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ATTACHMENT D: BIDDER RESPONSE FORM		
<p>This form is broken into Seven sections: Section 1. Administrative Response; Section 2. EO 18-03 Response; Section 3. Washington Small Business; Section 4. Certified Washington Veteran-owned Business; Section 5. Management Response; Section 6. Technical Response; and Section 7. Quotation/Cost Proposal. Bidders must respond to all questions in the order and in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D.</p>		
1	BIDDER INFORMATION (ADMINISTRATIVE RESPONSE) Bidder's response to the questions in this Section 1, combined with the information provided in Bidder's Submittal Letter and Certifications and Assurances, comprise Bidder's Administrative Response to this Solicitation. While the Administrative Response is not given a number score, the information provided as part of Bidder's Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder's qualifications and experience.	MAXIMUM TOTAL POINTS
a	Please indicate whether you employ or Contract with current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual's employment history with the State of Washington; 3. a description of the Individual's involvement with the response to this Solicitation; and 4. the Individual's proposed role in providing the services under this any Contract that may be awarded.	NOT SCORED
	ANSWER: No	
b	Please list the names and contact information of three individuals you agree may serve as Bidder references and may freely provide information to DSHS regarding the reference's experience and impressions of Bidder. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference.	NOT SCORED
	ANSWER: Kelly Johnston, Owner, Clarity Consulting, kelly@developingclarity.com ; Carlos Garcia, Director of Youth and Young Adult services, Tacoma Community House, cgarcia@reachtacoma.org ; Stephaine Caldwell, Director of Diversity Equity and Community Engagement, stephaine.caldwell@absherco.com	
c	Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.	NOT SCORED
	ANSWER: No	
d	Please indicate whether you are requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text you request to change is found, and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language not identified in response to this question.	NOT SCORED
	ANSWER: No	

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e	If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder's Response containing such information and place the word "Proprietary" in the lower right hand corner of each of these identified pages.	NOT SCORED
	ANSWER: N/A	
f	Please indicate whether you have had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party's name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder's performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder's position on the matter. "Termination for Cause" refers to any notice to Bidder to stop performance due to Bidder's asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation.	NOT SCORED
	ANSWER: No	
g	Please identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each.	NOT SCORED
	ANSWER: N/A	
h	Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder's explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.	NOT SCORED
	ANSWER: No	
i	Please describe your proposed plans for the use of Subcontractors in performing this Contract, listing each Subcontractor, its proposed role, and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each Subcontractor self-identifies or is certified as a Washington small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS.	NOT SCORED
	ANSWER: Team is composed of three organizations with Outside Perspective serving as the lead organization. Outside Perspective, LLC is certified minority owned business that self identifies as a micro business.	

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J	Please describe any programs, policies or activities of your organization that support human health and environmental sustainability in your business practices. If a program, policy or activity is specifically applicable to this Contract, please indicate so.	NOT SCORED
	ANSWER: N/A	
	Indicate the County(ies) for which you are applying: 1. King County, and/or 2. Yakima County	NOT SCORED
	ANSWER: King and Yakima Counties	
	Does your firm provide all of the services listed below? 1. Job search assistance, 2. Job readiness training, 3. Job development and placement services, 4. Job retention services, and 5. Work supports.	NOT SCORED
	ANSWER: Yes	
	Does your firm provide Occupational skills training and/or Basic literacy and skills training.	NOT SCORED
	ANSWER: We provide basic literacy and skills training.	
2	BIDDER EO 18-03 CERTIFICATION	MAXIMUM TOTAL POINTS
EO	Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver? Please Note: Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful Bidder, a term will be added to your Contract certifying this response and requiring	20

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	notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the Contract.	
	ANSWER: Firm has no employees	
3	BIDDER CERTIFICATION – WASHINGTON SMALL BUSINESS	MAXIMUM TOTAL POINTS
	<p>Are you a Washington Small Business as defined under RCW 39.26.010?</p> <p>According to Chapter 39.26.010 RCW, to qualify as a Washington Small Business, Bidder must meet three requirements:</p> <ul style="list-style-type: none"> a. <i>Location.</i> Bidder's principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm's headquarters where business decisions are made and the location for the firm's books and records as well as the firm's senior management personnel. b. <i>Size.</i> Bidder must be owned and operated independently from all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on Bidder's federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years. c. <i>WEBS Certification.</i> Bidder must have certified its Washington Small Business status in Washington's Electronic Business Solution (WEBS). 	40
	ANSWER: Yes	
4	BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS	MAXIMUM TOTAL POINTS
	<p>Are you a Certified Washington Veteran-Owned Business as defined under RCW 43.60A.190?</p> <p>According to Chapter 43.60A.190 RCW, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four requirements:</p> <ul style="list-style-type: none"> a. <i>51% Ownership.</i> Bidder must be at least fifty-one percent (51%) owned and controlled by: <ul style="list-style-type: none"> 1. <i>A veteran is defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;</i> 	40

