



CITY OF BOSTON WORKER EMPOWERMENT CABINET

Request for Proposals

Good Jobs Metro Boston Coalition (GJMBC) Wraparound Supports Framework Implementation

Issue Date: July 17, 2023

Proposals Due: August 17, 2023

Inquiries: abigail.cross@boston.gov

Trinh Nguyen, Chief of Worker Empowerment

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I. RFP TIMELINE

Request for Proposals Issued Website: boston.gov/owd-grantmaking	July 17, 2023
Bidder's Conference: Zoom registration link: https://www.zoomgov.com/webinar/register/WN_RAJd0yNdRn2t82JSpVbmiw	July 31, 2023 at 2:00 PM EDT via Zoom
Submittal of Questions Email: abigail.cross@boston.gov	August 1, 2023, by 5:00 PM EDT
Response to RFP due	August 17, 2023, by 5:00 PM EDT
Notification of Selection	September 15, 2023
Anticipated Contract Start Date	September 18, 2023

II. OVERVIEW

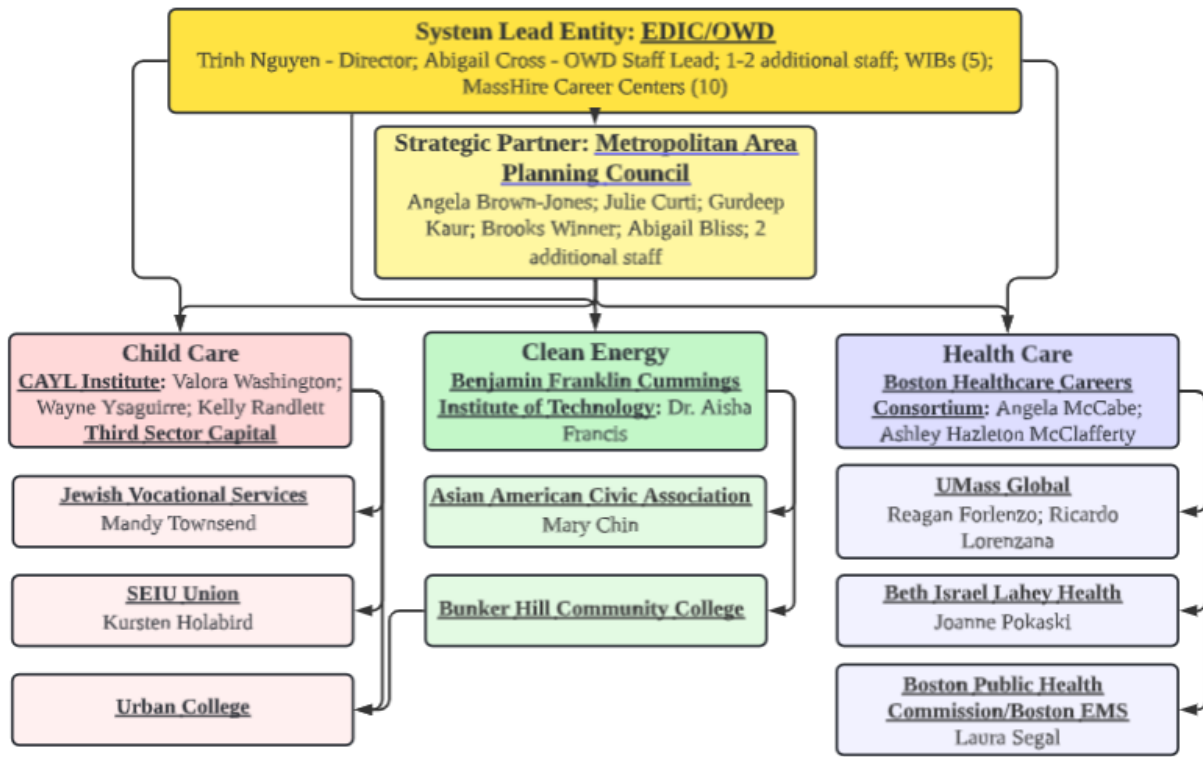
BACKGROUND

The Economic Development & Industrial Corporation, acting through its Boston Mayor's Office of Workforce Development (EDIC/OWD), recently received funding as a part of the EDA's FY2021 American Rescue Plan Act (ARPA) Good Jobs Challenge. These funds will be used to train and place 4,618 participants into quality jobs in the Metro Boston region over the course of a three year grant period spanning from September 1, 2022 to August 31, 2025.

