



REQUEST FOR PROPOSALS
Customer Centered Design Technical Assistance

Date Available: August 30, 2021
Closing Date: September 20, 2021, 12:00 PM CT
Procurement Officer: Mr. Chad Pettera
Telephone: 316-771-6602
E-Mail Address: Chad@workforce-ks.com
Web Address: <http://www.workforce-ks.com>

Item: Customer Centered Design Technical Assistance

Agency: Kansas Local Workforce Development Board for Kansas Local Area IV

Location: Wichita, Kansas 67202

Scope: The Workforce Alliance of South Central Kansas is seeking staff development regarding customer centered design regarding American Job Center customer services and partner integration.

READ THIS REQUEST CAREFULLY

Failure to abide by all of the conditions and requirements of this RFP may result in the rejection of a proposal.

Conditions of Bid:

Cost of Preparing Proposal: The cost of developing and submitting the bid is entirely the responsibility of the Proposer. This includes costs to determine the nature of the engagement, preparation of the bid, submitting the bid, negotiating of the contract and other costs associated with this Request. All responses will become the property of the Local Workforce Development Board for Kansas Local Area IV (LWDB) hereafter referred to as the Workforce Alliance of South Central Kansas, Inc. (WA) and will be a matter of public record subsequent to signing of the contract or rejection of all proposals.

Criteria for Evaluating Proposals: The WA shall make an award in the best interest of the organization considering all factors in the proposals received.

General: The proposer should develop a proposal through a process that considers the mission and involvement of the prospective workforce development agency. All proposals submitted in response to the RFP (request for proposal) will be evaluated using the following criteria and factors (listed in no particular order of importance):

Timeline: Bids for these services must be submitted to the WA at the address listed below not later than 12 P.M. (CT), on September 20, 2021. A vendor will be selected by October 15, 2021. It is expected the project will be completed no later than January 31, 2022.

Technical response: The extent to which the bidder effectively demonstrates an understanding of the needs of the agency as described in this proposal request, and offers appropriate solutions to meet those needs. The quality of the technical response is measured by the extent to which the specifications are adequately addressed within the proposal, and the extent to which the proposer may suggest recommendations for improvements.

Response Format and Completeness: Adequacy and completeness of the proposal is required and carries an important weighting in the evaluation of all proposals. The proposal is to be complete, clear, and understandable. Pages are to be consecutively numbered.

Financial Ability: The proposers demonstrated financial ability to implement, manage and maintain the proposed offering.

Experience and Qualifications: The proposer's general experience and qualifications, and the LWDB's ability to assess the proposer's ability to perform the work in a timely and professional manner will be evaluated.

Acceptance or Rejection: The LWDB reserves the right to accept or reject any or all proposals or part of a proposal; to waive any informalities or technicalities; clarify any ambiguities in proposals; modify any criteria in this Request; and unless otherwise specified, to accept any item in a proposal.

Open Records Act (K.S.A. 45-205 et seq.): All proposals become the property of the LWDB. All information contained in proposals will become open for public review once a contract is signed.

Conflict of Interest: The proposer shall not knowingly employ during the period of this award or any extensions to it, any professional personnel who are employees of the Workforce Alliance of South Central Kansas, Inc., serve in any capacity on, for or with the Local Workforce Development Board, and who are providing services involving this award or services similar in nature to the scope of this contract. Furthermore, the proposer shall not knowingly employ, during the period of this contract or any extensions to it, any Workforce Alliance of South Central Kansas or any employee who activity works at the Workforce Centers of South Central Kansas or any individual who has participated in the making of this contract until at least six months after the completion of this scope of work.

Prohibition of Gratuities: Neither the proposer nor any person, firm or corporation employed by

the proposer in the performance of this contract shall offer or give any gift, money or anything of value or any promise for future reward or compensation to any individual involved in the procurement and scope of work of this contract.

Prices: Prices shall remain firm for the entire contract period. Prices quoted shall be net delivered, including all trade, quantity and cash discounts. Any price reductions available during the contract period shall be offered to the Workforce Alliance. Failure to provide available price reductions may result in termination of the contract.

Award: Awards will be made by the WA based upon the best interest of the organization. The successful proposer will be notified in writing. Neither the bidder nor the WA is obligated in any way until the Agreement has been approved and signed by all parties. If funding provided to the LWDB is not forthcoming the WA may cancel the award with 15 days' notice. The WA may also cancel the award for none performance by the proposer. The WA will pay the vendor for any work performed up to that cancelation notice. The LWDB has not allocated a budget to this award, but expects an award to be in the range of \$15,000 to \$30,000.

Availability of Specifications and Deadlines: This request will be available beginning August 30, 2021 and will close on September 20, 2021 at 12 P.M. CDT. Any interested parties may receive the request by visiting www.workforce-ks.com. Any proposals to be considered must be must be delivered to admin@Workforce-ks.com by the deadline. For technical requests or bid questions please contact the Procurement Officer, Chad Pettera at 316-771-6602 or at chad@workforce-ks.com.

Proposal Format: There is no established format for this proposal. It is the expectation that the proposers submit a proposal that is easy to follow, clear and precise. The proposals shall not exceed 15 pages in total. The proposers shall complete the Proposers Signature Sheet (Attachment B). The Signature Sheet will not be included in the 15 page count.

Proposal Submission: The proposals shall be submitted electronically by email to admin@workforce-ks.com with the subject line of Customer Centered Design RFP by the deadline. The bids shall be attached to the email in either PDF or Microsoft Office formats. The email should not exceed 10 mb, if it does the proposal will need to be submitted by some other electronic delivery device such or Dropbox.

Scope of Request

The LWDB is seeking a vendor to facilitate staff development sessions focusing on customer centered design continuous improvement at the American's Job Centers in south central Kansas. The proposer will deliver training through a virtual platform to leadership staff consisting of approximately 15 to 20 staff.

The proposer shall plan to facilitate between eight to twelve sessions discussing customer centered design regarding ways to enhance services and partner participation at the American's Job Centers in south central Kansas. Topics could include an overview of WIOA, partnerships and service delivery, customer flow, services, co-enrollments, serving customers with barriers, and business services as just a few examples. Sessions shall engage staff on the current services and facilitate discussions regarding ways to improve and enhance services and integration. The topics and sessions should be interactive with staff developing strategies and finding opportunities through discussion and agreement on ways to implement improvements on the current customer centered design. The meeting topics and schedule will be finalized with the successful bidder based on the proposal submitted.