

STATE OF WASHINGTON
Workforce Training and Education Coordinating Board
Olympia, Washington

REQUEST FOR PROPOSALS

PROJECT TITLE: Customer Satisfaction Telephone Survey of Workers and Employers Receiving Services through the Workforce Investment Act

PROPOSAL DUE DATE: April 10th 2007 at 5:00 p.m. local time Olympia, Washington.

EXPECTED TIME PERIOD FOR CONTRACT:

July 1, 2007 to December 31, 2010. The Workforce Training and Education Coordinating Board reserve the right at its discretion, to extend the contract for up to three additional one-year periods.

CONSULTANT ELIGIBILITY: This procurement is open to those consultants that satisfy the minimum qualifications stated herein and that are able to be licensed to work in Washington State.

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1. INTRODUCTION

1.1 PURPOSE AND BACKGROUND

The Washington State Workforce Training and Education Coordinating Board hereafter called "Workforce Board," is initiating this Request for Proposals (RFP) to solicit proposals from firms interested in participating on a project to administer customer satisfaction telephone surveys to:

- Job seekers receiving WIA I-B services;
- Job seekers receiving WIA Labor Exchange services;
- Employers receiving services from WIA I-B and/or Labor Exchange.

The Workforce Board will deliver survey samples to the contractor on a monthly basis. The contractor will return data files containing survey responses to the Workforce Board on a monthly basis. The Workforce Board will use these results to prepare reports on federal and state performance measures to the Department of Labor, the Employment Security (ESD), and the local Workforce Development Councils (WDCs) responsible for oversight of service delivery.

The contractor will also maintain a website on which the contractor will post various summary result tables and maintain all the archived outcomes throughout the contract period for Workforce Board, ESD and WDCs staff to use in monitoring performance.

1.2 OBJECTIVE

The contractor will provide:

1. An adequate number of professional, courteous staff (including multi-lingual capability) between July 1, 2007 and December 31, 2010 to perform and manage these surveys in a coordinated and effective manner with the Workforce Board manager.
2. A contract manager who will oversee all aspects of this contract and is assigned to this position for the duration of the contract.
3. Consolidated files of survey results in Access data files that can be imported into SAS, zipped and password protected submitted on a monthly basis as results become available.
4. A password protected website presenting satisfaction levels and survey response rates in graphic and numeric formats throughout the contract period, updated on a monthly basis as results become available while maintaining all the archived summary results of the past.
5. Modifications and adjustments to products and procedures as they may become needed throughout the contract period.
6. Reports as to why customers gave a low score (scores below 4 on a 10 point scale for the three satisfaction questions).
7. Communication with the Workforce Board on all issues as they occur, including but not limited to confirming reception of data as they are forwarded, reporting the progress on all the surveys, maintaining a constructive and cooperative interaction with all designated staff from the ESD and the WDCs for follow-up information.
8. Timely production of consolidated result tables according to the time tables listed in this RFP and forwarding a pre-bill for approval at least once every quarter followed by the bill no later than a week after Workforce Board approval of the pre-bill. See the instructions for preparing the Cost Proposal for further information on the Workforce Board's method of billing and proposed payment methods.
9. Guaranteed security of the sensitive data during the process and data destruction following completion.

The Workforce Board will supply the survey questions and survey samples, and seeks to obtain a 70 percent response rate for each survey. Our goal is to obtain at least 200 completions per WDC per year on each of the three surveys. The Workforce Board will supply contact information for the 12 WDCs to allow the contractor to seek updated contact information for employers or job seekers who are

unreachable. The Contractor will perform survey work and follow-up activity in a manner that does not disrupt local WDC operations.

1.3 MINIMUM QUALIFICATIONS

The Consultant must be licensed to do business in the state of Washington. The Consultant must have demonstrated effectiveness, as referenced in the proposal, in managing telephone surveys with individuals and employers on a scale similar to those indicated in this RFP. The Consultant must also have significant experience with computer databases and the capacity to handle the required volume of data collection, data processing, and data reporting in an accurate and timely manner both as raw data and as outcome tables on the website.