The initiative, coined the **Good Jobs Metro Boston Coalition**, focuses on three industries of need: Healthcare, Clean Energy, and Child Care. Each targeted industry is led by a "Backbone Organization" that serves as a leader and convener within its respective industry. The Backbone Organization for Health Care is the MassHire Boston Workforce Board (Boston PIC), for Clean Energy, Franklin Cummings Tech (FCT), and for Child Care, the Community Advocates for Young Learners (CAYL) Institute. Below is the general organizational structure of the initiative.



EDA Good Jobs Challenge EDIC/OWD Organizational Structure



PURPOSE

EDIC/OWD set aside approximately \$1M in administrative funding to provide financial wraparound supportive services to GJMBC participants. This funding is intended to serve approximately 40% of participants (1,847 participants). This funding could not address all of a person's needs; the aim is to apply the funding strategically to mitigate key unmet, training-related needs, acknowledging that these may vary.

With this in mind, the Metropolitan Area Planning Council and EDIC/OWD met with key coalition stakeholders to identify a “menu” of financial wraparound services that would be targeted with this funding. The idea is that should a participant demonstrate need, they would be able to choose the area(s) where they need the most support. This way, the funding could be tailored to participant needs. The five (5) proposed “menu” items identified are as follows:

1. Transportation (MBTA monthly LinkPass, gas vouchers, etc.)
2. Childcare
3. Food
4. Clothing/Supplies

5. Communications

EDA funding has several restrictions as to the use of funds. We cannot use EDA funding to provide stipends, or direct participant wages. This limits what EDIC/OWD will be able to do in providing the above services. For instance, we would not be able to pay for participant phone bills (Communications), or provide direct funding to participants to pay for groceries (Food).

We are still working on creating a guide that will outline to training providers specifically how funds for each service identified can be used under this framework.

III. PROJECT SCOPE AND DELIVERABLES

KEY DELIVERABLES

EDIC/OWD is looking for a provider that can provide a service that significantly reduces the administrative burden in disbursing these funds to partners and services to participants. Listed below are key deliverables for providers to consider:

Required Deliverables

- 1. Provide a service that allows participants or case managers from different organizations to request and access GJMBC-identified services.** Participants will be entering the coalition, and requesting funds, from a variety of different organizations. These may include any one of the 11 + participating MassHire Career Centers within the region, other sourcing providers such as Neighborhood Villages, or the training providers themselves. The training providers may include Beth Israel Lahey Health, UMass Global, Boston EMS, The Community Group, Lawrence Community Works, SEIU 509, United Way, and seven (7) institutions of higher education. So, a total of **28** organizations, including OWD and MAPC, may use this service.
- 2. Restrict the wraparound services offered (outside of existing public benefits) to the menu of wraparound services identified in the framework above, and accommodate EDA funding restrictions.**
- 3. Host and facilitate the entirety of a quick and easy approval process within the service for case managers to request and process services for their clients.** With this source of funding, we won't be able to accommodate all GJMBC participants. In an effort to be strategic about the use of funds, and to allow the funding to last throughout the lifetime of the grant, our current plan is to inform case managers that these funds are to be used on an emergency basis. In essence, case managers or other support staff will be able to determine on a case-by-case scenario when this funding is most appropriate for their clients. Even still, we want to ensure that requests for funds are compliant with EDA funding restrictions. So, we would like the proposed service to either automate the approval process based on EDA guidelines, or route the proposed use of funding for EDIC/OWD review.

4. **Produce reports about uses of funding across the three sectors (i.e., which services are most popular among participants and how much, on average, they cost) so they can be tied back to program outcomes in OWD/MAPC’s ongoing and final evaluations.**

Preferred Deliverables

5. **Leverage the existing public benefits system so that participants can access those prior to or in conjunction with supports offered in the GJMBC Wraparound Services Framework.**
6. **Directly disburse funds to program organizations through the proposed service.**
7. **Provide a service that has the capacity to service the identified organizations beyond the lifetime of this grant.** Strong preference will be given to a provider that can demonstrate the sustainability of their proposed service within the Metro Boston region. The proposed service should be able to seamlessly transition from providing GJMBC-related services to those case management and wraparound services necessary to continue providing services to each organization’s target population post-award. Proposed programs should provide a plan to maintain and expand user buy-in across the Metro Boston Region.

