

WORKSOURCE ONE-STOP OPERATOR PROCUREMENT *Workforce Innovation & Opportunity Act (WIOA)*

BACKGROUND

The Workforce Development Council of Seattle-King County's (WDC) mission is to champion a workforce and learning system that allows our region to be a world leader in producing a vibrant economy and lifelong employment and training opportunities for every resident. The WDC is responsible for oversight of WorkSource Seattle-King County and ensuring it provides the highest quality services for job seeker and business customers. The WDC contracts with a WorkSource One-Stop Operator (Operator) to provide partnership development and operational oversight for all regional WorkSource sites, in accordance with the guidelines established by the WDC.

On July 19, 2019, the Workforce Development Council of Seattle-King County (WDC) released [Request for Qualifications \(RFQ\) No. 19-01](#) to identify a One-Stop Operator (Operator) for Program Year 2019 (PY19). The total funding available through this RFQ (up to \$343,591) is for nine months of PY 19 starting October 1, 2019 and ending June 30, 2020. Pending performance, funding and program priorities, awards may be renewed on an annual basis for two (2) additional, one-year program periods, through June 30, 2022.

The WDC requested proposals to identify an Operator to enhance workforce services and drive partnerships against a backdrop of significant organizational changes in the regional workforce system, as our region faces a changing economy that has created both strong opportunities for economic growth and wage disparities, leaving many behind. The primary responsibility of the Operator is to increase and coordinate partnerships in the Seattle-King County workforce system and provide professional development and technical assistance to enhance workforce services and resource contributions. Specific responsibilities include:

- Recruiting new workforce partners into the WorkSource system;
- Integrating service delivery for all partners located at WorkSource sites;
- Coordinating workforce system services and relationships among the one-stop centers, affiliates and connection sites, including work with community outreach teams;
- Identifying and improving customer service flow, including a seamless referral system;
- Informing WorkSource partner staff not located at physical WorkSource sites of available services and establishing effective referral processes;
- Convening WorkSource leadership and partnership meetings;
- Conducting customer satisfaction evaluations;
- Establishing/expanding system professional development and ongoing training opportunities for all staff throughout the system;

On July 31, 2019, four letters of intent (LOI) were received from organizations planning to submit proposals. The WDC conducted a question and answer (Q&A) period between release of the RFQ and August 7, 2019, during which time the WDC answered 15 questions submitted by prospective bidders, posted in Q&A digests on the WDC website. Proposals in response to RFQ 19-01 were due to the WDC on August 19, 2019.

RFQ 19-01 PROCESS AND ANALYSIS

The WDC received four Operator program proposals. A team reviewed the proposals for compliance with RFQ requirements and certified three Operator proposals as compliant. A four-

person evaluation panel was established to review and rate the Operator proposals, and included a King County representative, WDC Board Member, a representative from a mandatory WIOA partner (Department of Health and Human Services), and a staff from another local workforce development board.

Proposals were received from TRAC Associates, Seattle Jobs Initiative (SJI), and Arbor E&T, LLC dba ResCare Workforce Services. After an initial orientation conference call on August 23, 2019, the Operator panelists reviewed and independently rated the proposals. A final evaluation conference was held on September 9, 2019, in which the panel members reviewed cumulative proposal scores, discussed the strengths and weaknesses of the proposals, assessed budget proposals and reached a consensus recommendation. The evaluation panel chose to recommend SJI to the board as the Operator. Following the panel’s recommendation, the procurement process was reviewed and certified by the WDC’s Chief Executive Officer.

The evaluation panel would like to highlight the strengths of the proposal from SJI. In addition to SJI achieving high rating scores, the evaluation panel agreed SJI’s proposal provided clear and specific examples of their ability to effectively operate on a larger systems-level using data to drive decisions. Highlights included SJI’s

- Strong record recruiting, convening and partnering with workforce stakeholders;
- Desire to prioritize community engagement and new partnership development with organizations representing underserved communities and increasing access to services for jobseekers from those communities;
- Strong background providing training to front-line service staff; and
- Use of qualitative and quantitative data to drive system analysis, partnership development, leveraging resources to fill gaps.

SJI currently has a non-financial Memorandum of Understanding (MOU) with the WDC dated from July 1, 2019 to December 30, 2019 that is funded through the City of Seattle Office of Economic Development. The work in this MOU is designed to support the current Operator role and will continue.

RECOMMENDATION

The evaluation panel recommends funding Seattle Jobs Initiative for the WorkSource One-Stop Operator contract October 1, 2019 through June 30, 2020. SJI’s deliverables will be dependent on contract negotiations. The following describes “up-to” funding recommendations:

Organization:	9 months
	<i>Funding source – WIOA</i>
Seattle Jobs Initiative	\$343,591.00

ACTION REQUESTED

The board is asked to consider and approve the above recommendations for the Operator contract award. If approved, the new contract will begin October 1, 2019 and end June 30, 2020, with an option for the Operator contract renewal of up to two (2) additional years, based on performance, funding and board approval.