1.4 FUNDING

The Workforce Board has budgeted an amount not to exceed \$450,000 for this project. Based on the estimated sample size, the Workforce Board estimates that it will spend approximately \$150,000 per year over the three-year contract period.

Proposals in excess of \$450,000 will be rejected as non-responsive and will not be evaluated.

Any contract awarded as a result of this procurement is contingent upon the availability of funding. In the event additional funding becomes available, any contract awarded may be re-negotiated to provide for additional related services. In the event funding is reduced, survey sample sizes may be reduced, one or more surveys may be dropped, or the contract awarded may be re-negotiated to keep the scope of work within available funding.

1.5 PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFP is scheduled to begin on or about July 1, 2007 and to end on December 31, 2010. Amendments extending the period of performance, if any, shall be at the sole discretion of the Workforce Board.

1.6 SCHEDULE OF SURVEY SAMPLES AND DELIVERABLES

The Workforce Board will deliver survey samples of job seekers and employers served by WIA I-B or the Labor Exchange for each of the three surveys on a monthly basis and expect to receive results files four months after delivery of each sample. WIA 1-B surveys are based on cohorts of job seekers who have recently exited. For each month of WIA 1-B exits, the Workforce Board will send two files. The first supplies “hard exits” for the month as recorded at the end of that month. A second sample, containing “soft exits” is supplied two months later, and contains exits for that month that were not posted to ESD’s case management database in the month of exit, but have been posted for that month by the end of the second month after exit. The Workforce Board expects to receive a consolidated file of WIA 1-B job seeker satisfaction result that includes results for both hard exits and soft exits in a given month six months following that month.

The attached chart shows the expected schedule of sample delivery and expected delivery of survey results. The schedule will repeat for two additional years:

Exit or Service Cohort	Employer Results Due	Job Seeker (I-B and LE) Due
July 2007	October 31, 2007	November 30, 2007
August 2007	November 30, 2007	December 31, 2007
September 2007	December 31, 2007	January 31, 2008
October 2007	January 31, 2008	February 28, 2008
November 2007	February 28, 2008	March 31, 2008
December 2007	March 31, 2008	April 30, 2008

January 2008	April 30, 2008	May 31, 2008
February 2008	May 31, 2008	June 30, 2008
March 2008	June 30, 2008	July 31, 2008
April 2008	July 31, 2008	August 31,2008
May 2008	August 31,2008	September 30, 2008
June 2008	September 30, 2008	October 31, 2008

1.7 DEFINITIONS

Definitions for the purposes of this RFP include:

Workforce Board – The Workforce Training and Education Coordinating Board is the agency of the state of Washington that is issuing this RFP.

Consultant – Individual or company submitting a proposal in order to attain a contract with the Workforce Training and Education Coordinating Board.

Contractor – Individual or company whose proposal has been accepted by the Workforce Board and is awarded a fully executed, written contract.

Proposal – A formal offer submitted in response to this solicitation.

Request for Proposals (RFP) – Formal procurement document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the consultant community to suggest various approaches to meet the need at a given price.

1.8 ADA

The Workforce Board complies with the Americans with Disabilities Act (ADA). Consultants may contact the RFP Coordinator to receive this Request for Proposals in formats usable in a screen reader for the visually impaired.

2. GENERAL INFORMATION FOR CONSULTANTS

2.1 RFP COORDINATOR

The RFP Coordinator is the sole point of contact in the Workforce Board for this procurement. All communication between the Consultant and the Workforce Board upon receipt of this RFP shall be with the RFP Coordinator, as follows:

Name	<u>Mehrnaz Jamzadeh, RFP Coordinator</u>
Address	<u>Workforce Training and Education Coordinating Board</u>
City, State, Zip Code	<u>128 10th Avenue SW, 6th Floor, PO Box 43105</u>
Phone Number	<u>(360) 586-8684</u>
Fax Number	<u>(360) 586-5862</u>
E-Mail Address	<u>mjamzadeh@wtb.wa.gov</u>

Any other communication will be considered unofficial and non-binding on the Workforce Board. Consultants are to rely on written statements issued by the RFP Coordinator. Communication directed to parties other than the RFP Coordinator may result in disqualification of the Consultant.

