

Thomas P. Miller and Associates
Serving as Independent Procurement Entity For:



Kaiser Group, Inc.;
DBA Dynamic Workforce Solutions

**REQUEST FOR PROPOSAL FOR:
Workforce Readiness Training & Services**

Release Date: January 5, 2021

Proposals Due: 5:00 pm EST, February 5, 2021

Contract Period: 3/1/21 – 12/31/21*

*The contract will be eligible for up to 4 renewals annually thereafter for a maximum contract period of 5 years.



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Section I: Background Information

Dynamic Workforce Solutions

The Kaiser Group, (DE) LLC dba Dynamic Workforce Solutions (DWFS), was established in 1979. Throughout its history, they have specialized in delivering superior, cutting-edge solutions for workforce development programs. DWFS' programs serve employers, WIOA Adults and Dislocated Workers, Wagner-Peyser customers, Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) participants, Trade Adjustment Assistance (TAA) customers, Veterans, and WIOA Youth, as well as other specialized federal, state, and local grant programs. DWFS has been an ISO-certified company since 2001. Its governance structure is a for-profit Delaware Limited Liability Corporation governed by a five-member Board of Directors. DWFS offers workforce development program assessment and evaluations, One Stop Center and programmatic operations management (Adult, Dislocated Worker, and Youth), business services management, and consulting, training and organizational solutions to non-profit, for-profit, and government clients throughout the United States.

Our Mission: The DWFS team members drive economic growth in the communities we serve by providing innovative, reliable, workforce development and training solutions that result in a prepared talent pipeline positioned for tomorrow's jobs.

Our Commitment: We commit to maintaining a culture of partnering with our customers and are engineered to drive continuous improvement with measurably exceptional performance. We are a highly effective team that delivers Extreme Customer Service and outstanding outcomes for the people and businesses we serve.

Our Customers: DWFS specializes in delivering superior, cutting-edge solutions for workforce development and career planning entities. Workforce Center and programmatic operations (Adult, Dislocated Worker, and Youth) management, business services management, and consulting, training and organizational solutions to non-profit, for-profit, and government clients throughout the United States and work international marketplace.

For more information of DWFS, please visit their website at <http://www.dwfs.us/>.

Thomas P. Miller & Associates, LLC

Thomas P. Miller & Associates, LLC (TPMA) has been contracted by the DWFS to lead the procurement process for selecting a provider for Workforce Readiness Training & Services. TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 30 years of experience in workforce development activities, including providing assistance to workforce boards in strategic planning exercises. Through analysis, alignment, and action, TPMA applies our mission statement of empowering organizations and communities through strategic partnerships and informed solutions that create positive, sustainable change to every project assigned. For more information of TPMA's experience and expertise, please visit us at <http://www.tpma-inc.com>.

As the contracted entity to lead this procurement process, TPMA serves as a separate and independent outside entity to conduct the competition for the provider for Workforce Readiness Training & Services. TPMA will review all submitted proposals and evaluate them on a scale coordinated and agreed upon by DWFS, with guidance from the U.S. Department of Labor. Based on its evaluation, TPMA will submit its



selection, along with a description of the selection process and scoring justification, to the DWFS leadership for approval.

Project Timeline & Funding

The table below provides a timeline of activities for this procurement. In the event dates are changed, TPMA will provide notice through the procurement portal:

Activity	Date
RFP Released	01/05/2021
RFP Questions Deadline	01/19/2021
Response to Questions Posted	01/20/2021
Proposal Deadline	02/05/2021
TPMA Evaluates Bids & Interviews (if applicable)	Week of 02/08/2021
TPMA Provides Recommendation to DWFS	02/17/2021
Notification of Award	02/19/2021
Contract Start	03/01/2021



Section 2: Scope of Work

The scope of work for this contract should include a proposal for providing Workforce Readiness Curriculum that provides unique opportunities for individuals who are on beginning a career to individuals securing opportunities to climb their career paths. This proposal is seeking to gather a plethora of options that can be used for customers who utilize the services provided by operators or partners from within America's Job Centers to obtain career placement services.

Information about the individuals, partners and businesses who utilize American Job Centers can be obtained at <https://www.dol.gov/general/topic/training/onestop>.

