

DEPARTMENT OF PUBLIC SOCIAL SERVICES



REQUEST FOR INFORMATION RFI #22-01

FINANCIAL LITERACY AND LIFE SKILLS ACTIVITY

March 9, 2022

Prepared By
County of Los Angeles
Department of Public Social Services
Bureau of Administrative Services
Contract Development Division
12900 Crossroads Parkway South
City of Industry, California 91746

REQUEST FOR INFORMATION

FINANCIAL LITERACY AND LIFE SKILLS ACTIVITY

1. PURPOSE

The County of Los Angeles' (County) Department of Public Social Services (DPSS) is issuing this Request for Information (RFI) to determine the extent of interest from qualified agencies in providing the services listed in Section 3.

This is an RFI only; it is not a competitive solicitation and the information received in response to the RFI may be used by the County for planning purposes and to gather relevant information from service providers. Vendors are advised that the County reserves the right to use any information gathered in response to this RFI to develop future solicitations. The RFI is used for planning purposes.

The County will not pay for any information or administrative cost incurred in response to this RFI. The County reserves the right, at its sole discretion, to invite any responding vendors to this RFI to provide a non-competitive presentation for information gathering purposes only, as part of this RFI process.

DPSS will review the responses to this RFI, which may subsequently lead to further inquiry. DPSS reserves the right to amend this RFI by written addendum.

2. INTRODUCTION

2.1. DPSS serves a county of more than 10 million residents with an area of 4,084 square miles, encompassing 88 cities. DPSS serves the needs of an ethnically and culturally diverse community through programs designed to both alleviate hardship and promote health, personal responsibility, and economic independence.

2.2. Financial Literacy and Life Skills Activity are essential to address crucial skills needed by CalFresh Employment and Training (CFET) and General Relief Opportunities for Work (GROW) participants in succeeding in their career pathways and goals.

2.3. DPSS is tasked with collecting information from service providers that provide the same or similar services as Financial Literacy and Life Skills Activity in order to assess capacity of the various providers that provide this service. Please consider the following:

2.3.1. The monthly average of new CFET and GROW participants across 14 DPSS GROW offices throughout the County of Los Angeles is approximately 500 - 1,000 participants.

- 2.3.2.** Responses to this RFI may be used to estimate
- 1) funding needs
 - 2) the cost of service per participant and/or
 - 3) budgeting purposes.

3. OVERVIEW OF SERVICES

3.1. The County is surveying the market for agencies that can provide Financial Literacy and Life Skills Activity. The Activity should be for a minimum of a continuous two-week period. The Activity must be offered on an ongoing basis, with classes in both English and Spanish. The Activity should be conducted as a hybrid, virtually and in-person, to maximize accessibility.

3.2. Topics covered under the Activity should include the following:

3.2.1. Financial Literacy topics include, but are not limited to, the following:

- Opening a Bank Account (Checking and Savings)
- Banking Basics: 5 Types of Banking Accounts
- Building Credit and Understanding Credit Reports and Scores
- Tenant’s Rights and Landlord’s Responsibilities
- Identity Theft Prevention and Resolution
- Avoiding Common Consumer Scams
- Tips for Buying and Leasing a Vehicle
- Retirement Savings
- Managing Debt/Managing Your Money
- Tips for Buying and Leasing a home, car, etc.
- Filing Income Tax/Income Tax Credit
- Insurance – Auto, Health, and Home
- Restoring Credit
- Investing Your Money
- Budgeting Income

3.2.2. Life Skills topics include, but are not limited to, the following:

- Working with others
- Effective Communications in the Workplace
- Five Characteristics of Emotional Intelligence (Self-Awareness, Self-Regulation, Motivation, Empathy, and Social Skills)
- Time Management
- Self-Discipline: Exercise & Nutrition
- Self-Care: Sleep & Hygiene
- Conflict Management

- Prioritization and Organization
- Handling Criticism
- Stress Management
- Making Connections
- Critical Thinking
- Motivation (Taking on Challenges, Learning New Things)
- Setting Up a Household
- Health Care
- Goal Setting
- Establishing and Maintaining Relationships

3.2.3. Agencies should also provide orientation, track course progress and completion, identify participants who fail to attend or complete the Activity, and link participants to other available resources and services as needed.