2.2 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Issue Request for Proposals	March 9 th , 2007
Last date for Submission of Question in Writing	March 16 th , 2007
Response to RFP Questions	March 26 th , 2007
Issue addendum to RFP (if applicable)	March 26 th , 2007
Proposals due	April 10 th , 2007
Evaluate proposals	April 23 rd , 2007
Conduct oral interviews with finalists, if necessary	April 25 th , 2007
Announce “Apparent Successful Contractor” and send notification via fax or e-mail to unsuccessful proposers	April 30 th , 2007
Hold debriefing conferences (if requested)	May 1 st , 2007
Negotiate contract	May 21 st , 2007
File contract with OFM	June 11 th , 2007
Begin contract work	July 2 nd , 2007

The Workforce Board reserves the right to revise the above schedule.

2.3 SUBMISSION OF PROPOSALS

Proposals may be submitted in hard copy or electronically. Proposals may not be transmitted via facsimile.

If submitting the proposal in hard copy, the following information is applicable. Consultants are required to submit six (6) copies of their proposal. One (1) copy must have original signatures and five (5) copies can have photocopies of signatures. The proposal, whether mailed or hand delivered, must be received by the Workforce Board no later than 5:00 p.m. local time in Olympia, Washington, on April 10th, 2007. The proposal is to be sent to the RFP Coordinator at the address noted in Section 2.1. The envelope should be clearly marked to the attention of the RFP Coordinator, who is the Workforce Board’s sole point of contact for this procurement.

Consultants mailing proposals should allow normal mail delivery time to ensure timely receipt of their proposals by the RFP Coordinator. Consultant’s hand delivering proposals should allow time for traffic congestion. The Workforce Board has rejected RFPs delivered late due to traffic jams in the past and will continue to do so. Consultants assume the risk for the method of delivery chosen. The Workforce Board assumes no responsibility for delays caused by any delivery service.

If submitting the proposal electronically, the following information is applicable. Proposals being submitted electronically must be submitted as an attachment to an e-mail to Mehrnaz Jamzadeh at mjamzadeh@wtb.wa.gov. Proposals must arrive by 4:30 p.m. local time in Olympia, Washington on April 10, 2007. Attachments to e-mail shall be on Adobe Acrobat file format software. Zipped files cannot be received by Workforce Board and cannot be used for submission of proposals. Consultants submitting proposals via e-mail shall also send copies of the cover submittal letter and the certifications and assurances with original signatures to the RFP Coordinator. The Workforce Board does not assume responsibility for any problems in the e-mail delivery process.

Late proposals will not be accepted and will be automatically disqualified from further consideration. The proposals must respond to the procurement requirements. Do not respond by referring to material presented elsewhere. The proposal must be complete and must stand on its own merits. Failure to respond to any portion of the procurement document may result in rejection of the proposal as non-responsive. All proposals and any accompanying documentation become the property of the Workforce Board and will not be returned.

2.4 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Materials submitted in response to this competitive procurement shall become the property of the Workforce Board.

All proposals received shall remain confidential until the contract, if any, resulting from this RFP, is signed by the Director of the Workforce Board and the apparent successful Contractor; thereafter, the proposals shall be deemed public records as defined in RCW 42.17.250 to 42.17.340, "Public Records."

Any information in the proposal that the Consultant desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.17.250 to 42.17.340 must be clearly designated. The page must be identified and the particular exception from disclosure upon which the Consultant is making the claim. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on the lower right hand corner of the page.

