

Baltimore City Workforce Investment Board
Youth Council

Request for Proposal
For the Selection of
Vendors to Manage
Youth Opportunity Satellites

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Table of Contents

<u>Section</u>	<u>Page</u>
I. Introduction/Statement of Intent	3
II. Specification/Evaluation/Timeline	5
III. Contractor Qualifications and Responsibilities	8
IV. Program Specifications	10
V. Proposal Format and Evaluation	13
VI. Budget Information	15
VII. Cover Page	17

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I. **Introduction/Statement of Intent**

Baltimore City Workforce Investment Board
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**REQUEST FOR PROPOSAL
MANAGEMENT OF YOUTH OPPORTUNITY SATELLITE CENTERS**

In February 2000, Baltimore City was awarded a Youth Opportunity (YO) Grant by the federal Department of Labor. The grant is designed to create a full service youth development system to promote the academic success and long term employability of young people residing in the Empowerment Zone (EZ).

Baltimore's YO System offers young people access to a wide range of educational, employment and training, recreational, health, leadership and cultural enrichment activities. Youth connect to these services through one of six "ports" which are facilities anchored in the EZ communities and staffed by professional youth workers. Two of the ports are full scale Youth Centers. One is located in the East side and one is located in the West side of the EZ. Both Youth Centers are fully operational. The system design also calls for four (4) Satellites augmenting the Youth Centers--two (2) on the East and two (2) on the West side of town. Currently one eastside and one westside Satellite are operational. This Request For Proposal is to select two vendors to manage the two additional Satellite sites, which are to be located in the Northwestern and Southeastern neighborhoods of the EZ.

The primary focus of the Satellites is to recruit EZ out-of-school youth between the ages of 16 and 21, who live in a designated geographic area. The Satellites are to assist these young people in developing and implementing individualized career and academic plans. Vocational assessment, computer literacy and career planning are offered on site, along with job readiness and employment referrals. All youth enrolled at the Satellites are then connected to the broader range of educational, recreational, health, leadership and occupational skills training resources available at the Youth Centers. The Satellites must be located in areas that are accessible to youth using public transportation. The facilities must be attractive, youth friendly, clean and meet the safety standards as defined by the Occupational Safety and Health Administration.

It is the intention of the Baltimore City Workforce Investment Board's (BWIB) Youth Council to administer a fair and objective process to select the vendors. Under the policy guidance of the BWIB Youth Council, the Mayor's Office of Employment Development (MOED), which is the administrative agent for the YO grant, will provide the vendors

with overall direction for operating the Satellites. MOED will be the contracting agent in this process.

It is expected that two (2) contracts will be awarded based on an annual allocation of no more than \$210,000 per Satellite. The initial contract period will be for February 1, 2002 through September 30, 2002. **Each satellite must be operational by March 15, 2002.** Based on performance and availability of funds, a subsequent full year contract renewal is anticipated.

Baltimore City Workforce Investment Board
Youth Council
Request for Proposal

SPECIFICATIONS/EVALUATION/TIMELINE

II. Specification

Request for Proposal (RFP)

The vendor will be competitively selected based on the scoring of the RFP responses.

Proposal applications must be submitted for evaluation and rating by the Workforce Investment Board Youth Council by December 28, 2001. Interested respondents should submit it to:

Dr. Skipp Sanders, Chair
C/o Mr. Ernest F. Dorsey
Workforce Investment Board Youth Council
Mayor's Office of Employment Development
Youth Opportunity Grant
101 W. 24th Street
Baltimore, Maryland 21218
(410-396-6722)

Notification of selection will be made on or before January 11, 2002. The bidders receiving notification of these awards will be required to demonstrate the fiscal and administrative capacity described in Section IV, Vendor Qualifications and Responsibilities. A contract negotiation process will be based on the YO Grant requirements and the best terms originally offered by the respondent. The vendor should be prepared to begin the implementation process within thirty (30) business days of the award.

Bidder's Conference

The Bidder's Conference will be held at:

Mayor's Office of Employment Development
101 W. 24th Street, Room 100
Baltimore, Maryland 21205
Date: December 19, 2002
Time: 2:30 p.m.

Contact Ms. Lisa Cullings at 410-396-6722 prior to December 17, 2001 to confirm your attendance at the December 19, 2001 Bidder's Conference. Late attendees to the Bidder's Conference will not be admitted.

