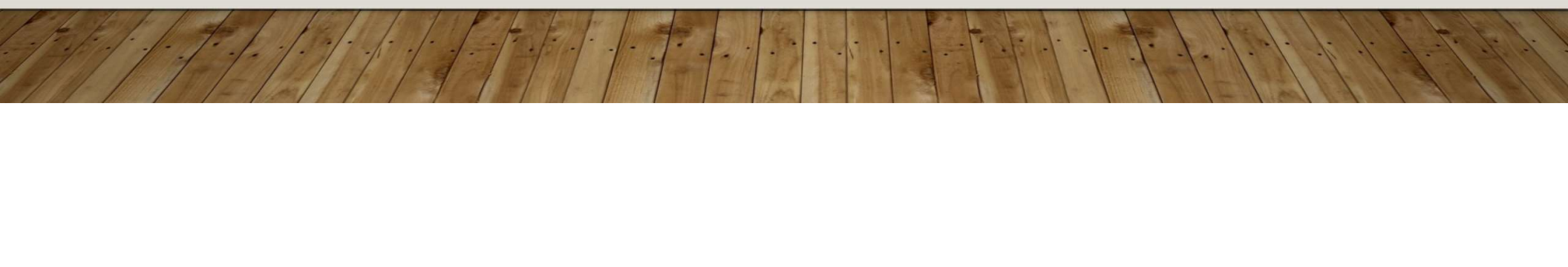


DIGITAL LITERACY TRAINING  
REQUEST FOR PROPOSALS  
RFP-22-BWDD-71

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# OVERVIEW

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- The City of Phoenix Human Services Department (HSD) is seeking proposals from qualified organizations to provide digital literacy to City of Phoenix residents enrolled in its Workforce Innovation and Opportunity Act (WIOA) Workforce Program.
  - Since July 2014, WIOA became the federal law that governs the ARIZONA@WORK system, and it is designed to integrate services to support businesses and job seekers through strategic cross-sector partnerships. It envisions connecting workforce, education and economic development entities to ensure strategic leveraging of resources and optimum results. The law addresses the needs of customers through establishing a comprehensive system that provides access to employment, education, training and support services.
  - As the designated Local Workforce Development Area (LWDA) for the City of Phoenix, HSD's Business and Workforce Development Division has been selected by the Phoenix Business and Workforce Development Board (PBWDB) as the program operator to provide adult, dislocated worker and youth service programs through an integrated job driven workforce system known as ARIZONA@WORK.
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# DESCRIPTION OF NEED

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- Located on page 3 of the RFP, Section I – Instructions. Subsection I.
- The City of Phoenix invites sealed offers for Digital Literacy Training as described in this solicitation.
- It is the intent of the City of Phoenix to enter into one (1) contract.
- The Contract will begin on or about July 1, 2023 through June 30, 2024, with four one-year options to extend at the sole discretion of the City, for a total aggregate term of 5 years.
- The Professional Services Agreement (Section III) should be reviewed, and questions submitted in writing by 3:00 p.m. on December 21, 2022, regarding terms and conditions, if necessary.

# SCHEDULE OF EVENTS

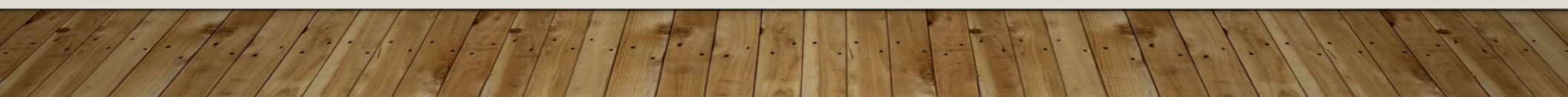
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Issue RFP	December 7, 2022
Submittal of Written Questions Deadline	December 21, 2022 by 3:00pm. Email to: <a href="mailto:hsdprocurement@phoenix.gov">hsdprocurement@phoenix.gov</a>
Responses to Written Questions Posted	January 4, 2023
Proposal Due Date	January 11, 2023 by 3:00pm. Email to: <a href="mailto:hsdprocurement@phoenix.gov">hsdprocurement@phoenix.gov</a>
Award Recommendation to Phoenix City Council	April 2023

Located on page 1 of the RFP.

This RFP does not commit the City to award any agreement.

