

**NYC Department of Small Business Services (“SBS”)
REQUEST FOR PROPOSALS
RFP TITLE: Vocational ESL for Food Service Workers
PIN: 2024WDC016**

AUTHORIZED WDC CONTACT PERSON

Proposers are advised that the **Authorized WDC Contact Person** for all matters concerning this Request for Proposals (“RFP”) is:

Name: Chenelle Dennis
Title: Executive Director
Mailing Address: Workforce Development Corporation
1 Liberty Plaza, 11th floor.
New York, New York 10006
Telephone #: 212-513-6437
E-mail Address: CDennis@sbs.nyc.gov

SECTION I – TIMETABLE

A. Release Date of this RFP: May 20th, 2024, at 9:00 am.

B. Questions Due Date: May 31st, 2024, 5:00pm EST

Responses should be submitted electronically by email, in either Adobe PDF to Chenelle Dennis at CDennis@sbs.nyc.gov, **with a copy to** WDCfiscal@sbs.nyc.gov.

C. Proposal Due Date: June 28th, 2024, at 5:00 pm.

All responses to this RFP are to be prepared and submitted at the Proposer’s expense. Workforce Development Corporation (WDC) will not pay any costs incurred by Proposers in connection with the preparation, submission, and evaluation of the RFP response.

Note: WDC will consider requests made to the Authorized WDC Contact Person to extend the Proposal Due Date and Time prescribed above. However, unless WDC issues

a written addendum to this RFP which extends the Proposal Due Date and Time for all Proposers, the Proposal Due Date and Time prescribed above shall remain in effect.

D. Anticipated Contract Start Date: September 15th, 2024.

SECTION II – SUMMARY OF THE REQUEST FOR PROPOSALS

A. Organizational Background

The Workforce Development Corporation ("WDC"), is an independent not-for-profit organization created by the City of New York ("NYC" or the "City") for the purpose of assisting the City in developing and funding workforce initiatives. WDC works closely with the City's Department of Small Business Services ("SBS") to contribute to the economic vitality of NYC by promoting workforce development and job creation through public and private partnerships.

The NYC Food & Beverage Industry Partnership is a public-private partnership fostering the growth of New York City's food and beverage industry. They leverage the proficiency of SBS and other City offices to develop and scale culinary workforce trainings that create a robust talent pipeline, expand business education and entrepreneurship resources that support equitable development and opportunity, and improve industry employers' ability to strengthen workplace culture, employee engagement, and retention rates.

The Mayor's Office for Economic Opportunity ("NYC Opportunity") works to improve the systems of government by advancing the use of research, data and design in program and policy development, service delivery, and budget decisions. NYC Opportunity's work includes analyzing existing anti-poverty approaches, developing new strategies, facilitating the sharing of data across City agencies, and rigorously assessing the impact of key initiatives. NYC Opportunity is active in making equity a core governing principle across all agencies.

B. Context and Purpose of this RFP

In partnership with the WDC, NYC Opportunity is issuing this request for proposals ("RFP") to identify a qualified training provider ("Contractor") to develop and deliver a Vocational English as a Second Language ("VESL") training pilot program ("Program"). The target population for this program are incumbent workers in the food service industry with Limited English proficiency ("LEP"). LEP can be a hurdle for career advancement as those

with advanced English skills are more likely to be promoted. Supporting LEP workers in improving English skills can help create more opportunities for career advancement. This is especially crucial in the restaurant industry where LEP workers earn 25% to 40% less than their English proficient counterparts.¹

The Contractor will develop and deliver a program contextualized for food service workers in collaboration with their employers that utilizes a hybrid (in-person and virtual) setting. The WDC, with support from the NYC Food & Beverage Industry Partnership, will engage restaurant employers to provide input on instructional design proposed and developed by the Contractor, help identify candidates for the program, and provide space for program delivery. Since the food service industry has fewer fixed barriers to career advancement (such as degree or other credential requirements) when compared to other sectors, the Program will provide the opportunity to boost English language proficiency for LEP workers and in turn, improve their prospects and opportunities for career advancement.