WORKFLOW

1. For all programs, a case note must be recorded for each wraparound service provided to participants. The case note must include
 - a. The justification for the wraparound service. This includes an explanation for how the wraparound service is required for the participant to complete their training and employment plan.
 - b. The community referral and its outcome
 - c. A detailed description of what is being purchased. For example, “a pair of pants, two professional shirts, and new pair of shoes”
 - d. Vendor
 - e. The initial amount requested and then the exact amount of the purchase
 - f. Outcome of the wraparound service request, when applicable. Examples include
 - i. Documenting instances when a request for a supportive service was made but ultimately not purchased, or
 - ii. If the wraparound service paid for a test of some kind, explain the outcome of the test
2. For assistance with car repairs, the provider must include a copy of the cost from the vendor as receipts or estimates.
3. For all wraparound services, an itemized copy of the receipt from the vendor must be placed in the participant record. The receipt must include the date of the purchase and amount paid. If the participant loses the receipt from the vendor, the participant and the service provider must sign a notarized statement saying the participant received the supportive service.

ANTICIPATED PROJECT TIMELINE

Request for Proposals Issued	July 17, 2023
Bidders' Conference	July 31, 2023
Submittal of Questions Email: abigail.cross@boston.gov	August 1, 2023 by 5:00 P.M. EDT
RFP Response Due	August 17, 2023 by 5:00 P.M. EDT
Notification of Selection	September 15, 2023
Anticipated Contract Start Date	September 18, 2023
Product Development	October 2023 (ideal) - December 2023
Release of Product to Partner Organizations	February 2024
Contract End Date	August 2025

IV. PROPOSAL GUIDELINES

GENERAL GUIDELINES

1. One-Page Executive Summary

A one-page executive summary that summarizes the organization's understanding of the project goals and deliverables and how your platform would successfully address them.

2. Agency Background and Organizational Capacity

Briefly describe your agency's overall history and previous experience in providing the proposed services, specifically as it pertains to cross-sector collaboration and workforce development.

3. Project Scope

Please describe how your organization proposes to implement key project deliverables listed in Section II (and below):

- a. Provide a service that allows participants or case managers from different organizations to request and access GJMBC-identified services.
- b. Restrict the wraparound services offered (outside of existing public benefits) to the menu of wraparound services identified in the framework above, and accommodate EDA funding restrictions.
- c. Host and facilitate the entirety of a quick and easy approval process within the service for case managers to request and process funds for their clients.
- d. Produce reports about uses of funding across the three sectors (i.e., which services are most popular among participants and how much, on average, they cost) so they can be tied back to program outcomes in OWD/MAPC's ongoing and final evaluations.

Preferred Deliverables

- e. Demonstrate the capacity to leverage the existing public benefits system so that participants can access those prior to or in conjunction with supports offered in the GJMBC Wraparound Services Framework.
- f. Demonstrate the ability to directly disburse funds to program organizations through the proposed service.
- g. Provide a service that has the capacity to service the identified organizations beyond the lifetime of this grant.

1. Staffing

Identify staff responsible for both the set up and maintenance of the proposed platform. Discuss staff qualifications, skills, and experience. Provide resumes for each staff member who will be assigned to this project.

2. Fee Proposal and Required Forms/Attachments

Provide a detailed fee proposal for all activities, fees, and expenses, including hourly rates. Please also include a detailed budget narrative with a description of each line item with the fee proposal. **Please submit the fee proposal (Exhibit A) and required attachments (Exhibits, B, C, and D) in a separate email to sayyida.jean-charles@boston.gov**

3. Provide project references, including a list of past project examples, if applicable.

V. TERMS OF PROCUREMENT

APPLICATION DEADLINE

OWD must receive responses to this RFP by **Thursday, August 17, 2023 at 5:00 PM EDT**.

Technical (narrative) proposals must be submitted via email to: Abigail Cross, Assistant Deputy Director, Special Initiatives and Grants Management; Mayor's Office of Workforce Development; abigail.cross@boston.gov

Price proposals must be submitted separately via email to: Sayyida Jean-Charles, Contracts and Grants Administrator; Mayor's Office of Workforce Development; sayyida.jean-charles@boston.gov

It is the sole responsibility of the responder to ensure their proposal is complete and submitted on time. No responses will be accepted after the due date and time. OWD reserves the right to reject any or all proposals. The award of a contract for services requested by this RFP shall be subject to the approval of the Board of the Economic Development and Industrial Corporation (EDIC) of Boston.

