

Request for Qualifications #204

City and County of San Francisco

Office of Economic and Workforce Development

for

Consulting Services for Economic and Workforce Development Projects



Request for Qualifications #204

Date of Issue: Monday, March 6, 2017

Deadline for Responses:
Thursday April 6, 2017 by 5:00 PM.

1 complete response package may be submitted via email to
owd.procurement@sfgov.org

(Preferred Method)

OR

2 copies of the completed response package may be submitted to:
Office of Economic and Workforce Development
1 South Van Ness Avenue, 5th Floor
San Francisco, CA 94103
Attention: Kris Damalas

HAND DELIVERY RECOMMENDED

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A. Background

The Office of Economic and Workforce Development (OEWD) supports the City's economic vitality through key programs focused on neighborhood commercial corridors, workforce development, joint development projects, industry-focused business recruitment and retention, small business assistance and international business development. OEWD's goal is to work continually to make San Francisco a better place to live, work and do business.

B. Project Descriptions

The OEWD is seeking to develop a list of qualified contractors to provide a variety of consulting services as described in section E of this document. OEWD will select contractors for future projects from among the qualified respondents to this or other active pre-qualified lists. Selections for future projects will be based on the competitive qualifications, experience, and hourly rate quoted in the proposals responding to this RFQ. After the pre-qualified list is established, one or more qualified contractors may be asked to provide further details, portfolios of work and additional price information based on the needs of specific projects. Interested parties may submit one response package for consideration under one or more areas defined in Section E, Scope of Work, below or interested parties may submit separate proposals for each area of interest. **Please define clearly in the overview of your submission under what area(s) the package should be reviewed.**

Below is an overview of the types of work being sought in this RFQ. Details on each section can be found in the subsequent pages of this RFQ.

Area number	Title	Subsections/Categories
Area 1	Grant Development	None
Area 2	Fiscal Services	None
Area 3	Small Business Services through the SBDC	Yes; subsections a. through bb.
Area 4	Architectural and Interior Design Services	None
Area 5	Window Display Design and Installation	None
Area 6	Visual Identity and Branding	None
Area 7	Nonprofit Capacity Building	None
Area 8	Acoustical Consulting Services	None

Area 9	Planning and Designing Workforce Services	
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OEWD may fund contracts and/or grants under this RFQ with a variety of federal, state or local funding as appropriate including, but not limited to, the Workforce Innovation and Opportunity Act (WIOA), Community Development Block Grant (CDBG), California Career Pathways Trust (CCPT) funds, American Apprenticeship Grants through the Department of Labor, US Small Business Association (SBA) and City general funds.

C. RFQ Timeline

RFQ Issued	Monday March 6, 2017
Question submission period ends	Tuesday March 21, 2017; noon local time
Final questions and answers posted	Monday March 27, 2017 by end of day
Proposals Due (no exceptions)	Thursday, April 6, 2017 at 5:00 PM
Notifications to Proposers	Wednesday, April 19, 2017 by end of day
Appeal Period Ends (no exceptions)	Five (5) calendar days after notification (anticipated Monday April 24, 2017 at 5:00 PM)

This RFQ will be in effect for two years from the date that notifications are sent to proposers. OEWD may use this RFQ to justify contracts/grants with a term start date within the two year timeframe and for any necessary amendments to those agreements. The term of any agreements (and their amendments) do not need to conclude within the two year timeframe. Contractors whose minimum qualifications were confirmed for consulting work through OEWD's Request for Qualifications (RFQ) 202 in Fall 2016 do not need to reapply to this RFQ unless they wish to also prequalify themselves for additional project areas outlined on the following pages or reapply under similar areas to extend their prequalified status. The list of prequalified firms created through RFQ 202 will be active until March 2018. All other OEWD specific RFQ lists have expired.

Schedule may change if necessary.

Any updates to the schedule or changes to the content of the RFQ will be posted to the RFQ 204 specific page linked to <http://oewd.org/bid-opportunities>. It is the proposer's responsibility to review all changes posted and adjust responses as needed.

D. Respondents' Questions

Respondents may request clarification or ask questions about this document by emailing oewd.procurement@sfgov.org through **Tuesday March 21, 2017 at noon**. Respondents may

alternatively drop off written questions to the Office of Economic and Workforce Development, 1 South Van Ness Avenue 5th Floor, San Francisco, CA before the deadline noted above.

