Pacific Mountain

Workforce Development Council



Seeking Proposals for Project Director—PacMtn WorkSource System

requires familiarity with the pacmtn region and demonstrated capacity to work with PacMtn and other parners

Project Overview

1570 Irving ST

Tumwater, WA 98512

## Summary

Pacific Mountain Workforce Development Area (PacMtn), issues this Request for Proposals (RFP) to solicit qualified contractors with the expertise and capacity to manage the tasks identified as priorities by the One-Stop Operator in the PacMtn Region. We are seeking contractors with considerable abilities and experience in project design and management. The Project Director would need to develop project management skills in system leaders and coach them in developing project plans for each project.

The one-stop system is designed to enhance access to services and improve long-term employment outcomes for individuals and businesses seeking assistance. The regulations define the system as consisting of one or more comprehensive, physical American Job Center(s) in a local area that provide the cores services specified in Workforce Innovation and Opportunity Act. The PacMtn WorkSource System includes one comprehensive center in Thurston County and three affiliate sites located in Mason County, Lewis County and Grays Harbor County. PacMtn area also has 30 connection sites throughout the five county region.

WIOA sets the general expectation that Local Workforce Development Councils will conduct open and competitive procurement process to identify appropriate providers for one-stop operator services. In April, 2017, The PacMtn Board of Directors voted the WorkSource Operations Regional Collaborative (WORC) as PacMtn’s One-Stop Operator. The Collaborative is a quality focused, outcome-driven consortium of partners dedicated to achieving the vision of a regionally integrated, job-driven service delivery system that meets the needs of our regional economy. Under the direction of the WorkSource Operations Regional Collaborative, the successful entity will be responsible for the priority of deliverables agreed upon by the Collaborative.

##### Key Principles of the WorkSource Operations Regional Collaborative:

##### Customer First Focus—Put the needs of those using the system and those who could benefit from its use at the center of all deliberations. Advocate for those needs as a primary driver for action.

##### Integration—Think and act as an integrated system of partners that share common goals with services delivered by various organizations with the best capabilities for a seamless customer experience.

##### Accountability—Commit to high quality customer services with regular program performance review based on shared data and actions that enhance outcomes.

##### Universal Access—Meet the needs of customers by ensuring universal access to programs, services and activities for all eligible individuals.

##### Continuous Improvement and Learning—Create a delivery system that utilized feedback from employers and job seekers to challenge the status quo and innovates to drive measurable improvements.

##### Partnership—Align goals, resources, and initiatives with economic development, business, labor and education partners.

##### Regionalism and Unified Strategies—Work with counterparts to address broader workforce needs of the regional economy and leverage resources to provide a higher quality and level of services.

# Project Deliverables & Timeline

In attaining the system overarching goals, there are specific areas to which attention must be given. The successful respondent(s) will have demonstrated experience and capacity to work with PacMtn and other partners to achieve the following:

1. **Region wide Integration**--Think and act as an integrated system of partners that share common goals with services delivered by various organizations with the best capabilities for a seamless customer experience.
	1. Guarantee meaningful access to all services in WorkSource by working with leadership and staff to improve customer service flow.
	2. Ensure staff in the local system identify with the WorkSource system brand, focus on providing quality services, and are able to work at any WorkSource site in the region.
	3. Identify service overlaps and avoid unnecessary duplication.
2. **Data Driven System**--Evaluate system performance based on data analytics to assure continuous improvement and work toward common performance measures.
	1. Create a customer satisfaction dashboard and data dashboard to report customer satisfaction data, trends and system performance.
	2. Identify technologies that could be used to maximize quality of service.
	3. Lead partners as a coordinated team, informed by data, customer feedback and deploy resources
3. **Quality Improvement and Continuous Improvement**--Establishment of America’s Job Center network that is welcoming, productive and responsive to customer needs and develop a nimble Customer-Centered network that is responsive to both job seekers and employers.
	1. Solicit and listen to the needs of the diverse array of job seekers, career builders, and employers to design services and programs and integrate and align resources, programs, and staff for maximum customer benefit.
	2. Be knowledgeable of the mission and performance standards of all system partners and have the ability to facilitate cross training among all staff with direction and support from Operator and PacMtn WDC.
	3. Work with system leaders to review Continuous Improvement Plan, ensuring alignment to the WorkSource certification requirements. Drive those deliverables and initiatives to completion.
4. **Seamless System Communication--**Strengthen relationships with current and new partners who are similarly committed to the prosperity of individuals, the community and the economy.
	1. Coordinate and lead WorkSource regional operations meetings.
	2. Facilitate cross-training among all staff with direction and support from Operator and PacMtn WDC.
	3. Act as point of contact amongst partner agencies; engage WorkSource partner staff not located at physical WorkSource sites of available services.
	4. Utilize technology to increase communication across the system. SharePoint and/or other platforms that allow increased collaboration assist in removing silos.
	5. Create a comprehensive project tracking sheet to be shared by all in the system.

