



GREATER ECONOMIC VITALITY FOR ALL.
Partnering to prepare and grow the Pierce County workforce to align it with employer needs.

REQUEST FOR QUALIFICATIONS AND QUOTATIONS (RFQQ)

**WORKFORCE STRATEGIST AND CONTINUOUS QUALITY
IMPROVEMENT (CQI) AND PROFESSIONAL DEVELOPMENT
TRAINING, FACILITATION AND TECHNICAL ASSISTANCE
RFQQ: WFCWSCQI 02.22.19**

Issue Date: February 22, 2019

Submission Date: March 8, 2019; 5:00 PM PST



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A. Introduction

WorkForce Central (WFC), established in 1982, carries out the vision of the Chief Local Elected Officials (CLEOs) and the Pierce County Workforce Development Council (WDC) by coordinating, administering and advancing the work of the workforce development system, known as WorkSource Pierce. WFC oversees services for individuals and businesses in Pierce County to ensure that they are reliable, of high-quality services and exceed customer expectations.

WFC champions a comprehensive approach to workforce development as a vital component to a strong economy. We catalyze system wide collaboration and work in conjunction with our partners to actively pursue investments in workforce development. WFC ensures that businesses, workers, and jobseekers in Pierce County receive reliable, high quality services and resources.

B. Request for Qualifications and Quotation

In this Request for Qualification and Quotation, WFC is seeking a qualified individual or organization to serve as a workforce strategist with a deep understanding of the Workforce Innovation and Opportunity Act (WIOA) legislation and demonstrated experience facilitating diverse stakeholders to reach the WDC's strategic objectives and deliver services and outcomes outlined in this RFQQ. WFC has staff dedicated to administrative and logistical support of meetings, and is not seeking a workforce strategist who will also serve as a meeting planner or post-meeting report writer. The workforce strategist will be expected to work closely with WFC staff and/or WDC committees to ensure a coordinated approach to all required work.

Minimum Qualifications:

Selected bidder will have a minimum of five years of experience on principles and practices of continuous quality improvement (CQI), familiarity with the Malcolm Baldrige National Quality Award criteria, convening and facilitating group discussions and meetings with stakeholders from diverse backgrounds, experience with the delivery of professional development training to include cultural competency, familiarity with workforce development and Workforce Innovation and Opportunity Act (WIOA), and familiarity with the workforce development system.

Estimated Funding:

A contract for these services will range from \$90,000.00 to \$150,000.00 annually. At its sole discretion, WFC reserves the right to increase or decrease the contract amount and/or renew this contract annually up to four years in accordance with WIOA law and regulations, and dependent on contractor performance, availability of funds, and WDC strategic direction. Any quotation submitted in excess of **\$150,000.00** will be rejected as non-responsive and will not be evaluated.

Period of Performance:

The period of performance of any contract(s) resulting from this RFQQ is tentatively scheduled to begin on or about May 1, 2019 and end on June 30, 2020. Any contract resulting from this RFQQ may be renewed annually up to four years in accordance with the conditions outlined in the Estimated Funding section of this RFQQ.

C. Services

Bidders will need to provide a detailed narrative on knowledge and experience in the delivery of the following activities:

1. Provide training, oversight and support for implementation of the one-stop comprehensive center, partner affiliate site, and connection satellite site certification process with the WDC Quality Assurance and Certification Committee. The certification standards are based on the Malcolm Baldrige National Quality Award criteria, reflecting a commitment to strive for superior performance, continuous improvement and highly satisfied customers. Support the WDC Certification Review Team with application reviews for any received during the contract period.
2. Conduct training to WDC, WFC, partner and service provider staff on continuous quality improvement (CQI) process and standards, cultural competency, project management, customer service, and additional training that WFC identifies.
3. Provide professional development and coaching to the internal CQI coordinator to build internal capacity to coordinate the CQI and certification process and to deliver training.
4. Continue to build internal practices and processes for high performance through continuous process improvement by supporting the WFC CQI Team, providing coaching to leadership, and assessing the progress.
5. Support the execution of key goals and strategies of the WDC Strategic Plan and the Operations Plan. Assist with review and development of updates to the WDC Strategic Plan and Operations Plan.
6. Work with Title 1 service providers by instituting best practices in integrating processes to be effective in achieving the WDC's two bold goals – reducing the number of disconnected young adults and reducing the number of Pierce County residents between the ages of 25 to 64 without a high school diploma or equivalent.
7. On behalf of WFC, negotiate and assist in managing and supporting the comprehensive center sublease with Employment Security Department and the subleases with other WFC partners located in the comprehensive center.
8. Assist with grant writing for public/government funds and overall resource development to support the WDC's strategic and operations plan.
9. Assist with development and negotiation of Memorandum of Understanding (MOU) for the One-Stop System partners prior to expiration of the MOU in June 2021. Annually, assist with development, negotiation, and implementation of Infrastructure Funding Agreement (IFA) for the One-Stop System partners.

D. Submission Requirements

All proposals must be submitted electronically as a single PDF document to procurement@workforce-central.org no later than **Friday, March 8, 2019 at 5:00 pm PST**. Proposals received after the due date will not be accepted and will automatically be disqualified from further consideration.

All activities under Services must be included in a letter of no more than eight (8) pages. Each response must contain the following:

1. Name and contact information of bidder including website and social networking sites, if applicable.
2. Experience in providing the activities outlined in the Services section of this RFQQ.
3. Experience in CQI and the certification process as described in the Services section of this RFQQ. Describe familiarity with the Malcolm Baldrige National Quality Award criteria.
4. Experience in facilitation and working with diverse stakeholders to achieve desired outcomes. Share what sets you apart from other potential bidders and your approaches.
5. Knowledge and experience with WIOA, workforce development, and the workforce development system.
6. Other special knowledge, skills, abilities and/or relevant information (additional one page)
7. Estimated project cost or hourly rate for this type or project (additional one page)
8. Collateral materials and/or references (additional 2 pages)

E. Timeline for the RFQQ

Date of Issuance:	February 22, 2019
Submission Date:	March 8, 2019; 5:00 PM PST
Evaluation of Proposals:	March 11 – 20, 2019
Award Date:	March 21, 2019
Contract Negotiation:	March 21 - April 30, 2019
New Contract Start:	May 1, 2019

F. Evaluation Criteria

All submissions will be evaluated based on:

- Number of years and breadth of experience in providing the activities as detailed in the Services section of this RFQQ
- Proven capacity to deliver the project requirements on time and on budget
- References submitted

G. Notification to Proposers

A bidder whose proposal has not been selected for further negotiation or award will be notified by e-mail.

H. Conflict of Interest

All bidders should disclose any potential or apparent conflict of interest in undertaking this project. Example – if you are somehow connected with another partner agency seeking certification as an affiliate site, describe that relationship.

I. Limitations

1. This contract will be funded with Workforce Innovation and Opportunities Act (WIOA) funds. Therefore, any changes in WIOA regulations and guidance, funding level or board direction may result in a change in this project. In such instances, the WDC and WFC will not be held liable for what is in the bidder's proposal or this RFQQ.
2. The entire cost for the preparation and delivery of the proposal or any related communication shall be at the expense of the proposer.
3. Bidder should not be debarred, suspended, proposed for debarment, or declared ineligible from participation in this project.