

REQUEST FOR PROPOSAL (RFP)

Questions and Answers

Workforce Innovation and Opportunity Act (WIOA)

One-Stop Operator (OSO)

RFP# 2025-01-WIOA-OSO | Managing the WorkSource Columbia Basin (WSCB) One-Stop Center

Release Date: January 31, 2025

Notification of Intent to Bid Due: February 18, 2025, 4:00 pm PST

Question Submission Deadline: March 12, 2025, 4:00 PM PDT

Proposal Due Date: March 19, 2025, 4:00 pm PDT {late submissions will not be accepted}

Anticipated Award Period: July 1, 2025, through June 30, 2026; potential annual extension through June 30, 2029- based on future funding availability, any additional regulations or rulemaking from the Federal Department of Labor, community need, subrecipient's performance, and other factors.

Geographical Area: Benton and Franklin Counties, Washington.

Amended: 02/10/2025, 03/03/2025

Full RFP & Submission Details: <https://www.bentonfranklinwdc.com/rfp>

1. Regarding compliance with TEGLs and federal policies, are there any recent or anticipated regulation changes that bidders should be aware of when designing their proposals?

We currently don't have any additional information. However, here are the latest updates on [WIOA reauthorization](#) from the National Association of Workforce Boards.

2. What do practices of diversity, equity, inclusion, and belonging anticipate looking like as an awardee of the OSO contract, with the new administration and potential impact from the executive orders?

Our commitment to fair and safe practices for all employees and customers remains. Our primary focus continues to be creating a workplace where every employee feels valued, respected, and empowered to do their best work. We recognize that the impact of the executive orders will require continuous reflection, collaboration, and commitment to ongoing improvement. We are determined to ensure that all individuals, regardless of background, can fully engage in and benefit from workforce development opportunities.

3. Are there any areas within the current One-Stop system where BFWDC sees opportunities for growth or improvement that the next OSO should prioritize?

- Formalizing the inclusion of additional partners at WSCB who can contribute to the current financial infrastructure agreement and address the needs of our community.
- Fostering team building and uniting groups that perform similar work in different ways. Strengthening the system to ensure better outcomes for our customers.

4. Can you clarify the KPIS (key performance indicators) that will be prioritized during the initial sub-award period (7/2025-6/2026)? Have those been set yet, or will those be set alongside BFWDC and the board once an award contract is set?

In coordination with BFWDC, the following deliverables will be prioritized during the initial sub-award period (7/2025-6/2026):

- **Work Plans and Reports:** Develop comprehensive work plans and reports for BFWDC that accurately measure and document WSCB activities.

- **MOU/IFA Expansion:** Successfully add at least one WSCB partner to the MOU/IFA.
- **Rural Connection Site:** Establish at least one connection site in a rural area within Benton or Franklin Counties.
- **Ongoing Partnerships:** Formalize and maintain partnerships with key organizations, including Columbia Ability Alliance, Salvation Army, Union Gospel Mission, and Goodwill Industries.
- **Grant Pursuit:** Collaborate with BFWDC to submit applications for non-WIOA grants.
- **Community Visibility:** Enhance WSCB's visibility and engagement within the community.
- **Metrics Tracking:** Track and report key metrics such as client participation, job placements, retention rates, and cost-effectiveness, measuring progress against established goals.
- **Data Collection and Analysis:** Accurately collect and analyze data to inform decision-making and demonstrate program effectiveness.

5. Could you elaborate on how "integrated service delivery" is measured or evaluated in practice within the current WSCB model and how that differs from the connection sites, or if it does?

Integrated service delivery is utilized through functional teams. The Front-End Services Team and The Business Solutions Team. This is the more formal demonstration of integrated service delivery as members from multiple agencies serve on these teams.

6. For potential sub-award extensions through 2029, what are the most critical factors (besides funding and performance) that will determine eligibility for renewal?

Strong fruitful partnerships and the positive alignment with our [4-Year Strategic Plan](#), ensuring that services meet the evolving needs of local job seekers and employers. This includes adapting to industry trends, economic shifts, and demographic changes within the community. Adaptability and forward-thinking strategies will be critical for ensuring compliance and securing successful sub-award extensions.

- 7. Are there existing monitoring tools or software systems that the OSO will be expected to use, or is there flexibility for proposing new systems, or implementing multiple systems? For example, is ETO required, and is the only software eligible for use?**

There is flexibility in proposing new monitoring tools or software systems for tracking purposes. It's important to note that, starting in November 2025, WorkSource professionals will transition to a new case management system. Additionally, WorkSourceWA.com will undergo a significant redesign, and ETO will no longer be used.