C. Anticipated Contract Term

It is anticipated that the term of the contract awarded from this RFP will be up to three (3) years with renewal and extension options at the WDC's sole discretion for up to an additional two (2) years, up to five (5) years in total, commencing upon Contractor's receipt of a written notice to proceed from the WDC. The WDC reserves the right, prior to contract award and renewal contract execution, to determine the length of the initial contract term and each option to renew, if any.

D. Anticipated Available Funding

It is anticipated that the total available funding awarded from this RFP will be up to **\$763,000** for a three-year period, which includes funding for curriculum development, program delivery, and wrap-around supportive services such as participant technology and transportation needs, and host restaurant space preparation costs. The final contract amount is dependent upon the availability and appropriation of funds and is subject to change. In addition, the WDC reserves the right to modify the funding allocation in the best interests of the WDC. Greater consideration will be given to Proposers that propose more competitive prices.

¹ Jill H. Wilson, Sept 2014, "Investing in English Skills: The Limited English Proficient Workforce in US Metropolitan Areas," Brookings Institute

E. Anticipated Payment Structure

It is anticipated that the payment structure of the contract awarded from this RFP will be either line-item reimbursements or milestone-based payments tied to outcomes. The WDC reserves the right to select any payment structure that is in the WDC's best interest. No payments will be made, nor funds applied to other uses. WDC will endeavor to accommodate reasonable requests for payment structures that incorporate work performed and the Contractor's allocation, dedication, and expenditure of resources. Work performed by the Contractor beyond the scope of this solicitation and the resulting contract award, will not be compensated without WDC's prior approval.

F. Minimum Qualification Requirements

The following are the Minimum Qualification Requirements of this RFP. Proposals that fail to meet any of these requirements will be found non-responsive and rejected.

1. Proposer(s) has been in operation for at least two (2) years.
2. Proposer(s) has at least two (2) years of experience developing ESL curriculum.
3. Proposer(s) has at least two (2) years of experience delivering classroom-based ESL training to individuals with limited English proficiency.
4. Proposer(s) has at least one (1) year of experience delivering virtual-based ESL training to individuals with limited English proficiency.

SECTION III - SCOPE OF SERVICES

A. WDC's Goals and Objectives for this RFP

The WDC's goal for this RFP is to award (1) contract to an appropriately qualified New York City-based Contractor to develop and implement a hybrid-setting VESL pilot Program for incumbent workers in the food service industry. The overarching goal is to improve English language skills for LEP food service workers to meet employer workforce needs and improve their economic opportunities via wage gains or promotions.

B. WDC's Assumptions Regarding Contractor's Approach

The WDC's assumptions regarding which approach will most likely achieve the goals and objectives set out above are as follows. The Contractor is expected to:

- 1) Develop a comprehensive curriculum contextualized to the food service industry for LEP incumbent restaurant workers; and
- 2) Deliver hybrid VESL training to participants at designated employer location site(s) in NYC and virtually via a Learning Management System (“LMS”).

Note: The WDC’s assumptions regarding the Proposer’s approach represent what the WDC believes to be most likely to achieve its goals and objectives. However, Proposers are encouraged to propose an approach that they believe will most likely achieve the WDC’s goals and objectives. Proposers may also propose more than one approach. However, if an alternative approach affects other areas of the proposal such as experience, organizational capability or price, that alternative approach should be submitted as a complete and separate proposal providing all the information specified in Section IV of this RFP.

C. Quantitative and Qualitative Goals

The selected Contractor would be expected to meet the following quantitative and qualitative Program goals:

Quantitative Goals

- Enroll a minimum of one hundred and fifty (150) LEP incumbent restaurant workers (“Participants”) during the Term. The Contractor would propose the number of cohorts to be offered during the Term.
- Ensure that a minimum of eighty percent (80%) of enrolled Participants successfully complete training.
- Confirm that at least seventy percent (70%) of Participants that complete training obtain a wage gain and/or promotion within 90 calendar days of completing the Program.