No phone or fax questions will be answered. A consolidated list of questions and answers will be posted to the RFQ 204 specific page linked to <http://oewd.org/bid-opportunities> no later than end of day Monday March 27, 2017. Periodic posting of questions and answers may occur prior to that deadline. Proposers are responsible to review the website periodically and incorporate guidance as appropriate.

E. Scope of Work

OEWD seeks to develop a list of qualified consultants in the following areas:

1. Grant Development

OEWD seeks consultants to assist with grant writing and program sustainability planning with a focus on prospect research, program development, and proposal writing.

Activities under this section may include:

- Sector programming sustainability including strategy development, service and training system analysis, and program design analysis.
- Sector assessment including developing criteria for selecting sectors, research on labor market, etc.
- General workforce and/or strategy initiative sustainability planning including development, grant writing, and coordination of appropriate partners.
- Identifying grants and funding resources to develop new technology solutions.

2. Fiscal Services

OEWD seeks consultants to assist OEWD directly, individual grantees, or other system service providers which the department deems in need of assistance with fiscal operations.

Activities under this section may include:

- Training and coaching staff and leadership to improve fiscal operations of the designated organization
- Reviewing, analyzing and documenting current practices; updating policy and procedures as necessary.
- Reviewing monthly invoices from grantees against Federal, State, local or other applicable regulations to confirm funding is being spent according to appropriate requirements.
- Developing or revising fiscal policies and procedures for administration of federal workforce funds, local city grant dollars, or a combination of both.
- Developing or revising cost allocation plans and functional budgets in partnership with one or more nonprofit agencies receiving a variety of Federal, State and local funding.

- Technical development of administrative procedures and policies related to financial management, cost allocation and monitoring.
- Creation of financial reports and documents.
- Providing training to service providers on financial compliance with the Workforce Innovation and Opportunity Act (WIOA) or other regulated funds.
- Conducting financial compliance reviews of WIOA service providers.
- Summarizing methods of implementing proposed recommendations, ways to measure progress, and provide updates including specifying persons responsible, timeframes, and measurable objectives.

3. Small Business Services through the SBDC

The San Francisco Small Business Development Center (SBDC), a program within OEWD, is seeking business consultants to provide business counseling and training services. Specifically, SBDC is seeking consultants with expertise in one or more of the following areas, as they relate to small business operations:

- a. advertising, marketing, sales and branding
- b. commercial lease negotiations
- c. small business establishment and formation
- d. contracting
- e. customer creation and retention
- f. financial management and analysis
- g. franchising
- h. human resource management
- i. inventory management
- j. loan packaging
- k. product development
- l. profitability tactics
- m. social media management
- n. space planning and analysis
- o. visual merchandizing
- p. technology
- q. web and graphic design
- r. strategy
- s. accounting and bookkeeping
- t. business taxes
- u. government contracting
- v. importing/exporting
- w. financing/capital
- x. commercial real estate
- y. e-commerce
- z. grant writing
- aa. industry specific expertise (i.e. manufacturing, restaurant, retail...etc.)
- bb. Produce handling and merchandising

Activities under this section may include:

- Developing and conducting training programs for small businesses in 1:1 and/or group settings.
- Directing small business clients to appropriate business resources for their needs
- Coordinating and maintaining regular contact with OEWD staff and the SBDC director
- Developing individual service plans and scopes of work for clients
- Tracking and reporting on economic impact of the work being provided

Additional information for this section:

- Services may be required to be provided in a variety of languages including Spanish, Tagalog, Traditional Chinese, and other languages as needed.
- Some services may be required to be provided in the evenings or on weekends to accommodate client needs.
- The SBDC has a standard \$65 hourly rate for consulting (CPAs and Attorneys may be paid up to \$100 per hour)

4. Architectural and Interior Design Services

OEWD is seeking services from architects to provide design services and technical assistance to City of San Francisco (City) staff members, and property and business owners on an as-needed basis. OEWD offers programs that provide grants and design assistance to improve visual identity, commercial façades, and business interiors to help small businesses thrive, increase quality of life, improve physical conditions, and build community capacity.

