



**Employ Prince George's Contracts and Operations Division on behalf of the
Prince George's County Workforce Development Board**

**Virtual Career Center and Customer Relationship Management
System**

REQUEST FOR PROPOSALS

RFP No.: WDBRFP-009

RFP Release Date: **Wednesday, January 18, 2023**

Virtual Bidders Conference: **Wednesday, February 1, 2023 | 1:00 pm – 2:00 pm EST**
[Click here for the Microsoft Teams Conference Link](#)

Proposal Due Date: **Wednesday, February 22, 2023 | 4:00 pm EST**

Proposals must be submitted via our online grant application portal which can be accessed by clicking [here](#). **PROPOSAL APPLICATIONS SUBMITTED AFTER 4:00 PM EASTERN STANDARD TIME (EST) ON FEBRUARY 22, 2023 WILL NOT BE ACCEPTED.** The Prince George's County Workforce Development Board (WDB) is not responsible for any errors of omission. Mailed, faxed, or emailed proposal(s) will not be accepted.

Prince George's County Workforce Development Board (WDB) does not discriminate against faith-based organizations or against any Bidders or Proposer(s) because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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INTRODUCTION & INTENT

The Prince George’s County Workforce Development Board (WDB) is committed to developing a skilled talent pipeline of workers to meet the needs of business and industry to promote sustainable economic growth and regional and global competitiveness. In order to support both the customer experience and the technological needs of staff, the WDB intends to utilize a customer relationship management system.

ISSUING INTITY

The WDB (<https://pgcajc.com/workforce-board/>) is a dynamic group of private and public sector partners that provides leadership, direction, and policy oversight for the Prince George’s County Public Workforce System , branded and modeled as the Prince George’s County American Job Center Community Network. Our mission is to be a board that drives the innovation, integration, continuity, productivity, and efficiency of a workforce system that produces a robust, qualified, and skilled workforce that meets the needs of the business community.

The membership of the WDB is represented by:

Business Sector	Department of Social Services
Economic & Community Development	Adult Education/Literacy
Labor Organizations	Workforce Development Organizations
Vocational Rehabilitation	Higher Education
Community Based Organizations	State Employment Services
Chambers of Commerce	Elected Officials

The WDB provides guidance and oversight of the Prince George’s County American Job Center Community Network and ensures that businesses have the skilled workers and the resources needed to remain competitive and prosper in a global market. Job seekers can acquire the training and knowledge necessary to achieve livable wage employment along a career pathway, work toward financial stability and building wealth.

BACKGROUND

The Prince George’s County American Job Center Community Network is a collective of American Job Centers, community-based organizations, government agencies and faith-based organizations providing a full range of services connecting job seekers to employment and businesses to qualified job seekers in Prince George’s County, Maryland. The goal of the Prince George’s County American Job Center Community Network is to integrate service providers and increase the availability of resources and access to career services for Prince George’s County job seekers. The American Job Center Community Network is designed to increase the skills and qualifications of job seekers and connect them to employment with livable wages within high demand industries.

PURPOSE

The WDB has released this Request for Proposals to receive detailed responses from eligible entities to provide a customized virtual career center and customer relationship management system. Solutions proposed by the vendor must support the following objectives and measurable outcomes.

- a. A program application workflow that allows program applicants to express interest and register for program services through a simple and seamless user experience.
- b. An efficient front line staff workflow to track three tiers of service, including outreach services, basic group services, and intensive and training services. These three tiers of service include the participants' journey from initial intake to active service delivery and program exit.
- c. A universal platform for American Job Center Partners to register users, make referrals, enter common service delivery data, and collect outcomes.
- d. A quality method to share information and outcomes with funders and stakeholders, including accurate and timely customized reports.

The project includes a system that supports:

- a. Staff User Groups, including Administrators, Program Managers, Program Staff and Administrative Support
- b. New user registration
- c. Workshop/Event registration
- d. Document uploads
- e. Custom fillable forms
- f. Recording profile information
- g. Documenting program eligibility
- h. E-signature
- i. Assigning forms
- j. Staff notifications
- k. Documenting user journey through service codes or tagging
- l. Case notes
- m. Financial tracking, including funds obligated, expended, released, and reallocated
- n. Tracking agency-defined outcomes
- o. Customizable Reports
- p. Virtual file retention and archiving
- q. Data Migration
- r. Employer portal to match users to jobs
- s. Integration with partner technology

Minimum system requirements include:

- a. Capacity
 - a. System must have the capacity to support a minimum of 25,000 users per year.
- b. Accessibility

- a. Must be accessible on multiple browsers.
 - b. Must be desktop and mobile compatible.
 - c. Must meet or exceed industry standards for Americans with Disabilities Act (ADA) compliance.
 - d. Must have the ability to embed translation tools allowing the user to utilize the product in a language other than English.
- c. Security
- a. Must include protocols to protect both user data and ensure overall system security.