In order to provide effective project direction and management for WorkSource in the PacMtn region, successful bidders must be physically on-site, at a PacMtn WorkSource location, for at least four hours per week. Successful bidders will need to be located within three hours travel time of the PacMtn region.

## RFP Key Events & Dates

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| Request for Proposals Issued | July 30, 2019 |
| Deadline for Receipt of Questions, 5:00PM (Pacific Time) | August 9, 2019 |
| Deadline for Receipt of Proposals, 4:00 PM (Pacific Time) | August 19, 2019 |
| Formal Review Process of Proposals Begins | August 20, 2019 |
| Successful Bidders Posted on Website | No later than August 30, 2019 |
| Appeal Period | August 30, 2019- September 10, 2019 |
| Contract Start Date | October 1, 2019 |

## Questions and Answers

Written questions will be accepted through 5:00pm on August 9, 2019, and can be sent to corinne@pacmtn.org. Written responses to questions will be posted on the website [www.pacmtn.org](http://www.pacmtn.org) no later than August 13, 2019 at 5pm.

## Evaluation of Proposals & Award of Contract

The successful proposal(s) will demonstrate the ability to deliver project development within the PacMtn WorkSource System as proposed by the One-Stop Operator, the WorkSource Operations Regional Collaborative. The successful proposal(s) will include demonstration of ability to adjust services to comply with future one-stop operational changes. Applicants are encouraged to familiarize themselves with the PacMtn Memorandum of Understanding and any applicable WorkSource system policies, procedures and guidance.

## Proposal Review

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Following evaluation by the Review Panel, and including any interviews, a recommendation will be forwarded to the PacMtn Board of Directors. Each proposal submitted will be evaluated on its own merit. Interviews with the top applicants may be scheduled, at a date to be determined between August 20th through August 23rd, 2019.

PacMtn reserves the right to reject, or to seek modifications of any proposal offered if in PacMtn’s sole discretion the proposal offer does not assist the system in meeting the overall service objectives set forth in this RFP. PacMtn reserves the right to offer an award to the second highest rated proposal if a contract cannot be successfully negotiated, or to renegotiate or reissue an RFP should an appeal for non-award be upheld. Proposals that are not funded will not be returned.

**Determination of Cost/Price Reasonableness**

The proposal(s) should be submitted in the most favorable budgetary, technical, and programmatic terms. To determine if costs are correctly calculated and are reasonable, necessary, allowable and allocable, the Pacific Mountain Workforce Development Council staff will conduct a comparative analysis that will become part of the evaluation process.

## Award of Contract

Submittal of a successful proposal(s) does not constitute a contract with PacMtn. The contract award will not be final until PacMtn and the successful proposer have executed a mutually satisfactory contractual agreement.

## Appeal Process

Any appeal of the final contractor(s) selected must state the basis of the appeal. Appeals can be sent in writing within seven (7) calendar days after the publication of the successful contractor(s) to:

Cheryl Fambles, CEO

Pacific Mountain Workforce Development Council 1570 Irving St SW

Tumwater, WA 98512 contracts@PacMtn.org

It is the responsibility of proposers to check for the publication of successful bidders at the following website: [www.pacmtn.org.](http://www.pacmtn.org/)

## Acknowledgements

Any funding awarded will be subject to the availability of federal funding granted to the Pacific Mountain Workforce Development Council through the State of Washington Employment Security Department and the U.S. Department of Labor. Should the availability of such funding decrease before or following any award to a sub-recipient, the award will be revised accordingly. In addition, if awarded, the contractor must be willing to alter program design based on subsequent direction provided by the state, U.S. Department of Labor or PacMtn.