All dates subject to change.



# MINIMUM QUALIFICATIONS

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- Page 3 of the RFP, Section I – Instructions, Subsection 2
- Each Offeror must demonstrate in its proposal that it meets the minimum qualifications, or its proposal will be disqualified as non-responsive.

# SCOPE OF WORK

## DIGITAL LITERACY TRAINING

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- Located on page 14 of the RFP, Section II
- **Objective**
  - Contractor will provide digital literacy classes focused on training individuals with limited computer skills. Contractor will ensure attendees learn about computer hardware and software, integrated technology, navigating the internet, and setting up an email account. Attendees will develop skills in Microsoft Office suite as an overview, including Word, Excel, and PowerPoint, as well as Microsoft Teams and/or other popular virtual meeting platforms. Contractor must also offer separate classes in each of the Microsoft Office areas including Word, Excel PowerPoint, Microsoft Teams, and/or other popular virtual meeting platforms. The Contractor will not require a minimum number of students in order to conduct each class, but at least one student must be present to conduct a class.
- **Participant Eligibility**
  - Supportive services will be made available to participants who may need additional assistance as determined through comprehensive assessments, when the individual is unable to obtain said services through other programs. Eligibility includes but not limited to individuals 18 years old and older, enrolled in the WIOA program and lacking adequate digital literacy skills to thrive in the workforce. The City will complete eligibility determination and provide support service funding, adhering to policy and established standard of work.

# SCOPE OF WORK CURRICULUM AND DELIVERY

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- Contractor shall offer each of the digital literacy classes at least once per month, with a flexible schedule, at its location(s). Should the training locations change, the Contractor shall provide the City at least 30 days' notice. All digital literacy curriculum must be in-person instructor lead hands-on training.
- At a minimum, classes offered shall include:
  - Introduction to Computing
  - Integrated Technology
  - Use of Microsoft Office Suite Products Overview (Word, Excel, and Powerpoint)
  - Virtual meeting platforms
- The class curriculum should be organized on a subject area basis such that an ARIZONA@WORK customer can select one (1) class or several classes. Pre-requisites are not required for an ARIZONA@WORK customer to request any specific class(es).

# SCOPE OF WORK

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- **Registration**

- Contractor shall provide an electronic process, such as an email or online registration, for City staff to refer and register customers for basic computer classes.

- **Number and Location of Class Sites**

- Contractor will provide the greatest number of class sites near ARIZONA@WORK locations or Phoenix light rail stations. Based on need, the City reserves the right to request the Contractor to offer training at one of the ARIZONA@WORK Job Centers or another City of Phoenix location.

- **ARIZONA@WORK - City of Phoenix - North**


9801 N. 7th Street  
Phoenix, Arizona 85020

- **ARIZONA@WORK - City of Phoenix - South**

4635 S. Central Avenue  
Phoenix, Arizona 85040

- **ARIZONA@WORK - City of Phoenix - West**

3406 N. 51st Avenue  
Phoenix, Arizona 85031





# SCOPE OF WORK PERFORMANCE GOALS

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- The Contractor will improve customer digital literacy for participants through the successful completion of training course(s). Participants must show improved skills to facilitate work readiness. Improved digital literacy will be measured with participants' progress reports scorecard, outcomes, class completion rates, evaluation summary, attendance summary, and instructor feedback.

# AGREEMENT TERM AND CONTRACTUAL RELATIONSHIP

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- Located on page 3 of the RFP, Section I – Instructions, Subsection 3.
- The City anticipates a one-year term beginning on July 1, 2023 through June 30, 2024, with four one-year options to extend, for total aggregate term of 5 years.
- Offerors are responsible for reading the agreement and submitting any questions about it in accordance with the process listed in this agreement. By submitting a proposal, each Offeror agrees it will be bound by the agreement.
- The language contained in *Section III –Draft Agreement* and Offeror’s statement of qualifications will form the basis of any resulting contract. However, this RFP does not commit the City to enter into a contract, to pay any costs incurred in the preparation of a submittal to this request or in subsequent negotiations, or to procure a contract for the project(s).

# VENDOR SELF-REGISTRATION

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- Located on page 4 of the RFP, Section I – Instructions, Subsection 5
- Offerors must be registered in the City’s procurePHX Self-Registration System to respond to solicitations and access procurement information.

