-1
- A.2. Describe your plans to deliver business assistance services. Include specifically what you plan to offer businesses from the required services outlined in the RFP. Provide a Service Plan that includes the coordinated efforts of your organizations and other partner agencies.
- A.3. Describe your plans to deliver Rapid Response services. Include specifically what you plan to offer businesses from the required services outlined in this RFP. Describe how you will coordinate efforts with partner agencies. Discuss your

organizations' ability to provide workshops to employees of a company that has requested Rapid Response services.

- A.4. Describe how you will serve large numbers of individuals. In your description include special populations with limited English proficiency, persons with limited literacy skills, and the disabled. Include your plan for services for the more highly-skilled job seeker.
- A.5. Describe how you will ensure complete geographic and demographic coverage of the region(s). How will you attract and serve new customers to the system? Include a Recruitment Plan as Attachment A-2.
- A.6. Describe how you would transition existing services/customers from the current system so that no lapse in service occurs. Include the time needed to acquire and train staff and to procure equipment and space if proposing a reorganization of current space or new location. Refer to J-9 page 19 for suggested scenarios that may be considered.
- A.7. Describe how your resources, professional contacts, knowledge of the labor market and special expertise will accomplish the goals and performance of the Comprehensive One-Stop Center. Describe how you ensure services are in alignment with current local and regional labor market demands.
- A.8. Describe how you plan to provide on-going staff training to ensure your staff has access to the most current information and tools.
- A.9. Consistent with EDD upcoming policy direction (Integrated Service Delivery Model), describe how you will increase emphasis on assessment, career coaching and skill development rather than on self-directed services?
- A.10. For each designated staff position, provide the following information:
- Position Title (Assigned by the organization)
 - Position Classification (Professional, technical, managerial, clerical, etc.)
 - Full-time Equivalency (Express fractions as decimals, i.e., ½ time as .50 FTE)
 - Areas of Responsibility (Identify functions that will be assigned to this position)
 - Qualifications (Identify skills and prior experiences)
 - Credentials (Identify any credentials that are required for this position and a brief explanation of how these credentials relate to the areas of responsibility assigned to this position)