Qualitative Goals

- Participants demonstrate an increased ability to speak and comprehend English required for promotion (i.e. from porter to busser; from expediter to server) in a restaurant workplace. Contractor to create assessment tools in consultation with restaurant partners.
- Participants demonstrate confidence conversing in English (to be measured by instructor assessments and approved participant and employer feedback surveys).

D. Contractor Responsibilities

The Contractor is expected to be responsible for the following services, activities, and deliverables during the contract term:

1. **Staffing Requirements.** The Contractor will be expected to designate the equivalent of at least one full-time staff person to oversee the daily operations of the Program and at least one part-time or full-time staff for additional capacity as needed.
2. **Assessment, Screening, and Onboarding of Participants.** The Contractor will be expected to design and implement a fair and reasonable WDC-approved pre- and post-assessment and screening process that focuses on identifying, enrolling, and onboarding the most qualified and eligible Participants into the Program. The assessment should be validated with employer partners to ensure they accurately measure language gains relevant to job duties as determined by employer partners' workplace needs.
3. **Training Model.** The Contractor is expected to deliver a cohort-based hybrid setting (in-person and virtual classes) Program for both beginner and intermediate level LEP incumbent workers in the food industry.
 - A. In-person classes will take place in employer partner workplaces and content for each cohort will be adapted to the needs of employer partners.
 - B. Virtual component to be designed by Contractor to effectively complement the in-person component.
4. **Training Curriculum.** The Contractor will be expected to develop a curriculum that is focused on workplace-specific vocabulary, conversational and conflict resolution skills specific to the restaurant environment and designed to increase comfortability with speaking English for employees in the food service industry.
 - A. The Contractor will have discretion on length and content of the curriculum and assessments and should provide details on their proposed approach in the proposal.
 1. The content can be adjusted to the specific needs of employers and employees, such as: incorporating employer-specific content (e.g. menus, specials, safety instructions, etc.)
 2. Open to feedback - future iterations of the curriculum delivery should incorporate participant and employer partner feedback and suggestions, as approved by the WDC.

B. The curriculum should include content for at least two levels of instruction, beginner and intermediate, and should incorporate flexibility to adapt certain content (such as examples of materials that must be read and written in English, instructions, and conversations that need to be conducted in English) to employer partners' workplace needs. Definition and criteria for “beginner” and “intermediate” levels should be developed by the Contractor based on their expertise and validated with employer partners.

C. The curriculum will need to include the following components:

1. **Sector-customized** – content adapted and contextualized specifically for the food service sector, developed in coordination with employers and potential learners.
2. **Interactivity** – content that keeps Participants engaged through experiential activities that allows Participants to apply learned principles. Ideal curriculum would include food service sector role play and hands-on training techniques.
3. **Knowledge assessments** – incorporate methods for determining whether the curricula led to a measurable gain in English skills and had a measurable, positive impact.
4. **Professional identity support** – incorporate lesson plans, or workshops on workplace professionalism including but not limited to punctuality, teamwork, professional communication, conflict resolution, and interpersonal skills.
5. **Hybrid delivery** - content is developed to be delivered through both in-person and hybrid instruction. Ensure all curriculum and learning materials are accessible to Participants.
6. **Standalone/stackable** - In addition, the curriculum must be standalone and stackable so that each lesson will be taught in such a way that it is accessible to new students or returning students.

5. **Curriculum Materials.** The Contractor will be expected to provide all described curriculum and instructional materials to the WDC in electronic form as described below:

- A. A syllabus to be used in facilitation of the curriculum along with a detailed Instructor outline identifying curriculum topics, learning objectives, instructional strategy, including number of hours and schedule of content, and pre- and post-assessments of Participant learning outcomes.