<https://www.phoenix.gov/finance/vendorsreg>

- The City may, at its sole discretion, reject any Offeror who has not registered.
- If you are a vendor/supplier who has previously received payment for goods and/or services from the City of Phoenix, then you already have a City of Phoenix vendor number and do not need to re-register.
- Do not reach out to the Procurement Officer for any changes to your vendor profile.

# VENDOR SELF-REGISTRATION

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- **Steps to Self-Register**

1. Gather your business info
2. Scan your sign W-9
3. Register in the system
4. Set-up ID and Password

- **Vendor Support Contact Information**

- [vendor.support@phoenix.gov](mailto:vendor.support@phoenix.gov)
- (602) 262-1819

- Vendor number is 7 digits long and is specific to you or your agency
- A Vendor Number is also referred to as City's Registration System ID Number. You will see City's Registration System ID Number in the Offer Form.

# PREPARATION OF OFFER

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- Located on page 4 of the RFP, Section I – Instructions, Subsection 6
- All forms provided must be completed and submitted with your offer. The signed and completed Solicitation Disclosure form must be included or your offer may be deemed non-responsive.
- It is permissible to copy Submittal forms if necessary. Erasures, interlineations, or other modifications of your offer must be initialed in original ink by the authorized person signing the offer. No offer will be altered, amended or withdrawn after the specified offer due date and time. The City is not responsible for Offeror's errors or omissions.
- It is the responsibility of all Offerors to examine the entire solicitation and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting an offer. Negligence in preparing an offer confers no right of withdrawal after due date and time. Offerors are strongly encouraged to:
  - Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services
  - Study and carefully correlate Offeror's knowledge and observations with the solicitation and other related data
  - Promptly notify the City of all conflicts, errors, ambiguities, or discrepancies which Offeror has discovered in or between the solicitation and such other related documents
- The City does not reimburse the cost of developing, presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Offeror is responsible for all costs incurred in responding to this solicitation. All materials and documents submitted in response to this solicitation become the property of the City and will not be returned.

# EXCEPTIONS

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- Located on page 5 of the RFP, Section I – Instructions, Subsection 7
- Proposer must not take any exceptions to any terms, conditions or material requirements of this solicitation.
- Proposals submitted with exceptions will be deemed non-responsive and disqualified from further consideration.
- Proposer's must conform to all the requirements specified in the solicitation.
- The City encourages Offeror's to ask the Procurement Officer questions rather than including exceptions in their Proposal.

# INQUIRIES

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- Locate on page 5 of the RFP, Section I – Instructions, Subsection 8.
- All questions should be directed via email to the Procurement Officer at: [hsdprocurement@phoenix.gov](mailto:hsdprocurement@phoenix.gov).
- The City will not consider questions received after the deadline
  - Wednesday, December 21, 2022 by 3:00 p.m., Arizona time
- Procurement Officer will answer written inquiries in an addendum posted to the solicitation website at: <https://solicitations.phoenix.gov/Solicitations/Details/1390>.
- Do not reach out to other City staff regarding questions relating to the solicitation.
  - Reaching out to other City staff, who is not the Procurement Officer, is a direct violation of the Solicitation Transparency Policy which will result in your agency being disqualified to submit for this procurement.
- No informal contact initiated by Offerors on the proposed service will be allowed with members of City's staff from date of distribution of this solicitation until after city council awards the contract.

# SOLICITATION ADDENDA

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- Located on page 5 of RFP, Section I – Instructions, Subsection 9
- Any changes to the solicitation will be in the form of an addendum
- Proposer **MUST** acknowledge receipt of any/all addenda by signing and returning the entire document(s) with their offer.
- The City will not be responsible for any oral instructions made by any employees or officers of the City regarding this solicitation.
- Any questions received by the Procurement Officer regarding this solicitation until the Submittal of Written Questions Deadline will form an addendum.



# PRE-AWARD QUALIFICATIONS

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- Located on page 7 of the RFP, Section I – Instructions, Subsection 16
- Upon notification of an award the Offeror will have 10 business days to submit a complete certificate of insurance in the minimum amounts and the coverages as required in *Section III –Draft Agreement, Exhibit C Insurance Requirements* of this solicitation. Insurance requirements are non-negotiable.

