

Invitation for Bid:

Managed Career Solutions (MCS) is a grantee of Department of Labor's (DOL) American Apprenticeship Initiative (AAI) for "OpenTech LA Regional Apprenticeship Collaborative" project and serves as the administrative entity for this Invitation for Bid (IFB). MCS seeks a online management tool/customized CRM system to support OpenTech LA Regional Apprenticeship Collaborative through the remaining DOL AAI contract life, 10/2020.

Proposing agencies are applying for subcontract(s) with MCS in the amount not to exceed \$59,000. This funding source is the singular resource dedicated to to this initiative. All work completed for the proposed online management tool/customized CRM system must be completed within this allowable budget. The programs should be articulated into three stages. The initial stage, Phase I of which will be \$19,000 followed by a review of work. The middle stage will commence upon successful completion of previous work, Phase II \$20,000 and likewise, upon review of previous work, Phase III \$20,000 will commence. The services subcontracted include the research, design and development/implementation of online technology to support the operations of MCS Registered Apprenticeships and pre-apprenticeships under the OpenTech program. MCS requires technical assistance and support from the selected organization/agency over the life of the DOL contract, 10/2020.

MCS anticipates that a contract will be awarded to the successful proposer by March 2017. At MCS's sole discretion, any extension of the contract term will be contingent upon the availability of funds, evaluation of subcontractor's performance, subcontractor's continuing compliance with applicable federal, state, and local government laws and regulations. MCS reserves the right to adjust the contract term, amount and scope of work in order to best serve the needs of AAI OpenTech LA Regional Apprenticeship Collaborative participants and staff.

MCS seeks proposals from qualified and experienced organizations and agencies to create an online management tool/customized CRM system help track, measure and report regional and national program data for quality assurance and continuous improvement. A portion of the tool will also serve as a communication strategy for program staff as well as project management tracking system. In addition to providing a software system, MCS seeks this organization/agency to provide training, instruction and technical assistance to MCS AAI OpenTech LA Regional Apprenticeship Collaborative staff and program affiliates. This project (Phases I-III) will target the following specific deliverables:

- Research
- Platform Development
- Testing and Implementation
- Instruction and Support Services

Scope of Work

Sub-contractor shall research the proposed CRM/online management tool in collaboration with MCS OpenTech LA Regional Apprenticeship Collaborative staff. Upon review of proposed solution, development of the platform will begin. Within six weeks a working version of the system should be ready for staff review. Testing and implementation will follow, with the final step being technical assistance.

Interested applicants must be able to deliver specific design proposals for the online management platform/CRM system, including:

- Number of Total Participants Supported on the Platform
- Number of Administrators able to work on the Platform
- Number of Categories of Data Tracked
- Means of Access to Platform from different User Devices

The following should be submitted by the proposer:

(1) Narrative History of Demonstrated Effectiveness

Provide a background of work history and experience. Describe previous services that proposer has provided to non-profit and/or government agencies that are most similar to the program proposed in this IFB. Describe at-least two projects including design process, final projects and outcomes comparable in scope of work. Narratives responses should be no more than two pages in length.

(2) Digital or Print Design Portfolio

A selection of successfully completed projects with relevance to the proposed project. Projects relevant for this work may include; previously completed CRM or online systems, user experience design, software architecture, mobile computing design, problem solving for social applications

(3) Budget Narrative

A detailed outline of work and cost associated per item(s) completed. Narrative should reflect the three design phases. Narratives responses should be no more than two pages in length.

Additional Required Forms

- Cover Page (include the title, address, telephone number, fax number, and e-mail of the person(s) who will be authorized to represent the proposer).
- Also include proposing agencies' City of Los Angeles Business Tax Registration # and Federal Tax Identification Number.

Submissions should be sent to Alexis Altounian at aaltounian@mcslosangeles.com