4. COVID-19 VACCINATIONS OF COUNTY CONTRACTOR PERSONNEL

Agencies are advised that they must comply with Chapter 2.212 (COVID-19 Vaccinations of County Contractor Personnel) of County Code Title 2 - Administration, Division 4 as a condition of performing work under any awarded contract. Agencies are advised to review the requirements of Chapter 2.212 (COVID-19 Vaccinations of County Contractor Personnel) prior to submitting a proposal to a solicitation. A completed COVID-19 Vaccination Certification of Compliance (Appendix B) will be required as part of any agreement with the County.

5. INFORMATION REQUESTED

In order to assist the County with data for these services, DPSS is requesting the completion of an Introduction Letter and a Questionnaire (Appendix A) from providers and/or agencies.

5.1. Introduction Letter

An Introduction Letter should be on the agency's letterhead, be brief, concise, no more than two pages, and typed in Arial, font size 12. The Introduction Letter must include: (1) agency's exact legal name and type of organization; (2) agency's Director's name; (3) name and telephone number of the person who is authorized to act on behalf of the agency in connection with this RFI; (4) short introduction of the agency and history; and (5) current contracts that provide the same or similar services with the County of Los Angeles or other agency, and the Supervisorial District(s) the agency currently serves. The Introduction Letter should be addressed to:

Cristina Rosales, ASM I
County of Los Angeles
Department of Public Social Services
Contract Development Division
12900 Crossroads Parkway South – 1st Floor
City of Industry, CA 91746-3411

5.2. Request for Information Financial Literacy and Life Skills Activity Questionnaire (Appendix A).

Agencies are to complete Appendix A, Request for Information Financial Literacy and Life Skills Activity Questionnaire, and attach it with the Introduction Letter when submitting a response. Public and nonprofit agencies shall provide costs. Other agencies shall provide prices. Responses should be based on the agency's current practice, experience, service criteria, and include the cost or price of the service. If the agency does not have a response to a particular question, please indicate "No Response".

If additional paper is needed to write responses, please indicate the name of the agency on the top right corner of the paper, including question number responding to.

6. RESPONSE METHOD AND DEADLINE

- 6.1.** DPSS encourages all agencies to submit a response consistent with the content and instruction provided in this RFI. Submission format must be an Adobe PDF version of the Introduction Letter and an Adobe PDF version of the Questionnaire (Appendix A).
- 6.2.** Response deadline is **April 8, 2022 at 12:00 P.M. Pacific Standard Time.**
- 6.3.** Responses to this RFI should be emailed to FinLitRFI2022@dpss.lacounty.gov. Hard Copies will not be accepted.
- 6.4.** Subject line of the email response shall be clearly marked "**Financial Literacy and Life Skills Activity RFI**".

7. DISCLAIMER

- 7.1.** The County and DPSS shall not be liable or responsible for costs incurred in responding to this RFI.
- 7.2.** Responses to this RFI shall become the exclusive property of the County. Responses to this RFI become a matter of public record, with exception to

those parts of a response which are justifiably defined as business or trade secrets, and, if by the respondent, plainly marked as “Trade Secret,” “Confidential,” or “Proprietary” as described in the California Government Code, Section 6250 et seq. (California Public Records Act).

- 7.3. The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blank statement of confidentiality or the marking of each page of the response as confidential shall not be deemed sufficient notice of exception. Agencies responding must specifically label only those provisions of their respective response which are “Trade Secret,” “Confidential,” or “Proprietary,” in nature.
- 7.4. This is a request for information only. This **is not** a solicitation.

