



MEMORANDUM

TO: Interested Parties

FROM: Workforce Development Council of Seattle-King County

DATE: March 10, 2010

SUBJECT: RFP #10-01 Request for Proposals for Seattle-King County WorkSource Operator(s)

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. The WDC is a nonprofit workforce "think tank" and grant-making organization charged with overseeing a large system of employment and training in Seattle and King County. The WDC's mission is to ensure a strong workforce as well as a path to self-sufficiency for every resident. To learn more about the WDC, please visit the WDC website at www.seakingwdc.org.

BACKGROUND

The Seattle-King County WorkSource Operator Consortium is responsible for creating an outstanding employment and training service delivery system throughout King County. The Operator Consortium oversees the WorkSource operations at the site level and as a system across seven (7) centers/affiliate sites and ten (10) connection sites. (For more information, please refer to www.worksourceskc.org). This includes maintaining standards and accountability, promoting consistent, coordinated, and quality services, supporting communication within and across sites, delivering staff training and implementation of business services and related events.

WIA regulations require that local workforce boards select an Operator or Consortium of Operators to administer the area's "one stop" centers/system.

Four principles guide the WorkSource system:

- Universal Access
- Integration
- Customer Choice
- Accountability

PURPOSE OF THIS SOLICITATION

The Workforce Development Council of Seattle-King County is seeking proposals for creative, cost-efficient, and effective approaches to the WorkSource Operator function that will support the guiding principles described above, and achieve the major work components outlined below. It is expected that successful bidders will work in close partnership with the WDC to provide guidance and leadership to the WorkSource system to achieve the following outcomes:

- Deliver a high-quality, consistent set of services to jobseeker and employer customers across WorkSource sites
- Ensure a mix of services that allow the system to serve a diverse customer base
- Coordinate services and funding to support customer access to and success in post-secondary education
- Support customers progress toward economic self-sufficiency
- Promote industry sector and employer-driven strategies
- Maintain and consistently improve the integration of services and service providers within WorkSource
- Ensure high levels of accountability, cost-efficiency, and creativity to maximize resources and customer satisfaction

Operators will meet regularly with the WDC and must be willing to contribute and/or leverage resources for the benefit of the WorkSource system.

PROJECT SCOPE

Through this solicitation, the WDC will identify one or more WorkSource Operators who will be responsible for the following three major work components:

Component 1: WorkSource System Oversight and Accountability

Operators are responsible for implementing and managing the WorkSource system under policies and guidelines established by the WDC, the State of Washington, and the federal government. Under this component, the Operators:

- Coordinate with the WDC to ensure system-wide standards are achieved
- Work in partnership with WIA service providers and other WorkSource partners
- Utilize continuous quality improvement tools and systemize their usage across the system
- Review performance according to system goals, and provide guidance for improvements as necessary
- Oversee data sharing agreements
- Oversee system customer assessment inventory and protocols

Component 2: WorkSource Integration

Operators and their staff are responsible for promoting and facilitating integration of service delivery in the Seattle-King County WorkSource system. Examples of services to be provided under this work component include:

- Provision of information and technical assistance to all WS sites (including connection sites) to maintain certification and integration standards
- Management of resource sharing and allocation in the WorkSource system, including management of universal core services
- Support the “honest broker” referral function
- Assisting in the marketing of the WorkSource system
- Organizing meetings of the WorkSource Operators, site managers, and partners as necessary
- Conducting customer satisfaction surveys
- Supporting system communications
- Coordinating staff competency training
- Coordinating with training institutions

Component 3: Business Services

Operators and their staff serve employers while advancing WorkSource as a valuable resource for the business community. The Operators and their staff coordinate services to employers and develop strategies to improve and increase services to employers based on best practices. Examples of business services might include:

- Provision of quality intensive services to businesses
- Identification and integration of business services best practices into the WorkSource system
- Coordination of events based on local labor market needs and job seeker inventory
- Coordination with local rapid response team and activities
- Participation in statewide planning activities related to business services

Items related to site administration and facilities expenses are not included in the scope of this RFP and will be addressed through other channels.

ELIGIBILITY

Eligible applicants include governmental organizations, community and technical colleges, local education agencies, and private for-profit or non-profit nonsectarian organizations. Respondents to this solicitation may address all three work components outlined above, or focus their proposals on only one or two components where they feel they possess particular expertise. Respondents may apply as single agencies or in partnership with other organizations.