The Workforce Board will consider a Consultant's request for exemption from disclosure; however, the Workforce Board will make a decision predicated upon Chapter 42.17 RCW and Chapter 143-06 of the Washington Administrative Code. Marking the entire proposal exempt from disclosure will not be honored. The Consultant must be reasonable in designating information as confidential. If any information is marked as proprietary in the proposal, such information will not be made available until the affected proposer has been given an opportunity to seek a court injunction against the requested disclosure.

A charge will be made for copying and shipping, as outlined in RCW 42.17.300. No fee shall be charged for inspection of contract files, but twenty-four (24) hours notice to the RFP Coordinator is required. All requests for information should be directed to the RFP Coordinator.

2.5 REVISIONS TO THE RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be provided via e-mail or in hardcopy to all who were sent the RFP.

If you downloaded this RFP from the Workforce Board's website located at www.wtb.wa.gov, you are responsible for sending your name, address, e-mail address and telephone number to the RFP Coordinator in order for your organization to receive any RFP amendments or Consultant questions/agency answers.

In the event it becomes necessary to revise any part of this RFP, addenda will be published on the Workforce Board's web site, as follows www.wtb.wa.gov. For this purpose, the published questions and answers and any other pertinent information shall be considered an addendum to the RFP and also placed on the web site.

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

2.6 MINORITY & WOMEN-OWNED BUSINESS PARTICIPATION

In accordance with the legislative findings and policies set forth in Chapter 39.19 RCW, the state of Washington encourages participation in all of its contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE). Participation may be either on a direct basis in response to this solicitation or on a subcontractor basis. However, no preference will be included in the evaluation of proposals, no minimum level of MWBE participation shall be required as a condition for receiving an award and proposals will not be rejected or considered non-responsive on that basis.

Any affirmative action requirements set forth in federal regulations or statutes included or referenced in the contract documents will apply.

The established annual procurement participation goals for MBE are 10 percent and for WBE, 4 percent, for this type of project. These goals are voluntary. Consultants may contact OMWBE at 360/753-9693 to obtain information on certified firms.

2.7 ACCEPTANCE PERIOD

Proposals must provide 60 days for acceptance by Workforce Board from the due date for receipt of proposals.

2.8 RESPONSIVENESS

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. The Consultant is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

The Workforce Board also reserves the right, however, at its sole discretion to waive minor administrative irregularities.

2.9 MOST FAVORABLE TERMS

The Workforce Board reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms that the Consultant can propose. There will be no best and final offer procedure. The Workforce Board does reserve the right to contact a Consultant for clarification of its proposal during the evaluation process. In addition, if the Consultant is selected as the apparent successful contractor, the Workforce Board reserves the right to enter into contract negotiations with the apparent successful contractor, which may include discussion regarding the terms of the proposal. Contract negotiations may result in incorporation of some or the Consultant's entire proposal. The Consultant should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. It is also understood that the proposal will become part of the official procurement file.

2.10 CONTRACT AND GENERAL TERMS & CONDITIONS

The apparent successful contractor will be expected to enter into a contract that is substantially the same as the sample contract and its general terms and conditions attached as Exhibit B. In no event is a Consultant to submit its own standard contract terms and conditions in response to this solicitation. The Consultant may submit exceptions as allowed in the Certifications and Assurances section, Exhibit A to this solicitation. The Workforce Board will review requested exceptions and accept or reject the same at its sole discretion.

2.11 COSTS TO PROPOSE

The Workforce Board will not be liable for any costs incurred by the Consultant in preparation of a proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

2.12 NO OBLIGATION TO CONTRACT

This RFP does not obligate the state of Washington or the Workforce Board to contract for services specified herein.

2.13 REJECTION OF PROPOSALS

The Workforce Board reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP.

2.14 COMMITMENT OF FUNDS

The Director of the Workforce or his/her delegate is the only individuals who may legally commit the Workforce Board to the expenditures of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

2.15 ELECTRONIC PAYMENT

The state of Washington prefers to utilize electronic payment in its transactions. The successful contractor will be provided a form to complete with the contract to authorize such payment method.