Activities under this section may include:

- Attending meetings with the business and OEWD staff to discuss the proposed scope of work and establish the goals and parameters of the project.
- Reviewing historic information, reports, previous building permits and planning requirements for each project. Conducting field measurements and photographing existing conditions.
- Working with OEWD staff and business to develop a minimum of two conceptual designs for the improvements.
- Creating design development and construction documents drawings. Coordinating revisions with OEWD staff, business and Department of Building Inspection (DBI).
- Obtaining all required building permit approvals.
- Developing a scope of work for bidding; attending contractors' walk-through; providing assistance during the bidding phase including responding to questions from contractors.
- Reviewing bids and assisting OEWD staff to provide recommendations on choosing lowest price qualified contractor.

- Providing construction administration as needed including site visits, field reports and review and approval of contractor invoices. Answering questions from contractors and OEWD staff.
- Conducting final walk-through with OEWD staff, contractor and business upon project completion. Inspecting the work for compliance with applicable City guidelines and signing the Certificate of Completion.
- Providing before and after high quality photographs of the project.

5. Window Display Design and Installation

OEWD is seeking services from artists and designers to create temporary window displays for business owners on an as-needed basis. OEWD offers programs that provide grants and design assistance to improve visual identity, commercial façades, and business interiors to help small businesses thrive, increase quality of life, improve physical conditions, and build community capacity.

Activities under this section may include:

- Attending meetings with the business and OEWD staff to discuss the proposed scope of work and establish the goals and parameters of the project.
- Working with OEWD staff and business to develop a minimum of two conceptual designs for the installation that are aesthetically appropriate, reflect the brand of the business, cultivate customer connection, and engage the community.
- Creating design drawings and coordinating revisions with OEWD staff and business.
- Procuring materials, coordinating contractors, and installing displays within agreed upon timelines.
- Ensuring high quality craft and maintaining displays as needed.
- Providing before and after high quality photographs of the project.
- De-installing, repairing, and cleaning the space to the standards of the client.

6. Visual Identity and Branding

OEWD is seeking consultants to provide design services and technical assistance to business owners on an as-needed basis. OEWD offers programs that provide grants and design assistance to improve visual identity, commercial façades, and business interiors to help small businesses thrive, increase quality of life, improve physical conditions, and build community capacity.

Activities under this section may include:

- Attending meetings with the business and OEWD staff to discuss the proposed scope of work and establish the goals and parameters of the project.
- Researching and evaluating the business, customer perception, and other brands in the field.

- Working with OEWD staff and business to develop a minimum of three conceptual designs for a visual identity that could include logos, color schemes, signage, furniture, and environmental graphics.
- Submitting digital files of all designs and creating a visual identity guideline document for the business.
- Creating permit drawings for signage and obtaining approval from DBI.
- Providing before and after high quality photographs of the project.

7. Nonprofit Capacity Building

OEWD seeks consultants to provide technical assistance to build capacity of nonprofit community-based entities to strengthen neighborhoods and commercial districts. Entities receiving assistance may include Neighborhood Steering Committees, Community Development Corporations, Community Benefit Districts, Merchant Associations and other community organizations.

Activities under this section may include:

- Assessment of nonprofits to determine needs, opportunities, and specific service plans.
- Guiding nonprofits to implement stronger controls and management processes.
- Assisting nonprofits with developing and implementing commercial district revitalization initiatives.
- Assisting nonprofits to develop and implement stronger community engagement strategies.
- Assisting nonprofits to identify, plan, and implement leadership development opportunities within their organizations.

Additional information for this section:

Applicants should demonstrate in their response the following specifics: a successful track record providing assistance to nonprofit community organizations; success in increasing capacity of community organizations; a successful track record working with low-capacity organizations; a successful track record working in San Francisco; and a successful track record partnering with the City or other public agencies.

8. Acoustical Consulting Services

OEWD is seeking services from acoustical consultants to provide consulting services and technical assistance to City of San Francisco (City) staff members, and property and business owners on an as-needed basis.

Activities under this section may include:

- Attending meetings with the business/property owner and OEWD staff to discuss the proposed scope of work and establish the goals and parameters of the project.