**REQUEST FOR INFORMATION
FINANCIAL LITERACY AND LIFE SKILLS ACTIVITY
QUESTIONNAIRE**

Date: _____

Agency Name: _____

Address of Agency Headquarters: _____

Name of Contact Person: _____

Title of Contact Person: _____

Telephone Number: _____

Fax Number: _____

Email Address: _____

Number of staff employed by agency to provide Financial Literacy and Life Skills courses:

1. Does your agency have experience conducting Financial Literacy and Life Skills courses? ___Yes ___No

i. If yes, explain in detail. _____

ii. How long has your agency provided Financial Literacy and Life Skills courses?

iii. What is/was the population served by the Financial Literacy and Life Skills courses?

iv. Are the Financial Literacy and Life Skills courses you currently operate or operated voluntary or mandatory? ___ Voluntary ___ Mandatory

v. What is the duration of the Financial Literacy and Life Skills courses?
_____ Hours _____ Weeks _____ Months

vi. Can you provide data on the success rate (number of individuals completing compared to the number of referrals)?

___ Yes ___ No

If yes, please provide data.

vii. How many participants/students do you currently have or have handled before?

viii. What is the capacity of individuals your agency can handle on a monthly basis?

ix. Provide participant ratios to each staff person for your Financial Literacy and Life Skills courses?

2. What is the current average number of monthly courses taught by your agency?

i. What is the average class size?

ii. Would your agency be capable of handling a larger number of participants in the event another agency is unable to offer Financial Literacy and Life Skills courses? Yes No

If yes, please explain, i.e., multiple locations, increased staff, etc.

iii. How were courses delivered? In-person? Virtual?

iv. Is/Were the Financial Literacy and Life Skills courses successful?

Yes No

Please explain.

v. Can you provide quantitative data on the success of the Financial Literacy and Life Skills courses? Yes No

If yes, please attach documentation.

vi. Can you provide qualitative data on the success of the Financial Literacy and Life Skills courses? ____ Yes ____ No
If yes, please attach documentation.

vii. What is/was the cost per participant/student for the Financial Literacy and Life Skills courses?

viii. Please explain the methodology behind how your agency arrived at this cost and what is included in this cost?

ix. What are/were the challenges in providing Financial Literacy and Life Skills courses, if any?

x. How do/did you resolve these challenges?

xi. If submitting additional supporting documentation, please denote in a table of contents in addition to the supporting documentation.

xii. How would you track each participant's/student's participation or progress under these Financial Literacy and Life Skills courses?

xiii. Does your agency provide incentives for participants/students to motivate them to continue participating in these Financial Literacy and Life Skills courses?

xiv. Please describe how you manage individuals who choose not to participate or drop-out of these Financial Literacy and Life Skills courses.

xv. Is there be a specific computer system, software, or application used for these Financial Literacy and Life Skills courses? ___ Yes ___ No
Please indicate.

3. How long does it take for your agency to hire new staff to provide the Financial Literacy and Life Skills courses?

i. Do you have existing staff who has experience with Financial Literacy and Life Skills courses? ____Yes ____No

4. How long will it take for your agency to have fully operational Financial Literacy and Life Skills courses?

5. Is there anything else you would like to share with us about your Financial Literacy and Life Skills courses?

COVID-19 Vaccination Certification of Compliance
Urgency Ordinance, County Code Title 2 – Administration, Division 4 –
Miscellaneous – Chapter 2.212 (COVID-19 Vaccinations of County Contractor
Personnel)

I, _____, on behalf of _____,
(the “Contractor”), certify that on County Contract
_____ [ENTER CONTRACT NUMBER AND NAME]:

_____ All Contractor Personnel* on this Contract are fully vaccinated as required
by the Ordinance.

_____ Most Contractor Personnel* on this Contract are fully vaccinated as required
by the Ordinance. The Contractor or its employer of record, has granted a valid medical
or religious exemption to the below identified Contractor Personnel. Contractor will certify
weekly that the following unvaccinated Contractor Personnel have tested negative within
72 hours of starting their work week under the County Contract, unless the contracting
County department requires otherwise. The Contractor Personnel who have been
granted a valid medical or religious exemption are [LIST ALL CONTRACTOR
PERSONNEL]:

*Contractor Personnel includes subcontractors.

I have authority to bind the Contractor and have reviewed the requirements above
and further certify that I will comply with said requirements.

Signature Date

Title

Company/Contractor Name