



## MEMORANDUM

**TO:** Interested Parties

**FROM:** Workforce Development Council of Seattle-King County

**DATE:** December 16th, 2011

**SUBJECT:** RFQ #11-06: REQUEST FOR QUALIFICATIONS FOR TECHNOLOGY TRAINER: Veterans and Mature Workers

### 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 lead 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.seakingwdc.org](http://www.seakingwdc.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 technology training to job seekers in several King County locations. The WDC, with WorkSource has partnered with Microsoft Corporation since 2005 to bring free **Unlimited Potential** (UP) computer-training courses and **Elevate America** eLearning courses and certification exams to WorkSource customers. Now, combining technology training resources from Microsoft and the Department of Labor (DOL) this position will target specific populations of job seekers; non active veterans and their spouses and mature workers enrolled in DOL's Reinvesting in Older Workers (ROW) project.

#### The WDC and Microsoft

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](http://www.microsoft.com/elevateamerica) is part of the company's efforts to improve access to technology related education and workforce-readiness skills required for 21<sup>st</sup>-century jobs. The program, still in effect in Washington (<http://www.wa.gov/esd/e-learning/>) provides state residents with free skills training through online eLearning courses from basic technology literacy through higher-level IT courses required for industry certifications.

## **Elevate America's Veterans**

To assist America's veterans gain current technology skills and subsequent certifications, Microsoft recently launched *Elevate America's Veterans* which offers free e learning courses, test preparation and certification testing vouchers to veterans and their spouses living in King County. Course curriculum to be delivered through this RFQ will be based on the needs of the veterans and spouses requesting and using these eLearning opportunities specific to Windows 7 and Office 2010. The technology trainer will need a broad set of both instructional and technology skills to best assist veterans and spouses across all levels – from teaching computer fundamentals prior to requesting a voucher to answering technical questions from those pursuing IT Pro courses and certifications.

To assure veterans and their spouses complete e learning, test preparation courses and successfully gain certifications, the technology trainer will establish standard weekly hours at several WorkSource computer lab sites and be available via email and phone. Based on need, the trainer could offer open lab hours, working individually with learners at a variety of skill levels, and/or offer particular lessons or courses to groups of veterans and/or spouses in order to reach the next level.

For more information on Seattle-King County's Elevate America's Veterans Initiative, including the range of technology training being offered, visit <http://www.worksourceskc.org/seekers/elevate.asp>

## **Reinvesting in Older Workers (ROW)**

The WDC of Seattle-King County received a Department of Labor (DOL) grant to better serve older workers. Titled **Reinvesting in Older Workers (ROW)**, this grant enables workforce partners to provide direct training and job placement of older workers in high-growth and high demand industry sectors. ROW targets four populations of workers who are 55 and over: individuals with disabilities, those with limited English proficiency (LEP), ex offenders and those with incomes below King County self-sufficiency levels. <http://www.thecalculator.org/>

Those job seekers enrolled in ROW work with an Employment Specialist to help them make educated training, skill development and job choices to successfully find employment. This grant also includes funding for a variety of training, including technology courses delivered exclusively to ROW enrollees. These courses range from Computer Basics to Professional Networking and focus content on technology skills needed for effective online job search and networking.

## **PROJECT SCOPE AND CONDITIONS**

### **Technology Curricula**

The trainer selected through this RFQ will assess veterans, their spouses and ROW enrollees' technology needs, and then deliver a wide variety of workshops and/or courses to meet those needs. Curriculum exists for the following courses: Computer Fundamentals, Word, Excel, PowerPoint, and Professional Networking. Additionally, the trainer will schedule and provide lab time to assist job seekers performing at a variety of skill levels, including those working to complete Elevate America's Veteran's eLearning courses (Windows 7 and Office 2010) and/or preparing to take certification exams.

Through this RFQ, the technology trainer will have two separate sets of deliverables: (1) delivery of training to veterans and their spouses, individually and in groups depending on what e learning courses and certification tests are requested and 2) delivery of training to 60 ROW enrolled mature workers, as individuals and/or in groups.

**The training will be delivered in at least two technology labs including WorkSource Renton, Auburn and/or Redmond with locations to be determined by the WDC. Technology workshops will begin delivery by January 17th, 2012. ROW only workshops must be completed by August 15, 2012. This RFQ includes 12 months of funding (1/17/12 through 12/31/12) with additional funding available based on performance after the initial year. Proposals submitted will include a final budget not to exceed \$60,000.**

#### **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 young adults to mature workers.
- Demonstrated expertise in Microsoft Windows and Office Suite programs (2007 and 2010), internet use focused on job search and professional networking techniques, email and Microsoft e Learning.
- Assess job seekers' IT skills in order to deliver technology training at appropriate levels and/or assist them to make appropriate voucher request choices
- Prior experience customizing and delivering pre-existing technology curriculum for job seekers including lessons that simulate work environments and work based learning projects.
- Develop and utilize expertise regarding Elevate America's Veterans Initiative, ROW, WorkSource Seattle King County and the systems of Veteran Services.
- Assist veterans/spouses and WorkSource staff with questions regarding EA Veterans.
- 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 is required for website posting.
- Demonstrated ability to collect, input and report data to maintain records.
- Distribute e learning access codes and/or voucher numbers to interested veterans and their spouses.
- 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 technology trainer, submit three (3) hardcopies of the following materials to the WDC by **12:00 noon on Friday, January 6, 2012.**

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 lesson plan of the most recent technology training you have delivered. An in person interview may also be required. 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:** \_\_\_\_\_

<b>Budget Item</b>	<b>Amount</b>
Trainer: Hourly rate	
Trainer: Number of hours per week	
Trainer: Total hours from 1/17/12 – 12/31/12	
Materials	
Travel	
Operational (office communications, etc.)	
Other (please explain)	
Indirect Costs @ XX% (If Applicable)	
<b>Total Budget</b>	

**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. **Trainers who are also veterans will have preference.** Otherwise, 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, January 6<sup>th</sup>, 2012 addressed to:

Tess Suarez RFQ # 11- 06  
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](mailto:operations@seakingwdc.org) through December 30th and note "RFQ #11-06" in the subject line. Responses will be posted on the WDC website ([www.seakingwdc.org](http://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