- B. Associated presentation decks, and other visuals, including course content and applied practice activities, to be used in facilitation of the various curriculum components.
- C. Detailed facilitator manuals including talking points and guidance for supporting instructors in facilitating curriculum activities. Contractor will ensure that the manual includes information specific to building English language capacity for LEP incumbent workers in the food industry, competencies relevant to delivery of the various curriculum, and suggestions for an effective class size and duration of each class.
- D. Participant resource packets to complement all curriculum activities and additional reference materials expanding on curriculum content. The Contractor will work in consultation with the WDC to determine the structure, format, and length of the instructional model and relevant Participant hand-outs.
- E. Associated materials providing tools to encourage collaborative learning and group work activities in the workplace so colleagues can support participants and help reinforce lessons learned through the curriculum (e.g. prompts to encourage conversation on work-related topics covered, weekly list of words/topics participants learned, etc.)

6. Training Delivery.

- A. Courses will be delivered on a hybrid cohort-based model, with both in-person classes and a virtual component.
- B. Classes for each cohort are expected to take place at a participating employer partner location. Some location flexibility may be required based on employer partner availability during the cohort. Content for each cohort will be adapted to the needs of employer partners. The Contractor should consider the training location when developing the proposed class size. Contractor will be expected to deliver the full instructional model for all components of the Program. The Contractor is expected to deliver the training with qualified instructors and/or facilitators that have the knowledge of ESL and the food industry.
- C. The Contractor is expected to provide or budget for all requisite training material, equipment, hardware/software and associated costs, including any technological needs (e.g., computers, monitors, printers, overhead projectors, software, database or website access), necessary to effectively deliver the Program, unless otherwise specified by WDC. The budget should also include provision of supportive services to Participants, including but

not limited to laptops/equipment needed to participate in the program, web/app-based language instruction subscriptions to reinforce learning, transportation support, and other wrap-around supports the Contractor recommends . The Contractor is expected to develop and submit to WDC for prior approval all Program requirements for course completion, including a policy for making up missed classes.

- D. The Contractor is expected to develop the course structure, including number of hours of training, times of day, and class size, all of which shall be subject to the WDC's prior approval.
- E. The Contractor is expected to develop a course schedule for the full instructional model prior to the commencement of each cohort.

7. Training Instructors. The Contractor will ensure that a sufficient number of knowledgeable and experienced instructors and facilitators are available throughout the Program.

8. Training Location. The Contractor will coordinate with the WDC, SBS and employer partners to secure location(s) for the in-person training component.

9. Administrative Requirements. The Contractor will be expected to:

- A. Track program participant outcomes following the program, including any new role/promotion that will result in higher wages, or a raise in hourly wages.
- B. Coordinate with employer partners to determine job-specific English needs for inclusion in curriculum. This includes gathering examples of materials that must be read and written in English; instructions that must be understood, and conversations that employees need to have in English.
- C. Cooperate with the WDC in meeting all administrative obligations identified in this solicitation and the resulting contract award.
- D. Create cohort and register all Participants prior to the start of training into record keeping system to be specified by the WDC.
- E. Monitor, record, and submit to the WDC an attendance log. The form and frequency of submission for tracking the attendance of each enrolled Participant during the Program shall be determined during contract negotiations.
- F. Participate in conference calls every week or at a schedule specified by the WDC and a minimum of two (2) meetings with the WDC and NYC Opportunity (after the conclusion of each cohort at a time to be specified by the

Contractor, WDC, and NYC Opportunity) to review curriculum and Program success.

- G. Develop a WDC-approved method or set of evaluation metrics.
- H. Undertake performance assessments of enrolled Participants that focus on Participant progress and English language attainment at the conclusion of training, based on said metrics.
- I. Maintain an administrative office during the Term of the resulting contract to meet all administration and management requirements required by this RFP and the resulting contract award.
- J. Provide weekly progress updates on the above-referenced metrics and logs to the WDC.
- K. Use ongoing performance management to continuously improve the programs.
- L. Manage the distribution of participant supportive services, including but not limited to laptops/technology needs that participants may have, transportation, subscriptions to web-based language learning platform , and connecting participants to additional resources.

