

FORM 1: DESC One Stop Operator 2023 RFP Proposal Response

FORM 1 must be used to provide a response to the DOSO 2023 RFP.
For Co-grantee applications, each co-grantee must submit a separate FORM 1.

Section 1: Summary

Type of Application

Single

Co-Grantee

Applicant Name

Provide a summary outlining background/history of experience providing service coordination and/or process improvement services, developing or managing workforce development programs, previous clients, and experience working with non-profits of a similar size/nature to DESC.

Section 2: Qualifications

The applicant shall provide the following information that describes qualifications to successfully carry out activities described in the RFP. This information must be provided for all entities identified as co-grantees in the proposal.

A. Philosophy and Vision

1. **Briefly describe** your organization's mission, philosophy and basic service offerings.

2. **Explain** why your organization is uniquely qualified to successfully carry out the work described in this RFP.

B. Related Experience.

1. **Summarize** your experience providing similar Scope of Work elements and include any additional elements that may be of benefit to DESC. **Include** the length of time your organization has providing similar services for similar geographies/populations. .

2. **Provide** a staffing plan chart that lists each position and describes the associated primary roles and responsibilities, required qualifications, and the number of full time employees (FTE) to hold the position. **Include** staffing plan as an attachment with proposal response. *Acceptable file formats are MS Word, MS Excel or PDF. **Include** "Staffing Plan" in the document title.*

3. **Describe** qualifications and experience of key staff. Attach staff resumes.

4. **Describe** how new staff is on-boarded and how ongoing professional development is promoted.

5. Organizational Structure.

Attach documentation of the business structure (e.g. corporation., LLC, sole proprietor, partnership, etc.) you have registered to conduct business. Include 501 (c) 3 papers (if applicable)

Section 3: Administrative Capacity

Applicants shall provide the following information to determine operational capacity necessary to support DESC throughout the term of a contract, if awarded as a result of this RFP.

A. **Describe** the organization's managerial capacity and its fiscal systems. **Identify** any additional capacity-building resources required to successfully launch and implement this work.

B. **Describe** experience of key financial staff who may be responsible for managing fiscal and administrative responsibilities of the contract. **Attach** resumes.

C. **Describe** current software systems and the technology used to perform, manage and monitor funding. Include in this description your process to gather information, document progress for entry into DESC case management systems.

D. **Attach** Organizational Chart

Section 4: Service Delivery Description

The applicant shall provide a response as it relates to the RFP Scope of Work.

A. Describe your proposed approach to coordinating service delivery across mandated partners.

B. Describe how you will review, analyze, and recommend processes to improve service delivery coordination and referrals between partners.

C. Describe your proposed approach to providing Career Centers with guidance on financial coaching into service delivery.

Section 4: Service Delivery Description *Continued*

The applicant shall provide a response as it relates to the RFP Scope of Work.

In answering the following questions below, indicate whether you are proposing any practices, tools or models that are evidence based. Please describe any coordination strategies that are specialized to the needs of the population to be served. Please also identify the use of innovative technology, if applicable.

D. Describe how you will oversee and encourage the adoption of processes and practices that promote service delivery coordination across multiple organizations.

E. Describe how projects are managed to ensure timely delivery of services.

F. Describe your methods of surveying customer satisfaction

Section 5: Performance History

The applicant shall provide the following information that demonstrates a proven track record.

Past Performance

ist at least three (3) customer references, including names, mailing addresses, email addresses, and contact numbers, that can attest to the qualifications presented in this

A) Contract Description #1 (Required)

A1) Contract Details #1:

Detail the organization, dates of service of contract, scope of services requested and applicant's resulting accomplishments/outcomes.

A2) Contract References #1: Provide reference information that can attest to the qualifications presented in this bid proposal.

Contact Name:

Email Address:

Contact Phone Number:

Mailing Address:

Provide street address; City, State, Zip

B) Contract Description #2 (Required)**B1) Contract Details #2:**

Detail the organization, dates of service of contract, scope of services requested and applicant's resulting accomplishments/outcomes.

B2) Contract Reference Information #2: Provide reference information that can attest to the qualifications presented in this bid proposal.

Contact Name:

Email Address:

Contact Phone Number:

Mailing Address:

Provide street address; City, State, Zip

C) Contract Description #3 (Required)
C1) Contract Details #3: <i>Detail the organization, dates of service of contract, scope of services requested and applicant's resulting accomplishments/outcomes.</i>
C2) Contract Reference Information #3: Provide reference information that can attest to the qualifications presented in this bid proposal.
Contact Name:
Email Address:
Conact Phone Number:
Mailing Address: <i>Provide street address; City, State, Zip</i>