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	<p>2. A person who is in receipt of disability compensation or pension from the Department of Veteran's Affairs; or</p> <p>3. An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.</p> <p>b. Washington Incorporation/Location. Bidder must be <u>either</u> an entity that is incorporated in the state of Washington as a Washington domestic corporation <u>or, if not incorporated,</u> an entity whose principal place of business is located within the State of Washington.</p> <p>c. WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington's Electronic Business Solution (WEBS).</p> <p>d. WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans' Affairs (WDVA) and be certified by WDVA and listed as such on WDVA's website (WDVA – Veteran-Owned Businesses).</p>	
	ANSWER: No	

5	BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)	MAXIMUM TOTAL POINTS
A	Describe your experience providing services requested in this RFP and how your experience positions your organization as the best candidate for these funds.	100
	<p>ANSWER: Outside Perspective LLC and Fortell AI bring a highly complementary and community-rooted approach that is uniquely aligned with the objectives of the Employment Services Project (ESP). Our partnership blends cutting-edge technology, trauma-informed employment services, and deep experience working with marginalized and underserved communities across both King and Yakima counties.</p> <p>Outside Perspective LLC is a Black-owned firm with a strong track record of delivering culturally responsive employment, economic empowerment, and community engagement services across Washington State. Our organization has a deep and sustained presence in King and Yakima counties, and we have developed a collaborative network of over 50 local partners, including housing providers, workforce development programs, community-based organizations, and re-entry services. These partnerships have been critical in implementing programming designed to reach individuals facing systemic barriers to employment—particularly non-custodial parents (NCPs), BIPOC community members, survivors of domestic violence, and those with justice involvement. We have led targeted job readiness workshops, financial literacy trainings, and small business development initiatives specifically in communities that align with ESP’s goals. We are experienced in co-developing individualized service plans that account for participants’ lived experiences and structural barriers to economic stability. Through our trauma-informed facilitation and employment-focused coaching, we empower participants to build confidence, gain workforce credentials, and access jobs with long-term earning potential.</p> <p>Fortell AI brings global leadership in AI-powered learning and digital accessibility. Their platform provides participants with 24/7 access to job readiness resources via mobile-friendly, multilingual avatars. These tools allow participants to learn at their own pace and on their own schedule—ideal for parents navigating complex responsibilities and barriers. In prior work with organizations like UNICEF, the Norwegian Refugee Council, and Oxfam, Fortell AI demonstrated success in using this technology to deliver financial education and workforce development in high-barrier environments, including refugee camps and post-crisis recovery zones. This experience will directly support the ESP goal of equitable, effective employment services for underemployed NCPs.</p> <p>Metropolitan Development Council (MDC) brings over six decades of experience serving low-income individuals and families across Washington State, with a focus on those impacted by systemic barriers such as poverty,</p>	

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	<p>incarceration, housing instability, and behavioral health challenges. Our work is rooted in trauma-informed, person-centered practices that prioritize equity, accessibility, and long-term economic mobility. MDC currently operates across King, Pierce, Thurston, Yakima, and Kitsap counties, and we have extensive experience coordinating services with public systems, including legal, housing, health care, and workforce development sectors. Our agency delivers a range of wraparound supports—housing navigation, behavioral health counseling, employment coaching, and financial education—that are directly aligned with the core services requested in this RFP.</p> <p>Our partnership is uniquely positioned to meet the goals and expectations of the Employment Services Project. With our long-standing relationships in both King and Yakima counties, we are deeply embedded in local communities and service networks. We are already working in collaboration with over 50 organizations across both counties, ensuring a strong foundation for referrals, community engagement, and service delivery. Our combined approach ensures that participants not only receive support with job search, readiness, placement, and retention but also benefit from wraparound services that address real-world barriers to economic stability. Fortell AI's technology enhances this by allowing for flexible, personalized learning and real-time performance tracking, which supports DSHS's goals around employment outcomes, child support compliance, and evaluation. Our culturally responsive, trauma-informed model ensures participants are met with dignity and support every step of the way, creating the foundation for long-term success.</p>	
B	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing their relevant experience.	100
	<p>ANSWER: Rodney Robinson Role: Project Lead & Community Engagement Director Organization: Outside Perspective LLC</p> <p>Rodney Robinson is the Founder and Principal Consultant of Outside Perspective LLC and will serve as the lead project manager and primary point of contact for this contract. With more than a decade of experience in systems-level program design, youth engagement, and employment-focused service delivery, Rodney has successfully led initiatives supporting justice-involved youth, non-custodial parents, and individuals transitioning out of crisis. He brings deep expertise in building trauma-informed, culturally responsive employment pathways, and is highly skilled in cross-sector collaboration. Rodney has a long-standing history of delivering services in both King and Yakima counties and leads a regional collaborative that includes over 50 community-based organizations. Under this contract, Rodney will oversee day-to-day operations, staff management, outreach strategy, coordination with DCS, and direct support for local implementation.</p>	