- Conducting detailed acoustical testing to measure business/property owner's noise- and vibration-generating uses – including, but not limited to, indoor and outdoor sources of amplified sound – and evaluate existing mitigation strategies employed by business/property owner.
- Reviewing acoustical measurements against applicable local code requirements.
- Reviewing historic information, reports, building permits, planning requirements for each project. Conducting field measurements and photographing existing conditions.
- Working with OEWD staff and business/property owner to identify and design noise and vibration mitigation strategies – including reconfiguration of an applicant's sound system and speaker array, as well as the installation of sound buffering materials or other design alterations – to reduce noise and vibration generated by business/property owner and/or bring business/property owner into compliance with applicable local code requirements.
- Developing detailed description of work to be completed, including schematic design illustrating all proposed work, a description of methods and materials to be used, preliminary cost estimates, estimated construction completion time, and estimated completion time for obtaining any necessary building permits.
- Developing a scope of work for bidding; attending contractors' walk-through; providing assistance during the bidding phase including responding to questions from contractors.
- Reviewing bids and assisting OEWD staff to provide recommendations on choosing lowest price qualified contractor.
- Providing construction administration as needed including site visits, field reports and review and approval of contractor invoices. Answering questions from contractors and OEWD staff.
- Conducting final walk-through with OEWD staff, contractor and business/property owner upon project completion. Performing follow-up acoustical testing to evaluate impact of noise mitigation work.
- Providing before and after high quality photographs of the project.

9. Planning and Designing Workforce Services

OEWD seeks consultants to provide support in planning and designing workforce services, including advising on:

- Customer-centered approaches to defining user segments, including participants, industry advisors, and employers; customer and employer engagement.
- Infrastructure for collection and analysis of real-time data from industry, educational partners, service providers, and the broader labor market.
- Planning and design of system infrastructure that encourages stakeholder collaboration, experimentation, user feedback, and user/customer-centered design.
- Identifying and prioritizing opportunities to improve the public workforce system.

- Designing, developing, deploying, and evaluating workforce tools.
- Developing workforce partnerships and collaborations.
- Design thinking strategies, including empathic discovery, creative problem solving, prototyping and customer-centered research processes.
- Accelerated learning and skills development.
- General workforce focused and sector contextualized curriculum development
- Career and education assessment and planning.
- Project based and on-site learning models.
- Linking learning and work.
- Workforce Innovation and Opportunity Act regulation technical assistance
- Workforce policy analysis and technical assistance

Activities under this section may consist of:

- Identification of stakeholders; collecting input and providing analysis on preliminary goals from stakeholders.
- Collecting data on strategies, strengths, weaknesses, and opportunities.
- Identifying and working toward decision points/priorities, outcomes, timeline, and project deliverables.
- Summarizing methods of implementing proposed recommendations, ways to measure progress, and providing updates including specifying persons responsible, timeframes, and measurable objectives.
- Leading rapid prototyping sessions and design processes.
- Leading and conducting customer-centered research projects.
- Creating experience maps.

F. Minimum Qualifications

In order for the application to be considered responsive to this RFQ, the contractor must possess and address in their response the following minimum qualifications:

- For sections 1, 7 and 9; 5 years verifiable experience providing similar services as those noted in the application area(s) above. For sections 9, specific workforce development related experience is highly desirable.
- For section 2, Fiscal Services, 3 years verifiable experience in providing similar services as those noted in the application area above. Specific experience related the the Workforce Investment Act, Workforce Innovation and Opportunity Act, H1B retraining funding, or Workforce Innovation Fund grants is highly desirable.
- For section 3, Small Business Services through the SBDC, 3 years verifiable experience providing business consulting and training services to small business clients and a minimum of 10 small business clients consulted and/or trained.
- For section 4, Architectural and Interior and Design Services, 5 years verifiable experience providing architectural services to small business and/or building owners or cities similar to the

services noted in the application section(s) above and licensed architect with the State of California and 3 commercial façade and/or tenant improvement projects completed in the past 5 years.

- For section 5, Window Display Design and Installation, 5 years of verifiable experience and 3 projects with comparable scope of work completed within the past 5 years
- For section 6, Visual Identity and Branding, 5 years of verifiable experience and 3 commercial space branding projects completed within the past 5 years.
- For section 8, Acoustical Consulting Services, Five (5) years of verifiable experience providing acoustical consulting services to small business clients and/or building owners and three (3) acoustical consulting projects completed within the past 5 years.