Responding applicants must have an extensive background in designing curriculum in one or more of the following formats:

1. Asynchronous stand-alone training for single user/student
2. Webinars
3. Unique program content for special populations
4. Extensive workforce readiness curriculum development
5. Virtual Coaching services

Workforce Readiness curriculum guides individuals in organizing and executing a job search, obtaining short term certification or credentials, or complete an educational achievement. These goals may be obtained in a variety of preparedness activities including resume development, interviewing readiness, job market research, online job application completion, networking technique development, and social media utilization. To increase the job readiness levels of the unemployed and under-employed served, DWFS is seeking a qualified entity(ies)/individual(s) to offer workforce readiness training programs or models that provide learning experiences to assist the participant in experiencing a unique training program, specific to their career pathway needs. The training and content should be available to be offered in a virtual setting, appropriate for one individual or small groups. The training material needs to be flexible to provide participants with a range of readiness instruction from essential employment concepts through advanced and technology-driven job search methods.

Training Subjects/Themes - DWFS is open to all types of training and offers this list of high-need training for organizational consideration. Examples of user training subjects are provided for consideration, but not intended to be all inclusive:

1. Training and/or curriculum for WIOA defined special populations
http://www.futureworksystems.com/docs/wioa/WorkforceGPSResources/Statistical_Model_Special_Populations_Factsheet_Handout.pdf
2. Work Readiness Training
3. Soft or Essential Skills Training
4. Staff Development Training
5. Virtual Workshops and Webinars
6. Coaching services

Training Access - DWFS is interested in understanding the user experience options available by bidding organizations. Examples of user experiences are provided for consideration, but not intended to be all inclusive:



1. One user per product or seat
2. Subscription options (monthly, renewable user accounts)
3. Membership model (additional services offered for users in groups)
4. Hourly sessions (for live coaching or webinar sessions)

Training Software or Systems - DWFS is interested in learning about your go-to-market software that supports your training and services efforts. Examples of software options are provided for consideration, but not intended to be all inclusive:

1. Scheduling software for coaching sessions
2. Learning systems—or similar tracking systems.
3. Training Scheduling system
4. Self-registration options
5. Coupon codes for group registration

Submitting organizations must also follow DWFS invoicing policies and procedures to submit timely and accurate data for billing.

Training curriculum and services should be designed and ready for launch starting February 2021. There is no option for respondents to receive funding for training development, design, or construction.



Section 3: Submission & Evaluation

Bidders Questions

All questions that interested parties may have can be directed to the third-party procurement agent, TPMA, Kristopher Subler at: ksubler@tpma-inc.com. Questions must be submitted via email between January 5, 2021 and January 19, 2021. Responses to questions will be posted by January 20, 2021 on the TPMA procurement portal website, <https://www.tpma-inc.com/procurement-dynamic-workforce-solutions/> along with other relevant information, including the RFP, attachments, procurement timeline, contact information, etc.

An entity's failure to submit a complete proposal or to respond in whole to RFP requirements will result in the proposal being deemed non-responsive and thus ineligible for funding. A proposal may also be deemed "non-responsive" if the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP, or the proposal is clearly not within the scope of the project described and required in the RFP. DWFS reserves the right to cancel this procurement at any time, for any reason.

Proposal Instructions

Each bid should be completed entirely, should not exceed 10 pages, and be typed in font no larger than 12-point font, single-spaced, 1" margins on all sides.

Bidder's are required to provide information in response to the following criteria:

1. Provide information about the bidding individual organization. Include overview of history and capacity to provide services listed within the RFP.
2. Provide information about the Training Subjects/Themes you are able to offer (defined on page 5).
3. Provide information about the Training Access you are able to offer (defined on pages 5-6).
4. Provide information about the Training Software or Systems you are able to offer (defined on page 6).

Bids should include page numbers and table of contents. The cover page, table of contents, and attachments will not count against the 10-page limit.

Once completed, interested parties must submit their proposal electronically to Kristopher Subler at ksubler@tpma-inc.com. Please have your proposal organized in the following manner for each component:

- Attachment A: Cover Page
- Attachment B: Conflict of Interest Form
- Attachment C: Pricing Form & Narrative
- Attachment D : Products & Services Form
- Attachment E: Reference Form and Letters
- Documentation of registration for private, for-profit, or non-profit organizations (if applicable)
- Two (2) Years of Audited Financial History
- Organizational Chart



- Proposal (scope of work)

Bids that fail to follow this order will risk losing points in their overall score.

Evaluation and Award

Proposals will be evaluated by the TPMA procurement team to ensure each submission meets all criteria outlined in this RFP. The procurement team will develop and use a scoring matrix to evaluate each proposal. Each section of the scoring matrix is worth the following amount of points:

Section	Points
Organization Experience	20
Capacity and Scope of Work	20
Technology, Data, & Reporting	20
Products & Services	20
Pricing/Fiscal Accountability	20
Attachments & Formatting	10
TOTAL	110

All items that are mandatory (e.g., inclusion of attachments, financials, etc.) are considered pass/fail. If necessary, TPMA will conduct phone interviews to clarify any concerns or questions.