10. Reporting. At the end of each cohort, the Contractor will be expected to produce a report on findings and Program success, including best practices, challenges, and recommendations for Program revision. At the end of the Program, the Contractor will be responsible for producing a more comprehensive narrative report on findings and Program success to improve Program design and replication, with specific topics for inclusion to be determined by the WDC. The selected Contractor will also participate in any evaluation of the overall initiative by the City.

E. Licenses

Any and all materials delivered under any contract that is entered into as a result of this solicitation (the “Work Product”) are the exclusive property of WDC and the City. WDC and the City may use any Work Product prepared by the Contractor in any manner, for any purposes, and as often as WDC or the City may deem advisable, in whole, in part or in modified form, in all formats now known or hereafter to become known, without further employment of or additional compensation to the Contractor. The Contractor shall not use, transmit, display, publish or otherwise license such Work Product without the WDC’s or the City’s prior written consent. The Work Product shall be considered “work-made-for-hire” within the meaning and purview of Section 101 of the United States Copyright Act, 17 U.S.C. § 101, and the WDC and the City is the copyright owner thereof and of all aspects, elements and components thereof in which copyright protection might subsist. To the extent that the Work Product does not qualify as a “work-made-for-hire”, the Contractor hereby irrevocably

transfers, assigns, and conveys exclusive copyright ownership in and to the Work Product to WDC and the City, free and clear of any liens, claims or other encumbrances. The Contractor shall retain no copyright or other intellectual property interest in the Work Product. The selected Proposer will be required to provide the WDC and the City with a non-exclusive license in perpetuity to use any software required to perform any of the Contractor's services.

Note: This section of the solicitation does not include any materials created by the successful Proposer or Contractor prior to entering into the agreement with the WDC. Note, however, that the winning Proposer will be required to provide the WDC and the City an irrevocable, world-wide, royalty-free, non-exclusive, sub-licensable license to reproduce, translate, publish, use, make derivative works, distribute and dispose of any pre-existing reports, documents, data, photographs, deliverables, and/or other pre-existing materials delivered under any contract that is entered into as a result of this solicitation.

SECTION IV - FORMAT AND CONTENT OF THE PROPOSAL

Instructions: Proposers should provide all information required in the format below. All proposals should be written using Times New Roman font style and a 12-point font size whether submitted electronically or by hard copy.

WDC encourages Proposers to submit proposals electronically. Proposals submitted in hard copy should be printed on both sides of portrait 8 ½" by 11" paper. The WDC requests that proposals submitted in hard copy be printed on paper with no less than 30% post-consumer material content, i.e., the minimum recovered fiber content level for reprographic papers recommended by the United States Environmental Protection WDC (for any changes to that standard please consult: <http://www.epa.gov/osw/conserva/tools/cpg/products/printing.htm>). Pages should be paginated.

If submitted electronically, Program Proposal and Price proposal should be submitted in either PDF or Word format and attached to a single email (further delivery details are below).

The proposal will be evaluated on the basis of its content, not length. Failure to comply with any of these instructions will not make the proposal non-responsive.

A. Proposal Format

1. Proposal Cover Sheet (Attachment A)

The Proposal Cover Sheet (Attachment A) transmits the Proposer's Proposal Package to the WDC. It should be completed, signed, and dated by an authorized representative of the Proposer. If the proposal is being submitted by a joint venture, include a proposal Cover Sheet for each entity that is a party to the joint venture.

2. **Program Proposal (Attachment B)**

Describe in detail how the Proposer will provide the work described in Section III of this RFP and demonstrate that the Proposer's proposed approach will fulfill the WDC's goals and objectives.