2.16 INSURANCE COVERAGE

The Contractor is to furnish the Workforce Board with a certificate(s) of insurance executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth below.

The Contractor shall, at its own expense, obtain and keep in force insurance coverage that shall be maintained in full force and effect during the term of the contract. The Contractor shall furnish evidence in the form of a Certificate of Insurance that insurance shall be provided, and a copy shall be forwarded to the Workforce Board within fifteen (15) days of the contract effective date.

Liability Insurance

- 1) **Commercial General Liability Insurance:** Contractor shall maintain general liability (CGL) insurance and, if necessary, commercial umbrella insurance, with a limit of not less than \$1,000,000 per each occurrence. If CGL insurance contains aggregate limits, the General Aggregate limit shall be at least twice the “each occurrence” limit. CGL insurance shall have products-completed operations aggregate limit of at least two times the “each occurrence” limit. All insurance shall cover liability assumed under an insured contract (including the tort liability of another assumed in a business contract), and contain separation of insured’s (cross liability) condition.

Additionally, the Contractor is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

- 2) **Business Auto Policy:** As applicable, the Contractor shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit not less than \$1,000,000 per accident. Such insurance shall cover liability arising out of “Any Auto.”

Employers Liability (“Stop Gap”) Insurance

In addition, the Contractor shall buy employers liability insurance and, if necessary, commercial umbrella liability insurance with limits not less than \$1,000,000 each accident for bodily injury by accident or \$1,000,000 each employee for bodily injury by disease.

Additional Provisions

Above insurance policy shall include the following provisions:

1. **Additional Insured.** The state of Washington, Workforce Training and Education Coordinating Board, its elected and appointed officials, agents and employees shall be named as an additional

insured on all general liability, excess, umbrella and property insurance policies. All insurance provided in compliance with this contract shall be primary as to any other insurance or self-insurance programs afforded to or maintained by the State.

2. **Cancellation.** State of Washington, Workforce Training and Education Coordinating Board, shall be provided written notice before cancellation or non-renewal of any insurance referred to therein, in accord with the following specifications. Insurers subject to 48.18 RCW (Admitted and Regulation by the Insurance Commissioner): The insurer shall give the State 45 days advance notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, the State shall be given 10 days advance notice of cancellation. Insurers subject to 48.15 RCW (Surplus lines): The State shall be given 20 days advance notice of cancellation. If cancellation is due to non-payment of premium, the State shall be given 10 days advance notice of cancellation.
3. **Identification.** Policy must reference the State's contract number and the Workforce Board name.
4. **Insurance Carrier Rating.** All insurance and bonds should be issued by companies admitted to do business within the state of Washington and have a rating of A-, Class VII or better in the most recently published edition of Best's Reports. Any exception shall be reviewed and approved by Workforce Training and Education Coordinating Board Risk Manager, or the Risk Manager for the state of Washington, before the contract is accepted or work may begin. If an insurer is not admitted, all insurance policies and procedures for issuing the insurance policies must comply with Chapter 48.15 RCW and 284-15 WAC.
5. **Excess Coverage.** By requiring insurance herein, the State does not represent that coverage and limits will be adequate to protect Contractor and such coverage and limits shall not limit Contractor's liability under the indemnities and reimbursements granted to the State in this contract.

Worker's Compensation Coverage

The Contractor will at all times comply with all applicable workers' compensation, occupational disease, and occupational health and safety laws, statutes, and regulations to the full extent applicable. The State will not be held responsive in any way for claims filed by the Contractor or their employees for services performed under the terms of this contract.

3. PROPOSAL CONTENTS

Proposals must be submitted on eight and one-half by eleven (8 1/2 x 11) inch paper if delivered in hard copy or in Adobe Acrobat file format displaying as eight and one-half by eleven inch pages, with tabs separating the major sections of the proposal. The proposal shall not exceed 15 pages. The four major sections of the proposal are to be submitted in the order noted below:

1. Signed or Certified Letter of Submittal, including signed Certifications and Assurances (Exhibit A to this RFP).
2. Technical Proposal.
3. Management Proposal.
4. Cost Proposal.