FUNDING AVAILABLE

Up to \$350,000 is available to support the work outlined under Project Scope above.

APPLICATION REQUIREMENTS

Parties interested in submitting a proposal should respond by providing:

- Name of person/agency; address; phone and fax number; email address and web page URL (if applicable); and name of representative to contact; if applying as a consortium or partnership, please include this information for each partner and identify a lead organization and contact person.
- Agency background, including a description of the organization and experience of the agency in the WorkSource system; if applying as a consortium or partnership, please include this information for each partner.
- Name of person(s) who will serve in either the Operator or staff capacity and the description of relevant experience and qualifications of proposed Operator/staff representative, including experience in:
 - Employment and training
 - Maintaining system integrity and oversight
 - Creating partnerships and collaborative relationships with a wide range of entities
 - Working with multiple partners to achieve outcomes
 - Leveraged resources you propose to bring into the WorkSource system
- An overview of which work components the proposing part(ies) will deliver and a detailed description of how they will be delivered, the staffing approach, and how the proposed approach supports the guiding principles and desired outcomes described above, and achieves the work component(s) in an accountable, cost-efficient, and creative manner. If proposing to deliver a subset of the work components listed under Project Scope above, please also describe plans and ability to deliver that work as part of an integrated system.
- A line-item budget including salaries and benefits, and additional costs such as indirect costs or travel (**Attachment A**)

Applications are limited to **five (5) single-spaced pages**. The budget summary form (Attachment A) does not count toward the page limit. The selection process will be based upon quality of information provided, cost effectiveness, expertise, professional background and general responsiveness to the requirements outlined in this solicitation.

PROPOSAL SUBMISSION

Please send three (3) copies of your response in a sealed envelope to arrive no later than 5:00 pm, April 12, 2010 addressed to:

Tess Suarez RFP #10-01
Workforce Development Council of Seattle-King County
2003 Western Avenue Suite 250
Seattle, WA 98121-2162

Late responses will not be considered and will be returned unopened. Questions may be emailed to operations@seakingwdc.org through April 5, 2010; please note "RFP #10-01" in the subject line. No phone calls please. Responses will be posted on the WDC website – www.seakingwdc.org

The WDC makes no commitment to contract with providers procured through this RFP, but will consider utilizing providers selected through this RFP for future needs on an as-needed basis.

**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

ATTACHMENT A: Budget Summary

- In section 1A, list by position or title all staff that will spend a significant amount of time working for the operator’s consortium.
- In section 1B, provide the amount of benefits that will be earned by the staff listed in Section 1A.
- In section 2A, list by position or function any staff that will be charged to this grant either by allocation or through indirect charges (i.e. supervisory/director staff, accounting staff, administrative staff, etc.)
- In section 2B, provide the amount of benefits that will be charged for those staff in section 2A.
- In section 3, provide the total amount of operating costs that will be charged either directly or indirectly (through a cost allocation plan or indirect rate). Operating costs will include (but not limited to) travel, office supplies, communications, equipment rental, etc. Do not include costs associated with the WorkSource site landlords (per seat costs, rent, computer equipment, supplies purchased for the sites, communications provided by the site, etc.).
- In section 4, list out any other costs to be included in the proposal (i.e. equipment, sub-contracts, materials/supplies etc.).
- In section 5, list out by source any leveraged funds that will be provided.

SECTION 1A: DIRECT OPERATOR STAFF SALARIES		
Position/Title	FTE	Yearly Salary
1.		\$
2.		\$
3.		\$
4.		\$
Total Direct Operator Staff Salaries		\$

SECTION 1B: DIRECT OPERATOR STAFF BENEFITS		
	% of Salaries	Yearly Benefits
Total Direct Operator Staff Benefits		\$

SECTION 2A: OTHER STAFF SALARIES		
Position/Title	FTE	Yearly Salary
1.		\$
2.		\$
3.		\$
4.		\$
Total Other Staff Salaries		\$

SECTION 2B: OTHER STAFF BENEFITS		
	% of Salaries	Yearly Benefits
Total Other Staff Benefits		\$

SECTION 3: GENERAL OPERATING COSTS	
Total Operating Costs	\$

SECTION 4: OTHER COSTS	
Item	Amount
1.	\$
2.	\$
3.	\$
4.	\$
Total Other Costs	\$

SECTION 5: LEVERAGED FUNDS	
Source	Amount
5.	\$
6.	\$
7.	\$
8.	\$
Total Leveraged Funds	\$