




# One Stop Operator Services Request for Proposals (RFP) Pre-Proposal Meeting

March 25, 2025

**City of Phoenix**  
COMMUNITY & ECONOMIC  
DEVELOPMENT DEPARTMENT


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## Agenda

- RFP Basics
- Scope of Work
- Proposer Instructions
- Evaluation Criteria
- Questions & Answers Session
- Transparency Policy


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## Questions & Answers (Q&A)

- Written questions only
  - Some answers available today
  - All answers published on the RFP Website
- Written answers supersede verbal answers
- Email alerts when Q&A available online


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## Q&A Deadline

- Submit questions by April 1, 2025
  - 2:00 p.m. local Phoenix time
  - Email: [procurement.request.ced@phoenix.gov](mailto:procurement.request.ced@phoenix.gov)
- Answers available by April 4, 2025
  - <https://solicitations.phoenix.gov/Solicitations/Details/2060>

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## Proposal Deadline



**Friday,  
April 11, 2025  
2:00 p.m.  
local Phoenix time**

**Late proposals will be rejected.**


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## Minimum Qualification

- Proposer
  - 3 years' experience coordinating integrated workforce or employment services among at least 3 distinct programs or partners
  - *Any proposal that does not include the minimum qualification will be disqualified.*

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## Minimum Qualification

- Additional Considerations
  - Per Federal Regulations, elementary and secondary schools are not eligible to submit proposals for this RFP.
  - A non-traditional public secondary school such as a night school, adult school, or an area career and technical education school, or center is permitted to be a One-Stop Operator
  - Any proposer that is suspended, debarred or otherwise prohibited from contracting for WIOA funding will be disqualified


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## Agreement Term

- 1-year agreement
- 3 one-year renewal options
  - Exercised at City's discretion
- Cost reimbursement contract


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## Scope of Work - Background

- Procuring a One-Stop Operator to ensure WIOA Core Services and required Partner services are provided throughout the one-stop network
- One-stop network currently includes:
  - 3 Comprehensive Job Centers
  - 4 Affiliate Job Centers


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## Scope – Overview of Services

- One-Stop system coordination
  - Help employers recruit, develop and retain employees by coordinating services across the ARIZONA@WORK City of Phoenix Network and System Partners
  - Help job seekers get training and other assistance to obtain employment
- Comprehensive Job Center Operation
  - Implement Integrated Service Delivery to ensure services are easily accessible, customer driven, personalized and responsive to needs


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## Scope

- One-Stop Operator Staffing
  - Provide qualified and experienced staff
- Board Meeting Attendance and Reporting
  - Attend at least 10 Board meetings annually
  - Monthly, quarterly and annual reports
- Quality Assurance and Contract Monitoring
  - If needed, create a Corrective Action Plan
- Accessibility, Equal Opportunity, and Non-Discrimination
- Administrative Items


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## Scope - Proposed Budget

- Propose annual budget
  - Must conform to the Uniform Guidance for allowable costs stated in 2 CFR Part 200
  - Administrative costs will not exceed 10% of the total annual budget


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## Proposer Instructions

- Proposal Packet
  - 1 signed & notarized proposal
    - Narratives in Microsoft Word document
    - Attachments A and D should be submitted as Adobe PDF files
    - Attachment E should be submitted as a Microsoft Excel file
  - Emailed to: [procurement.request.ced@phoenix.gov](mailto:procurement.request.ced@phoenix.gov)
    - Subject line with:
      - Proposer's name
      - Name of this RFP


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## Proposer Instructions

- Form of Proposal
  - Arial 12 pt.
  - Numbered pages
  - 50 letter-size pages
    - excluding attachments


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## Attachments

- Attachment A – *Executed* Affidavit
- Attachment B – *Signed* Conflict of Interest and Solicitation Transparency Disclosure Form
- Attachment C – *Signed* Debarment and Suspension Certification
- Attachment D – *Signed* Lobbying Certification
- Attachment E – *Completed* Proposed Budget


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## Qualifications and Experience Statement

- Proposer
  - Documentation of Minimum Qualification and experience
- Assigned Staff
  - Documentation of experience and/or
  - If hiring new staff, minimum qualifications and experience levels for each staff position


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## Approach to Scope

- Narrative - how proposer will approach scope of work
  - Staffing Plan
  - System Partner Coordination Philosophy
  - Customer Service Philosophy
  - Operations Plan

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## Proposed Budget

- Attachment E – *Completed* Proposed Budget
  - Must conform to Uniform Guidance for allowable costs stated in 2 CFR Part 200
- Narrative – methodology for determining proposed budget
  - Administrative costs not to exceed 10% of total annual budget

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Proposed Budget			
11. NOT BILLED BY CONTRACTOR OR REIMBURSED BY THE CITY			
ITEM	Projected Costs		
North Job Center Space	\$1,441 annually	\$	1,441.00
South Job Center Space	\$2,430 annually	\$	2,430.00
West Job Center Space	\$1,384 annually	\$	1,384.00
Computer Equipment	\$45 ea per month x 12 months x # of Staff*	\$	-
Total City of Phoenix Costs		\$	5,255.00
TOTAL OSO Costs		\$	5,255.00
*Note: Should be based on proposed staff working at the Comprehensive Job Center			

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Evaluation Criteria	
Evaluation Criteria	Points
Proposer's Qualifications and Experience	0-300
Assigned Staff's Qualifications and Experience	0-275
Approach to Scope of Work	0-225
Proposed Budget	0-200

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Evaluation Process	
➤ Evaluation Panel may:	
➤ Evaluate based on written proposals	
➤ Interview all proposers	
➤ Conduct a short-listing process and interview those proposers most likely to be successful based on the evaluation criteria	
➤ Details in Section IV (A)	

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Q&A Session	
➤ Written questions only	
➤ Submit questions to:	
	<a href="mailto:procurement.request.ced@phoenix.gov">procurement.request.ced@phoenix.gov</a>

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Transparency Policy	
➤ All proposers and their representatives, under penalty of disqualification, will refrain from contacting any City staff or officials to discuss this solicitation.	
➤ All questions must be directed to the procurement officer	
➤ Full policy in <b>Section V (A)</b> of the RFP	
➤ Companies currently doing business with City are not prohibited from discussing their current contracts.	

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Thank you for attending!	

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