Proposal Submission

Proposals must be accurate, valid and provide full disclosure of information. Proposals, which fail to follow instructions and/or fail to respond to all or part of the RFP, will be deemed non-responsive and will not be considered. The Baltimore City Workforce Investment Board Youth Council will not accept any amendments, revisions or alternation after the proposal due date unless they request it.

Typewritten proposals must include:

1. Completed cover page (see section VIII)
2. Written responses to Section V, questions 1 – 7, in order presented
3. Completed budget information (see section VII)

Send one original and six copies of the proposal to:

Dr. Skipp Sanders, Chair
C/O Ernest F. Dorsey
Baltimore Workforce Investment Board Youth Council
Mayor's Office of Employment Development
Youth Opportunity Grant
101 W. 24th Street
Baltimore, Maryland 21218

The required proposal document must be typewritten, double spaced, on numbered 8.5 x 11 inch pages, with a font size of 12 points. Proposal responses to questions 1 – 6 must be limited to 20 pages.

Any proposal submitted shall remain a valid proposal for one year after the closing date of the RFP.

RFP Inquires and Clarification Procedures

All inquires related to this RFP are to be submitted electronically to pwaddell@oedworks.com. These questions will receive a response within 72 hours maximum. Copies of the Questions & Answers (Q&A) received will be provided to all attendees of the Bidder's Conference. No other questions will be answered after the Bidder's Conference.

All clarifications or changes to submitted proposals must be in the form of a written addendum and received prior to 12:00 noon December 26, 2001.

Cost of Preparing Proposals

Costs for developing the proposals are solely the responsibility of the bidder. The BWIB Youth Council will not provide reimbursement for such costs.

Withdrawals

A proposal submitted prior to the due date may be withdrawn prior to that date. A written request to withdraw the proposal must be submitted electronically to pwaddell@oedworks.com.

Public Record

Applicants are advised that documents in the possession of the BWIB are considered public record and subject to disclosure under the Sate Public Records Law.

I. Evaluation Process

An independent evaluation committee will review and rate the proposals. A score will be assigned based on the criteria and assigned points specified in Evaluation Criteria Section VI. The evaluation committee may request additional information for any applicant. The BWIB Youth Council will determine the final selection.

The BWIB Youth Council reserves the right to withhold awards should there be no proposal that adequately addresses the services and outcomes requested.

II. Estimated Timeline

RFP Available for Distribution/Public Notice	December 9, 2001
RFP's mailed out	December 10, 2001
Bidders Conference	December 19, 2001
RFP applications are due to the Youth Council (see above address)	December 26, 2001 noon
Evaluation Process Completed	January 4 through 11, 2002
Provisional Awards Notification: Contract Negotiations begin: letter of intent	January 14, 2002
Contract submitted for signatures	January 25, 2002

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Youth Council
Request for Proposal

Contractor Qualifications and Responsibilities

III. Contractor Qualifications

All organizational respondents must meet a minimum level of administrative and fiscal capacity in order to contract with the Mayor’s Office of Employment Development (MOED). Therefore, all respondents must provide the following Documentation of Qualifications as an addendum to the proposal when submitted. Failure to satisfactorily provide the following documentation will result in disqualification of a proposal submitted.

Documentation of Organizational Qualifications

- ❑ Proof of Incorporation, 501 (c) (3), etc. and/or proof of being a legal entity
- ❑ Written Personnel Policies
- ❑ Written Conflict of Interest Policy for Staff and Board
- ❑ Written Grievance Procedures for Customers/Clients
- ❑ Written plan to provide ongoing Quality Assurance Process for Services
- ❑ Organization’s Annual Budget of at least \$100,000
- ❑ Documentation of other funding sources supporting organization/entity
- ❑ An independent audit report to provide proof of fiscal capacity including accounting
- ❑ Documentation of liability through a certification of insurance for property and bodily insurance, motor vehicle (if applicable), death benefits, fidelity bonding, unemployment insurance, officers’ insurance and employee dishonesty insurance and Workers’ Compensation Insurance. Combined level of insurance must exceed the total award level of the grant.
- ❑ Statement that there is at least one, “state of the art” (e.g., Pentium III based) computer in place, which has internet access available for client record keeping and e-mail access.
- ❑ Demonstrate ability to collect outcome data which measure performance to plan
- ❑ Upon consideration for award, successfully undergo a Pre-Award site review.

