

SAN DIEGO  
**WORKFORCE**  
**PARTNERSHIP®**

Date: Thursday, June 08, 2017

Subject: Request for Quotes (RFQ) – HR Hotline and Workshops

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The San Diego Workforce Partnership (SDWP) seeks a contractor to provide and maintain an HR hotline for San Diego County employers using the existing telephone number: (866) 441-9399. The contractor shall also provide workshops for employers on HR topics and questions frequently asked by employers. The budget for these services may not exceed \$40,000.

Respondents must email their quotes to [MelanieHitchcock@workforce.org](mailto:MelanieHitchcock@workforce.org) by Friday, June 23, 2017 at 3 p.m. (PDT) with the subject of the email titled, “Quote for HR Hotline.” Late quotes will be disqualified from consideration.

Further details are discussed in the “Scope of Work” of this RFQ.

#### **ORGANIZATIONAL OVERVIEW**

SDWP is a 501(c)(3) chartered by the County and City of San Diego to fund and deliver employment and training programs in the San Diego region.

For additional information, please visit [workforce.org](http://workforce.org).

#### **BACKGROUND**

SDWP is committed to providing employment and hiring resources for San Diego County employers. According to SDWP’s labor market study, Workforce Needs of Small Businesses in San Diego, firms with fewer than 50 employees make up 95 percent of all establishments and account for nearly one-half of the county’s workforce. Many of these businesses reported that they would benefit from technical assistance in Human Resources and employment law. Providing San Diego businesses with an HR hotline and a series of employment-related training sessions will allow SDWP to outreach to and serve more San Diego companies with workforce development programs.

#### **SCOPE OF WORK**

The HR hotline shall provide information to San Diego County employers on HR compliance, new hire procedures, employee discipline, termination and other HR-related needs. The winning contractor of this RFQ run the HR hotline and provide workshops for employers on HR topics and related questions frequently asked by employers. The HR hotline and workshops shall be paid by SDWP with a contract not to exceed \$40,000.

There should be no cost to employers who call into the HR hotline or attend the workshops.

The HR hotline must have a dedicated toll-free number that employers can call into during office hours (8 a.m. to 5 p.m.). When employers call into the HR hotline, it must be answered by an HR expert who has the necessary experience, qualifications or certifications to answer questions related to employment law. When receiving calls, the HR hotline operator must state that the HR hotline is funded by the San Diego Workforce Partnership and proceed to collect the following information:

- Name of caller
- Caller's job title
- Caller's email
- Name of company
- Company size
- Zip code in which the company is physically located (to verify that it is indeed a San Diego Company)
- Topic to be discussed

This information will be included in a monthly report to be submitted to SDWP with a monthly invoice. The HR hotline and workshops must be branded as services **funded by** SDWP; however, the contactor shall assume all liability for all services and information provided to employers.

The period of performance for the contract shall begin July 3, 2017 and end June 30, 2018, with the option for SDWP to extend the agreement for three additional one-year periods depending on performance, need and funding availability.

#### **SUBMITTAL SCHEDULE**

Thursday, June 8, 2017	RFQ released
Friday, June 23, 2017	Quotes due at 3 p.m. (PDT)
Friday, June 30, 2017	Respondents notified of the RFQ selection
Monday, July 3, 2017	Contract start date

#### **QUOTE FORMAT**

Respondents must submit the following information:

1. Cover page (one page)
  - Name and contact information (email, phone number) of the respondent
  - SSN or tax ID
  - Authorized signature and job title

2. Short description of organization, including qualifications, references and information about work of a similar nature
3. Budget by deliverables:
  - Cost per call
  - Cost per in-person training or workshop
  - Cost per monthly report
4. Conflict of Interest Disclosure Form – Attachment A

SDWP prefers quotes with the following formatting:

- Font size: 12 point
- Spacing: 1.5
- Margins: 1 inch
- Pages: Single-sided
- Page numbering: Bottom right of page
- Language: English

#### **EX-PARTE COMMUNICATION**

All inquiries must be emailed to [MelanieHitchcock@workforce.org](mailto:MelanieHitchcock@workforce.org). No phone calls will be accepted. No other individuals related to the SDWP (e.g., staff, board) are to be contacted regarding this matter. No other sources of responses or clarifications are considered valid.

#### **SELECTION**

Award will be based upon an assessment of overall value. For example, a respondent may propose an hourly rate that is more expensive than competitors, but require less time to complete the same project or offer better overall quality, thus making the overall “bottom-line price” for this service a better value.

The proposal will be scored based upon the following components, with 100 total points possible:

- Short description of organization, including qualifications, references and information about work of a similar nature (40 points)
- Budget by deliverables (60 points)

#### **LIMITATIONS**

##### *Right to Cancel*

SDWP reserves the right to cancel, delay, amend or reissue all or part of this RFQ at any time without prior notice. This RFQ does not commit SDWP to award a contract or to pay any cost incurred in the preparation of a response to the solicitation. SDWP reserves the right to reject any and all quotes, to accept or reject any or all items in the quotes, and

to award the contract in whole or in part as deemed to be in the best interest of SDWP. SDWP reserves the right to negotiate with any respondent after the quote(s) are reviewed, if such action is deemed to be in the best interest of SDWP. Such negotiation should not be viewed by any respondent as an indication of contract award.

#### *Cooling Off Period*

SDWP shall not contract with any respondent whose quote was submitted by an individual or entity who, within the preceding twelve months, was themselves or employs anyone who is a current, dismissed, separated or formerly employed person of SDWP, and:

- Was employed in any position(s) of substantial responsibility in the area of service to be performed by the contract; or
- Participated in any way in the negotiations, transactions, planning, arrangements or any part of the decision making process relevant to the proposed contract/service agreement, or was or is employed in a role of substantial responsibility in the same general subject area as the proposed contract; or
- Is an owner, officer, principal, partner or major shareholder of the proposed Contractor.

This prohibition will apply to any qualified person(s) leaving the employ of SDWP, and will apply at all times during the twelve-month period beginning on the date the person left the employment of SDWP. This policy will apply to any procurements issued or contracts executed for program-related services and not to internal SDWP operational support executed within that twelve-month period.

#### *Protest/Appeals Process*

An appeal will only be considered valid if there has been a violation of the one of the following criteria:

- The procurement process as outlined by the RFQ/RFP was violated in some manner
- Federal, State and/or SDWP procurement guidelines, as described in SDWP Contract General Provisions, have been violated

An appeal would not be allowed:

- To contest individual scores, the rating system or dissatisfaction with the evaluation results unless there is a violation of the process as outlined above
- By those other than RFQ/RFP respondents

The appeals process shall consist of the following steps:

- A written letter of appeal must be delivered to the RFQ/RFP contact

- The written appeal must specify evidence for valid appeal and the specific relief requested
- The written appeal must be received by SDWP within five (5) business days from the date the winning respondent for the RFQ/RFP is selected. For RFP's, SDWP's recommendation is publicly posted on SDWP's website. Pursuant to the Ralph M. Brown Act (Cal. Gov't Code §54950 et al.), the agenda for a publicly noticed meeting shall be posted no later than 72 hours prior to the meeting being held
- A designated third-party appeals review panel comprised of non-SDWP staff shall have ten (10) business days to determine if the criteria for a valid appeal have been met. The decision of the review panel shall be final with no provision for reconsideration