The Program Proposal (Proposed Approach) description submitted by each Proposer should **not exceed four (4) pages** in length. Specifically, proposals should address the following:

A. **Key parameters**

- i. Duration of training by cohort (# of weeks and hours per week)
- ii. Number of Participants served.
 - a. Number of cohorts
 - b. Number of Participants per cohort

NOTE: Ideally, the Program will run classes at the beginner and intermediate levels. **The WDC would consider different Key Parameters if they are informed by industry and proportional to Proposer's organizational capacity.**

B. **Training model (Curriculum)**

- i. If the Proposer plans to adopt their own pre-existing developed curriculum (or curricula) approach for this Program:
 1. Attach the syllabus for the existing curriculum (or curricula) Proposer plans to adopt; and
 2. Describe how the Proposer would adopt this curriculum (or curricula) for the Program. Be sure to call out any additions or changes the Proposer would make to the curriculum or related elements in order to fulfill the WDC's goals and objectives for this Program.
- ii. If the Proposer plans to create a new curriculum for this Program:
 1. Describe how the Proposer would approach this process; and
 2. Attach a proposed syllabus for the Program.

- C. **Participant success.** Describe how the Proposer would support Participants through training and work proactively to help them succeed. Should include a plan for how Proposer would:
- i. Conduct assessments frequently and provide targeted support
 - ii. Provide support as needed for Participants beyond classroom hours, including supportive wrap-around services if appropriate; and
 - iii. Cultivate a supportive community through cohorts within the program.
- D. **Recruitment and screening.** Describe how Proposer would recruit and screen candidates, including prerequisite skills or competencies required for the training, and any relevant aptitude tests. The approach should include:
- i. Industry-informed screening for English language proficiency.
 - ii. Attach a sample assessment or example assessment questions.
- E. **Proposed training delivery and wrap-around supports.** Describe the following and include rationale:
- i. Training schedule, including frequency (e.g. number of days per week, weekday/weekend breakdown, and total number of training sessions), training delivery setting (physical location, virtual environment or a combination of both), and the time of day when training is to be provided, the number of hours of instruction per training, and duration of any workplace component; and
 - ii. Staffing plan (include instructors, additional technical staff, and non-technical staff).
 - iii. Wrap-around supports that will be provided to participants to ensure they are able to engage in the program and can reinforce language learning.

3. **Experience and Organizational Capacity (Attachment C)**

Proposers should include the following information:

- A. **Overview:** Short (1-2 paragraph) overview describing why the Proposer is qualified to carry out the proposed training.
- B. **Experience and outcomes:** Information about the relevant experience that makes Proposer qualified to carry out this training and indicate whether outcomes have been verified by a third party. If so, provide documentation. If not, describe how outcomes are verified.

C. **Organizational Capacity:** Demonstrate the Proposer’s organizational, technical, managerial, and financial capacity to provide the work described in Section III. Specifically, proposals should address the following:

- i. Demonstrate the Proposer has sufficient resources, including financial and human resources, to begin the Program by the expected contract start date. Demonstrate the Proposer has sufficient resources, including financial and human resources, to cover costs between each reimbursement payment. **Note:** Reimbursements for line-item reimbursement-based contracts occur on a 30-60-day period.
- ii. Demonstrate the Proposer’s experience in developing similar programs in NYC or a similar city. Please provide an overview of the Proposer’s experience (and current capacity given expertise of instructional and administrative staff) to develop trainings focused on adult learners and their specific needs.

D. **Additional Documentation:**

- i. Attach a chart showing where, or an explanation of how, the proposed services will fit into the Proposer’s organization.
- ii. Attach a copy of the Proposer’s latest audit report or certified financial statement, or a statement as to why no report or statement is available.
- iii. Attach proof that the business has been in operation for at least two (2) years.

Note: Where applicable, Proposers should complete annexed Attachment C to respond to the areas identified above relating to “Experience” and “Organizational Capability.” Proposers should attach additional sheets, as applicable, to submit their responses to the WDC if there is insufficient space or if a particular area does not appear on Attachment C.

4. **Price Proposal (Attachment D)**

For the purposes of comparison, Proposers are required to complete and submit the Price Proposal Attachment (Attachment D). However, Proposers are also encouraged to propose innovative payment structures. The WDC reserves the right to select any payment structure that is in the WDC’s best interest.

5. **Project Timeline**

Proposers should provide a schedule for completion of the deliverables and/or services required by the contract resulting from this solicitation, including identification of key dates, deadlines, or timeframes for research service completion and/or submission of deliverables.

