



Request for Qualifications Healthcare Industry Consultant

**San Bernardino County
Workforce Development Department
290 North D St, Suite 600
San Bernardino, CA 92415**

08/31/2016

The Workforce Innovation and Opportunity Act (WIOA) emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. The Inland Empire Regional Collaborative's (IERC) Job-Driven SlingShot Initiative is a regional effort to address income mobility by convening and engaging industry sector leaders and education and training providers to align business needs with workforce training in demand industry sectors. The IERC envisions a system that effectively engages the business community and directs training resources based on employer feedback and regional demand that significantly improves economic outcomes and income mobility for the Inland Empire.

SOLICITATION LANGUAGE

ePro

Statements of Qualifications (SOQs) must be received by the designated date and time. An electronic SOQ can be submitted through the County of San Bernardino Electronic Procurement Network (ePro) <https://epro.sbcounty.gov/epro/>. Submittals in ePro will be opened from the system's "encrypted lock box" after the deadline and evaluated as stated in this solicitation. If the SOQ is submitted through ePro, the SOQ may also be withdrawn OR retrieved, adjusted and re-submitted by the vendor at the time prior to the scheduled deadline for submission of the proposal or bid.

Paper responses will also be accepted by mail or in person at the following location:

San Bernardino County Workforce Development Board
Workforce Development Department
Attn: Stephanie Murillo
290 N D Street, Suite 600 San Bernardino, CA 92415

Submissions will be time/date stamped when received and can be withdrawn at any time prior to the scheduled deadline for submission of the proposal or bid.

If the SOQ is submitted through ePro, the applicant acknowledges that its electronic signature is legally binding. **All applicants must register with the ePro system prior to the date and time to receive the SOQ or they will be disqualified. Late or incomplete SOQs will not be accepted.** System-related issues in ePro shall be directed to Vendor support at ePro.Vendors@buyspeed.com or at (855) 800-5046. For procurement questions involving ePro, please contact the Purchasing Department at (909) 387-2060.

PURPOSE/POSITION SUMMARY

The Slingshot Industry Consultants will serve as regional subject matter expert in the technical/functional area for talent development in the assigned industry sector. The primary goal is to establish a pipeline of educated and/or skilled workers that will meet the immediate and future needs of the healthcare industry and support growth in the industry throughout the Inland Empire region.

The San Bernardino County and Riverside County Workforce Development Boards (WDBs) are seeking an Industry Sector Consultant in the field of healthcare that has the ability to provide the services described in the Scope of Work.

The initial contract term is a six month to one year period and will not exceed \$95,000. The contract may be extended up to two additional one year terms depending upon funding.

SCOPE OF WORK

1. Serve as the primary liaison for employers, industry councils, regional Workforce Development Boards (WDBs), staff, education/training providers, economic development agencies and the Inland Empire Regional Collaborative (IERC) Steering Committee for the assigned industry sector.
2. Consult with Business Partners to create tailored development approach suited for specific healthcare industry needs.
3. Provide technical support to the IERC Slingshot project.
4. Conduct industry and occupation analysis.
5. Visit businesses throughout the Inland Empire region with the purpose of SlingShot and WDB engagement.
6. Present data, information, study findings, strategies and recommendations to IERC Steering Committee, Riverside County Workforce Development Board, San Bernardino Workforce Development Board, senior management and staff, employers, industry councils/groups and education providers to inform the development of Workforce and/or Economic Development programs, policies, processes and budgets.
7. Perform project management work by managing, coordinating and directing development of industry-specific talent development projects.
8. Engage businesses within the industry sector to identify talent gaps and challenges.
9. Lead industry stakeholder teams to address identified gaps and industry challenges.
10. Engage the regional WDBs to develop strategies for using available resources to meet industry sector occupational needs.
11. Work in collaboration with industry-specific training, education and employment placement programs, businesses, industry associations and other industry specific stakeholders to design and implement strategies and programs that meet industry specified occupational needs.
12. Convene industry stakeholders to develop and implement strategies that promote talent development opportunities within the specified industry including strategies to train incumbent workers.
13. Prepare and communicate status reports for key stakeholders including business, education/training, the WDB's and economic development agencies.
14. Research and evaluate funding opportunities for new and existing workforce development initiatives.
15. Develop applications and proposals for new funding in collaboration with other stakeholders, workforce regions, industry representatives and education partners.
16. Facilitate partnerships that foster and promote positive working relationships with local businesses, education providers, community-based organizations and workforce development centers.
17. Participate in regional industry sector workgroups and task forces.
18. Foster long term relationships with key employers, industry groups and education providers.

REQUIRED QUALIFICATIONS

- **Experience** – Minimum 5 years’ substantial experience in the healthcare setting, workforce development, or other related experience in professional and/or skill development in healthcare.
- **Interpersonal Skills** – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, and other internal/external customers/stakeholders to accomplish the organization's mission. Adapts approaches to different people and situations. Ability to gain confidence of clients and external organizational leadership at executive level. Understand varied interests in the healthcare setting
- **Administration and Management** – Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.
- **Oral Communication** – Clearly communicates and explains agency/departmental policies and communicates information about the assigned functional area’s activities to peers, higher level managers, administrative staff of other organizations, internal and external customers, and other stakeholders.
- **Written Communication** – Independently composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.
- **Self-Direction** – Understands scope of work and sets goals to achieve specified outcomes within designated timeframes. Takes the initiative in guiding discussions and implementing ideas, systems, or policies that affect industry sector partnerships. Manages time efficiently, encourages feedback, and invests in self-development.
- **Planning and Evaluating** – Establishes objectives and strategies for accomplishing industry sector outcomes. Identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission. Ability to manage multiple priorities and meet tight deadlines.
- **Knowledge, Skills and Abilities -**
 - Knowledge of survey techniques and other methods of program evaluation including statistical analysis and presentation.
 - Knowledge of varied sources of occupational, industrial, and labor market information and methods of collecting such information.
 - Knowledge of occupational and industrial classification systems.
 - Ability to diagnose organizational needs, integrate data into new formulations and to draw inferences from them, and arrive at possible solutions.
 - Ability to cultivate business relationships and inspire confidence and gain cooperation of customers and others.