## ResPonse

To ensure a fair competitive process, all final submissions related to this RFP must be submitted electronically to contracts@pacmtn.org.

Interested bidders must submit the following documents to be added to the PacMtn’s list of qualified WorkSource Project Directors:

1. **Cover Letter:** Including the following elements:
	1. Reference this RFP: RFP for PacMtn WorkSource Project Director
	2. Legal business name, address, telephone number, and business status (corporation, limited partnership, individual, etc.)
	3. Name of Contractor’s representative with respect to this RFP and their telephone number and email address
	4. A brief summary of contract’s history and background.
	5. A signature of an authorized individual
2. **Response to the 10 Proposal Questions below.** Answers to the below questions should not exceed seven pages in totality.
3. **Pricing:** Estimated award is $60,000, not to exceed $75,000. There is no prescribed budget template, bidders need to provide a high-level summation of estimated pricing on a per hour, per person or lump sum per contract basis, or any combination thereof, to implement and manage the deliverables.
4. **References:** Contact information for three references from work performed in the last three years. Please include scope of work, dates of contract, contract amount, contact person, telephone number and email address.

Proposal Questions:

1. Briefly describe your familiarity with PacMtn region, its communities and organizations and experience working with the WorkSource System in the State of Washington.
2. What experience do you have with projects with similar elements? Please attach at least 2 demonstrations of similar work you have performed.
3. How will you charge for these services and what will you do to hold down costs? Please include the hourly rate you charge for these services.
4. Describe the steps, actions and work products you will develop and rely upon to make assigned projects a success?
5. What do you think will be the greatest challenge with the above deliverables? How will you meet and overcome that challenge?
6. What will you need from the WorkSource Operations Regional Collaborative to be successful in this role?
7. Provide an example of a time you were responsible for working through a difficult partnership issue at a One-Stop Center to reach an agreement and your role in that situation.
8. Describe your experience with and/or philosophy regarding the following:
	1. Measuring customer satisfaction and implementing changes as necessary.
	2. Ensuring that information is shared across a variety of center partners.
	3. Fostering collaboration and partnerships within the One-stop Delivery System and other Community Partners.
9. Provide an assurance that your entity has the willingness and ability to operate in a functionally integrated environment and work difficult partnership issues with all parties involved should such arise.
10. Please add any additional comment you think helps the review committee understand your strengths and qualifications to provide these services.

**KEY DATES, DEADLINES and SUBMISSION REQUIREMENTS**

1. **Submission Requirements:** All materials must be submitted via email, in either pdf or docx(Word) file format to: contracts@pacmtn.org with PACMTN RFP in subject line.
2. **Submission Deadline:** PacMtn is accepting submissions from the date this RFP is issued until 4p.m. (Pacific Time) on Monday, August 19, 2019.

**EVALUATION CRITERIA**

Proposals will be evaluated based on the following criteria:

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| Response to Proposal Questions | 60% |
| Contractor’s Relative History and Background  | 30% |
| Cost Effectiveness  | 10% |

**CONFLICT OF INTEREST**

The WDC has a defined Conflict of Interest policy to maintain fairness and equity in procurement, decision-making, award and allocation of WIOA monies, as well as any other monies received from grants awarded to the WDC. A conflict of interest may exist if an individual or organization has a financial or other interest in or participated in the selection or award of funding for an organization. Financial or other interest can be established either through ownership or employment. PacMtn WDC Policy can be found [here](https://pacmtn.org/wp-content/uploads/2018/07/3010-Conflict-of-Interest-Revision-3-Final-041417.pdf).

**GENERAL TERMS AND CONDITIONS**

1. **PacMtn’s Reserved Rights**: PacMtn may, at its sole discretion: withdraw this Request for Proposals at any time, and/or reject any or all materials submitted. Respondents are solely responsible for any costs or expenses incurred in connection with the preparation and submittal of the materials for this RFP.
2. **Public Records**:All documents submitted in response to this Request will become the property of PacMtn upon submittal and will be subject to the provisions of the Public Records Act.
3. **No Guarantee of Contract**: PacMtn makes no guarantee that a contractor and/or firm added to the qualified vendor list will result in a contract.