Proposals must provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the proposal, but should assist the Consultant in preparing a thorough response.

Items in this section marked "mandatory" must be included as part of the proposal for the proposal to be considered responsive; however, these items are not scored. Items marked "scored" are those that are awarded points as part of the evaluation conducted by the evaluation team.

3.1 LETTER OF SUBMITTAL (MANDATORY)

The Letter of Submittal and the attached Certifications and Assurances form (Exhibit A to this RFP) must be signed and dated by a person authorized to legally bind the Consultant to a contractual relationship, e.g., the President or Executive Director if a corporation or university, the managing partner if a partnership, or the proprietor if a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Consultant and any proposed subcontractors:

1. Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom contract would be written.
2. Name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.).
3. Legal status of the Consultant (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now substantially exists.
4. Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue.
5. Location of the facility from which the Consultant would operate.
6. Identify any State employees or former State employees employed or on the firm's governing board as of the date of the proposal. Include their position and responsibilities within the Consultant's organization. If following a review of this information, it is determined by the Workforce Board that a conflict of interest exists, the Consultant may be disqualified from further consideration for the award of a contract.

3.2 TECHNICAL PROPOSAL (SCORED/MANDATORY)

The Technical Proposal must contain a comprehensive description of services including the following elements:

- A. Project Approach/Methodology** – Include a complete description of the Consultant's proposed approach and methodology for the project. This section should convey Consultant's understanding of the proposed project.
- B. Work Plan** – Include all project requirements and the proposed tasks, services, activities, etc. necessary to accomplish the scope of the project defined in this RFP. This section of the technical proposal must contain sufficient detail to convey to members of the evaluation team the Consultant's knowledge of the subjects and skills necessary to successfully complete the project. Include any required involvement of Workforce Board staff. The Consultant may also present any creative approaches that might be appropriate and may provide any pertinent supporting documentation.
- C. Risks** – Describe the potential risks associated with this contract.

Outline a proposal for minimizing staff turnover and its impact on the Workforce Board's contract management staff. Provide a business continuation plan that illustrates how you will monitor and manage through times of labor disruption, loss of facility and/or key staff/personnel.

3.3 MANAGEMENT PROPOSAL

A. Project Management (SCORED/MANDATORY)

1. **Project Team Structure/Internal Controls** - Provide a description of the proposed project team structure and internal controls to be used during the course of the project, including any subcontractors. Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. Include who within the firm will have prime responsibility and final authority for the work.
2. **Staff Qualifications/Experience** – Identify staff, including subcontractors, who will be assigned to the potential contract, indicating the responsibilities and qualifications of such personnel, and include the amount of time each will be assigned to the project. Provide résumés for the named staff, which include information on the individual’s particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. The Consultant must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the Workforce Board.

B. Experience of the Consultant (SCORED/MANDATORY)

1. Indicate the experience the Consultant and any subcontractors have in the following areas:
 - **Conducting Telephone Surveys** – Describe experience with telephone surveys of job seekers and/or employers. Include any work directly related to workers or employers served by employment and training programs. Indicate any work with on-going survey efforts where new samples are delivered frequently and where customers must be contacted within a specified amount of time after service is delivered. Consultants should describe:
 - Processes used to manage survey contacts to maintain timeliness and high response rates;
 - Multi-lingual interviewing capability (primarily Spanish, Cambodian, Vietnamese, Korean, Russian, and Laotian.
 - Strategies used to collect information from job seekers or employers with disabilities that would interfere with responses to standard telephone survey methods.
 - Strategies used to complete interviews with job seekers, employers or program operators who, upon contact, are non-cooperative, reluctant to respond to questions, or belligerent.
 - Hardware and software resources to be used in managing surveys, producing databases containing survey results, and displaying results on a website.
 - **Reporting Results on a Website** – Describe your experience in managing and reporting survey results on a website, including methods used to make sure that the website is accessible to select audience and up to date.
 - **Experience with Customer Satisfaction Surveys** – Describe any experience with collecting survey data for use in measuring customer satisfaction.
 - Describe your experience in developing new procedures or modifying the existing process at different times during the contract to accommodate your contracting customer’s wishes.