# SOLICITATION TRANSPARENCY POLICY

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- Located on page 7 of the RFP, Section I – Instructions, Subsection 19
- Purpose: Refrain respondents and their representatives from direct or indirect contact for the purpose of influencing or biasing a solicitation process with any person who may play a part in the process.
  - Creates a level playing field for all Offerors
  - Protects the integrity of the solicitation process
  - Assures an ethical, efficient and effective public procurement process
  - Guards against favoritism, fraud and corruption

# SOLICITATION TRANSPARENCY POLICY

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- As long as the solicitation is not discussed, Offerors may continue to conduct business with the City and discuss business that is unrelated to the solicitation with the City staff. Offerors may not discuss the solicitation with any City employees.
- The Transparency Policy remains in place until time of Council award.
- All questions in writing to the Procurement Officer at [hsdprocurement@phoenix.gov](mailto:hsdprocurement@phoenix.gov)

**OFFERORS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED**

# PROTEST PROCESS

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- Located on page 8 of the RFP, Section I – Instructions, Subsection 20
- Offeror may protest:
  - An apparent alleged mistake, impropriety or defect in the solicitation no later than seven days before solicitation deadline.
  - An adverse determination issued by the City within seven days of the date the Offeror was notified of the adverse determination.
  - An award recommendation within seven days after the posting of the award recommendation.
- Protests will be in writing, filed with the Procurement Officer.
- Procurement Officer will render a decision within a reasonable period after the protest is filed.

# LATE OFFERS

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- Located on page 10 of the RFP, Section I – Instructions, Subsection 22
- Late Offers must be rejected, except for good cause. If a late Offer is submitted, the Department will document the date and time of the submittal of the late Offer, keep the Offer and notify the Offeror that its Offer was disqualified for being a late Offer.

# RIGHT TO DISQUALIFY

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- Located on page 10 of the RFP, Section I – Instructions, Subsection 23
- The City reserves the right to disqualify any Offeror who fails to provide information or data requested or who provides materially inaccurate or misleading information or data. The City further reserves the right to disqualify any Offeror on the basis of any real or apparent conflict of interest that is disclosed by the Offeror submitted or any other data or information available to the City.
- This disqualification is at the sole discretion of the City.
- By submission of a solicitation response, the Offeror waives any right to object now or at any future time, before any agency or body including, but not limited to, the City Council of the City or any court as to the exercise by the City of such right to disqualify or as to any disqualification by reason of real or apparent conflict of interest determined by the City.
- The City reserves the right to replace the disqualified Offeror.

# DETERMINING RESPONSIVENESS AND RESPONSIBILITY

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- Located on page 11 of the RFP, Section I – Instructions, Subsection 27
- Proposals will be reviewed for documentation of minimum qualifications, completeness, and compliance with the Solicitation requirements. The City reserves sole discretion to determine responsiveness and responsibility.
  - Responsiveness: Nonresponsive Proposals will not be considered in the evaluation process. The solicitation states criteria that determine responsiveness, and the solicitation includes terms and conditions that if included or excluded from Proposals (as the case may be) will render a Proposal nonresponsive.
  - Responsibility: To obtain true economy, the City must conduct solicitations to minimize the possibility of a subsequent default by the contractor, late deliveries, or other unsatisfactory performance that may result in additional administrative costs. It is important that the Proposer be a responsible contractor. Responsibility includes the Proposer's integrity, skill, capacity, experience, and facilities for conducting the work to be performed.

# EVALUATION OF OFFERS AND DETERMINATION OF COMPETITIVE RANGE

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- Located on page 12 of the RFP, Section 1 – Instructions, Subsection 28
- The Evaluation Panel will reach a consensus score for each evaluation criterion except price. The Procurement Officer will score the price, which will be added to the overall consensus score. The overall consensus scores will determine the Offerors' rankings and which Offers are within the Competitive Range, when appropriate.
- The City may notify Offerors of Offers that the City determined are not in the Competitive Range.



# EVALUATION CRITERIA

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Located on page 52 of the RFP, Section IV – Submittals, Subsection 13

In accordance with Administrative Regulation 3.10, Competitive Sealed Proposal(s), awards shall be made to the responsible Offeror(s) whose proposal(s) is determined in writing to be the most advantageous to the City based upon the evaluation criteria. The evaluation criteria are listed below along with the possible points assigned to each.