MINIMUM CONTRACTOR REQUIREMENTS

Vendors are required to respond to these requirements as part of their submitted response. Any proposal not meeting these minimum qualifications will be deemed non-qualified and will not be considered. All proposed solutions meeting these minimum mandatory requirements must complete a full response as described in this RFP.

1. **Length of Use:** The proposed Customer Relationship Management (CRM) Tool is currently in use and has been for a minimum of one (1) year in a public sector workforce development organization similar in size and complexity when compared to Employ Prince George's.
2. **Scope of Use:** The current CRM tool is operational and is in production as a standalone off-the-shelf system and is operational in at least two (2) public workforce organizations.
3. **Multiple Case Types:** The proposed CRM Tool can support different processes, information, and workflow for each partner within the public workforce system ecosystem, also known as the American Job Center Community Network, i.e., over twenty (20) different agencies within the workforce ecosystem

Any proposals that do not meet these minimum qualifications will be deemed non-qualified and will not be evaluated.

ELIGIBLE BIDDERS

Eligible applicants include non-profit and for-profit organizations, private sector entities, educational institutions, community-based organizations, and other entities operating in accordance with federal, state, and local law, and must have been in business for at least three years. Applicants must be an incorporated organization. Eligible applicants must be in good standing with the federal government. Organizations currently barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a Federal, State, City, or County department/agency, quasi-governmental agency, or the WDB are ineligible to apply.

PROPOSAL PREPARATION AND FORMAT REQUIREMENTS

Proposals must be submitted via our online grant application portal no later than **Wednesday, February 22, 2023, at 4:00 pm.**, which can be accessed by clicking [here](#). Proposals not received

by the deadline will be automatically disqualified from competition – no exceptions. Mailed, faxed, or hard copy proposals will not be accepted.

Proposals should be prepared in a professional manner, providing a complete and detailed description of the proposed project scope. Emphasis should be placed on clarity of content and completeness. Bidders must include all the required attachments that pertain to the proposal. Failure to include required attachments will disqualify the proposal. No additional attachments are allowed.

KEY DATES

ACTIVITY	DATE
RFP Release Date	Wednesday, January 18, 2023
Virtual Q&A Session	Wednesday, February 1, 2023 1:00 pm – 2:00 pm EST Click here for the Microsoft Teams Conference Link
Deadline for Proposal Submission	Wednesday, February 22, 2023 4:00 pm EST
Selection of Successful Bidder	March 20, 2023
Estimated Contract Start Date	April 3, 2023

Q&A SESSION

All organizations intending to bid are encouraged to attend the Q&A Session scheduled for **February 1, 2023 from 1:00 pm until 2:00 pm** via [Microsoft Teams](#). EPG has selected this forum to present detailed non-competitive information regarding the RFP and answer questions so that interested parties will have the benefit of the same answers. This session will provide an overview of the RFP and bidding process and will be recorded for reference. Information for the Q&A Session will be provided on the WDB’s RFP webpage at www.pgcajc.org/rfps/.

TERMS

Employ Prince George’s anticipates that total funding up to \$250,000 will be available for any contract awarded through this RFP, however funding for this RFP is expressly contingent upon final budget approval. Respondents selected as a result of this solicitation may be required to participate in contract negotiations with the WDB; the award of any contract or agreement shall be contingent upon the satisfactory completion of contract negotiation.

The anticipated contract will be effective **April 3, 2023** through **December 31, 2024** with an option to renew one (1) additional eighteen (18) month term that would begin January 1, 2025 and end June 30, 2026. The minimum criteria for renewal will be satisfactory performance for the initial review period as specified by the WDB or EPG.

QUESTIONS

All questions regarding the RFP must be submitted in writing via email to **Employ Prince George's Contracts & Operations Department** at rfpsubmissions@co.pg.md.us no later than **February 8, 2023** or asked during the Q&A session; interested bidders are strictly prohibited from directly contacting members of the Workforce Development Board and EPG staff regarding this RFP.

PROPOSAL CONSIDERATIONS

Employ Prince George's is requesting proposals for qualified entities (entities must qualify themselves in their proposal) to provide a customized virtual career center and customer relationship management system. At a minimum, the proposal should include the following elements:

1. Organization background, qualifications, and relative projects completed.
2. Two (2) references, including the organizations name, contact name, website, physical address, email address and telephone number where you have completed implementation of the proposed system for a public workforce development client of similar size and complexity as Employ Prince George's.
3. A general description of the proposed approach and method to be used in completing the project.
4. A description of the chronology for completing the work, including a timeline and deadlines to fully implement and launch the system described. The timeline should be detailed and include the proposed meeting schedule for discovery meetings, product testing and pilot implementation of key system features. The timeline should also include standing meetings and planned product review and system enhancements throughout the duration of the contract term.
5. A detailed cost proposal, including any travel costs and expenses associated with the discovery, development, launch and active service phases of the project.
6. Identification of key staff who will be assigned to the project and their relative experience and qualifications.

