



# **One-Stop Operator and Service Provider RFP**

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**City of New Orleans**

November 19, 2019

# Overview

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## **I. One-Stop: City Priorities, Background Info, & Performance Measures**

*Sunae Villavaso, Director of Workforce Development*

## **II. Procurement Process**

*Kai Wells, Assistant Purchasing Administrator*

## **III. DBE Requirements**

*Matthew Cullinen, Compliance Officer for Supplier Diversity*

# **I. One-Stop: City Priorities, Background Info, & Performance Measures**

# City Priorities for the One-Stop

*The City anticipates issuing an RFP later this month to procure a vendor capable of achieving measurable progress in the City's priority areas.*

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1. Support **employers** in high-wage, high-demand fields (IT, Health Care, Advanced Manufacturing, and Skilled Trades) with their human resource needs and work with them to improve job access and quality.
2. Provide education, training and employment services that focus on high-wage, high-demand **career pathways**.
3. Ensure services are **accessible** to people by bringing them out into the community and eliminating barriers to entry (New Orleans East, West Bank, Lower 9<sup>th</sup> Ward)
4. Leverage **partnerships** to provide comprehensive support services to job seekers.
5. Offer outstanding **customer service** in a professional and aesthetically pleasing environment.

# Current Location and Funding Allocation

*The current one-stop is centrally located in Mid-City and is funded by a Workforce Innovation and Opportunity Act (WIOA) allocation of just over \$4M annually.*

**Location: 3400 Tulane Ave.**



Population	2019 Allocation
Youth	\$1,520,346
Adult	\$1,467,043
Dislocated Worker	\$1,285,974
<b>TOTAL</b>	<b>\$4,273,363</b>

# Employer and Job Seeker Services Offered

*The one-stop offers a number of services for both employers and job seekers.*

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## Employer Services

- Access to qualified applicants
- Posting of jobs
- Applicant pre-screening
- Training (on-the-job, labor market or custom)
- Information on training grants and tax credits
- Assistance with targeted recruiting events
- Access to interview space

## Job Seeker Services

- Career planning and assessments
- Labor market information
- Occupational skills training
- Entrepreneurial training
- Financial Literacy
- Supportive services
- Follow-up services
- Access to computers, etc.

# Youth and Adult Services Offered

*In addition to the core job seeker services, the one-stop offers specialized services for youth and adults.*

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## Youth Services

- Alternative Secondary School
- Comprehensive guidance/counseling
- Leadership development opportunities
- Mentoring/tutoring
- Paid/unpaid work experience
- Prep for and transition to postsecondary education and training

## Adult Services

- Job search assistance and workshops
- On-the-Job training
- Work readiness training
- Adult education services

# Mandated Partners

*To deliver these services, the one-stop works with a set of partners mandated by the Workforce Innovation and Opportunities Act.*

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- Job Corps
- Louisiana Workforce Commission
- Delgado Community Partners
- Total Community Action
- City of New Orleans, Office of Community Development
- Louisiana Department of Children and Family Services
- National Association for Hispanic Elderly



# Coordination with Wagner Peyser

*The one-stop has an integrated service delivery model for Wagner Peyser (WP) and Workforce Innovation and Opportunity Act (WIOA).*

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- The Louisiana Workforce Commission has state-funded Wagner Peyser staff stationed at the local one-stop.
  - The one-stop operator has functional supervision over these staff.
  - However, the Louisiana Workforce Commission maintains human resource supervision.

# Adult Priority Populations for Supportive Services

*The one-stop prioritizes populations with certain characteristics for supportive services.*

People...	#	People receiving...	#
w/ basic skills deficiency	384	SNAP	822
w/ Veteran status	240	General assistance (housing, medicaid, etc.)	138
w/ justice-involvement	221	SSI or SDDI	23
from a high poverty area (youth specifically)	171	TANF	10
experiencing homelessness	83		
w/ a disability	56		

*Note: data represents people enrolled in WIOA services from July 1, 2018 to November 5, 2019.*

# Performance Measures – Service Uptake

*Performance targets for service uptake are negotiated with the Louisiana Workforce Commission on an annual basis based on funding allocation.*

Service Uptake Performance Targets (2019)	Adult	Dislocated Worker	Youth
Enrollment	900	450	180
Individual Training Accounts	80	60	60
Work Experience	20	-	80
On the Job Training	20	25	-
Placements	-	-	12
Job Fairs	-	-	4

# Performance Measures – Service Outcomes

*Additionally, WIOA funding requires meeting service outcome performance targets around employment, earnings, and credential attainment.*

<b>Service Outcomes Performance Targets (2019)</b>	<b>Adult</b>	<b>Dislocated Worker</b>	<b>Youth</b>
Employment Rate (2nd Quarter After Exit)	63.8%	65.3%	68.5%
Employment Rate (4th Quarter After Exit)	68.8%	69.2%	68.7%
Median Earnings (2nd Quarter After Exit)	\$4,600	\$6,200	-
Credential Attainment	69.0%	71.0%	59.0%

# Performance Measures – Employer Engagement

*The one-stop has performance targets around engagement for the services they provide to employers as well.*

Employer Engagement Performance Targets (2019)	Number
Adult/DW Placements	800
New Employers	100
Hiring Events	100
On the Job Training Placements	45

# Performance Measures – Related to City Priorities

*The City is seeking to establish additional performance targets related to the City priorities stated earlier in this presentation.*

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Performance measures could include the following:

1. % of people obtaining credentials or employment in career pathway jobs and livable-wage jobs
2. % of people satisfied with customer service
3. # of people served at satellite locations
4. # of co-located partners and # of job seekers served by each
5. # of career pathway employers engaged through various service offerings

**Questions?**

## **II. Procurement Process**



# Anticipated Timeline for One-Stop RFP

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- **RFP Release:** Early December
- **Proposals Due:** Mid/Late January
- **Contract Start Date:** July 1, 2020

# Timeline for Procurement Process

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- **Advertisement Period (30 days)** – Procurement receives and circulates any questions submitted by prospective respondents, posts any necessary addendum, and conducts any pre-proposal meeting if required by RFP.
- **Deadline for Submission**
- **Immediately Post-Deadline (14 days)** – Following the deadline, Procurement compiles proposals, verifies responsiveness, forwards DBE portions of proposals to Office of Supplier Diversity, distributes proposals to selection committee members; prepares scoring sheets, and issues public notice of date for selection committee meeting.

# Timeline for Procurement Process

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- **Selection Committee Meeting (1 day)** – Procurement conducts meeting, takes minutes, and verifies and tabulates scoring sheets of selection committee members.
- **Intent to Award (3 days)** - After a selection is made, Procurement sends an intent to award letter to the selected respondent, sends regret letters to other respondents, and converts meeting notes into minutes.

# Timeline for Procurement Process

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- **Contract Negotiations and Service Agreement (30-120 days)** – Once the intent to award letter is issued, Department can negotiate. Once contract negotiations have commenced, a Service Agreement with the selected respondent will be generated and routed for approval and execution.
- **Contract Execution and Purchase Order (2 days)** - When the contract is fully executed between the City and the selected respondent, Department submits a copy to Procurement for the issuance of the purchase order.