- 8. How does BFWDC envision the OSO collaborating with key partners, such as community anchor institutions, educational institutions, and for-profit and nonprofit NGOs, to expand the service footprint into rural areas?**

BFWDC envisions a collaborative, community-based approach to expanding workforce development services into rural areas. It is the expectation that the OSO continues fostering strong partnerships with those organizations mentioned to create a network of support that reaches rural populations where they live and work. This strategy includes leveraging digital solutions, ensuring access to training, and providing innovative mobility options to overcome geographic and logistical barriers. Work with the BFWDC to pursue funding for non-WIOA grants.

- 9. Could you tell me if any pre-identified locations are under consideration, or is the OSO expected to conduct site assessments?**

The BFWDC and the OSO work together to identify connection sites that align with the Workforce Innovation and Opportunity Act (WIOA) mandates to increase access to employment and training resources for individuals facing barriers to employment. Our local EO Officer conducts site assessments for ADA compliance. We currently have two certified connection sites and one pending in Prosser.

- 10. Can you clarify expectations for the "MOU/IFA expansion" deliverable—specifically, what criteria will be used to evaluate the successful addition of new partners?**

We will measure success by how well the partnership increases access to resources for underserved populations or expands service delivery to rural areas.

11. Are there specific cost categories that BFWDC will scrutinize more closely (e.g., administrative vs. direct service costs)?

At this time, there are no specific cost categories that the BFWDC will scrutinize more closely. However, we do expect full transparency in financial reporting.

12. What data systems will be available to the new OSO for tracking performance metrics, customer satisfaction, and program outcomes? Are Tableau, HubSpot, MailChimp, & Salesforce available, or are platforms providing similar services?

We currently use the Customer Flow Tracker (CFT) 2.0 which captures the customer traffic connected to our WorkSource staff-assisted services including the date, time, and location associated with the employee making the entry in addition to ETO to enter Worksource services.

13. Could you clarify how the BFWDC expects data to be collected and reported for continuous improvement and program adjustments?

We currently use the Customer Flow Tracker (CFT) 2.0 which captures the customer traffic connected to our WorkSource staff-assisted services including the date, time, and location associated with the employee making the entry in addition to ETO to enter Worksource services. We also have a customer satisfaction survey that helps identify areas of strength as well as opportunities for improvement. This feedback is essential for refining products, services, and customer interactions. These tools provide information that can be used in decision-making. Instead of relying on guesswork or assumptions, it offers actual data that can guide operational, marketing, and service strategies.

WorkSource also uses human-centered design activities to get customer feedback to inform service delivery.

14. Will the selected OSO receive technical assistance or training from BFWDC during the initial onboarding phase, especially regarding compliance, data reporting, or partner collaboration?

Yes, the selected OSO will receive training from the BFWDC during the initial onboarding phase and as requested after the onboarding phase.

15. What community engagement strategies have proven successful, and are any strategies the BFWDC is eager for the new OSO to adopt or improve?

Attending community meetings and resource fairs has been successful. I would like to see more presentations at city meetings etc. to get more information on what is happening and what WorkSource does.

16. What common risks have previous OSOs encountered, and how does BFWDC suggest addressing them in the proposal? This is off topic, but would it be permissible to attach to a Risk & Mitigation Plan as part of the proposal outside the 14 pages?

Pending additional guidance.

To answer the second question, it is permissible to attach a Risk & Mitigation Plan, all those who apply can do that.

17. Could you provide examples of common conflicts among WSCB partners that the OSO will need to mediate, and what resolution processes are already in place?

Not all partners utilize the same case management system, which at times makes it challenging to coordinate services for clients, and some WSCB Partners may have concerns about sharing participant data, particularly if they perceive risks around confidentiality or data security. OSO can facilitate discussions around how data will be safeguarded and how partners can collaborate while respecting privacy concerns. Regular training on data-sharing protocols and security measures can also help ease concerns.

Challenges can arise from miscommunication or a lack of understanding between partners. This can lead to assumptions of bad intentions or differing expectations regarding how an event or training should unfold. Clear, open communication is key to overcoming these hurdles.

18. Is BFWDC open to innovative service delivery models or new technologies that go beyond the current expectations outlined in the RFP?