BIDDERS' CONFERENCE

Organizations interested in bidding on the RFP are strongly encouraged to participate in the scheduled Bidders' Conference on **Monday July 31, 2023 at 2:00 PM EDT**. All Q&A from the Conference will be made available to the public on the OWD website at boston.gov/owd-grantmaking no later than Wednesday August 2, 2023. The Bidders' Conference will be conducted via Zoom. Please register at this link: https://www.zoomgov.com/webinar/register/WN_RAJd0yNdRn2t82JSpVbmiw

SUBMISSION OF INQUIRIES

Questions regarding this Request for Proposals should be submitted in writing to Abigail Cross, Assistant Deputy Director of Special Initiatives and Grants Management, via email: abigail.cross@boston.gov. Phone calls will not be accepted. The deadline to submit questions is Tuesday August 1, 2023, by 5:00 PM EDT.

Responses to questions received during the procurement process will be posted on the OWD website at boston.gov/owd-grantmaking. It is the bidder's responsibility to check the website for updates and postings.

OWD is an Affirmative Action/Equal Opportunity Employer. Auxiliary aids and services are available upon request to individuals with disabilities.

PROPOSAL SPECIFICATIONS

Applicants should ensure their proposals comply with the following requirements:

1. A response to each section of the RFP is required and should follow the guidelines and sequences specified in the Section IV. Proposal Guidelines of this RFP. Each section should be labeled.
2. Every section of the Request for Proposals should be completed in full. If funded, the proposal will provide the basis for contract negotiations, and final negotiated terms will be incorporated within the contract as the Statement of Work.
3. Proposals should be typewritten, double-spaced, in 12-point Arial font with one-inch margins.
4. The proposal narrative may not exceed five (5) single-spaced pages. The page limit does not include the cover sheet, budget forms, or any required attachments.
5. Some sections require appended material. All forms should be completed in full.
6. **The fee proposal must be submitted separately from the narrative/technical proposals.** Absolutely no responses will be accepted after the due date and time. OWD reserves the right to reject any and all bids. The award of a contract for services requested by this RFP shall be subject to the approval of the EDIC Board.

EVALUATION OF PROPOSALS

Minimum Evaluation Criteria

All proposals received by OWD will first be reviewed to determine whether the proposal meets all minimum criteria identified in the RFP. Minimum evaluation criteria reflect those standards or attributes that OWD considered essential to the performance of the contract.

Comparative Evaluation Criteria

Proposals that have met all minimum evaluation criteria will be evaluated according to the comparative evaluation criteria that follow in this section. After reviewing, the evaluation team will prepare written evaluations for each proposal. The evaluators will assign a rating of 'highly advantageous,' 'advantageous,' or 'not advantageous' to each criterion.

For each section outlined below:

- Evaluators will view a proposal as being 'highly advantageous' if it meets all the listed requirements
- A proposal will be considered 'advantageous' if it meets most of the listed requirements.

- A proposal will be viewed as ‘not advantageous’ if it fails to meet most of the listed requirements.

The team will use the comparative evaluation criteria to evaluate each responder’s overall qualifications. All comparative evaluation ratings will be determined by the evaluation team. Fee proposals will be evaluated separately from the technical proposals. The evaluation team will not see the price proposals until after the technical evaluations are complete. Service and supplier diversity will be a vital part of our procurement process and will be considered when selecting a consultant.

The following criteria will be used to rate the proposals:

1. **Executive Summary:** The proposal demonstrates a complete understanding of all of the objectives and provides a clear and comprehensive approach to address the project goals and deliverables expressed in the RFP.
2. **Agency Background and Organizational Capacity:** The proposal demonstrates that the vendor and project team assembled has expertise and significant experience with relevant projects and research initiatives.
3. **Project Scope:** The project proposal demonstrates an extensive and thorough understanding of the scope of services and provides a reliable approach to the requirements of this RFP; the proposal provides a comprehensive and well-organized work plan to deliver on the proposed approach. The vendor includes at least one of the ‘preferred deliverables’ as outlined in this RFP, and recommends innovative work items which supplement the scope of services.
4. **Staffing:** The proposal demonstrates that the project team assembled has significant experience with relevant projects and providing the deliverables outlined in this RFP.
5. **Fee Proposal and Required Forms/Attachments**
 - a. **Fee Proposal:** (TO BE SUBMITTED IN A SEPARATE EMAIL TO SAYYIDA JEAN-CHARLES, sayyida.jean-charles@boston.gov, MARKED AS EXHIBIT A) The fee proposal form is completed, signed, and accompanied by a budget narrative. Responder’s fee proposal outlines reasonable costs. The budget narrative provides a detailed explanation about each line item cost. The fee proposal form supports the items described in the budget narrative.
 - b. **Required Forms/Attachments** (TO BE SUBMITTED TO SAYYIDA JEAN-CHARLES, sayyida.jean-charles@boston.gov SEE EXHIBITS B, C, and D): All required attachments are completed and signed.