G. Content of Response Package

Submissions in reply to this RFQ must be in the form of a “response package” containing the response and all required supporting information and documents. Respondents are required to provide all information requested below and to clearly address the minimum qualifications noted above for all areas and categories of interest. In your response, please indicate “N.A.” if a required response packet item is not applicable to you. The list of required items as well as recommended order can be found on page 11. Note that some sections and categories may require additional documents or answers to supplemental questions to be submitted as part of the response package. Those requirements are outlined below in section H Supplemental Questions and Information.

You may respond to multiple sections through one application package or you may submit separate packets to address each area under which your firm would like to be considered. Please identify clearly in the cover letter which area(s) from Section E, Scope of Work, the response package should be considered under. If responding to Area 3, Small Business Services through SBDC, be sure to indicate the subsections(s) of interest (a. through bb.) from the list found on page 5.

UNEXPLAINED OMISSIONS IN THE RESPONSE PACKAGE MAY DISQUALIFY THE ENTIRE SUBMISSION PACKAGE FOR REVIEW.

Submission Requirements

Responders may pick between the two options below.

- 1) 1 complete response package may be submitted via email to owd.procurement@sfgov.org. To the extent possible the entire response packet should be submitted as one file attachment. If items (portfolio pictures, etc) are too large to combine into a single file, additional compressed files containing supplemental materials may be submitted. Response packet files must be either MSWord or PDF; picture files may be png or jpeg. (Preferred Submission Method)

OR

- 2) 2 hard copies of the complete response package may be submitted to:
Office of Economic and Workforce Development
1 South Van Ness Avenue, 5th Floor

San Francisco, CA 94103
Attention: Kris Damalas, RFQ 204

To the extent possible, information in the response package should be presented in the following sequence:

1. Response cover letter with contact information, including an email address for the respondent. Cover letter must address the area(s) under which the application should be considered. If responding to Area 3, be sure to indicate the subsection(s) of interest (subsections a through bb).
2. Resume(s) of your (or key staff) experience, education, and other factors relevant to the services described in this RFQ. Be sure to include information about work similar to this project, as well as any related completed projects, education, and training.
3. A statement listing all contracts (both public and private) relevant to services solicited that have been completed during the last five (5) years. The statement must also list any failure or refusal to complete a contract, including details and dates.
4. A list containing at least 3 professional references who can verify the respondent's previous experience and outcomes. The list should include at a minimum: name of reference, title, company, phone number, address, and email address as well as relationship to the project. If letters of reference are submitted, current contact information for each reference is still required.
5. Provide a statement, written solely by the respondent, addressing the following items:
 - a) Summary of skills, resources, and experience relevant to this contract. Be sure to address all of the minimum qualifications listed in this RFQ.
 - b) An estimated cost per hour for providing the services listed in this RFQ.
 - c) Current City vendor number that has passed all necessary vendor approval steps (including equal benefits status confirmation from the Contract Monitoring Division of the General Services Administration) or confirmation that vendor requirements posted on <http://sfgsa.org/index.aspx?page=4762> have been reviewed and the respondent does not anticipate issues in obtaining a number and complying with the City vendor requirements. Please refer to the Final Selection and General Information sections below for additional information if your agency is not currently an approved City vendor.
 - d) Confirmation that the firm and respondent are not suspended, debarred or otherwise excluded from participation in federal or local assistance programs.
6. A response document answering all supplemental questions applicable to the area(s) under which the applicant is applying.
7. All additional addenda requested in the Supplemental Questions and Information section of this RFQ for the area(s) under which your firm is applying.
8. Any relevant addenda which the respondent wishes to submit such as a portfolio including samples of prior work (if not required).

H. Supplemental Questions and Information

In addition to addressing the minimum qualifications above, respondents to certain areas within the RFQ must also answer a set of supplemental questions outlined below.

Area 1 Grant Development: No supplemental information or questions are required

Area 2 Fiscal Services: No supplemental information or questions are required

Area 3 Small Business Services through the SBDC: Please answer the following questions and provide samples of work as part of the response package.

