



Workforce Training and Education Coordinating Board

Workforce System Research Contractor

REQUEST FOR PROPOSAL

July 18, 2017

Project Manager Contact Information:

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CONTENTS

1.	INTRODUCTION	1
1.1.	Background	1
1.2.	Purpose	1
1.3.	Qualifications	2
1.4.	Funds Available and Project Duration	2
1.5.	Scope	3
1.6.	Location of Work	3
2.	GENERAL INFORMATION FOR APPLICANTS	3
2.1.	Project Timeline	3
2.2.	Submission of Proposals	4
2.3.	Revisions to the RFP	4
2.4.	Responsiveness	4
2.5.	Review Panel	4
2.6.	Copyright Provisions	4
2.7.	Criteria	5
3.	PROPOSAL CONTENTS	5
3.1.	Cover Page	5
3.2.	Statement of Qualifications	5
3.3.	Project Schedule	5
3.4.	Examples of Work	6
3.5.	Cost Proposal	6
3.6.	Letters of Reference/ Other References	6

ATTACHMENT A

Date of Solicitation	July 18, 2017
Proposal Due Date	August 15, 2017
Estimated Time Period for Contract	August 29, 2017 - June 30, 2018
Maximum value of award	\$90,000

RFP Coordinator / Main Contact: Wesley Nguyen 360-709-4641

1. Introduction

1.1. BACKGROUND

Washington's plan for workforce development comes with a new name: *Talent and Prosperity for All: The Strategic Plan for Unlocking Washington's Workforce Potential (TAP)*. Washington's dual-customer focus on both workers and businesses is at the heart of the state's workforce system. Even before WIOA, the state's rich web of programs and resources have long worked together to integrate services, improve outcomes, and evaluate results on behalf of these two key customers.

Now, with this much anticipated revision to the federal workforce development act, Washington has the opportunity to bring greater alignment among federal, state, and local service delivery, allowing the system to build on its previous successes and overcome remaining obstacles. Specifically, this new strategic plan outlines an approach that empowers individuals, communities, and employers to realize their full potential through a universally accessible workforce system that continually improves and adapts to changing conditions and demands.

1.2. PURPOSE

The intent of this contract is to support service integration across multiple programs and funding streams. Specifically, the selected contractor will identify specific data elements and other information that, if shared between and among front line staff, will ensure better client outcomes, streamline the customer experience, enhance accessibility and a client's ability to benefit fully from services, and eradicate duplication of effort.

The Washington Workforce Training and Education Coordinating Board (Workforce Board) is seeking the services of a proven researcher to survey state agency staff, frontline staff, case managers, and navigation services staff from various state and non-state agencies doing training and employment services. The contractor will work with two primary multi-stakeholder committees of the Workforce Board: The Integrated Service Delivery Committee and The Common Intake Committee (both TAP committees). The contractor will also coordinate with the Information Technology Subcommittee to avoid inefficiency and duplication of effort in identifying and prioritizing key data elements and on identifying how the collected data needs to be distributed across different programs, personnel, and locations, as input to their plan to identify appropriate technology options. Specific data elements identified will be used to advance both the common intake process and the next generation performance accountability system.

Research Objectives:

The objectives of this research are to:

1. Identify data elements needed for staff to enhance performance in current roles, and overlapping data across different programs, which will support full service integration for a variety of client populations across multiple programs.
2. Identify overlapping eligibility requirements and documentation, and assessment tools, such as placement testing, used by the various programs,
3. Determine what tools and resources are being used by case managers and other system “navigators”, and identify what new tools and resources those staff seek to help improve their services to clients. (We intend to create a web-based “tool chest” for frontline staff. This research will help inform development of this “tool chest” resource.)
4. Draft a comprehensive report of the research project; method, challenges, outcomes, and recommendations.
5. Do one or more presentations to stakeholders of final findings and recommendations at the end of contract term.

1.3. QUALIFICATIONS

Minimum qualifications:

- Background with MIS databases
- Degree in quantitative social science
- Experience in social research methods including survey, focus group, etc.
- Experience analyzing findings and providing actionable recommendations
- Prior experience with at least one successful project of similar scope and magnitude

The Workforce Board is most interested in candidates with these preferred qualifications:

- Talent for working with diverse stakeholders
- A knowledge of the workforce system in Washington
- Knowledge of direct client service strategies, especially in an integrated service environment

1.4. FUNDS AVAILABLE AND PROJECT DURATION

The range value of the resulting contract will be \$50,000 - \$90,000. The contract resulting from this solicitation will be a performance-based contract. All payments will be tied directly to the quality and timeliness of the work.

The period of performance is expected to begin on or about August 29, 2017 and will end June 30, 2018.

1.5. SCOPE

Through this project, the selected consultant will:

- A. Work with the Workforce Board’s TAP committees to create an inventory list of agencies and organizations that are targeted for this research;
- B. Gather various data points from various service providers and develop an inventory list of data points that are used to enroll, identify eligibility, administer assessments, develop and track service plans, navigate multiple services across funding streams and programs;
- C. Analyze findings and develop a set of data points that could be used to enroll client/participants in various MIS; and
- D. Do a prototyping evaluation with end users/frontline staff on a common intake and report on the findings

1.6. LOCATION OF WORK

Work may be conducted at workforce system partner sites throughout Washington. Contractor is required to make him/herself available for consultative work with the TAP Committees upon request.