Proposals which fail to address each of the submission requirements above may be deemed non-responsive and will not be further considered. Note that responses to questions must be specifically answered within the context of the submitted proposal. The evaluation team will not refer to a designated website, brochure, or other location of requested information. Responses that utilize references to external materials as an answer will be considered non-responsive.

PROPOSAL EVALUATION

All proposals will be reviewed by a qualified review committee, which may be comprised of WDB members, WDB sub-committee members, WDB Staff, American Job Center/One Stop Delivery System Committee Members, and additional evaluators with subject matter expertise. The evaluation team will review eligible proposals and make recommendations to the WDB for final selection(s). The following is the total weight for this RFP. Bidders **must have a total of 80% or higher** in the scoring methodology to be recommended to the WDB for final consideration.

Scoring Methodology	
Organizational Qualifications	20
Demonstrated Experience	20
System Design	20
Project Approach and Timeline	20
Budget, Cost, and Value	20
Total Available Points	100 points

The WDB reserves the right to select other than lowest cost proposals and to reject any and all proposals or parts thereof.

ONE HOUR PROPOSER(S) INTERVIEW

The WDB and EPG reserves the right to conduct one hour interview with Bidders. The Evaluation Committee will limit any discussions to those Bidders whose proposals have the potential for selection.

BIDDERS CONDITIONS, REPRESENTATIONS AND AUTHORIZATIONS

By submitting its proposal, each Bidder understands, represents, and acknowledges that:

A Bidder or his/her authorized representative may withdraw or modify his/her proposal by written notice received, at the Issuing Office's address, prior to the exact hour and date specified for proposal receipt.

The Bidder's information and representations in the proposal are material and important, and the Issuing Office may rely upon the contents of the proposal in negotiations, contractual obligations, and awarding the contract(s). The Bidder agrees that the proposal will remain firm for a period of one hundred twenty (120) calendar days after the date specified for receipt of proposals or until a sub-recipient agreement is fully executed.

The Bidder selected is a sub-recipient of a Federal award and thus are required to follow the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR 200)

Each Bidder, by submitting its proposal, authorizes the WDB to release to the State of Maryland information concerning the Bidder's Maryland taxes, unemployment compensation, workers' compensation liabilities, and total compensations for individuals charged to the subrecipient agreement. The Bidder has arrived at the cost(s) and amount(s) in its proposal independently and without consultation, communication, or agreement with any other Bidder or potential Bidders. The Bidder shall not disclose any of these items on or before the proposal submission deadline

specified in this RFP.

The Bidder has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this sub-recipient agreement, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.

The Bidder has not made, under separate sub-recipient agreement with the WDB, any recommendations to the Issuing Office concerning the need for the goods and services described in its proposal or the specifications for the goods and services described in the proposal.

The Bidder is not currently under suspension or debarment in the State of Maryland, any other State, or the Federal government and, if the Bidder cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.

The Bidder must clearly identify and describe the services being offered in response to this RFP. Bidders are cautioned that the organization, as well as the thoroughness of the response, is critical to the evaluation process.

The Bidder's Proposal forms must be legible and complete in their entirety, with all required supplemental information presented in an organized, comprehensive, and easy-to-follow manner.

The WDB is not liable for any costs the Bidder incurs in preparation and submission of its proposal, in participating in the RFP process, or in anticipation of award of the sub-recipient agreement.

The WDB reserves the right to reject any proposal if the evidence submitted by the Bidder proves the Bidder is not qualified to carry out the obligations of the RFP and to complete the Project as specified.

The WDB may make investigations (including on-site visits and contacting any or all references) as deemed necessary, to determine that the Bidders competence, number of qualified employees, business organization, and financial resources are adequate to perform per the RFP.

To the best knowledge of the person signing the proposal for the Bidder, the Bidders, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Bidder has disclosed in its proposal.

To the best knowledge of the person signing the proposal for the Bidder and unless the Bidder has otherwise disclosed in its proposal, the Bidder has no outstanding, delinquent obligations including, but not limited to, any Federal and State tax liabilities not being contested on appeal or other obligation of the Bidder that is owed.

Until the selected Bidder receives a fully executed and approved written sub-recipient agreement from the Issuing Office, there is no legal and valid sub-recipient agreement, in law or in equity. The WDB reserves the right to vary or change the terms of any sub-recipient agreement executed as a result of this RFP, including funding levels, the scope of work, performance standards, and

shortening or extending the sub-recipient agreement period, as it deems necessary in the interest of the Board and its programs, pending availability of funds.

The fully executed Agreement will require the selected Bidder to assume responsibility for all goods and services offered in its proposal whether it produces them itself or through subcontract. Additionally, if the Bidder uses any subcontractor, the proposal should be clear on the roles, responsibilities, and outcomes of each. The substitution of one subcontractor for another must be made at the discretion and prior written approval of the Issuing Office. The WDB considers the selected Bidder to be the sole point of contact regarding all contractual matters.

Bidders shall not issue press releases, internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.