1. Explain your ability to develop and conduct training programs.
2. Describe your experience in providing counseling in both one-on-one settings and small group settings.
3. Describe your knowledge of appropriate business resources to which business owners would be directed.
4. Explain your capabilities in coordinating and maintaining regular contact with OEWD staff and the SBDC director.
5. Indicate the languages you speak and the proficiency with which you speak them:
 - a. Level 1 – Elementary proficiency
 - b. Level 2 – Limited working proficiency
 - c. Level 3 – Professional working proficiency
 - d. Level 4 – Full professional proficiency
 - e. Level 5 – Native or bilingual proficiency
6. Describe your rapport or approach with clients. How do you communicate effectively with entrepreneurs and engage the cooperation of business owners in the implementation process?
7. Describe your success in helping business clients accomplish specified goals.
8. What knowledge and experience do you possess for dealing with clients' technical problems and producing results of a desired level? Please provide specifics related to all Area 3, subareas a through bb for which you would like this application to be considered.
9. Explain one or more past issues or problems that a client experienced and how you were able to help or advise them.
10. Are you willing to be compensated in accordance with SBDC's standard hourly rate of \$65 per hour?
 - a. Yes
 - b. Yes for some but not all contracts (Please answer question below)
 - c. No (Please answer question below)

If you are not willing to be compensated in accordance with SBDC's standard hourly rate of \$65 per hour, what is your blended hourly rate?

Area 4 Architectural and Interior Design Services:

Please answer the following questions and provide a portfolio of work with a minimum of three

projects as part of the submission packet. Samples should include project name, size, type, project team and roles, scope of work and services provided.

1. Describe your design approach and methodology and how you will help meet the goals of OEWD.
2. Describe your experience in designing to fit the cultural and historic context of a particular neighborhood or commercial corridor.
3. Describe your experience working with small businesses, non-profits, and clients with no previous experience working with design professionals.
4. Describe your experience with similar projects including scope of work, project size, and budget.
5. Describe your experience working with City agencies including DBI, Department of Public Works, Planning (including Historic Preservation), and Mayor's Office on Disability.

Area 5 Window Display Design and Installation:

Please answer the following questions and provide a portfolio of work with a minimum of three projects as part of the submission packet. Samples should include project name, size, type, project team and roles, scope of work and services provided.

1. Describe your design approach and methodology and how you will help meet the goals of OEWD.
2. Describe your experience in designing to fit the cultural and historic context of a particular neighborhood or commercial corridor.
3. Describe your experience working with small businesses, non-profits, and clients with no previous experience working with design professionals.
4. Describe your experience with similar projects including scope of work, project size, and budget.

Area 6 Visual Identity and Branding:

Please answer the following questions and provide a portfolio of work with a minimum of three projects as part of the submission packet. Samples should include project name, size, type, project team and roles, scope of work and services provided.

1. Describe your design approach and methodology and how you will help meet the goals of OEWD.
2. Describe your experience in designing to fit the cultural and historic context of a particular neighborhood or commercial corridor.
3. Describe your experience working with small businesses, non-profits, and clients with no previous experience working with design professionals.
4. Describe your experience with similar projects including scope of work, project size, and budget

Area 7 Nonprofit Capacity Building: Please answer the following questions and provide recommendation letters from 3 public or community entities as part of the submission packet.

1. Please describe your experience providing assistance to nonprofit community organizations working on neighborhood improvement efforts.
2. Please describe your experience increasing the capacity of community organizations working on neighborhood improvement efforts.
3. Please describe your experience working with low-capacity organizations.
4. Please describe your experience working in San Francisco.
5. Please describe your experience partnering with the City or other public agencies.

Area 8 Acoustical Consulting Services:

Please answer the following questions and provide a portfolio of work with a minimum of three projects as part of the submission packet. Samples should include project name, size, type, project team and roles, scope of work and services provided.

1. Describe your experience in performing acoustical testing and developing and implementing noise mitigation strategies, including your experience working with amplified sound systems and speakers in nightlife and entertainment businesses.
2. Describe your experience working with small businesses, non-profits, and clients with no previous experience working with acoustical consulting professionals.
3. Describe your experience with similar projects including scope of work, project size, and budget.
4. Describe your experience working with City agencies including the Department of Building Inspection, Department of Public Health, Planning Department (including Historic Preservation), Fire Department, Police Department, and Entertainment Commission.