2. Indicate other relevant experience that indicates the qualifications of the Consultant, and any subcontractors, for the performance of the potential contract.
3. Include a list of contracts the Consultant has had during the last five years that relate to the Consultant's ability to perform the services needed under this RFP. List contract reference numbers, contract period of performance, contact persons, telephone numbers, and fax numbers/e-mail addresses.

C. References (SCORED/MANDATORY)

List names, addresses, telephone numbers, and fax numbers/e-mail addresses of three business references for whom work has been accomplished and briefly describe the type of service provided. The Consultant and staff proposed to provide the services must grant permission to the Workforce Board to contact references, and others for whom services have been provided. Do not include current Workforce Board staff as references. References will be contacted and scored for the top-ranking proposal(s) only.

D. Related Information (MANDATORY)

1. If the Consultant or any subcontractor contracted with the state of Washington during the past 24 months, indicate the name of the agency, the contract number and project description and/or other information available to identify the contract.
2. If the Consultant's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington State employee, identify the individual by name, the agency previously or currently employed by, job title or position held and separation date.
3. If the Consultant has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the Consultant's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the Proposer was in default.
4. Submit full details of the terms for default including the other party's name, address, and phone number. Present the Consultant's position on the matter. The Workforce Board will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. If no such termination for default has been experienced by the Consultant in the past five years, so indicate.

E. OMWBE Certification (Optional)

Include proof of certification issued by the Washington State Office of Minority and Women-Owned Business if certified minority-owned firm and/or women-owned firm(s) will be participating on this project.

3.4 COST PROPOSAL (SCORED/MANDATORY)

The maximum fee for this contract must be \$450,000 or less to be considered responsive to this RFP. Non-responsive proposals will not be evaluated.

The evaluation process is designed to award this procurement not necessarily to the Consultant of least cost, but rather to the Consultant whose proposal best meets the requirements of this RFP. However, Consultants are encouraged to submit proposals that are consistent with State government efforts to conserve state resources.

A. Identification of Costs (SCORED/MANDATORY)

Identify all costs including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. The Consultant is to submit a fully detailed budget including staff costs, administrative costs, travel costs, and any other expenses necessary to accomplish the tasks and to produce the deliverables under the contract. Consultants are required to collect and pay Washington State sales tax, if applicable. Consultants should convert costs into a proposed cost per completed survey.

B. Proposed Method of Payment

The Workforce Board intends to pay its contractor a fixed rate per completed survey. A completed survey is a survey that contains valid answers to the three satisfaction questions used to construct federal satisfaction results and has been completed within three months of having been supplied by the Workforce Board for interview. A valid response is one that indicated a level of satisfaction between one and ten. Answers of “don’t know” or “refused” do not count as valid responses.

The Workforce Board requires contractors to submit a pre-bill for approval at least once per quarter indicating the number of responses for which it plans to bill, followed by an actual bill no longer than one week after the Workforce Board’s approval of the pre-bill. Timely and accurate submission of these bills is part of the services required from the contractor.

4. EVALUATION AND CONTRACT AWARD

ALL MANDATORY REQUIREMENTS MUST BE MET IN ORDER TO BE EVALUATED.

4.1 EVALUATION PROCEDURE

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this solicitation and any addenda issued. The evaluation of proposals shall be accomplished by an evaluation team, to be designated by the Workforce Board, which will determine the ranking of the proposals.

The Workforce Board, at its sole discretion, may elect to select the top-scoring firms as finalists for an oral presentation.

4.2 CLARIFICATION OF PROPOSAL

The RFP Coordinator may contact the Consultant for clarification of any portion of the Consultant’s proposal.