Anticipated Contract Start Date: September 15th, 2024.

Note: The Contractor must be able to begin immediately upon receipt of a written notice to proceed from WDC.

6. Acknowledgment of Addenda (Attachment E)

The Acknowledgment of Addenda Form (Attachment E) serves as the Proposer's acknowledgment of the receipt of addenda to this RFP which may have been issued by the WDC prior to the Proposal Due Date and Time, as set forth in Section I(B), above. The Proposer should complete this form as instructed on the form.

B. Proposal Package Contents ("Checklist")

The Proposal Package should contain the following materials. Proposers should utilize this section as a "checklist" to assure completeness prior to submitting their proposal to the WDC.

IF SUBMITTED IN HARD COPY:

1. A sealed inner envelope labeled "Program Proposal," containing one (1) original and two (2) duplicates of the documents listed below and in the following order:
 - Proposal Cover Sheet (Attachment A)
 - Program Proposal (Attachment B)
 - Experience and organizational capability:
 - Experience and Organizational Capability Proposer Response Form (Attachment C)
 - Organizational Chart
 - Proof of Business of doing business for at least one year
 - Audit Report or Certified Financial Statement or a statement as to why no report or statement is available
 - Project Timeline
 - Acknowledgment of Addenda Form (Attachment E)
2. A separate sealed inner envelope labeled "Price Proposal" containing **one (1) original** and **two (2) duplicates** of the Price Proposal Form.
 - Price Proposal Form (Attachment D)
3. A separate sealed outer envelope, enclosing all of the above-referenced sealed inner envelopes. The sealed outer envelope should have **two (2) labels** containing:

- The Proposer's name and address, the Title and PIN of this RFP and the name and telephone number of the Proposer's contact person
- The name, title, and address of the Authorized WDC Contact Person

IF SUBMITTED ELECTRONICALLY

1. One PDF or Word document labeled "Program Proposal [Proposer Organization Name]"
 - Proposal Cover Sheet ([Attachment A](#))
 - Program Proposal ([Attachment B](#))
 - Experience and organizational capability:
 - Experience and Organizational Capability Proposer Response Form ([Attachment C](#))
 - Organizational Chart
 - Proof of Business of doing business for at least one year
 - Audit Report or Certified Financial Statement or a statement as to why no report or statement is available.
 - Project Timeline
 - Acknowledgment of Addenda Form ([Attachment E](#))
2. A separate PDF or Word document labeled "Price Proposal [Proposer Organization Name]"
 - Price Proposal Form ([Attachment D](#))
3. One email with previous two files attached, which includes:
 - A subject line with the following format: Title of RFP, RFP PIN #
 - A message in the body of the email noting the Proposer's name and address, the Title and PIN of this RFP and the name and telephone number of the Proposer's contact person.
 - CDennis@sbs.nyc.gov in the recipient ("To") field, and WDCFiscal@sbs.nyc.gov in the "cc" field

SECTION V - PROPOSAL EVALUATION AND CONTRACT AWARD PROCEDURES

A. Evaluation Procedures

All proposals accepted by the WDC will be reviewed to determine whether they are responsive or non-responsive to the requisites of this RFP. Proposals that are determined by the WDC to be non-responsive will be rejected. The WDC's Evaluation Committee will evaluate and rate all remaining proposals based on the Evaluation Criteria prescribed below. The WDC reserves the right to conduct site visits and/or interviews and/or to request that Proposers make presentations and/or demonstrations, as the WDC deems applicable and

appropriate. Although discussions may be conducted with Proposers submitting acceptable proposals, the WDC reserves the right to award the contract on the basis of initial proposals received, without discussions; therefore, the Proposer's initial proposal should contain its best programmatic and price terms.

B. Evaluation Criteria

Award will be made to the Proposer with the highest overall score. The criteria for evaluation and weight assigned to each are set forth below.

- | | |
|--|-----|
| * Demonstrated quantity and quality of successful relevant experience. | 40% |
| * Quality of proposed approach. | 40% |
| * Demonstrated level of organizational capability. | 20% |

The WDC may, in its sole discretion, determine that it is in the WDC's best interests not to make an award.