DESIRED QUALIFICATIONS

- **Information Management** – Identifies a need for and knows where or how to gather, maintain and analyze industry and labor market information.

- **Experience in Curricula Development** – Experienced in leading a curricula design process, and/or curricula design principles and processes
- **Organizational Awareness** – Knows the organization’s mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.
- **Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.
- **Leadership** – Initiates and sustains action to accomplish the goals related to industry sector partnerships by guiding and motivating others and gaining the confidence and active support of subordinates, peers, and internal and external customers/stakeholders. Achieves voluntary commitment to shared values and goals, and adapts leadership style to different situations.
- **Team Building** – Encourages and facilitates cooperation and open communication, promotes team work at all levels within a functional area, cooperates with staff, higher-level managers, peers, and internal and external customers/stakeholders to accomplish industry sector goals.
- **Conflict Management** – Constructively manages confrontations, disagreements, complaints, and grievances among stakeholders and peers. Works with staff, higher-level managers, peers and other internal and external customers/stakeholders to identify areas of agreement and joint action.
- **Education** – Baccalaureate Degree in Healthcare Administration, Health Science, Business Administration, Human Resources Management, Economics, Marketing, Finance, Urban Planning, Real Estate or related industry related field.

BEST VALUE EVALUATION PROCESS

The County realizes that conditions other than price are important and will award contract(s) based on the proposal that best meets the needs of the County. While cost may not be the primary factor in the evaluation process, it is an important factor.

Cost is an important factor in the evaluation process, but the County is not obligated to accept the lowest cost application. At the County’s discretion, considerations other than price may factor into a decision as to which services (and product, if applicable) provide the best value to the County. Such considerations may include:

- Qualifications of key staff
- Relevant project experience
- Past performance
- Environmental considerations
- Value added services
- Any other relevant factors listed in the solicitation

MODIFICATIONS

The County reserves the right to issue addenda or amendments to this RFQ if the County considers that additional clarifications are needed.

SUBMISSION OF STATEMENT OF QUALIFICATIONS

SOQs must be presented in narrative, responding to the Required Qualifications and Desired Qualifications, addressing experience and expertise in providing services described in the Scope of Work.

All Statements of Qualifications must be received no later than 4:00 PM September 14, 2016. Statements of Qualifications will be accepted via through the County of San Bernardino Electronic Procurement Network (ePro) <https://epro.sbcounty.gov/epro/>, by hand-delivery, US postal Service mail, or mail courier services only. Statements of Qualifications will not be accepted via e-mail or fax.

Submission Requirements

- SOQ typewritten in Arial size 12 font on 8 ½” X 11” white paper (one-sided pages) bound by one staple or binder clip on top, left-hand corner.
- Narrative response is limited to five pages.
- Attach complete, current resume of applicant and that of each individual that will be involved in the Scope of Work.
- Letters of Reference – Applicants must include two letters of reference from other contracted entities that were served within the last five years. Reference letters must be on referring agency letterhead and provide details of the services that were provided and outcomes obtained. Letters should also include contact information for use by the WDB contract review team during the evaluation period.
- Three copies of the SOQ, of which one must bear original signatures, should be submitted with the attached program Statement of Qualifications Summary Cover Sheet to:
San Bernardino County Workforce Development Board
Workforce Development Department
Attn: Stephanie Murillo
290 N D Street, Suite 600 San Bernardino, CA 92415
(Copies are required at the above location, even if applicant submits SOQ through ePro.)

APPLICANT INTERVIEWS

Staff will conduct interviews with qualified applicants to determine the applicant’s capabilities in providing proposed services. These interviews are tentatively scheduled for September 16-20, 2016.

QUESTIONS

Questions regarding the requirements and contents of this RFQ must be submitted through the Purchasing website ePro at <https://epro.sbcounty.gov/epro/> on or *before 5:00 PM on Wednesday, September 7, 2016*.

Responses will be available by Friday, September 9, 2016.

CORRESPONDENCE

All correspondence is to be submitted to:

San Bernardino County Workforce Development Board
Workforce Development Department
Attn: Stephanie Murillo
290 N D Street, Suite 600 San Bernardino, CA 92415
(909)387-9831 Phone (909) 889-2848 Fax
Smurillo@wdd.sbcounty.gov Email

The individual identified above is the sole contact point for any inquiries or information relating to this RFQ.

TIMELINE

Request for Qualifications Released	August 31, 2016
Question Deadline	September 7, 2016
Statements of Qualifications Due	September 14, 2016

An applicant's acceptance of a copy of this RFQ shall constitute knowledge and acceptance of all conditions contained herein. All SOQs become the property of the San Bernardino County Workforce Development Department and the San Bernardino County WDB. San Bernardino County WDB incurs no obligation to return or duplicate copies of the SOQ to the submitter.