Notice of Award

All respondents will be notified by TPMA via email as to their award status. Unsuccessful respondents who wish to obtain information on the evaluation of their proposal should submit a written request to this effect to David Brainard at dbrainard@dwfs.us.

Appeals Process

Dynamic Workforce Solutions is the responsible authority for handling protests regarding the procurement and bid selection process. Once a procurement decision is made, Dynamic Workforce Solutions shall notify each respondent in writing of the results. Unsuccessful respondent shall be advised, in writing, that they have the right to request a debriefing or to request a hearing. The Request for a Hearing must be sent by registered mail or hand delivered (receipt will be issued), clearly identified externally as “Dated Material” and addressed to:

Mr. David Brainard, Chief Financial Officer
Dynamic Workforce Solutions
237 South Street
Waukesha, WI 53186
Facsimile and e-mail notices will NOT be accepted

Accessibility and Equal Opportunity

TPMA and the DWFS is committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual or organization shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, sex, gender identification, national origin, age, disability, English proficiency, sexual orientation, political affiliation or belief. All entities are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This includes ensuring contract



staff receive accessibility training and may involve developing accessibility plans. All respondents must ensure all written materials and communications include the statement: “Reasonable accommodations and auxiliary equipment and services are available upon request.”

Contract Award

The contract will be awarded based on the most responsive bidder whose offer is most advantageous to DWFS in terms of cost, functionality, and other factors specified in this RFP. The award may be negotiated at the discretion of DWFS or made on the basis of the initial bid/offer received, without discussions or requests for best and final offers.

The initial contract period is for 10 months with up to 4 renewals annually thereafter for a maximum contract period of 5 years.



Attachment A: Cover Sheet

Please complete this **mandatory** cover sheet accordingly.

Organization Name				
Address				
Phone Number				
Number of Years in Business				
DUNS #				
Acknowledgement that Proposing Entity is up-to-date on taxes and not currently debarred or suspended.		YES		NO
Type of Organization (check all that apply)	<input type="checkbox"/>	Higher Education	<input type="checkbox"/>	Private
	<input type="checkbox"/>	Community-Based Org.	<input type="checkbox"/>	Business Organization
	<input type="checkbox"/>	Government Agency	Other (explain)	
	<input type="checkbox"/>	Labor Organization		
	<input type="checkbox"/>	Non-Profit		
<input type="checkbox"/>	Employment Service State Agency (Wagner-Peyser)			
Number of Years of Experience Providing Counseling or Coaching	<i>(must be at least 5 years)</i>			
Number of Years of Experience Presenting Live Webinars	<i>(must be at least 1 year)</i>			
Contact Person				
Contact Person's Email Address				
Signatory Authority Signature				
Proposed Budget Amount	\$			



Attachment B: Conflict of Interest Form

By submitting a proposal, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if Dynamic Workforce Solutions awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. Dynamic Workforce Solutions reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

Signatory Authority Name and Title	Signature	Date
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*Note: This form is a **mandatory** required document to be considered for either component. Bidders should only complete this form once per entry.*



Attachment C: Product/Services Form Please complete the **mandatory** pricing form and narrative explanation below.

Add lines to the chart as needed.

Training Subjects/Themes	General Content Overview	Training Access	Training Software/Systems
<i>Example: work readiness for youth</i>	<i>Asynchronous training – set of 15 micro lessons</i>	<i>Subscription or one person available</i>	<i>LMS, competency checks</i>



Attachment D: Pricing Please complete the **mandatory** pricing form and narrative explanation below.

We recognize that pricing is variable based on numbers of volume of purchase. To gather information consistent from all bidding entities, please based your pricing on 100 users per category, based on the information provided in Attachment C.

DWFS intends to award a 12-month contract for the services described above as a “base” contract, which DWFS may modify to make independent purchases of varying quantities during the contract period depending on interest/demand. Please provide pricing beginning with a minimum level of participants of 100.

General information about volume discounts and other pricing considerations may be noted at the base of the chart as part of the Budget Narrative. This section is not mandatory for RFP completion.

Themes listed in Attachment C (copy and paste from Attachment C)	Price per 100 users/attendees or sessions

Budget Narrative (not required): Please provide a detailed explanation for pricing to justify the cost, as necessary.



Attachment E: References – Bidders are **required** to provide three references who can verify their experience, along with a contact phone number and email address. References should be for experience in the past 5 years.

Reference Name: _____

Title: _____

Organization: _____

Phone: _____

Email: _____

Reference Name: _____

Title: _____

Organization: _____

Phone: _____

Email: _____

Reference Name: _____

Title: _____

Organization: _____

Phone: _____

Email: _____