Northwest Workforce Council Request for Proposal - One-Stop System Operator

Executive Summary

The Northwest Workforce Council (NWC) oversees the workforce development activities in Northwest Washington. NWC provides workforce development services in four counties: Whatcom, Skagit, San Juan and island. The Workforce Innovation and Opportunity Act (WIOA) requires NWC procure a One Stop System Operator through a competitive process. The main role of the One-Stop System Operator is to coordinate the service delivery of participating One-Stop partners and service providers.

The purpose of this RFP is to solicit proposals and procure a One Stop System Operator to coordinate the partners and services of the three One-Stop (WorkSource) Centers that are a part of Northwest regional area. The full proposal materials are available at: www.nwboard.org

The bidder that is selected will be awarded a one-year contract (through 6/30/2023). If Federal or State laws or regulations change the requirements regarding the One-Stop (System) Operator, the winning bidder will be expected to implement any changes as needed.

Bidders must serve as the One-Stop System Operator for all three centers. Annual amount: $30,000.

One-Stop Operator Responsibilities

Following is a list of responsibilities for the selected One-Stop System Operator:

- Cultivate a culture of customer focus and high performance among service delivery partners
- Oversee partnership teams and meetings to ensure alignment with system goals and Centers’ Quality Plan
- Make reports and recommendations. These may include: partnership development, enhancement, continuous improvement of One-Stop system, etc.
- Provide assistance and support with:
  - Customer Satisfaction System
  - NWC Performance Dashboard
  - NWC’s WorkSource Certification Application/Center Reviews
- Upon request, assist with designing services to meet NWC goals/meeting system performance targets

Expectations

Following is a list of expectations for the selected One-Stop System Operator:

- Avoid Conflicts of Interest and disclose and recuse from unavoidable Conflicts of Interest
- Follow all policies and procedures of the Northwest Workforce Council
- Adhere to all Federal, State and local policies

Proposals are due by May 13, 2022, 4PM, Pacific Daylight Time