

MEMORANDUM

TO: Interested Parties

FROM: Workforce Development Council of Seattle-King County

DATE: August 20th, 2010

SUBJECT: RFQ #10-11: REQUEST FOR QUALIFICATIONS FOR INFORMATION and COMMUNICATIONS TECHNOLOGY (ICT) TRAINER

BACKGROUND

The Workforce Development Council of Seattle-King County (WDC) is a nonprofit corporation whose mission is to support a strong economy and ensure the ability of each person to share in our region's prosperity. Established in 2000 by the King County Executive and the Mayor of Seattle, the WDC is led by a board of directors with a private-sector majority. The WDC oversees a wide range of employment and training programs, serving thousands of King County adults, youth, and businesses each year. To learn more about the WDC, please visit the WDC website at www.seekingwdc.org.

PURPOSE AND TARGET POPULATIONS

WorkSource Seattle-King County Technology Training for Job Seekers

The purpose of this RFQ is to identify and procure a trainer who can work on behalf of the WDC of Seattle-King County to deliver ICT workshops to job seekers in various King County locations. This position will expand and deepen current technology training offered to job seekers within the WorkSource system. The WorkSource system delivers job search focused introductory computer skill courses at several sites. To provide more in-depth technology training, the WDC of Seattle-King County has partnered with Microsoft Corporation since 2005 to bring free computer-training courses and certification training to WorkSource customers across King County. Microsoft, the WDC and WorkSource partnered to bring Microsoft's **Unlimited Potential** (UP) computer-training courses and **Elevate America** eLearning courses and certification exams free to job seekers.

Unlimited Potential (UP)

Course curriculum to be delivered through this RFQ is based primarily on Seattle-King County's UP project, specifically courses covering Computer Fundamentals, Word and Excel (beginning and advanced) and PowerPoint. Generally, Computer Fundamentals and PowerPoint are one day (6 hour) courses. Both Word and Excel are three day courses – with beginning levels delivered as 12 hour/two day courses and advanced courses delivered over 6 hours/one day. Since 2005 through June 2010, over 10,000 job seekers received direct instruction by UP funded instructors at three Seattle- King County WorkSource sites. See the [current UP technology training schedule](#) delivered at WorkSource Renton.

Microsoft eLearning

In 2009, building on the Unlimited Potential partnership, Microsoft partnered with the WDC and WorkSource to help distribute vouchers for free e-learning courses and exams, the first of 33 states to do so. Microsoft's [Elevate America program](#) is part of the company's efforts to improve access to technology related education and workforce-readiness skills required for 21st-century jobs. The program provided

Washington state residents with skills training through online eLearning courses in basic technology literacy as well as higher-level IT skills such as Microsoft Certified Systems Engineer and Office Specialist.

PROJECT SCOPE AND CONDITIONS

Technology Curricula

The trainer selected through this RFQ will utilize existing curriculum to deliver the following ICT courses: Computer Fundamentals, Word, Excel, PowerPoint, and *Professional Networking using Technology* (see description below). Additionally, the trainer will schedule and provide open lab time to assist job seekers performing at a variety of skill levels, including those working to complete Microsoft's eLearning courses and/or preparing to take certification exams.

Through this RFQ, the ICT trainer will have two separate sets of deliverables: (1) Delivery of UP and *Professional Networking using Technology* courses as well as providing lab assistance, accessible to all job seekers and (2) Working with mature job seekers who are 55 years and older as individuals and in small groups, assisting them to develop and utilize technology skills to find, obtain and retain employment. The same menu of technology courses will be offered to mature workers with appropriate customization. Job seeker referrals will primarily occur using established WorkSource networking systems such as websites, staff referrals and job seeker word of mouth.

These courses will be delivered in at least three technology labs including King County's Eastside, Downtown and South Seattle, with locations determined by the WDC. ICT workshops will begin delivery in October, 2010. This RFQ includes 12 months of funding (10/1/10 through 9/30/11) with the possibility of additional funding after the initial year. Proposals submitted will include a final budget not to exceed \$72,000.