4.3 EVALUATION WEIGHTING AND SCORING

The following weighting and points will be assigned to the proposal for evaluation purposes:

Technical Proposal – 25%	25 points
Management Proposal – 50%	50 points
Cost Proposal – 25%	25 points
Sub-Total	100 points

References [top-scoring proposer(s) only] 10 points

GRAND TOTAL FOR WRITTEN PROPOSAL 110 points

References will be contacted for the top-scoring proposer(s) only and will then be scored and added to the total score.

4.4 ORAL PRESENTATIONS MAY BE REQUIRED

Written submittals and oral presentations, if considered necessary, will be utilized in selecting the winning proposal. The Workforce Board, at its sole discretion, may elect to select the top scoring finalists from the written evaluation for an oral presentation and final determination of contract award. Should the Workforce Board elect to hold oral presentations, it will contact the top-scoring firm(s) to schedule a date, time and location. Commitments made by the Consultant at the oral interview, if any, will be considered binding.

If oral presentations are required, the scores from the written evaluation and the oral presentation will be combined to determine the apparently successful contractor.

4.5 NOTIFICATION TO PROPOSERS

Firms whose proposals have not been selected for further negotiation or award will be notified via FAX or by e-mail.

4.6 DEBRIEFING OF UNSUCCESSFUL PROPOSERS

Upon request, a debriefing conference will be scheduled with an unsuccessful Proposer. The request for a debriefing conference must be received by the RFP Coordinator within three (3) business days after the Notification of Unsuccessful Consultant letter is faxed/e-mailed to the Consultant. The debriefing must be held within three (3) business days of the request.

Discussion will be limited to a critique of the requesting Consultant's proposal. Comparisons between proposals or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of one hour.

4.7 PROTEST PROCEDURE

This procedure is available to Consultants who submitted a response to this solicitation document and who have participated in a debriefing conference. Upon completing the debriefing conference, the Consultant is allowed three (3) business days to file a protest of the acquisition with the RFP Coordinator. Protests may be submitted by facsimile, but should be followed by the original document.

Consultants protesting this procurement shall follow the procedures described below. Protests that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to Consultants under this procurement.

All protests must be in writing and signed by the protesting party or an authorized Agent. The protest must state the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included. All protests shall be addressed to the RFP Coordinator.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of the evaluators.
- Errors in computing the score.
- Non-compliance with procedures described in the procurement document or Workforce Board policy.

Protests not based on procedural matters will not be considered. Protests will be rejected as without merit if they address issues such as: 1) an evaluator's professional judgment on the quality of a proposal, or 2) Workforce Board's assessment of its own and/or other agencies needs or requirements.

Upon receipt of a protest, a protest review will be held by the Workforce Board. The Workforce Board director or an employee delegated by the Director who was not involved in the procurement will consider the record and all available facts and issue a decision within five business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may affect the interest of another Consultant that submitted a proposal, such Consultant will be given an opportunity to submit its views and any relevant information on the protest to the RFP Coordinator.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the Workforce Board's action; or
- Find only technical or harmless errors in the Workforce Board's acquisition process and determine the Workforce Board to be in substantial compliance and reject the protest; or
- Find merit in the protest and provide the Workforce Board options which may include:
 - Correct the errors and re-evaluate all proposals, and/or
 - Reissue the solicitation document and begin a new process, or
 - Make other findings and determine other courses of action as appropriate.

If the Workforce Board determines that the protest is without merit, the Workforce Board will enter into a contract with the apparently successful contractor. If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

5. RFP EXHIBITS

- Exhibit A: Certifications and Assurances
- Exhibit B: Workforce Training Board Contract Format
- Exhibit C: WIA Title I-B Job Seeker Survey
- Exhibit D: WIA Labor Exchange Job Seeker Survey
- Exhibit E: WIA Employer Survey
- Exhibit F: Department of Labor Instructions for Capturing, Computing, and Recording Outcomes on Customer Satisfaction Measures
- Exhibit G: Sample Presentation of Satisfaction Outcomes on a Website