Documentation of Qualification Submission

- Include a cover letter identifying organization and signed by an individual authorized to represent the organization, to act on behalf of it and to legally bind it in all matters related to the Documentation of Qualifications.

Vendor Responsibilities

Program success is contingent upon the ability of the vendor to meet the demands of managing and administering the program and client services. Contracts awarded will be based on cost reimbursement, with allowable costs limited to those reasonable and necessary for the effective and efficient performance of the contract. Partial payment may be withheld for failure to meet contract specified performance goals. With the

written approval of the BWIB Youth Council, a vendor may subcontract specific activities by following proper legal procurement procedures.

Selected vendor responsibilities include, but are not limited to:

- Program operations and fiscal management
- Client recruitment
- Client tracking, documentation and case management
- Timely reporting of required data/information
- Implementation of all YOG Policies and Procedures
- Collaboration and cooperation within the YOG System, including MOED staff and the BWIB Youth Council
- Timely billing and reports
- Monitoring and evaluation of staff and the YOG System
- Compliance with all YOG requirements
- Oversight of any subcontractors
- Timely submission of Monthly Activity Reports to the Project Director defining:
 - Monthly Outreach/Recruitment/Re-Engagement Efforts
 - Calendar of Upcoming Events
 - Success Stories
 - Barriers Impeding Progress and Recommendations for Program Modification, if necessary.

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Youth Council
Request for Proposal

IV. **Program Specifications**

Target Population

- Youth living in the EZ who are 16 to 21 years of age who are out of school (100% of enrollment goal)

Note: All in-school youth 14 and above may be referred to YO! in-school programs.

Overview

The vendors will serve as one of two satellites linked to the main centers--West Side Youth Opportunity Community Center located at 1510 W. Lafayette Avenue and the East Side (HEBCAC) Center located at 1212 N. Wolfe Street, Baltimore, MD 21213 for their respective sections of the city in the EZ. The vendors will recruit and serve no less than one hundred fifty (150) EZ youth each, sixteen (16) to twenty-one (21) years of age who are out-of-school youth during the period of this agreement. The vendors' proposals should indicate the capacity to be responsible for:

- Recruiting, enrolling, and orienting 150 eligible youth.
- Providing an initial assessment, which charts each participant's educational skill level and barriers to success, including learning disabilities, substance abuse, homelessness, health, parental obligations, etc.
- Support youth with advocacy, including basic crisis intervention as needed and helping them build life skills.
- Creating an individual opportunity plan (IOP) to help each participant address all barriers to success.
- Opening a computer lab to support basic information technology literacy
- Supporting members' search for employment.
- Registering members in all educational support and training services needed.
- Creating satellite-based youth development activities and encouraging youth to engage in system-wide sports, recreation and cultural enrichment activities.
- Maintaining extensive client case files and electronically reporting client activity on a monthly basis.
- Providing follow-up support services for 24 months.

Operation Schedule

The YO Grant is intended to provide comprehensive support services for youth. The vendor's proposal should indicate a capacity to be able to have some evening and weekend hours. The hours of operation should be scheduled for maximum access by youth and reflect the support services provided. The hours are subject to review and approval by the Contracting Youth Opportunity Grant Management Team. There must be at least forty (40) hours of operation each week.

It is expected that the vendor would be fully operational within thirty (30) days of the approval of the contract.

Satellite Staffing

It is required that all staff successfully complete the Youth Practitioners Institute (YPI) certification process; pass a criminal background investigation and drug screening.

The vendors will recruit and hire the following positions to be funded under the YOG agreement:

- One satellite coordinator
- One literacy/computer lab basics instructor

Other staff members will be employed through the Baltimore City Community College (BCCC) YPI, who will train, certify, provide ongoing staff development and be the employer of record for the remaining staff identified jointly by the vendor and MOED. BCCC may reject any candidate based on their screening process. However, BCCC will create the personnel policies and see to the governance of the following personnel:

- Two employment advocates
- One recruiter/outreach community worker
- Share a job coach with the West and East Side Centers
- Share an account executive/job developer with the West and East Side Centers

Vendor proposals may indicate if they have candidates in mind for the above positions and they may submit resumes as attachments.