Area 9 Planning and Designing Workforce Services: No supplemental information or questions are required.

I. Final Submission

As noted above, respondents may pick between the two options below for submitting a response packet

- 1) 1 complete response package may be submitted via email to owed.procurement@sfgov.org. To the extent possible, the entire response packet should be submitted as one file attachment. If items (portfolio pictures, etc) are too large to combine into a single file, additional compressed folders containing supplemental materials may be submitted. Submission files must be either MSWord or PDF; picture files may be png or jpeg. (Preferred Submission Method)

OR

- 2) 2 hard copies of the complete response package may be submitted to:
Office of Economic and Workforce Development
1 South Van Ness Avenue, 5th Floor
San Francisco, CA 94103
Attention: Kris Damalas, RFQ 204

If emailing the response package, you will receive an automated response to indicate that your submission was received. You will be responsible for ensuring that all required questions have been addressed and that all supplemental materials have been submitted on or before the deadline. The receive date and time will be established by the date/time assigned by the City email server. Early submission is highly encouraged.

Response package must be received no later than **5:00 PM, Thursday April 6, 2017** . No exceptions.

Postmarks will not be accepted in lieu of this requirement. Submissions by fax will not be accepted. Respondents will be issued a receipt upon submission of a package. This receipt does not verify that the package accepted is correct, complete or meets the minimum qualifications. Upon review, OEWD will send announcement letters to all parties notifying them of their status. If hand delivering, applicants should allow adequate time for parking, locating the office, obtaining approval and a visitor's badge from security staff, and other possible delays.

If you need to cancel and resubmit your application, please resubmit an entire package with all supplemental materials. In the body of the email, please reference the original application, including submission date, time, and originating email address. All submissions, original or replacement, must be received by the deadline stated in the RFQ. No late submissions will be considered.

J. Final Selection

The selection process will include an initial screening of the responses based on the minimum qualifications. All qualified written responses will then be evaluated by OEWD staff. The Department has the option of conducting oral interviews as part of the evaluation process.

Receipt of a notification letter confirming the respondent met the minimum qualifications as set forth in the RFQ is not a promise to contract for services. Contractor(s) receiving prequalification letters may be subsequently contacted by the department to discuss specific opportunity(ies) that coincide with the respondent's qualifications *when and if* they arise.

As noted previously, proposers are not required to be fully approved City vendors in order to apply to this RFQ, however, OEWD can only contract for services with fully compliant and approved City vendors. If a respondent has not completed the required steps and OEWD cannot confirm compliance within 6 months after the notification letter is sent then the potential contractor may be removed from the pre-qualified list by OEWD. In that instance, the contractor may subsequently submit proof of confirmed compliant vendor status to be reinstated to the pre-qualified list. In no instance can OEWD contract for services with an organization which has not completed all steps of the vendor process as outlined at <http://sfgsa.org/index.aspx?page=4762> . It is the proposer's responsibility to complete all steps with the various City departments as outlined on the website noted.

If the Department opts to conduct interviews to assess respondents' ability to provide the services, the Department may elect to interview only the most qualified respondents (based on the minimum qualifications and supplemental materials submitted).

The final selection of all contractors for projects, based upon the written response (and possibly an interview), will be made by the Director of OEWD.