OWD reserves the right to reject any and all proposals, to waive or modify any requirement contained in this RFP, to amend without consultation any proposal, and to affect any agreement deemed to be in the best interest of the City of Boston and its residents. OWD will determine the most advantageous proposal from a responsible and responsive proposer, taking into consideration the price and all evaluation criteria set forth in the RFP.

EXHIBITS

EXHIBIT A: CONSULTANT FEE AND PROPOSAL FORM

EXHIBIT A: CONSULTANT FEE PROPOSAL FORM	
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This form must be submitted in a separate sealed envelope labeled FEE PROPOSAL and addressed as follows:

Office of Workforce Development
43 Hawkins Street
Boston, MA 02114-2907

SUBMITTED BY:

NAME	
FIRM	
ADDRESS	
TELEPHONE / FAX	

Under the conditions set forth by the OWD, the accompanying proposal is submitted to provide Consultant Services.

The total fee proposal is \$ _____

FEE PROPOSAL FORM (cont.)

Consultant Level	Staff	Name/Job	Hourly Rate	Billing	Estimated Number of Hours

Total Estimated Expenses \$ _____

EXHIBIT B: CERTIFICATION OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid, or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word “person” shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

(Signature of the individual submitting proposal)

(Name of business)

EXHIBIT C: NONDISCRIMINATION AND AFFIRMATIVE ACTION

Nondiscrimination and Affirmative Action

The Consultant agrees:

1. The Consultant shall not, in connection with the services under this Contract, discriminate by segregation or otherwise against any employee or applicant for employment based on race, color, creed, national origin, age, sex or sexual preference and shall undertake affirmative action measures designed to guarantee and effectuate equal employment opportunity for all persons.
2. The Consultant shall provide information and reports requested by OWD pertaining to its obligations hereunder and will permit access to its facilities and any books, records, accounts or other sources of information which may be determined by OWD to affect the Consultant's obligations.
3. The Consultant shall comply with all federal and state laws pertaining to civil rights and equal opportunity including executive orders and rules and regulations of appropriate federal and state agencies unless otherwise exempt therein.
4. The Consultant's non-compliance with the provisions hereof shall constitute a material breach of this Contract, for which EDIC may, in its discretion, upon failure to cure said breach within thirty (30) days of written notice thereof, terminate this Contract.
5. The Consultant shall indemnify and save harmless EDIC and OWD from any claims and demands of third persons resulting from the Consultant's non-compliance with any provisions hereof.

Signed By: _____

Title: _____

Date: _____

EXHIBIT D: CERTIFICATE OF COMPLIANCE WITH LAWS

Certificate of Compliance with Laws

Massachusetts Employment Security Law

Pursuant to M.G.L. c. 151 A, §19A(b), the undersigned hereby certifies under the penalties of perjury the Consultant, with Department of Career Services (DCS) ID Number _____ has complied with all laws of the Commonwealth relating to unemployment compensation contributions and payments in lieu of contributions.

Compliance may be certified if the Consultant has entered into and is complying with a repayment agreement satisfactory to the Commissioner of DET, or if there is a pending adjudicatory proceeding or court action contesting the amount due pursuant to M.G.L. c. 151 A, §19A(c).

Massachusetts Child Care Law

Pursuant to Chapter 521 of the Massachusetts Acts of 1990, as amended by Chapter 329 of the Massachusetts Acts of 1991, the undersigned hereby certifies that the Consultant:

1. _____ employs fewer than fifty (50) full-time employees; or
2. _____ offers either a dependent care assistance program or a cafeteria plans whose benefits include a dependent care assistance program; or
3. _____ offers childcare tuition assistance, or on-site or near-site subsidized child care placements.

Revenue Enforcement Protection Program

Pursuant to M.G.L. c. 62C, §49A, the undersigned hereby certifies that the Consultant's Social Security or Federal Identification No. is _____, and that to the best of his/her knowledge and belief, the Consultant has filed all state tax returns and paid all state taxes required by law.

Signed this _____ day of _____, 2023.

BY: _____