



**Economic and Workforce Development Department (EWDD)**  
**AMERICA'S JOB CENTER OF CALIFORNIA SM (AJCC) OPERATORS**  
**REQUEST FOR QUALIFICATIONS (RFQ)**

**Questions and Answers**

*(as of March 18, 2024)*

**Q1:** A BIP Outreach Deadline: March 22 is listed on the RAMP website for this RFQ. Is the business inclusion program outreach applicable to this RFQ?

**A1:** The BIP outreach is not applicable. It will be waived for this RFQ.

**Q2:** On the RFQ application, for Attachment 2, do you want a copy of the instruments or the survey results for the customer satisfaction instrument?

**A2:** A copy of the instrument will suffice. Any supplemental information regarding results is welcomed.

**Q3:** On the RFQ application, for question 17, is this question asking about staff across the agency who have any contact with the client? Or is it about the staff who provide WIOA services and interact with participants?

**A3:** The question is applicable to WIOA or workforce development program staff supporting service delivery.

**Q4:** On the RFQ application, for question 18, is this question asking for the average hourly wage for all program staff agency-wide or average hourly wage per WIOA program?

**A4:** The question is applicable to WIOA or workforce development program staff supporting service delivery.

**Q5:** The City EWDD WIOA program has an umbrella MOU. Can we consider part of that our agreement?

**A5:** If you are a current AJCC, the City MOU can be considered part of the partnership formal agreements. Applicants may indicate any type of formal agreements with the key partners listed.

**Q6:** On the RFQ application, for question 25, are you looking for a certain threshold for the number of customers were placed with a single employer?

**A6:** Applicants should indicate the name of the single employer with the highest outcome.

**Q7:** On the RFQ application, for question 24 WIOA Experience, who do we list as a contact person for the EWDD office?

In regards to number 24, should this be a City Councilmember, or who exactly would be an ideal candidate?

**A7:** See below for Program Contacts:

- If you are a current EWDD AJCC Adult service provider, you may indicate Sarai Molina
- If you are a current EWDD AJCC Youth service provider, you may indicate Makeda Vela
- If you are not a current WIOA service provider, you may indicate a funder or other key grant operator or program staff that may be contacted as a reference for comparable workforce service delivery. For example, FamilySource Operators may indicate Jackie Rodriguez.

**Q8:** Regarding Question 30, “a) Do you have existing collaborations with any of the following workforce partners? b) If yes, indicate if you also have an existing MOU with that partner,”

- a) Do formal agreements with AJCC partners also be necessary for Phase 2 RFP or will informal partnerships suffice?
- b) Will the Worksite Agreement for the Los Angeles County Youth@Work & City of Los Angeles Youth Employment Programs suffice instead of a MOU?

**A8:** For Phase I, for this RFQ, any type of collaboration with the listed partners will suffice to be able to indicate YES to section a) the first part of the question. If any type of formal agreement exists, you may answer YES to part b (existing MOU). This question requires a Yes or No response only and does not require any attachments. Proposers may include additional information in the optional narrative to provide details of existing partnerships.

Phase II of this procurement, the RFP, has not yet been released. Specific requirements for the RFP will be detailed later.

**Q9:** Regarding Question 30 of the application, do letters of commitment count? These letters are used for Federal DOL WIOA grants.

**A9:** Yes, see response to question #8. Attachments are not required.

**Q10:** For the RFQ application, do we highlight formal agreements with workforce partners only, or do existing partnerships outside workforce development count?

**A10:** Yes, partnerships outside of workforce development should be included. Proposers are encouraged to highlight all existing partnerships with workforce partners and other service delivery partners.

**Q11:** For the RFQ application, can you provide clarification on question 25?

**A11:** Proposers are to provide data for two consecutive years only.

**Q12:** For the RFP application, regarding Attachment I, will there be a Board Resolution requirement for the RFP as well?

**A12:** Yes, for all procurements with EWDD, a Board Resolution is required authorizing the agency to submit the proposal or application. A Board Resolution can include authority to apply to the AJCC Procurement, Phase I, the RFQ, which will establish the Qualified List based on demonstrated ability and to apply for Phase II, the RFP, which will focus on the proposed Program Design, Cost Reasonableness and Leveraged Resources, and Facility Site Readiness.

Phase II of this procurement, the RFP, has not yet been released. Specific requirements for the RFP will be detailed later.

**Q13:** Do we need to prepare a resolution that names "AJCC Operator" in the resolution?

**A13:** Yes, the board resolution should specify the City of Los Angeles "AJCC Operator" procurement and indicate the resolution is applicable to Phase I Request for Qualifications and Phase II Request for Proposals.

**Q14:** Regarding question number 26 and 27 - Other Non-WIOA Employment and Training Experience. Do we pick ONE non-WIOA funding source to answer these questions?

**A14:** Yes, please provide information for one non-WIOA funding source relating to employment and training experience similar to the responsibilities as a AJCC Operator as outlined in this RFQ.

**Q15:** Program Address: In the RFQ, there is a field for “program address” in addition to “organization address.” If we run multiple programs, which program address should be used here? A program in California or our corporate headquarters address?

**A15:** Your corporate headquarter address would be listed under the “organization” field. For Program Address, you may include the address for the workforce related programs that is most comparable to the Los Angeles AJCC Operator responsibilities as outlined in this RFQ.