2. General Information for Applicants

2.1. PROJECT TIMELINE

MONTH	Activities
August 2017	Contractor identified
August 2017	Contract signed
August 2017	Organize strategy and research methodology
August 2017 – June 2018	Conduct research
June 2018	Analyze findings and draft report
July 2018	Present report/findings to TAP Committees
TBD	Develop and test prototype common intake
TBD	Present navigation “toolkit” recommendations to committees

2.2. SUBMISSION OF PROPOSALS

Application packages must be received by Workforce Board staff no later than 5 p.m. on Tuesday, August 15, 2017 and must be submitted as an attachment to an email to the RFP Coordinator, Wesley Nguyen. Applications that arrive after this deadline will not be accepted.

The proposal and attachments must be submitted as Word files or PDFs. The Cover Page (Attachment A) must have a scanned original signature to bind the applicant to the proposal.

2.3. REVISIONS TO THE RFP

In the event it becomes necessary to revise any part of the RFP, addenda will be provided via email to all individuals who have downloaded this proposal from WEBS or who have made the Workforce Board aware of their interest. If you did not obtain this solicitation from WEBS, you are responsible for sending your name, email address and telephone number to Wesley Nguyen in order to receive any RFP addenda.

The Workforce Board reserves the right to cancel or reissue the RFP, in whole or in part, prior to execution of a contract.

2.4. RESPONSIVENESS

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP, including page limits and cost limitations. Proposals which fail to comply with any part of the RFP may be rejected as non-responsive.

2.5. REVIEW PANEL

Proposals meeting deadlines and minimum criteria will be reviewed and scored by a panel consisting of Workforce Board staff and TAP Committee chairs or designees. If needed, an in-person or telephone conversation between the panel and an applicant may occur to more fully explore the strengths of the application or assist in the overall prioritization of projects.

2.6. COPYRIGHT PROVISIONS

All materials produced under the contract resulting from this RFP shall be considered “works for hire” as defined by the US Copyright Act and shall be owned by the Workforce Board. In the event that the materials are not considered “works for hire” under the US Copyright laws, the Contractor will irrevocably assign all right, title and interest, including intellectual property rights, to the Workforce Board, effective from the moment of creation of such materials.

2.7. CRITERIA

The ideal application will contain:

- Substantial and relevant background/experience in all required and preferred qualifications (section 1.3 Qualifications)

- A project quote that allows for all deliverables and outcomes identified in section 1.5 Scope to be met
- References speaking to the quality of work of the applicant

3. Proposal Contents

The proposal must contain:

3.1. COVER PAGE

See Attachment A.

3.2. STATEMENT OF QUALIFICATIONS

Limit 3 pages (excluding résumés)

- A. Experience and Qualifications – Identify prior experience which will make you successful in meeting the outcomes identified in section 1.5 Scope, including:
 - Successful experience working with multiple stakeholders to craft a workforce system evaluation and provided recommendations
 - Interviewing and/or survey subjects for research project
- B. Project Team (if required) Structure – Identify who will work on this project. If proposal involves the work of more than one person, describe the project team structure. Include lines of authority for personnel involved in the project. Identify who within the firm will have prime responsibility and final authority for the work. Note: After the date of execution on resulting contract, any staff substitution must have prior approval of the Workforce Board.
- C. Résumés (*does not count toward page limit*) – Attach current résumés for all staff who would spend time on this project.

3.3. PROJECT SCHEDULE

Limit one page

Include a schedule indicating when elements of the work will be completed. The proposed schedule must ensure all deliverables and outcomes outlined in section 1.5 Scope are met within the lifetime of the contract.

3.4. EXAMPLES OF WORK

Provide research samples which demonstrate experience working in the workforce system in Washington.

3.5. COST PROPOSAL

Limit 1 page

Proposals must be in the range of \$50,000 - \$90,000 to be considered responsive to this RFP.

The evaluation process is designed to award this procurement not necessarily to the lowest bidder but to the proposal that best meets the requirements of this RFP. However, you are encouraged to submit proposals which are cost-competitive.

Submit a detailed budget including all costs to be charged in the course of completing the tasks identified in section 1.5 Scope. This may include staff time, travel, supplies or overhead.

Please note: any equipment purchased through this contract remains the property of the State of Washington upon completion of the contract.

3.6. LETTERS OF REFERENCE/OTHER REFERENCES

Include a minimum of three professional letters of reference. Ensure the authors include their name, organization, title, phone and email contact information.

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<i>RFP Coordinator/Main Contact: Wesley Nguyen 360-709-4641</i>	

Attachment A – Cover Page

Applicant Name:
Address:
State, City, Zip Code:
Phone:
Email:
Amount Requested:

Printed Name & Title

Signature

Date

Tax ID #:

UBI #: