



**WORKFORCE
DEVELOPMENT COUNCIL
OF SEATTLE – KING COUNTY**

A proud partner of the **americanjobcenter** network

Request for Proposals (RFP) No. 17-04

**Workforce Innovation and Opportunity Act (WIOA)
Program Services:**

Adult, Dislocated Worker, Out-of-School Youth,
In-School Youth, and Business Services

Release Date:	Tuesday, June 27, 2017
Proposal Deadline:	Friday, August 4, 2017, by 4:00 pm PST
Contract Period:	October 1, 2017 to June 30, 2018 <i>With option to extend for up to two additional years</i>

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WDC Information

Contact information for the Workforce Development Council of Seattle-King County, herein after referred to as the "WDC":

Attn: Operations
Address: Workforce Development Council of Seattle-King County
2003 Western Avenue, Suite 250
Seattle, WA 98121-2162
Email: operations@seakingwdc.org

The WDC's website is located at www.seakingwdc.org. The website will be the sole mode of communication between the WDC and potential bidders. Interested parties can download this Request for Proposals during the procurement period, including any updates, and learn of upcoming events and deadlines on the website.

Bidders are responsible to check the webpage frequently to stay informed throughout the procurement process.

Procurement Timeline

RFP Release Date: Tuesday, June 27, 2017

Letter of Intent to Bid Due – MANDATORY Friday, July 14, 2017, 12:00 pm (PST)

Last Day to Submit Questions Friday, July 21, 2017, 12:00 pm (PST)

Proposal Packages Due – RFP DEADLINE Friday, August 4, 2017, 4:00 pm (PST)

Oral Interviews (if requested by WDC) Week of August 21, 2017

Contract Start/End Date October 1, 2017 – June 30, 2018
(9 month initial term, with option to extend for up to two additional years)

Mandatory Letter of Intent to Bid

All organizations that intend to submit one or more proposals MUST submit a Letter of Intent to Bid by Friday, July 14, 2017, at 12:00 pm (PST).

The Letter of Intent (LOI) must state the name of the agency or organization intending to bid, the name(s) of any consortium partner(s), and the key contact person's name and information, including phone number and email. The LOI must also state the funding category or categories in which the bidder intends to propose program services.

The LOI shall be delivered electronically via email to: operations@seakingwdc.org

RFP Questions and Answers

Beginning with the release of this RFP and continuing through Friday, July 21, 2017, 12:00 pm (PST), bidders may submit questions electronically via the email address above. Questions *will not* be answered over the phone, in person, via email, or directly to inquiring parties in any form.

A question-and-answer digest will be updated and posted on the WDC website weekly on a rolling basis at:

<http://www.seakingwdc.org/careers-and-funding-opportunities/>

Important Notes for Bidders

- This RFP does not commit the WDC to award a contract. **The WDC reserves the right to accept or reject any or all proposals received, and to accept or reject portions of proposals received.**
- The WDC may award more or fewer dollars to any budget proposal, unless the bidder qualifies its proposal by specific limitations. All awards are contingent upon fund availability.
- All awards are contingent upon demonstrated administrative capacity of the bidder, as determined by WDC staff.
- No costs will be paid to cover the expense of preparing a proposal or negotiating a contract for services.
- Proposers are advised that most documents in the possession of WDC are considered public records and are subject to disclosure under Federal and State public records laws.
- See **Appendix D – WDC Disclaimers and General Provisions** for additional procurement conditions and qualifiers.

SECTION 1: PURPOSE AND BACKGROUND

1.1 WDC OVERVIEW

The WDC is a nonprofit workforce grant-making organization whose mission is to support a strong economy and the ability of each person to achieve self-sufficiency. The WDC is nationally recognized as a trailblazer in implementing WIOA in Seattle-King County. Under WDC oversight, the WorkSource Seattle-King County system provides the highest quality services for job seeker and business customers by connecting businesses and job seekers with the necessary resources and tools for successful employment, life-long learning, and business development.

The success and accountability of the WorkSource system depends on these values that the WDC and its partners use to guide their planning and operations:

- **Integrated** – 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.
- **Accountable** – Committed 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** – Create a delivery system that utilizes 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, service providers, and education partners.
- **Regional Strategy** – Work with counterparts to address broader workforce needs of the regional economy and leverage resources to provide a higher quality and level of services.

All WDC initiatives and grants align strategically within four **Focus Areas**:

1. [WorkSource Seattle-King County](#)
Connecting industry to people as a proud partner of the American Job Center Network under Washington State’s “WorkSource” brand, each month WorkSource Seattle-King County serves approximately 6,300 customers.
2. [Youth Education and Employment](#)
In program year 2016, approximately 550 youth were served in WDC-funded,

year-round programs that focus on academic achievement, work experience, and career exploration.

3. [Sector Strategies](#)

Collaborating with diverse industry sectors, the WDC brings together employers, educators, economic development, labor organizations, and workforce professionals to create demand-driven approaches to workforce challenges in in-demand industries such as healthcare, aerospace, maritime, manufacturing, construction, and information technology.

4. [Research & Innovation](#)

Bringing innovative, trailblazing programs, tools, products, and initiatives to individuals and communities, the WDC is nationally recognized and shares its best practices and research with the local and national workforce community.

1.2 KEY DOCUMENTS AND INFORMATION

The work of the WDC and its partners is driven by local agreements as well as state and federal rules and regulations. All interested parties preparing proposals in response to this RFP must be familiar with and plan to follow the guidelines, rules, policies and procedures identified below.

DOCUMENTS FOR BIDDERS TO REVIEW	INFORMATION LOCATION
Local Integrated Workforce Plan (2016 – 2020):	Local Plan – LINK
WIOA Memorandum of Understanding for WorkSource Seattle-King County (2017 – 2020):	MOU – LINK
Washington’s Integrated Service Delivery with Co-Enrollment Site	ESD – LINK
Realizing the One-Stop System: <i>Employment Security Department’s One-Stop Evaluation and Certification Policy</i>	ESD – Policy No. 5612
WDC Focus Areas: 1. WorkSource Seattle-King County 2. Youth Education and Employment 3. Sector Strategies 4. Research & Innovation	Focus Areas – LINK
Career Pathways: <i>Department of Labor “Career Pathways Toolkit: A Guide for System Development”</i>	Career Pathways Toolkit - LINK
Progress toward Economic Self Sufficiency:	Self Sufficiency Calculator
Serving individuals who experience barriers to employment: <i>Dept. of Labor Guidance on Services provided through the Adult and Dislocated Worker Programs under WIOA and the Wagner-Peyser Act</i>	DOL Guidance – TEGL 19-16

1.3 PURPOSE OF RFP

This Request for Proposals (RFP) solicits proposals for the delivery of services under the Workforce Innovation and Opportunity Act (WIOA) within the WorkSource Seattle-King County system. Contracts awarded are anticipated to commence October 1, 2017, and continue through June 30, 2018 (hereafter, “**the program period**”), contingent upon available funding. 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, 2020.

1.4 RFP FUNDING CATEGORIES

Bidders should use the funding estimates below for their proposals. **These estimates are provided solely for the purpose of offering guidance to bidders in preparing budget and cost proposals.**

Bidders can apply for funding from any of these categories, but must submit a separate proposal for each category from which funding is sought. Bidders may submit more than one proposal package. Each proposal must stand on its own and will be separately scored and evaluated. Estimated WIOA funding by category is as follows:

FUNDING CATEGORIES		ESTIMATED WIOA FUNDS AVAILABLE	MINIMUM AWARD
1.	Career Services – Adult	\$1,660,000	\$200,000
2.	Career Services – Dislocated Workers	\$1,720,000	\$200,000
3.	Out-of-School Youth	\$1,365,000	\$200,000
4.	In-School Youth	\$340,000	\$340,000
5.	Business Services	\$633,000	\$633,000

1.5 ELIGIBILITY

Government, business, non-profit, educational institutions, and faith-based organizations are eligible to apply for WIOA funding. All applicants must document the lead agency (if partnership) and the fiscal agent. WIOA fiscal and administrative management and performance outcomes are rigorously and regularly monitored by the WDC. The WDC recognizes that smaller community-based organizations may not have the capacity to manage WIOA funding but have distinct expertise in working with one or more special populations. In these and other instances, the WDC encourages potential bidders to consider partnering with other organizations in the community that can provide administrative assistance and oversight.

For this grant funding opportunity, the WDC will consider the following types of applications:

- A. Sole organization applicant, serving as lead and fiscal agent, and applicant will not subcontract; or

- B. A partnership or consortium consisting of two or more agencies or organizations applying together, in one proposal, to conduct activities under the grant, in which each agency leverages the others' strengths; the proposal must clearly articulate which agency serves as lead and fiscal agent.

SECTION 2: PROPOSAL NARRATIVE

Narrative proposals may not exceed **12 pages** (excluding table of contents, organizational charts, budget form, budget narrative, and other required attachments). See attached *RFP 17-04 Proposal Instructions* for additional narrative formatting rules.

Bidders must respond to the requests and follow instructions below. Narratives should be written using concrete language and include quantifiable measurements whenever possible. The role of each agency or organization proposing to provide services must be specifically defined, including the role of any specified partners involved in achieving program goals.

2.1 ORGANIZATIONAL BACKGROUND AND CAPACITY (ALL)

All bidders are instructed to provide the following information about the organization or, if a consortium of more than one organization, about each organization:

- A. Brief history of the organization;
- B. Description of the organization's qualifications as relate to the delivery of the required service components in the proposed category of funding;
- C. Evidence in support of past performance derived from the organization's most recent audit and monitoring reports (see list of required documents to attach in the attached *Compliance Checklist*).
- D. Overview of the organization's staffing and management structure, including an organization chart that depicts levels of staff responsibility and division of work;
- E. Staff experience and specialized workforce system knowledge;
- F. The organization's ongoing staff development plan to engage staff in gaining knowledge, skills, and abilities to better serve customers;
- G. Grant recipient and fiscal agent role, and the organization's experience in managing Federal, State and other public funds, and experience in fund accounting; and
- H. Three (3) examples of successful systemic or programmatic workforce system delivery improvements the organization has initiated or driven.

2.2 PAST PERFORMANCE HISTORY (ALL)

All bidders are instructed to provide the following information about the organization or consortium's past performance outcomes, by providing specific examples and/or performance data for the past three to five (3 – 5) years in the following areas:

- A. Evidence of the organization's ability to meet program performance goals and objectives in delivering workforce services to customers in the proposed category of funding;
- B. Evidence of the organization's track record in recruiting customers eligible to receive services provided by the proposed funding category;
- C. Evidence of the organization's success in using data entry systems to capture service delivery data, case notes, and documents in provision of workforce development services; and
- D. Evidence of the organization's success in using performance data to drive service design and delivery for continuous program improvements.

2.3 CAREER SERVICES FOR ADULT AND DISLOCATED WORKERS

The WDC seeks proposals for providing career services to Adults and Dislocated Workers within the WorkSource system of Seattle-King County. Career services include all WIOA Adult and Dislocated Worker funding for staff who provide Basic and Individualized services to customers. Career services include staff who serve job seekers working within WorkSource Centers and Affiliate sites, as well Connection Sites.

For guidance on Basic vs. Individualized career services, please see [WDC Policy No. 02-2017 – Co-Enrolled Integrated Services Delivery](#) (draft in public comment period through June 30, 2017), and Employment Security Division (ESD) Integrated Service Delivery Policy and Operations Manual ([WorkSource System Policy No. 1023, Rev. 1](#), released April 4, 2017).

For each proposal, bidders must clearly detail and describe how the organization will develop and implement career services activities in these required program design elements.

REQUIRED PROGRAM DESIGN ELEMENTS:

- A. **Integrated Service Delivery** – Describe the organization's program plan to seamlessly integrate delivery of services provided in the WIOA funding categories with services provided by other WIOA and non-WIOA funded service providers. Integrated Service Delivery (ISD) braids relevant resources and services of all WorkSource partners to seamlessly address the training and employment needs of customers in an individualized and personal way. Key components include (a) organization of staff around functions/customer needs;

(b) functional leadership/supervision to support both system and site teams; (c) co-enrollment of customers; (d) continuous quality improvement based on customer data/ feedback; and (e) providing services where the customers are located.

- B. Access for All** – Describe the organization’s program plan to provide services to individuals who experience barriers to employment (see attached *Appendix C – Definitions*) and increase outcomes for barriered populations;
- C. Innovative Design** – Describe the organization’s program plan to enhance and add value to the WorkSource system by building on its best practices with innovation and demand-driven design, and how it will expand those best practices throughout the WorkSource system.
- D. Customer Engagement** – Describe the organization’s program plan to provide front-end triage processes and quickly greet and engage jobseekers who walk through WorkSource office doors or contact WorkSource remotely. This requires that all staff be well informed about the site and be prepared to present each customer with the full range of resources and tools available to facilitate their job search.
- E. Interactive Workshops and Learning Labs** – Describe the organization’s program plan to work with the WorkSource Facilitator teams to deliver up to date, comprehensive career planning and exploration activities to serve groups of customers, and its capacity to respond flexibly to customer requests for the development of additional group services.
- F. Technology** – Describe the organization’s program plan to continually increase career services staff knowledge, experience and ability to use computerized and assisted device technology to best communicate with customers at WorkSource sites and customers who contact WorkSource remotely.
- G. In-Community Outreach** – Describe the organization’s program plan to flexibly meet customers in their communities, and coordinate with the In-Community Outreach system and site teams to strengthen connections between WorkSource and other community-based organizations. This should include a plan to coordinate with Connection Sites to connect job seekers with career services at the primary WorkSource sites.
- H. Work Based Learning** – Describe the organization’s program plan to increase work based learning opportunities tied to specific career pathways for both job seekers and employers, including on-the-job training, registered apprenticeships, and paid internships.
- I. Career Pathways** – Refer to the “Career Pathways” toolkit link in RFP Section 1.2 above. Proposals must describe clear career pathway models (and include a diagram as an attachment) indicating what services will be provided and by

whom for program participants, including education, training, employment, and provision of intensive case management services. Each customer receiving individualized career services must have a written career pathway plan that identifies specific steps and activities that will lead to placement into jobs or postsecondary education/training. Career pathway plans must provide clear advancement opportunities and transitions for customers.

- J. **Sector Strategies** – Refer to the “Sector Strategies” link in RFP Section 1.2 above. Proposals must describe how the program will:
1. Promote employer involvement in workforce planning and the development of workforce solutions, especially small and medium size businesses.
 2. Integrate workforce development with regional economic development efforts to enhance business retention and growth.
 3. Lead efforts to respond to industry needs with sector-based solutions.
 4. Strengthen regional employer connections to grow work-based learning and non-traditional training opportunities such as: apprenticeships, pre-apprenticeships, on-the-job training, and internships for adult and youth job seekers.
- K. **Services to Young Adults** – Describe the organization’s program plan to increase outreach to and enrollments of young adults, age 18 – 24, including services connecting to career pathways, and integrate with youth service providers to drive young adult enrollments into adult services when eligible youth exit from youth programs.
- L. **Projected Outcomes** – For the purposes of these projections, employment is defined as working at the time of exit and *does not* require two quarters of follow-up (a WIOA “entered employment” performance attainment).
1. Calculate and project the number of new job seekers expected to be enrolled in WIOA Adult and Dislocated Worker programs in the program period (October 1, 2017, through June 30, 2018);
 2. Calculate and project the number of Adults and Dislocated Workers to receive training in the program period;
 3. Calculate and project the percentage of newly enrolled Adults and Dislocated Workers to gain employment placement in the program period; and
 4. Calculate the projected cost per employment placement for Adults and Dislocated Workers projected to gain unsubsidized employment in the first contract period, by dividing the total funding you are asking for in the proposal by the number of projected employment placements in the program period.

2.4 OUT-OF-SCHOOL AND IN-SCHOOL YOUTH SERVICES

The Youth at Work year-round program is a WDC initiative to develop meaningful employment opportunities for youth ages 14 to 24 in Seattle-King County, in partnership with employers, local government, and community organizations. Youth at Work provides opportunities for youth to gain education credentials, participate in paid career-related work experiences, develop soft skills, experience job readiness training, explore career pathway opportunities, and become employed.

GENERAL PROGRAM DESIGN ELEMENTS:

- A. **Integrated Service Delivery** – Describe the organization’s program plan to seamlessly integrate delivery of services provided in the WIOA funding categories with services provided by other WIOA and non-WIOA funded service providers;
- B. **Access for All** – Describe the organization’s program plan to provide services to individuals who experience barriers to employment (see attached *Appendix C – Definitions*) and increase outcomes for barriered populations; and
- C. **Innovative Design** – Describe the organization’s program plan to enhance and add value to the WorkSource system by building on its best practices with innovation and demand-driven design, and how it will expand those best practices throughout the WorkSource system.

WIOA REQUIRED SEQUENCE OF SERVICES:

Out-of-School Youth (OSY) and In-School Youth (ISY) programs funded through this RFP must ensure that all participants receive comprehensive and individualized services consistent with WIOA Required Sequence of Services. Bidders must describe the model and approach proposed to provide the required sequence of services, and articulate a clear service strategy and program design that includes:

- D. **Outreach and Recruitment** to identify potentially eligible youth and providing an orientation informing youth of the full array of applicable or appropriate services available (WIOA and non-WIOA) and how to access these services.
- E. **Intake and Eligibility Determination** to gather, verify, and certify eligibility, and enter data in ETO; if a youth is not eligible for WIOA services, he/she will be offered assistance in accessing organizations/services that are more appropriate. (See attached *Appendix C – Definitions* for eligibility definitions.)
- F. **Objective Assessment and Referral** to establish the baseline for all activities and training, and act as the foundation for development of goals (i.e. educational, employment, credential attainment, etc.). Each eligible youth must receive an objective assessment that includes a review of: basic skills, education, work history, occupational skills, employability, interests, aptitudes, developmental

needs, supportive service needs, and strengths, to identify appropriate services and career pathways for the eligible youth and inform the individual service strategy.

- G. **Individual Service Strategy (ISS)** development in the form of a written plan of action, based on the objective assessment, to identify age-appropriate short and long-term goals that may include career pathways, education and employment goals, and service needs. The ISS must directly link activities/ services to one or more indicators of performance. The WDC considers the ISS a living document that requires on-going review of the progress of each participant toward goals, with updates as needed.
- H. **Case Management** for assessing needs of youth to meet educational and employment goals and assisting youth in obtaining those services. Providers are responsible for comprehensive case management to each youth. Record keeping is an essential component of case management. Records are used to document and retain information about youth, the process and progress of the services being provided, and are a focal point for accountability to funding. All providers must maintain participant files that meet WDC specifications and comply with *Appendix D - MIS Data Reporting Requirements*.
- I. **Access to the full Range of Services** from the fourteen (14) WIOA youth program elements must be made available to enrolled youth as needed or requested. Each bidder proposing OSY/ISY programs funded by this RFP must demonstrate a service delivery plan that includes the fourteen (14) required WIOA youth program elements. See [Appendix B – 14 WIOA Youth Service Elements Delivery Plan](#) for a list of the required elements, and download and complete the table format from the WDC website. OSY/ISY bidders must submit a completed Appendix B as an attachment to the Proposal Narrative and indicate for each service element whether the bidder will provide the service element directly. If the bidder is not providing the service element directly, it must indicate what agency/organization the bidder has partnered with to provide the service element, and whether there is a formal partnership agreement in place for the service element provision. The bidder will have primary responsibility for ensuring that each youth participant has access to the fourteen (14) services.
- J. **Follow-Up Services** for a minimum 12-month period after program exit.

OTHER OSY/ISY REQUIRED PROGRAM DESIGN ELEMENTS:

- K. **Work Experience** – Bidders must demonstrate a capacity to provide work-based learning programs, such as unpaid and paid work experiences, summer and year-round employment, pre-apprenticeship, internships, job shadowing, and on-the-job-training that serve as the next steps in career development, whether the desired outcome is employment or enrollment in advanced training or higher education. The WDC requires at least 20% of all awarded youth formula funds be devoted to paid work experiences.

- L. **Career Pathways Model** – Refer to the “Career Pathways” toolkit link in RFP Section 1.2 above. Proposals must describe clear career pathway models (and include a diagram as an attachment) indicating what services will be provided and by whom for program participants, including education, training, employment, and provision of intensive case management services. Each customer receiving individualized career services must have a written career pathway plan that identifies specific steps and activities that will lead to placement into jobs or postsecondary education/training. Career pathway plans must provide clear advancement opportunities and transitions for participating youth.

Applicants must demonstrate pathway partnerships with educational institutions or employers to develop specific activities and strategies to connect education, training, and employment activities for participating youth. For post-secondary education/training and employment programs, the description must include specific job(s) and sectors that program participants are expected to engage upon successful completion of a pathway. For alternative education programs, the description must include how a career pathways continuum is providing a strong school to career/college framework.

- M. **Sector Strategies** – Refer to the “Sector Strategies” link in RFP Section 1.2 above. Proposals must describe how the program will:

1. Promote employer involvement in workforce planning and the development of workforce solutions, especially small and medium size businesses.
2. Integrate workforce development with regional economic development efforts to enhance business retention and growth.
3. Lead efforts to respond to industry needs with sector-based solutions.
4. Strengthen regional employer connections to grow work-based learning and non-traditional training opportunities such as: apprenticeships, pre-apprenticeships, on-the-job training, and internships for adult and youth job seekers.

- N. **Youth Integration** – WIOA mandates that youth services must be integrated into WorkSource Seattle-King County. Please detail and describe the proposal to coordinate youth services with the WorkSource system.

1. ISY proposals must describe how youth services are connected to one or more WorkSource sites through, at a minimum, cross referrals and cross training; and
2. OSY proposals must describe at which site(s) the agency will co-locate, the co-location operational details, and strategies to accomplish co-enrollment with adult WIOA services when eligible youth exit from OSY programs.

- O. **Comprehensive Partnership Plan** – Strong partnerships are critical in delivering effective services that will have the greatest collective impact. The WDC is looking to align youth-serving institutions in order to increase access, reduce duplication, close service gaps and promote collaboration. In keeping with this goal, providers are expected to demonstrate strong partnerships within the youth serving systems such as alternative education programs, local secondary schools, higher education institutions, law enforcement, juvenile and adult justice systems, local housing programs, community-based agencies, vocational rehabilitation programs, employers, broader youth initiatives in the region and other organizations possessing expertise and resources relevant to the needs of the OSY/ISY population. ISY bidders are encouraged to develop and reference their alignment and partnerships with Career and Technical Education (CTE), Skills Centers or Core Plus and outline specific partnerships with districts and schools.
- P. **Inclusion of Youth Voice** – Youth play an important role in strengthening programs and improving youth outcomes. Bidders must articulate strategies and activities that embed youth voice and customer centered design.
- Q. **Employer Engagement** – Bidders must describe the strategies for and experience with engaging businesses and industry leaders in youth programs. Identify the volume of businesses served, nature of engagement, types of roles, and repeat customers. Explain how employers and industry leaders are involved with the organization as a whole and, specifically, with program delivery. Describe the process of employer engagement from the initial contact to placement of participants and retention.
- R. **College Navigation** – Describe supportive activities that help youth prepare for and transition to post-secondary education and training.
- S. **Job Readiness Training** – Describe career assessment tools and strategies to deliver job readiness training to WIOA youth, including developing job readiness portfolios and curriculum to deliver soft skills, labor market information, resumes, applications, cover letters, job search and interview skills. Bidders must also describe how they plan to incorporate career-connected learning activities and provide opportunities for youth to gain work experience through activities such as:
1. Career Awareness – field trips, guest speakers, company tours, career day, job shadows;
 2. Career Exploration – student-run enterprises, virtual enterprises, service learning, mentor/tutor opportunities, problem or project based research, project internships; and
 3. Career Preparation – internships, clinical, cooperative education, on the job training, work study, apprenticeships, or employment training.

T. Projected Outcomes – Calculate and project:

1. The number of OSY/ISY to be newly enrolled into the WIOA youth program;
2. The number of OSY/ISY to attain GED or high school credentials;
3. The number of OSY/ISY to receive paid work experience;
4. The number of OSY/ISY to gain employment or become enrolled at exit into a post-secondary school educational or training program, or join the military; and
5. Calculate the projected cost per OSY/ISY positive outcome (see NOTE below), by dividing the total amount of funding requested in the proposal by the number of projected positive outcomes in the first contract period.

NOTE: A positive OSY/ISY outcome is (a) unsubsidized employment placement at exit; (b) credential attainment; (c) post-secondary school educational or training program enrollment; or (d) military enrollment.

2.5 BUSINESS SERVICES

The WDC is a leader in connecting businesses to workforce development services. Matching industry with talented workers is the highest priority of WorkSource and serves as the foundation of both regional economic growth and individual prosperity. The key to success is rooted in strategies based on meeting job-driven needs and real-time business intelligence.

Business is one of the WDC's primary customers and partners. Business Services staff must have a comprehensive understanding of labor market conditions, sector strategies, workforce development activities, workforce skills needed, and are connected to regional and local business partnership activities. Business Services must be coordinated to the maximum extent possible to limit duplication and streamline the business experience.

The WDC will fund one Business Services contract with one provider. The Business Services Team (BST) will engage businesses within the sectors described in the "Sector Strategies" link in Section 1.2 of this RFP and will also identify employment opportunities for job seekers. The bidder funded through this RFP must describe its plan to design and deliver Business Services with the required program elements below.

REQUIRED PROGRAM DESIGN ELEMENTS:

A. WorkSource System Integration

1. Coordinate and deliver services to business among partners in the WorkSource System through Center(s), Affiliate sites, Connection Sites, WIOA required partners (see MOU link in Section 1.2, *Key Documents and Information*), and other One-Stop partners, to achieve WIOA Business Service outcomes;

2. Participate in Integrated Service Delivery (ISD) efforts and support the common goals of the WorkSource system; and
3. Focus primarily on identifying job openings, communicate that information throughout the WorkSource system, and work with staff to promote and facilitate hiring WorkSource customers, especially those funded by WIOA, into those job vacancies.

B. Recruitment

1. Develop and utilize a standardized and scalable business needs assessment tool to determine scope and level of service(s) and conduct continuous quality improvements;
2. Customize recruitment events and related services as requested by businesses, including targeted job fairs, business panels, mock-interview sessions, and other opportunities to support the hiring of WorkSource customers and the exchange of information about careers;
3. Customize screening and referral of qualified participants to businesses; and
4. Assist businesses in utilizing all features of www.WorkSourceWA.com to effectively recruit and hire employees.

C. Career Pathways

Develop and deliver effective workforce services and strategies for businesses such as: career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential, apprenticeship, and other initiatives to meet the workforce investment needs of businesses and workers

D. Sector Strategies

1. Cultivate business engagement in workforce development and advise education and training pipeline sources;
2. Assess employment needs utilizing business intelligence;
3. Develop, convene, and/or implement industry or sector partnerships;
4. Organize the team and design service delivery based on the Focus and Watch Sectors determined by the WDC; and
5. Ensure that team sector specialists become experts in their assigned sector, including but not limited to, understanding why the sector is designated as a focus or watch sector, knowing future job projections, and understanding career pathways within the sector.

E. Regional Partnerships

1. Utilize business intelligence to assist in the development of relationships and networks with small, mid-sized and large businesses and their intermediaries;
2. Market the menu of business services to employers; and

3. Deliver presentations to business and trade organizations promoting career pathways.

F. Youth

1. Coordinate with WIOA youth providers to connect job-ready youth with employment, internships and work-based learning opportunities;
2. Coordinate youth-friendly career and hiring events; and
3. Creating processes for reporting and tracking direct hires, work-based learning opportunities, and work experiences.

G. Rapid Response

Assist in managing reductions in workforce in coordination with rapid response activities and with strategies for layoff aversion, and the delivery of employment and training activities to address risk factors.

H. Labor Market Information

Provide customized labor market information as requested by individual businesses, sectors, industries, or clusters.

I. Business Resources

Assist businesses as needed with local, State, and Federal tax credits and information; information on employment law; human resources; Department of Labor & Industry navigation; and connecting with economic development networks.

J. Data and Continuous Quality Improvement

1. Use WorkSource Integrated Technology and the customer relationship management tool, B2B, to
 - a. Communicate within the Business Services team;
 - b. Inform communication with businesses;
 - c. Coordinate business engagement; and
 - d. Ensure a single point of contact for businesses and consistent services;
2. Implement continuous quality improvement processes to determine efficacy of data tracking, collection, and analysis methods, and integrating lessons learned to update best practices.

K. Business Services Team Staffing – Bidders must include a staffing model including one Business Services Manager who effectively serves the WDC's Focus and Watch sectors with subject matter experts that demonstrate excellent customer service skills, experience in administrative and data validating/ tracking, and rapid job placements. One team member must be an aerospace specialist.

L. Projected Outcomes – Calculate and provide estimates for:

1. The number of employers projected to receive business services in the contract period;
2. The number of job openings projected to be identified and communicated to WorkSource partners in the contract period;
3. The percentage of job openings filled with verified hires of WorkSource candidates of the projected total identified in response to no. 2 above; and
4. The number of WorkSource and youth-focused employer events projected to be held in the contract period.

SECTION 3: BUDGET FORM AND NARRATIVE (ALL)

Bidders must complete and submit a Budget and Cost Proposal in the spreadsheet form at Appendix A. This form is posted on the WDC website for bidders to fill out (see link below). Bidders are also instructed to submit a separate Budget Narrative, not to exceed two (2) pages. See attached *RFP 17-04 Proposal Instructions* for additional formatting rules.

Budget and Cost Proposal form – [LINK](#)

Separately in a Budget Narrative, bidders must describe how WIOA funding will be integrated with other financial and non-financial resources to achieve the maximum benefit to customers. If applying as a consortium, clearly identify the financial and non-financial resources to be provided by each organization participating in the consortium. Identify all leveraged resources with specificity.

Administrative and overhead costs should be minimized since Federal workforce funding is limited and may be declining. Efforts to maximize workforce services per dollar are critical. All administrative and operating/overhead/indirect costs will be reviewed by WDC staff and are subject to negotiation and reduction as part of any proposal evaluation and contract negotiation.

Budget Narrative and cost proposals will be scored on the following criteria:

- A. The Budget Narrative aligns with proposed program activities and details all major expenditures anticipated for successful program delivery;
- B. The Budget and Cost Proposal spreadsheet contains a realistic cost itemization for the services to be provided;
- C. The total program cost is within estimated funding availability;
- D. Operating/overhead/indirect costs are within reasonable limits;
- E. Direct client service costs (per participant) are calculated properly and provide value; and
- F. Staff wages and fringe benefits are reasonable within the local labor market.

SECTION 4: PROPOSAL NARRATIVE SCORING

Proposals in compliance with this RFP that meet the minimum requirements will be scored on program design and elements with possible points assigned as follows:

ALL PROPOSALS WILL BE SCORED ON NARRATIVE SECTIONS 2.1 and 2.2, FOR A TOTAL OF 25 POINTS AVAILABLE:

2.1 Organizational Background and Capacity (ALL)		15/100 points
A.	History of the organization	2
B.	Description of qualifications	2
C.	Evidence in support of past performance	2
D.	Staffing and management structure (attach – org chart)	2
E.	Staff experience and workforce knowledge	2
F.	Ongoing staff development plan	2
G.	Grant recipients/fiscal agent role and fund accounting experience	1
H.	Examples of workforce system/service delivery improvements (3)	2

2.2 Past Performance History (ALL)		10/100 points
A.	Ability to meet stated program performance goals and objectives	4
B.	Track record in recruiting customers	2
C.	Experience using data systems to capture service delivery info	2
D.	Experience using performance data to drive service design and delivery	2

PROPOSALS WILL BE SCORED ON EITHER 2.3 (ADULT OR DISLOCATED WORKER), 2.4 (OSY OR ISY), OR 2.5 (BUSINESS SERVICES), FOR A TOTAL OF 60 POINTS AVAILABLE:

2.3 Career Services for Adults and Dislocated Workers		60/100 points
A.	Integrated service delivery plan	8
B.	Access for all individuals	8
C.	Innovated design and value-add to WorkSource	8
D.	Customer engagement	4
E.	Interactive workshops and learning labs	4
F.	Technology utilization	4
G.	In-community outreach coordination	4
H.	Work based learning opportunities	4
I.	Career pathway model (attach – career pathways diagram)	4
J.	Sector strategies	4
K.	Young adult integration with youth services	3
L.	Projected outcomes – enrollments, training, placement, cost per	5

2.4 Out-of-School and In-School Youth Services		60/100 points
A.	Integrated service delivery plan	1
B.	Access for all	2
C.	Innovative design	2
D.	Outreach and recruitment	2
E.	Intake and eligibility determination	2
F.	Objective assessment and referral	2
G.	Individual service strategy	2
H.	Case management	2
I.	Access to 14 WIOA youth service elements (Appendix B)	2
J.	Follow-up services	3
K.	Capacity to provide work-based learning programs	5
L.	Career pathway model (attach – career pathways diagram)	5
M.	Sector strategies	3
N.	Youth integration in WorkSource system	3
O.	Comprehensive partnership plan	5
P.	Inclusion of youth voice	3
Q.	Employer engagement	3
R.	College navigation	3
S.	Job readiness training	5
T.	Projected outcomes – enrollments, credentials, WEX, exits, cost	5

2.5 Business Services		60/100 points
A.1	Coordinate and deliver services to businesses	5
A.2	Participate in integrated service delivery efforts	3
A.3	Focus on hiring WorkSource customers	3
B.1	Develop and use business needs assessment tool	2
B.2	Customize recruitment events and related services	2
B.3	Customize screening and referral of qualified participants	1
B.4	Assist businesses in using www.worksourcewa.com	1
C	Develop and deliver services related to career pathways	4
D.1	Business engagement in education and training pipelines	2
D.2	Assess employment needs utilizing business intelligence	1
D.3	Develop industry and sector partnerships	1
D.4	Service delivery based on the Focus and Watch Sectors	1
D.5	Plan for team sector specialists to become experts in sector	1
E.1	Develop regional partnerships	2
E.2	Market business services to employers	2
E.3	Present to business and trade organizations re career pathways	2
F.1	Coordinate with youth providers to connect job-ready youth	2
F.2	Coordinate youth-friendly career and hiring events	2
F.3	Creating processes for reporting and tracking youth outcomes	2

G.	Coordinate rapid response activities for workforce reductions	3
H.	Labor market information	2
I.	Business resources	2
J.1	Use of WIT and B2B	2
J.2	Data and quality improvement processes	2
K.	Staffing model serves WDC focus and watch sectors	5
L.	Projected outcomes – employers, events, jobs, fills	5

ALL PROPOSALS WILL BE SCORED ON BUDGET FORM AND NARRATIVE SECTION 3, FOR A TOTAL OF 15 POINTS AVAILABLE:

3. Budget Form and Narrative (ALL)		15/100 points
A.	Budget Narrative aligns with proposed program activities	4
B.	Budget and Cost Proposal clear spreadsheet line itemization	3
C.	Total program cost is within estimated funding availability	2
D.	Operating/overhead/indirect costs are reasonable	2
E.	Direct client service costs are calculated properly	2
F.	Staff wages and fringe benefits are reasonable	2

RFP 17-04 Proposal Instructions

All proposals are to be submitted in accordance with the general conditions and procedures stated in this RFP.

The following must be submitted by **Friday, August 4, 2017, 4:00 pm (PST)**:

Attn: Operations
Workforce Development Council of Seattle-King County
2003 Western Avenue, Suite 250
Seattle, WA 98121-2162

1. One (1) original proposal shall be submitted in a sealed envelope marked "WDC RFP 17-04: ORIGINAL RESPONSE"
2. Ten (10) additional copies of the proposal shall be submitted in a separate, sealed envelope marked "WDC RFP 17-04: RESPONSE COPIES"

Proposal Requirements:

1. Proposals must be received at the WDC office no later than the deadline. Proposals not received by the deadline will be automatically disqualified from competition – **no exceptions**. Faxed or emailed proposals will not be accepted. A postmark will not be accepted if the proposal does not arrive by the deadline.
2. Include all the required attachments that pertain to your proposal. **There are no additional attachments allowed.** Failure to include required attachments will disqualify the proposal. See Compliance Checklist for a complete list of required forms.
3. **Proposal narrative is limited to 12 pages** (required table of contents, budget narrative, organization charts, and the budget and cost proposal form do not count toward the narrative page limit).
4. **Bidders must submit separate, complete applications for each funding category requested.**
5. **Budget narrative** may not exceed **2 pages**, single spaced.
6. Print on only one side of the page.
7. Use 12-point Times New Roman type, 1-inch margins and single spacing.
8. Do not staple your proposal, bind it in any way, or use divider tabs; removable clips are acceptable.

Withdrawals:

A submitted application may be withdrawn prior to the application due date. A written request to withdraw the application must be submitted to the WDC. If a bidder does not withdraw a proposal by the due date, the proposal becomes the property of the WDC and may be subject to public disclosure per the Freedom of Information Act.

RFP 17-04 Proposal Cover Sheet

Name of Lead Agency/Organization: _____

Partnership or Sole Agency: _____

Mailing Address: _____

Contact Person: _____

Telephone: _____ **E-mail:** _____

Total Funds Requested: \$ _____	Funding Category and Amount: <i>(check all that apply)</i>	
	<input type="checkbox"/>	Adult Career Services \$
	<input type="checkbox"/>	Dislocated Worker Career Services \$
	<input type="checkbox"/>	OSY Services \$
	<input type="checkbox"/>	ISY Services \$
	<input type="checkbox"/>	Business Services \$

Proposal Summary: Please summarize your program proposal in a brief paragraph.

To the best of my knowledge and belief, all information in this proposal is true and correct, the document has been duly authorized by the governing body of the applicant.

Name of Authorized Representative **Title of Authorized Representative**

Signature of Authorized Representative **Telephone Number** **Date**

Compliance Checklist

It is the bidder's responsibility to make sure that all the required elements and forms are included in the proposal. Proposals that do not include the required elements and forms will be automatically disqualified from consideration. No exceptions will be granted.

If you have any questions about the requirements or feel that special circumstances apply to your proposal, please submit a question in writing to the WDC to be answered on our website Q&A.

For each proposal being submitted (Adult, Dislocated Worker, OSY, ISY, or Business Services), include the following:

- RFP No. 17-04 Proposal Cover Sheet
- Statement of Compliance Form
- One (1) original and ten (10) copies of the proposal, each copy including:
 - Proposal Table of Contents (1 page)
 - Proposal Narrative Response (12 pages, max)
 - Organizational Chart (1 page)
 - Career Pathways Diagram (1 page)
 - Budget Narrative Response (2 pages, max)
 - Appendix A – Budget Proposal (in form provided)
 - Appendix B – OSY/ISY ONLY (in form provided)

Submit one copy only with the original proposal:

- One copy each of the bidder's last two years of audited financial statements **and** last two years of monitoring reports; if a consortium application, each agency/organization must submit audited financial statements and monitoring reports; if audited statements are not available, submit a brief explanation of why and submit unaudited financial statements
- One copy of the bidder's business license

Statement of Compliance Form

As the authorized signatory official for: _____,
Submitting Lead Agency/Organization

I hereby certify:

- That the above-named proposer is legally authorized to submit this proposal requesting funding under WIOA;
- That the above-named proposer agrees to execute all work related to this application in accordance with WIOA, U.S. Department of Labor, State of Washington Employment and Training issuances, Workforce Development Council of Seattle-King County (WDC) policies and guidelines, and other administrative requirements issued by the Governor of the State of Washington. The bidder shall notify the WDC within 30 calendar days after issuance of any amended directives if it cannot comply with amendments;
- That the above-named proposer will ensure special efforts to prevent fraud and other program abuses, including but not limited to deceitful practices, intentional misconduct, willful misrepresentation and improper conduct which may or may not be fraudulent in nature;
- That the contents of the proposal are truthful and accurate, and the above-named proposer agrees to comply with the policies stated in this RFP;
- That this proposal represents an actual request subject only to mutually agreeable term negotiation outcomes and that the above-named proposer is in agreement that the WDC reserves the right to accept or reject any proposal for funding;
- That the above-named proposer has not been debarred or suspended from receiving federal grants, contracts, or assistance; and
- That the above-named proposer waives any right to claims against the individual Board members and staff of the Workforce Development Council.

Name of Authorized Representative

Title of Authorized Representative

Signature of Authorized Representative

Telephone Number

Date

Appendix A – Budget and Cost Proposal Form

All bidders must download this spreadsheet form from the WDC website and complete in the Excel workbook:

Budget and Cost Proposal (form) – [LINK](#)

The Workforce Development Council of Seattle-King County
 RFP No. 17-04 WIOA PROGRAM SERVICES FOR PY2017
 Due Date: Friday, August 4, 2017, 4:00 pm PST

Budget and Cost Proposal

Agency/Organization:

Personnel

Position Title	Yearly Salary	% Charged to Grant	# of Months	Total Salary	Benefits	Total
	\$			\$	\$	\$
	\$			\$	\$	\$
	\$			\$	\$	\$
	\$			\$	\$	\$
	\$			\$	\$	\$
Subtotal - Salaries		0.00%		\$	\$	\$

Operating/ Overhead/ In-direct Costs

Item	Amount
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$

Participants Costs

Type	Amount
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
Subtotal-Participant Costs	\$

Summary

Item	Amount
Personnel Costs	\$
Direct Client Services	\$
Agency Costs	\$
TOTAL REQUEST	\$

Appendix B – 14 WIOA Youth Service Elements Delivery Plan

[OSY/ISY ONLY]

Youth services bidders must download Appendix B table format from the WDC website, complete the form, and submit as an attachment to each OSY/ISY Proposal Narrative:

WIOA Youth Service Elements Delivery Plan (form) – [LINK](#)

No.	Required Youth Service Elements	Bidder will provide service directly (Y/N)	Bidder's partner will provide service (Identify agency/ organization name)	Formal partnership agreement in place? (Y/N)
1.	Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized postsecondary credential;			
2.	Alternative secondary school offerings;			
3.	Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include a. summer employment opportunities and other employment opportunities throughout the school year; b. pre-apprenticeship programs; c. internships and job shadowing; and d. on the job training opportunities;			
4.	Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations;			
5.	Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster;			
6.	Leadership development opportunities, including community service and peer-centered activities encouraging			

	responsibility and other positive social and civic behaviors;			
7.	Supportive services;			
8.	Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation;			
9.	Follow-up services for a minimum 12-month period after the completion of the program;			
10.	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;			
11.	Financial literacy education;			
12.	Entrepreneurial skills training;			
13.	Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and			
14.	Activities that help youth prepare for and transition to post-secondary education and training.			

Appendix C – Definitions

Basic Skills Deficient	<p>An individual who:</p> <ol style="list-style-type: none"> 1. Is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or 2. Is a youth or adult, and the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.
Customer	<p>Any job seeker or dislocated worker</p>
Eligibility – In-School Youth	<p>An In-School Youth (ISY) is an individual who is:</p> <ul style="list-style-type: none"> • Age 14 to 21 and attending school (young people with disabilities can be under 14); • Low-income individual; and • One or more of the following: <ul style="list-style-type: none"> ○ Individual with a disability ○ Basic skills deficient ○ An English language learner ○ An individual subject to the juvenile or adult justice system ○ A homeless individual, a homeless child or youth, a runaway ○ An individual in foster care or has aged out of the foster care system, a child eligible for assistance, or in an out-of-home placement ○ An individual who is pregnant or parenting ○ An individual who requires additional assistance to complete an educational program or to secure or hold employment
Eligibility – Out-of-School Youth	<p>An Out-of-School Youth (OSY) is an individual who is:</p> <ul style="list-style-type: none"> • Not attending any school (as defined under state law); • Not younger than 16 or older than the age of 24 at the time of enrollment; and • One or more of the following: <ul style="list-style-type: none"> ○ A school dropout ○ Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter ○ A recipient of a secondary school diploma or its recognized equivalent who is low-income and either basic skills deficient or an English language learner ○ An individual subject to the juvenile or adult justice system ○ A homeless individual, a homeless child or youth, a runaway; ○ An individual in foster care or has aged out of the foster care system, a child eligible for assistance, or in an out-of-home placement ○ An individual who is pregnant or parenting

	<ul style="list-style-type: none"> ○ An individual with a disability ○ A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment
<p>Individual with a Barrier to Employment</p>	<p>A member of 1 or more of the following populations:</p> <ol style="list-style-type: none"> 1. Displaced homemakers. 2. Low-income individuals. 3. Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166. 4. Individuals with disabilities, including youth who are individuals with disabilities. 5. Older individuals. 6. Ex-offenders. 7. Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))). 8. Youth who are in or have aged out of the foster care system. 9. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers. 10. Eligible migrant and seasonal farmworkers, as defined in WIOA section 167(i). 11. Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.). 12. Single parents (including single pregnant women). 13. Long-term unemployed individuals. 14. Other individuals as the Governor determines.
<p>Requires Additional Assistance (Youth)</p>	<p>An individual who:</p> <ol style="list-style-type: none"> 1. Has one or more disabilities, including learning disabilities; 2. Has a personal or family substance abuse history; 3. Is gang involved, affiliated, or affected; 4. Lacks affordable housing; 5. Is a victim of domestic violence, sexual abuse, or child abuse; 6. Lacks a significant or positive work history; or 7. Is “At risk of dropping out of school,” defined as:

	<ul style="list-style-type: none"> a. One or more grade levels below the age-appropriate grade; b. Academically deficient and/or is not making substantial progress in mastering basic skills that are appropriate for students of the same age; c. Has at any time been a school dropout or is not attending school consistently; or d. Determined to be at risk by school staff based on assessment that health, social, or family problems are impairing the student’s ability to succeed in school.
Self-Sufficiency	Defined in the Self-Sufficiency Standard for Washington State.
Service Provider	An organization or its employees who deliver services funded through the WDC.
Work Experience	Work experience/internships are defined as a planned, structured learning experience that takes place in a workplace (private for profit sector, the nonprofit sector, or the public sector), for a limited period of time, for youth who have had little or no prior work experience. Work experiences and internships will have as a component academic and occupational education.