Performance Requirements

Vendors will be required to complete monthly reports by the end of each month to assess progress in each aspect of program performance. Program quality and accountability will be monitored continuously by the MOED. The MOED will provide intense capacity building and continuous technical assistance system wide, focusing on management techniques, effective service delivery, and maintain fiscal reports and management information.

The successful vendor will be expended to achieve the following:

1. Enroll no less than one hundred fifty (150) participants (e.g., 10% in school and 90% out of school as previously defined) with an
 - 80% participation rate; and
 - 80% completion rate; and
 - 80% retention rate.
2. One hundred percent of the career training component completers will be placed in full-time jobs earning at least seven dollars per hour or enroll in college, trade school or military. Full-time employment shall be defined as thirty-two (32) or more hours per week.

3. Out-of-school youth 16 and 17 years of age skills attainment rates should be no less than 40% and those who are 18 to 21 should have a 60% entered employment rate.
4. Out-of-school youth 16 and 17 youth should have at least a 35% diploma/GED completion rate.
5. Out-of-school youth 18 to 21 should have an employment retention rate of at least 80%.
6. Out-of-school youth 16 to 21 should have at least a 40% credential rate (i.e., earning one's high school equivalency).

Funding and Budget Guidelines

There is an expectation that programs will leverage resources in order to meet targeted outcomes wherever possible. This leveraging of resources should be reflected in the proposal budget.

Applicants should prepare an eight (8) month budget.

Budget line items should include and not to exceed:

Coordinator salary @ \$32,000 per year plus fringe benefits at 30%
Literacy instructor @ \$29,000 per year plus fringe benefits at 30%

- Rental of approximately 3,000 sq. ft. not to exceed \$24/sq. ft.
- Furniture
- Office Supplies
- Telephone Supplies/Office Equipment
- Postage
- Incentives and Rewards (participants only)
- Tokens and Bus Passes
- Other Operating Costs
- Educational Assessment Tools
- Estimate from the local Baltimore Gas & Electric Company defining the average monthly costs to heat/cool a 3,000 sq. ft. space per month.
- A notarized statement from the realtor/landlord of the property declaring the facility to be occupied meets OSHA/MOSHA/ADA standards and accommodations.

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Youth Council
Request for Proposal

V. Proposal Format and Evaluation Points

Please respond to the questions below and limit your responses to 20 pages, double spaced using a 12-point font. In addition, applicants must complete a cover page and budget information.

1. Port Location and Space (15 points)
Identify the address and handicapped-accessible space you will be using to open a YO Satellite in the East Harbor community and/or YO! Satellite in the Northwest EZ community of Sandtown. Describe how you would work with this space to make it youth-friendly such as including items like posters, sofas, TV/VCR, etc. The vendors should share a timeline, which will assure that this port is opened within thirty (30) business days of the signed contract.

2. Organizational Operation (20 points)
Describe how your organization will provide project oversight and support. Attach the organizational documentation outlined above in the section above titled **Contractor Qualifications and Responsibilities**. Share how you plan to identify and recruit service-oriented staff members, who are willing to work flexible hours including evenings and weekends. Include any information on how your organization might be able to sustain services to youth beyond the grant period.

3. Recruitment (15 points)
Describe your outreach and recruitment strategies for the out-of-school YO target population, including timeline. Include partnerships with other youth services agencies, neighborhood high schools, faith-based organizations, etc.

4. Client Services (30 points)
Describe how you plan to insure that clients receive documented, support services in a timely, youth-friendly manner. Describe your plans to include youth in the satellites' decision-making and management processes. What standards of conduct will you require of youth at your location. How will you insure that clients feel safe coming into your location? Identify some youth development activities you might host at this satellite, which would help to build a sense of community at your location.

Also discuss your willingness to host an open computer lab, which can have broad-based community access.

Outline how you plan to monitor youth progress and acknowledge their benchmarks.

5. Electronic record keeping (10 points)
Please share your willingness to have staff post client data electronically and manually.

6. Budget

(10 points)

The following budget information should be included a line-item budget with total costs allocations as outlined above. Include a budget narrative, which give a brief explanation of each budget item in the same order as the line-item budget. Include your method for estimating each line-item figure. Please include any resources leveraged in the budget as well.

BONUS POINTS:

(10 points)

Respondents registered with the City of Baltimore's Minority and Women Business Opportunity Office (MWBOO). Enterprises (as defined by Article 5, subtitle 28) shall receive additional points. Proof of current and active certification must be provided as part of the proposal package.