K. General Information

Conditions of Proposal/Response Package

1. The proposal may not be altered in any way after submission.
2. Respondent agrees that the Proposal and all materials submitted in response to the City and County of San Francisco Request for Qualifications to provide Consulting Services for the Office of Economic and Workforce Development RFQ #204 become the property of the City, and may be returned only at the option of the City and at the Respondent's expense. All proposals submitted may be subject to the "Sunshine Ordinance" and copies provided to the public upon written request (except certain confidential financial information).
3. The contractor must comply with the City and County ordinances and contracting requirements. For more detailed information, see the Office of Contract Administration website at <http://sfgsa.org/index.aspx?page=359>. City contracting requirements include general liability, workers compensation, and auto insurance coverage, compliance with the equal benefits ordinance, and attainment of a current San Francisco business tax certificate among other items.
4. Though it is not a requirement that all respondents are currently approved vendors of the City, respondents must become a compliant City vendor for OEWD to enter into a contract for services. This process can take a few weeks or several months; the timeline is often dependent on the complexity of the proposer's benefits package for employees. If proposer is not already an approved City vendor, the process should be started immediately. Possession of a City vendor number is not enough to be eligible for City contracts. Interested parties must also complete the business tax declaration (or exemption) process, confirmation of equal benefits status, and other steps outlined on <http://sfgsa.org/index.aspx?page=4762>. As of January 2012, all vendors are also required to accept electronic payments. More information on this requirement can be found at the link above.
5. Respondent agrees that all costs incurred in developing this proposal are the Respondent's responsibility and at the Respondent's cost.
6. Respondent understands and agrees that any proposal may be rejected if it is conditional, incomplete and/or deviates from the specifications contained in this City and County of San Francisco Request for Qualifications to provide Consulting Services for the Office of Economic and Workforce Development RFQ #204. Respondent further understands and agrees that the City's representatives have the right to reject any or all proposals or to waive deviations, which are immaterial to performance. Respondent understands and agrees that minor defects may be waived at the discretion of the City.

Cancellation

The procurement process for this RFQ or any of its component areas or modules may be delayed, suspended, or canceled if the City determines that such action is in the best interest of the City.

Extendibility of Procurement Justification

This RFQ procurement process, and the submissions received as a result of it, may be used to justify contract or grant funding decisions for other similar services and/or other funding that becomes available through OEWD or any other City Department.

Late or Conditional Proposals

1. Any proposal received at the office designated in this RFQ after the exact time specified for receipt will **not be considered**.

Respondents must allow adequate time for parking, locating the office, obtaining approval and a visitor's badge from security staff to deliver the proposal, server delays (if submitted electronically) and other possible delays.

2. Any proposal may be rejected if it is conditional, incomplete, or deviates from specifications stated in this RFQ. Minor deviations may be waived at the discretion of the City.

Awarding of the Contract(s) or Grant(s)

1. All respondents will be notified in writing of the results of the evaluation of their submitted package. Receipt of a notification letter confirming the respondent met the minimum qualifications as set forth in the RFQ **is not a promise to contract for services**.
2. The tentative award(s) may be conditioned on inclusion of changes/additional terms. Negotiations over specific terms and language may be required before submission to the Civil Service Commission for approval, if applicable.
3. If OEWD is unable to negotiate a satisfactory agreement with a qualifying respondent(s), OEWD may terminate negotiations with that respondent and proceed to negotiate with other qualified respondents. This process may be repeated until a satisfactory contractual agreement has been reached.
4. Final award of any contract(s) solicited under this RFQ may be subject to approval by the Civil Service Commission.
5. In accordance with S.F. Administrative Code Section 67.24(e), contractors' bids, responses to RFPs/RFQs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.
6. OEWD may fund contracts and/or grants under this RFQ with a variety of federal, state or local funding as appropriate including, but not limited to, the Workforce Innovation and Opportunity Act (WIOA), Community Development Block Grant (CDBG), California Career Pathways Trust (CCPT) funds, American Apprenticeship Grants through the Department of Labor, US Small Business Association (SBA) funds, and City general funds. Additional terms and conditions may be required by specific fund sources and will be disclosed to and negotiated with potential contractors/grantees during the funding phase of projects.

Appeals

1. Following the review and announcement of qualified bidders, the OEWD will accept appeals regarding the proposal process and determination of pre-qualified contractors.
2. Appeals must be in writing and addressed to:

Office of Economic and Workforce Development
1 South Van Ness Avenue, 5th Floor
San Francisco, CA 94103
Attention: Kris Damalas, Contracts and Performance Director
3. The reason for the appeal must include citation of law, rule, regulation or practice upon which the appeal is based.
4. Appeals must be received within 5 calendar days from the date of the notification letter or notice of non-selection.
5. If the City determines that a meeting with the respondent is necessary, such meeting will be scheduled within five (5) business days of the receipt of an appeal to review and attempt to resolve the appeal. If the City determines that a meeting with the respondent is not necessary, at a minimum, the respondent will receive a written response to the appeal within 10 business days of the submission of a timely appeal.
6. The decision of the Director of the Office of Economic and Workforce Development on all appeals is final and any affected parties will be notified in writing of the outcome.