- Q16:** WIOA Local Area: In RFQ question #23, it asks in which WIOA Local Area have we provided services. Is this asking about only California local areas or should we list all areas in which we have provided WIOA services in the United States?
- A16:** You may list all WIOA Local Areas served. For the reference, the California or Los Angeles WIOA Local Area rep would be preferred.
- Q17:** Local Area Representative: In RFQ question #24, it asks which Local Area representative may be contacted as a reference. Is this asking about only a California local area representative, or should we list a representative from all areas in which we have provided WIOA services in the United States?
- A17:** You may list all WIOA Local Areas served. For the reference, the California or Los Angeles WIOA Local Area rep would be preferred.
- Q18:** WIOA Experience: In RFQ question #25, it asks for data for our WIOA experience. Is this looking for data for all of our WIOA experience across the country in the years indicated, or only for data for a California Local Area(s)?
- A18:** The California or Los Angeles WIOA Local Area program information would be preferred.
- Q19:** Non-WIOA Experience: In RFQ question #27, it asks for data for our non-WIOA experience Should this be for a single non-WIOA program, or all our non-WIOA programs combined?
- A19:** A single non-WIOA program. California or Los Angeles WIOA Local Area program information would be preferred.
- Q20:** Facility Lease Locations: In RFQ question #29, it asks for the “square footage of that facility.” Are you looking for the square footage of each facility that we manage, or only the square footage of the facilities in California that we manage?
- A20:** A Los Angeles based facility would be preferred.
- Q21:** Survey Tools: In requirements 5 and 6 of Attachment 2, it asks for “employee satisfaction survey instrument” and “customer satisfaction survey instrument.” What is meant by “instrument” here? Are you looking for the name of the program, such as Survey Monkey, or something else?
- A21:** A copy of the instrument (questions on the survey) that is administered. See also response to question 2.
- Q22:** Time Period in Goal vs. Actual Chart: In Attachment 4, there’s a time period that’s left blank for each grantor. Is there a specific time period, e.g., in the last 24 months, last fiscal year, etc.?
- A22:** The time period is noted on the top of the page: “list three workforce funders/grantors that your agency has been contracted with in the past 24 months.”
- Q23:** Budget: In RFQ Question #15, it asks, “Of the total budget, what amount is dedicated to employment and training services?” Can you confirm if what you are looking for here is the amount of pass-through dollars used for employment and training services for customers?
- A23:** Please indicate the amount that is set aside specifically for participant related employment and training services.
- Q24:** Regarding Attachment I: Board Resolution, We have the signed resolution but the board minutes will not be officially approved until the next board meeting in May, after the application deadline. How do we handle this?
- A24:** Submit the Board Resolution and draft minutes by the submission deadline.
- Q25:** Question # 27 requires outcomes from non-WIOA funded programs. Should this include our Summer Youth Programs as well?
- A25:** You may indicate any comparable workforce service delivery program.

- Q26:** For Attachment 4: Performance Verification: Can we use our current City of Los Angeles WIOA Title I Adult and Dislocated Worker Contract as one of the three grantors for performance verification? If yes, who would be the contact person?
- A26:** Yes, if you are a current operator, you may use your current City of Los Angeles WIOA Title I Adult and Dislocated Worker Contract as one of the three grantors for performance verification. List your assigned program monitor as your contact.
- Q27:** For Attachment 4: Performance Verification, within 24 months, what is the calculation on the 24 months? Please clarify. \*\*For example, if a grant ended on 3/31/2022, can we use it for performance verification?
- A27:** Yes. That grant end date would count. Applicants are to provide the performance data for the last two complete program years.
- Q28:** Attachment 2 asks for a “Current Organization Chart (with those positions currently dedicated to employment and training services).” If we run multiple programs across the country that provide employment and training services, should we include separate organization charts for each program, or is a single corporate org chart that includes Directors/VPs who oversee employment and training programs but not individual line staff sufficient?
- A28:** A single organizational chart that details the workforce staff responsible for the Los Angeles program is preferred.
- Q29:** Regarding the requirement to include meeting minutes with the approved Board Resolution, our Board may discuss recommendations and challenges in these meetings not related to the AJCC Operator RFQ submission. Is it acceptable to include the meeting minutes with the non-AJCC matters redacted from the submitted minutes?
- A29:** Yes, the redacted meeting minutes will be accepted.
- Q30:** Question 18: “What is the average hourly wage of your program staff?” Does this include benefits?
- A30:** For positions that require wage and benefits, please include both wage and benefit amounts.
- Q31:** Question 21: “Board composition: do your board members have workforce development expertise?” How is this defined?
- A31:** Workforce development expertise includes familiarity with the WIOA and its regulations and programs, the Americans With Disabilities Act – Amendments Act of 2008 (ADAAA), as well as other federal, State, and municipal laws pertaining to job training, job placement assistance, and supportive services to job seekers.
- Q32:** Should I have support letters for this RFQ?
- A32:** Only the Application Form and the items outlined under the Attachments section are required.
- Q33:** On attachment 3, it says required 5013c determination. Must the responders be a non-profit? If not, what are you requesting in place for for-profits.
- A33:** Community-based organizations, non-profit organizations, workforce intermediaries, private-for-profit entities, educational institutions, and public agencies are eligible to apply if they meet the qualifications as outlined in the RFQ. For-profits may submit a business license or a Los Angeles City Business Tax Registration Certificate (BTRC).
- Q34:** Question 28 and 29 Facility Management: Regarding location and square footage: a) Can the answer be location(s) that would not be used as an AJCC operator site? What are you looking to qualify with this question? b) What is the size of the sites you require for an AJCC site? Does an AJCC-suitable site need to be secured before applying to phase II RFP (if invited)?
- A34:** a) This RFQ is to assess an applicant’s capacity and readiness level to operate in the City of Los Angeles as an AJCC operator. b) This question is beyond the RFQ technical assistance. All relevant information has been provided in the RFQ.

**Q35:** For Question 31: Would organizations in a supportive role subcontract with an AJCC or the City?

**A35:** This will be to support a subcontract directly with a selected AJCC.