**Questions?**

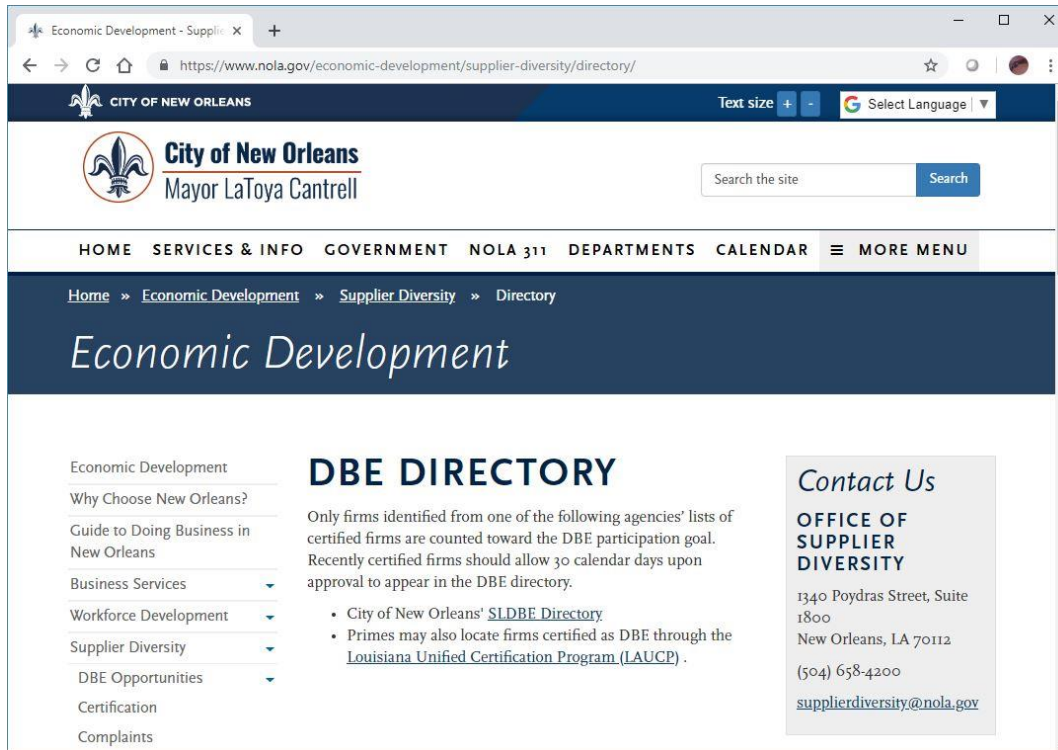
# **III. DBE Requirements**

# DBE Goal - 35%

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- Proposers are required to provide evidence of attainment of the DBE goal through verifiable commitments to DBE firms as detailed on the DBE Compliance Form-1.
- All firms listed on DBE Compliance Form-1 must be utilized on the project.
- Good Faith Efforts (GFE) are required to be made and demonstrated on all applicable City of New Orleans contracts. If you have not attained the DBE goal, you are required to complete and submit DBE Compliance Form-2 along with supporting documentation.

# Counting DBE Participation



The screenshot shows the City of New Orleans website's Supplier Diversity Directory page. The browser address bar displays the URL: <https://www.nola.gov/economic-development/supplier-diversity/directory/>. The page header includes the City of New Orleans logo and Mayor LaToya Cantrell's name. A search bar is located in the top right. The main navigation menu includes: HOME, SERVICES & INFO, GOVERNMENT, NOLA 311, DEPARTMENTS, CALENDAR, and MORE MENU. The breadcrumb trail reads: Home » Economic Development » Supplier Diversity » Directory. The page title is "Economic Development". The main content area features a sidebar with a menu: Economic Development, Why Choose New Orleans?, Guide to Doing Business in New Orleans, Business Services, Workforce Development, Supplier Diversity, DBE Opportunities, Certification, and Complaints. The main heading is "DBE DIRECTORY". The text states: "Only firms identified from one of the following agencies' lists of certified firms are counted toward the DBE participation goal. Recently certified firms should allow 30 calendar days upon approval to appear in the DBE directory." The list includes: City of New Orleans' [SLDBE Directory](#) and Primes may also locate firms certified as DBE through the [Louisiana Unified Certification Program \(LAUCP\)](#). A "Contact Us" box provides the following information: OFFICE OF SUPPLIER DIVERSITY, 1340 Poydras Street, Suite 1800, New Orleans, LA 70112, (504) 658-4200, and [supplierdiversity@nola.gov](mailto:supplierdiversity@nola.gov).

- DBE firm's must be certified with either:
  - SLDBE Program
  - LAUCP DBE
- DBEs must be certified in their respective listed scopes of work
- Both directories are linked to the OSD webpage at: [www.nola.gov/economic-development/supplier-diversity/directory](https://www.nola.gov/economic-development/supplier-diversity/directory)



# Counting DBE Participation

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## DBE as Prime

- A DBE can be a Prime (Bidder/Proposer) and count as 100 percent of the DBE goal, provided that the Prime DBE has met the contract goal and has committed to performing 30% that portion of the work with his own forces.

## DBE Goods & Supplies

- DBE Manufacturers of materials may be counted toward 100% of their contract amount.  
DBE Suppliers may be counted toward 60% of their contract amount.

# Counting DBE Participation

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## Commercially Useful Function (CUF)

In determining whether a DBE certified firm is performing a commercially useful function, factors including but not limited to the following shall be considered:

- Whether the firm has the skill and expertise to perform the work for which it is being utilized and possesses all necessary licenses;
- Whether the firm is in the business of performing, managing, or supervising the work for which it has been certified and is being utilized; and
- Whether it is performing a real and actual service that is a distinct and verifiable element of the work called for in a contract.

# DBE Compliance and Reporting

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- The Office of Supplier Diversity's Compliance Team is charged with monitoring and reporting DBE participation on City contracts to ensure DBE firms get their share of procurement opportunities.
- The B2Gnow Compliance Monitoring system is used for reporting DBE participation and compliance reports are required from each contractor and subcontractor on a monthly basis.
- Compliance Officers conduct announced & unannounced site visits to monitor contract compliance in the field.

# Office of Supplier Diversity

## Compliance Team

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**Questions?**