Yes, the Benton-Franklin Workforce Development Council (BFWDC) is always open to innovative service delivery models and new technologies that have the potential to enhance the effectiveness and reach of our programs. While we are committed to meeting the current expectations outlined in the RFP, we also recognize the importance of staying adaptable and forward-thinking in a rapidly evolving landscape. We encourage creative solutions that align with our mission to support

job seekers, employers, and the community, and we are open to exploring new approaches that demonstrate measurable outcomes and efficiencies.

19. How does BFWDC envision the WSCB evolving over the next five years, and what role will the OSO play in driving that vision forward?

BFWDC envisions the WSCB evolving into a more integrated, accessible, and responsive workforce development hub:

1. We foresee WSCB becoming even more accessible to all individuals, particularly underserved populations. This includes expanding digital services, offering more multilingual support, and improving outreach to people with disabilities and other marginalized groups.
2. It's important that we are not viewed as just the unemployment office, but rather as the hub for employment, training, and reemployment services. Both the OSO and the BFWDC share the responsibility of ensuring the community understands that WSCB is here to support them and knows exactly what services we provide.
3. We envision WSCB leveraging technology to create an application that keeps both job seekers and employers informed with real-time notifications about upcoming events, resources, and opportunities available at WSCB.

20. Question 2: Is it appropriate to narrate the lived experience as a reflection of the consortium as a whole? Or is this specific to the person that is assuming the OSO position?

Both, as it reflects both the consortium's values and the individual stepping into the OSO role.

21. Questions 5 & 7: Questions 5& 7 appear to be duplicative. Are you looking for two distinct answers or can bidder combine into one response?

Bider can combine answers into one response.

22. Question 8: What does "in this space" refer to (do you mean in relation to virtual technology navigation? It's implied but not making the connection of why the question is leading with this statement.

Yes, it is meant in relation to virtual technology navigation.

23. Question 10 & 17: Is question 17 meant to build on what was introduced as the response in question 10?

Yes, it is meant to build on what was introduced as the response in question 10.

24. Question 15: References "each" performance measure". Are these deliverables specific to the OSO work or general WIOA common measures? If specific to the OSO SOW, are performance measures documented somewhere?

This question is in reference to [WIOA Performance Measures](#).

25. Question 18: It appears as though question 18 is missing. As a result, the total points add up to 115, not 120.

Thank you for bringing this to our attention. We will revise the RFP to reflect the correct points. No additional questions will be added, only the necessary corrections will be made.

26. Question 19: Does "organization" refer to the orgs of the consortium or the actions taken by the role of the OSO?

Both. If applying as a consortium, please provide examples of how each organization has fostered a positive work culture and environment that values, encourages, and supports diversity, along with the actions taken by the OSO role to promote this.

27. This question is in reference to section 7: Statement Of Work & Deliverables;

A. Compliance bullet #4: This bullet states, "Ensure One-Stop center partners are utilizing the common intake case management referral process and client tracking systems appropriately." Is this in reference to a new process, such as the one that WWA plans to roll out statewide or some other process? When and how will it be rolled out? Note: there is not a reference to this in the current MOU. It was listed in the draft version, but was removed from the final (10.2024)

Currently, our system utilizes Efforts to Outcome as the Management Information System. In November 2025, [WA Works](#) will be our new case management system for WorkSource professionals.

28. This question is in reference to section 7: Statement of Work & Deliverables:

- B. Management bullet #5 - Bullet 5 states, “Coordinate WSCB performance measures and deliverables established by BFWDC.” Historically, systemic goals have been determined by the partners and coordinated by the OSO. Will these goals be in addition to the systemic goals set during certification or in lieu of?

These goals are in addition to the systemic goals. In coordination with BFWDC, the deliverables listed on page 13 will be prioritized.

29. This question pertains to the Proposal narrative maximum page limit (p.8 & 15).

Page 8 states that the maximum page limit is 14 pages (not including attachments). Page 15 states that the proposal narrative is 15 pages. Please clarify which reference is correct.

The RFP, amended on 2/10/25, reflects the correct information.

30. Joint Proposals, Pg 24: How should ALL entities adequately document their involvement in the development of the proposal as required by those submitting a joint proposal?

It's essential to clearly document the roles and responsibilities of each entity to ensure transparency, clarify accountability, and help establish a well-coordinated approach to the success of the One-Stop Operator. Each entity should provide a brief statement in the form of a cover letter or executive summary that outlines its role in the proposal. This cover letter or executive summary does not count towards the Maximum Page Limit of 14 pages.