
PART TWO – PROGRAM DESCRIPTION**I. Scope of Work (SOW) to Be Performed**

It is the applicant's responsibility to propose a complete Scope of Work that fully accounts for delivery of services as called for here-in. This proposed Scope of Work will be used as the basis for negotiating the final Scope of Work (i.e. deliverables) for inclusion in Exhibit A of the Standard Contract. The Standard Contract also includes the terms and conditions required by the WDB.

The WDB is seeking a service provider that can deliver professional OSO services in the following contracted activities:

- A.** Become fully aware of and remain fully knowledgeable on Federal and State laws, regulations, directives, guidance, etc., applicable to the administration and operation of the AJCC system.
- B.** Assist in the implementation and updating of the AJCC Memoranda of Understanding (MOU) – in conjunction with WDB staff:
 - Coordinate the implementation and ongoing conduct of the AJCC Phase I and II MOUs
 - Coordinate Partner Participation and assist in identifying and enacting needed updates/changes to: a) such MOUs; and SEC AJCC operational policies and procedures.
 - Convene and facilitate SEC Steering Committee meetings and associated partner meetings.
 - Assist in conduct of SEC AJCC services in remote or satellite locations, or coordination of such activities.
- C.** Operate and oversee an effective communication and information sharing system – in conjunction with WDB and partner staff.
 - Develop, conduct, and oversee an effective communications and information sharing program for the network of SEC AJCC Partner agencies.
 - Build on the foundation of existing information sharing network and tools;
 - Introduce new methods and concepts for Partner consideration.
 - Coordinate integrated information sharing between project Solano HIRRE, WDB and other Partner staff.
- D.** Oversee an AJCC staff training and development effort – in conjunction with WDB and partner staff.
 - Develop, conduct, and oversee a staff training and development program for staff devoted to the day-to-day operation of the AJCC. This will include cross-training among Partner agency staff
 - Build on the foundation of existing staff training and development.
 - Introduce new methods and concepts for Partner consideration.

- E. Develop, conduct, and oversee a marketing and public awareness program on behalf of the AJCC.
- Build on the foundation of existing initiatives and tools, including the WDB/SEC-AJCC website.
 - Formulate outreach campaign to job seekers for WDB and Partner programs, as needed.
 - Introduce new methods and concepts for informing the public about the One-Stop System.
- F. Develop, conduct, and oversee a customer satisfaction input and reporting program for both jobseeker and business customers of the AJCC. Provide input to WDB staff on behalf of continuous improvement efforts.
- Develop evaluation methods, identifying significant factors, which will produce information instrumental to improving the effectiveness of the WDB and Partners' services.
- G. Represent the SEC AJCC at community meetings, partner forums, and other convening's related to the workforce development system of Solano County.
- Coordinate attendance and participation in meetings with WDB and other Partner staff, to maximize effectiveness and benefit.
 - Coordinate participation in collaborative system-building between Project Solano HIRRE, WDB and other Partner staff.
- H. Fulfill State-required support to the WDB, including:
- Report to the WDB on operations, performance, and continuous improvement recommendations;
 - Develop reporting tools to meet the needs of the WDB and the Partners;
 - Implement policies established by the WDB; and
 - Adhere to all applicable Federal and State guidance.

The service provider must additionally assist the WDB and AJCC system in preparing for and assisting with the conduct of the forthcoming State-administered "AJCC Certification" process for Solano County.