The new course *Professional Networking using Technology* was created and delivered last year in a partnership between Microsoft and the AARP Foundation's WorkForce Programs with a targeted audience of mature workers. Divided into four modules, the course content includes 1) technology trends in email and internet, 2) social networking (LinkedIn, blogging) 3) electronic etiquette, personal security and career documents (resume, cover letter, sending documents via email) and 4) recruiting intelligence (Internet job boards and consolidators).

Technology Trainer Responsibilities and Qualifications:

- Demonstrated ability as an effective trainer to deliver clear, concise, and engaging technology training for group and individual audiences from older youth to adults, including mature workers 55 and older.
- Demonstrated expertise in Microsoft Office Suite programs (both 2003 and 2007), internet use focused on job search and professional networking techniques, email and Microsoft eLearning.
- Prior experience customizing and delivering pre-existing technology curriculum for job seekers including lessons that simulate work environments and work based learning projects.
- Demonstrated skills to utilize feedback and make quality improvements in workshop delivery and content.
- Demonstrated ability to create and comply with a project plan, timeline, and budget. Timely monthly workshop schedule submission required for website posting.
- Demonstrated ability to collect, input and report data to maintain records.
- Demonstrated familiarity working with hardware and a variety of secure networks across several agencies and locations.
- Ability to function effectively both as an independent trainer and as an integrated team member.

- Demonstrated ability to recruit and market training workshops, customizing standardized pre-approved brochures and formats, etc.
- Ability to solve problems creatively and effectively.

ELIGIBILITY

Eligible applicants include private for profit or non-profit businesses and organizations including sole proprietorships, Limited Liability Companies (LLC) and licensed trainers or other recognized business structures in Washington State. Community and technical colleges may also apply.

APPLICATION REQUIREMENTS

If you are interested in being considered as a potential ICT trainer, submit three (3) hard copies of the following materials to the WDC by **12:00 noon on Friday, September 3, 2010.**

Please limit your narrative response to no more than three (3) single spaced pages, including a summary of your related subject matter expertise and a brief synopsis of the most recent technology training you have delivered. In addition to the maximum three page narrative, submit the following documents:

- Cover letter explaining your experience and suitability of fit with the WDC’s mission
- Resume
- Two professional references
- Using the table below, provide a total budget for the project including hours and hourly rate and any additional expenses for materials, travel etc.

PROGRAM BUDGET – TECHNOLOGY TRAINING

Training Provider: _____

Budget Item	Amount
Trainer: Hourly rate	
Trainer: Number of hours per week	
Trainer: Total hours from 10/1/10 through 9/30/11	
Materials	
Travel	
Operational (office communications, etc.)	
Other (please explain)	
Indirect Costs @ XX% (If Applicable)	
Total Budget	

The WDC makes no commitment to contract with trainers procured through this RFQ, but will consider utilizing trainers selected through this RFQ for future needs on an as-needed basis. The selection process for this RFQ will be based upon quality of information provided, expertise in the subject matter, cost effectiveness, and review of references. No one area is weighted more than the others.

PROPOSAL SUBMISSION

Please send three (3) copies of your response in a sealed envelope to arrive no later than 12:00 noon on Friday, September 3, 2010 addressed to:

Tess Suarez RFQ#10-11
Workforce Development Council of Seattle-King County
2003 Western Avenue Suite 250
Seattle, WA 98121-2162

Late, emailed or faxed responses will not be considered.

If you have questions, please email operations@seakingwdc.org through August 31 and note "RFQ #10-11" in the subject line. Responses will be posted on the WDC website (www.seakingwdc.org).

The Workforce Development Council of Seattle-King County
is an Equal Opportunity Employer and Provider of Employment And Training Services
Auxiliary aids and services are available upon request to individuals with disabilities
TDD/Washington Telecommunications Relay Service 1-800-833-6384