Appendix D – MIS Data Reporting Requirements

WDC service providers are required to enter service delivery data into the official management information system (MIS), which is currently Efforts to Outcomes (ETO).

Direct data entry by staff members providing career services is strongly preferred by the WDC. However, the WDC may approve centralized data entry if the service provider submits a data entry plan (prior approval is required). The plan must demonstrate that a centralized approach will mitigate the following factors:

- 1) The service provider has established:
 - a. Firm parameters ensuring data is entered into ETO in a timely manner (within the allowable time windows);
 - b. Sufficient data security to minimize risk of breach; and
 - c. Confirmation that data entered into ETO is specifically reported by the Career Specialist, no interpretation by the data entry staff is allowed;
- 2) Provide a quantifiable increase in customer service efficiency (e.g. staff can serve X-more customers versus spending Y number of hours entering data into ETO); and
- 3) Evidence that the service provider is not invoicing duplicative amounts for information reporting (Career Specialist and Data Entry).

All service providers will be required to enter data into the MIS system for every customer. **The WDC estimates that the average cost per computer, appropriately configured, will not exceed \$1,500.** Bidders should note that this cost is a technical cost only, and does not include the personnel costs associated with timely customer data entry. Proposers may either incorporate the estimated cost of MIS implementation into their budgets (computer hardware and personnel), or link with organizations that currently have the capacity to enroll individuals.

MIS Requirements

- All available participant and service MIS data is to be entered in accordance with WIOA and Washington state policy.
- Participants shall be reported to MIS by identifying a service, program affiliation, and contract assignment to enroll under.
- **Business Services Provider(s)** shall also record prescribed data into the B2B Engage Customer Relationship Management Tool purchased and managed by the WDC.

Database Requirements

WIOA service providers are required to attend MIS training and sign a data sharing agreement and non-disclosure agreement to safeguard personal information. For more information, please refer to: <http://www.wa.gov/esd/wit/SecurityAdmin.htm>

In addition, WIOA service providers must have digital literacy skills and use computer systems that meet MIS requirements.

Recommended Systems Requirements – Hardware	
Processor	2.4 gigahertz (GHz) or faster processor
Memory	4 gigabyte (GB) RAM or more
Storage	20 GB available hard disk space or more
Graphics	DirectX 9 graphics device with WDDM 1.0 or higher
Network	10/100 Mbps Ethernet or greater
WAN Bandwidth	Full T1 or greater

Recommended System Requirements – Software	
Operating System	Windows 7 or higher
Service Pack	Latest service pack applied
Internet Explorer	Internet Explorer 10 or higher
Adobe Acrobat Reader	Adobe Acrobat Reader – current available version
Microsoft Office	Microsoft Office 2010 or higher

Appendix E – WDC Disclaimers and General Provisions

1. This RFP does not commit the Workforce Development Council (WDC) to award a contract.
2. No costs will be paid to cover the expense of preparing a proposal or negotiating a contract for services.
3. All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to the WDC and be subject to disclosure under public records and/or the Freedom of Information Act.
4. Proposals should follow the format and adhere to the minimum requirements in this RFP.
5. Contract award is subject to all of the following: receipt of funds by the WDC, successful contract negotiation, and approval by the WDC.
6. Proposals submitted for funding consideration must be consistent with, and if funded, operated according to WIOA legislation and rules, all applicable Federal regulations, State of Washington policies, and WDC policies and procedures.
7. Bidders selected for funding must also ensure compliance with 2 CFR Part 200.
8. The WDC may require selected bidders to attend oral interviews, participate in negotiations and rewrite their statements of work as agreed upon during contract negotiations.
9. Additional funds received by the WDC may be contracted by expanding existing programs or by consideration of proposals not initially funded under this RFP. These decisions shall be at the discretion of the WDC.
10. The WDC may decide not to fund part or all of a proposal even though it has a high overall score if, in the opinion of the WDC, the services proposed are not needed, or the costs are higher than the WDC finds reasonable in relation to the overall funds available, or if past management concerns lead the WDC to believe that the bidder has undertaken services that it cannot successfully carry out.
11. The WDC may choose not to award a contract to the bidders with lowest cost or highest rating when taking into account other factors such as balancing services to customers.
12. Any proposal approved for funding is contingent on the results of a pre-award site visit that may be conducted by the WDC staff. This site visit will establish, to the WDC's satisfaction, whether the bidder is capable of conducting and carrying out the provisions of the proposed contract. If the results of the site visit indicate, in the opinion of the WDC, that the bidder may not be able to fulfill contract expectations, the WDC reserves the right not to enter into contract with the organization, regardless of WDC approval of the bidder's proposal.
13. Bidders will be expected to adhere to WDC procedures to collect and verify data and submit accurate monthly reports as well as invoices to the WDC.
14. Any entity submitting a proposal may appeal an award decision. Appeals must: 1) be in writing; 2) delivered to operations@seakingwdc.org within seven (7) calendar days after notice of an award decision; and, 3) state the reason(s) for the appeal and the desired remedy. The WDC will respond in writing to any appeal within ten (10) calendar days after

its receipt. Awards may either go forward or may be held in abeyance pending resolution of any appeals at the sole discretion of the WDC.

15. All bidders must ensure equal opportunity to all individuals. No individual in the Seattle-King County local area shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, or political affiliation, or belief.
16. All bidders must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
17. Bidders must accept liability for all aspects of any WIOA program conducted under contract with the WDC. Bidders will be liable for any disallowed costs or illegal expenditures of funds or improper program operations.
18. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a bidder fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the Federal or State governments.
19. Bidders who have proposals accepted and funded by the WDC will allow local, State, and Federal representatives access to all WIOA records, program materials, staff, and participants. In addition, bidders are required to maintain these records for proposals funded by WDC for three years, beginning on the last day of the program year.
20. The contract award will not be final until the WDC and the bidder have executed a mutually satisfactory contractual agreement. The WDC reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to final WDC Executive Committee approval of the award and execution of a contractual agreement between the successful bidder and the WDC.
21. The WDC reserves the right to cancel an award immediately if new State or Federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.
22. The WDC reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the proposal review process. Bids submitted which are over the maximum amount of funds specified for this RFP will be rejected.
23. The proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.
24. The WDC reserves the right to reject any or all proposals received and to negotiate with any and all offers on modifications to proposals.
25. The WDC reserves the right to accept proposals with minor clerical errors such as misspellings, incorrect page order, or similar inconsequential errors.