- Service Methodology (375 points)
- Qualifications and Experience of Key Personnel (200 points)
- Bid Price Schedule (150 points)
- Organization Capacity (275 points)

Total possible points = 1,000

# BACKGROUND SCREENING REQUIREMENTS

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- Located on page 47 of the RFP Section III –Draft Agreement, Exhibit E
- Contractor agrees that all Contractor workers and subcontractors that Contractor furnishes to the City pursuant to this Agreement are subject to background and security checks and screening at Contractor's sole cost and expense.
- The current risk level and background screening required is **MAXIMUM RISK**.

# MAXIMUM RISK LEVEL

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- **Maximum Risk Level**
- A maximum risk background screening will be performed every five years when the Contract Worker's work assignment will:
  - work directly with vulnerable adults or children, (under age 18); or
  - any responsibility for the receipt of payment of City funds or control of inventories, assets, or records that are at risk of misappropriation; or
  - unescorted access to:
    - City data centers, money rooms, high-value equipment rooms; or
    - Private residences; or
    - critical infrastructure sites/facilities; or
    - direct or remote access to Criminal Justice Information Systems (CJIS) infrastructure.

# INSURANCE REQUIREMENTS

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- Located on page 42 Section III, Draft Agreement, Exhibit C
- Subrecipient and subcontractors must procure insurance against claims that may arise from or relate to performance of the work hereunder by Subrecipient and its agents, representatives, employees and subcontractors.
- A complete Certificate of Insurance, containing the required coverages and endorsements, must be submitted 10 days from notification of award on an ACORD form.
- Insurance requirements are non-negotiable.

# SUBMISSION OF PROPOSAL

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- Located on page 51 of the RFP, Section IV – Submittals
- Thoroughly review the solicitation, including the Draft Agreement
- One original of your proposal submitted to [hsdprocurement@phoenix.gov](mailto:hsdprocurement@phoenix.gov)
  - **Only the Submittal Section, do not submit a copy of the entire solicitation document**
- Documents submitted in response to this solicitation shall be submitted in Portable Document Format (PDF) format.
- Proposals will need to be submitted in ONE (1) e-mail. Multiple emails with proposal attachments will not be accepted.

# SUBMISSION OF PROPOSAL

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- Proposals Due – **Wednesday, January 11, 2023 by 3:00 P.M.**
- Late proposals will be disqualified and rejected
- The prevailing clock will be the email arrival time
- Once submitted, the submission will be deemed a complete submission.

# SUBMISSION OF PROPOSAL

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- Typewritten for ease of evaluation
- Set forth in sequence as this RFP indicates (i.e., Proposers should respond to this RFP in sequence and each response should reference the applicable section of this RFP.)
- Signed by an authorized representative of the Offeror
- It is the responsibility of all Offerors to examine the entire solicitation and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting an offer.

**Failure to Submit the Required Documents Will Deem Your Proposal Non-Responsive.**

# PROPOSAL SUBMITTAL FORMAT

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Located on page 53 in the RFP, Section IV – Submittals, Subsection 14

The Submittals section outlines what is required for each of the tabbed sections.

Submitted with a table of contents with the following major sections in separate PDF files labeled accordingly:

Tab 1 – General Information	Tab 5 – Organizational Capacity
Tab 2 – Service Methodology	Tab 6 – Other Required Submittals
Tab 3 – Qualifications and Experience of Key Personnel	Tab 7 – Signed Addenda
Tab 4 – Bid Price Schedule	



# LIST OF ATTACHMENTS

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Attachment 1 – Bid Price Schedule	Attachment 6 – References
Attachment 2 – Fiscal Ability Questionnaire	Attachment 7 – Offer Form
Attachment 3 – Payment Terms & Options	Attachment 8 – Solicitation Conflict & Transparency Disclosure Form
Attachment 4 – Certification Regarding Debarment, Suspension, and Other Ineligibility and Voluntary Exclusions	Attachment 9 - SF424B Assurances – Non-Construction Programs
Attachment 5 – Confidential Information Form	

- For References: Do not use City of Phoenix employees, officers, or agents as a reference.
- Ensure those you have listed as a reference are able and willing to respond to the City’s request for references.
- Conducting reference checks is required by City Administrative Regulation. If the City is unable to obtain a reference check, it may negatively impact the consideration of your offer.