C. Basis for Contract Award. A contract will be awarded to the responsible Proposer whose proposal is determined to be the most advantageous to the WDC, taking into consideration the price and such other factors or criteria which are set forth in this RFP. Contract award shall be subject to the timely completion of contract negotiations between the WDC and the selected Proposer(s). The WDC shall rank Proposers by technical merit, and the price proposal of ONLY the highest technically ranked firms will be opened and reviewed by the WDC to determine whether such price proposal(s) is responsive. The WDC may request best and final offers (BAFOs) and will then consider price by negotiating a fair and reasonable price with the highest technically ranked Proposer(s). In the event that such a fee is not successfully negotiated, the WDC may conclude such negotiations, and enter into negotiations with the next highest technically ranked Proposer, as necessary.

D. Confidential, Proprietary Information or Trade Secrets. Proposers should give specific attention to the identification of those portions of their proposals that they deem to be confidential, proprietary information or trade secrets and provide any justification of why such materials, upon request, should not be disclosed by the City. Such information must be easily separable from the non-confidential sections of the proposal. All information not so identified may be disclosed by the City.

- E. **RFP Postponement/Cancellation.** The WDC reserves the right to postpone or cancel this RFP, in whole or in part, and to reject all proposals.
- F. **Proposer Costs.** Proposers will not be reimbursed for any costs incurred to prepare proposals.
- G. **Applicable Laws.** This RFP and the resulting contract award, if any, unless otherwise stated, are subject to all applicable provisions of the New York State Law, the New York City Charter and Administrative Code, the Rules of the City of New York. In addition, the contract award is subject to applicable provisions of federal, state, and local laws and executive orders, including those requiring affirmative action and equal employment opportunity.
- H. **General Contract Provisions.** Contracts shall be subject to WDC’s general contract provisions, in substantially the form that they appear in “Appendix A— General Provisions Governing WDC Contracts for Consultants, Professional, Technical, Human, and Client Services” or, if the WDC utilizes other than the formal Appendix A, in substantially the form that they appear in the WDC’s general contract provisions. Copies of the applicable documents are available through the Authorized WDC Contact Person.
- I. **Prices Irrevocable.** Prices proposed by the Proposer shall be irrevocable until contract award, unless the proposal is withdrawn. Proposals may only be withdrawn by submitting a written request to the WDC prior to contract award. This shall not limit the discretion of the WDC to request Proposers to revise proposed prices through the submission of best and final offers and/or the conduct of negotiations.

SECTION VI – ATTACHMENTS

Attachment A – Proposal Cover Sheet

Attachment B – Program Proposal

Attachment C – Experience and Organizational Capability Proposer Response Form

Attachment D – Price Proposal Form

Attachment E – Acknowledgment of Addenda

Appendix A – General Provisions Governing WDC Contracts for Consultants, Professional, Technical, Human, and Client Services

ATTACHMENT A

PROPOSAL COVER SHEET

RFP TITLE:

PIN:

Proposer:

Name:

Address:

Tax Identification #: _____

Years in Operation _____

Proposer's Contact Person:

Name:

Title:

Telephone #: _____

Email Address: _____

Proposer's Authorized Representative:

Name:

Title:

Signature:

Date: _____

If submitted in hard copy, is the response printed on both sides, on recycled paper containing the minimum percentage of recovered fiber content as requested by the WDC in the instructions to this solicitation?

Yes **No**

ATTACHMENT B

PROGRAM PROPOSAL (PROPOSED APPROACH)

RFP TITLE:

PIN:

The Program Proposal (Proposed Approach) is a clear, concise narrative. Refer to Section IV (Program Proposal) for guidance about what should be included in this section.

Describe in detail how the Proposer will provide the work described in Section III of this RFP and demonstrate that the Proposer's proposed approach will fulfill the WDC's goals and objectives.

The "Proposed Approach" description submitted by each Proposer should **not exceed four (4) pages** in length.