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<p>Scott Schubert Role: Systems Integration and Technical Advisor Organization: Metropolitan Development Council (MDC)</p> <p>Scott Schubert is the Chief Executive Officer of MDC and will provide high-level systems and technical advising to ensure the project is implemented with fidelity to DSHS expectations and local service coordination goals. With extensive experience in workforce development, housing services, behavioral health, and economic stability initiatives, Scott has led the development of programs that holistically support families impacted by poverty, instability, and systemic inequities. His career includes leadership roles in both King and Pierce Counties at organizations such as the YMCA of Greater Seattle and Catholic Community Services. Scott is known for aligning direct service delivery with systems change and will advise on integrating employment services with related supports (e.g., housing, benefits access, financial coaching) to enhance retention and long-term participant success. He will also guide the development of reporting systems, program evaluation, and sustainability planning.</p> <p>Fortell AI Team Role: Technology Development, Digital Service Delivery, and Data Analytics Organization: Fortell AI</p> <p>Fortell AI is an international leader in ethical, AI-driven education and workforce solutions. The following key team members will lead the design and deployment of digital tools that expand access, personalize learning, and strengthen outcome tracking for ESP participants:</p> <ul style="list-style-type: none"> • Rob Symes, CEO – Rob will serve as strategic lead for Fortell AI's role in the project. With a background as a serial entrepreneur and former Managing Director of Rightmove Plc, he has led AI-based innovation projects with UNICEF, Oxfam, and the Inter-American Development Bank. Rob specializes in impact design, technology strategy, and scalable digital interventions for vulnerable populations. • Chris Bracegirdle, PhD, Chief Technology Officer – Chris will lead technical development of Fortell AI's multilingual digital avatars and adaptive learning platform. A UCL-trained machine learning expert, Chris has deployed award-winning AI tools in humanitarian contexts, including health and financial education initiatives across Africa, South America, and the Middle East. • Talía Jiménez, Head of Research – Talía will lead participant insights, engagement evaluation, and culturally responsive content design. With a background in sociology and extensive international fieldwork, she ensures that tools developed by Fortell AI are grounded in real community experiences and reflect diverse learning needs. 	
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	Fortell AI's role in this project includes developing a digital curriculum focused on job readiness and soft skills training, deploying self-paced, mobile-accessible learning tools for NCPs, and supporting real-time data tracking that feeds into DSHS performance reporting requirements.	
C	Please describe your ability to deliver services in multiple languages and methods to assure services are provided in an accessible and equitable manner across diverse populations.	50
	<p>ANSWER: Our team is deeply committed to delivering services that are both accessible and equitable, particularly for linguistically diverse and historically underserved populations. We recognize that non-custodial parents (NCPs) facing barriers to employment often encounter additional obstacles related to language, culture, transportation, and digital access. Our model is intentionally designed to meet people where they are—literally and figuratively—by offering services in multiple languages and through multiple modalities that are responsive to participants' lived realities.</p> <p>A cornerstone of our approach is the integration of Fortell AI's multilingual, AI-powered digital platform, which supports translation and content delivery in over 200 languages and dialects. Participants can engage with employment readiness materials, job search modules, soft skills training, and career planning tools through culturally responsive digital avatars that speak their preferred language. This tool not only ensures language access but also allows participants to learn at their own pace, in the comfort and privacy of their own home, using a mobile phone, tablet, or computer. This level of flexibility is particularly important for NCPs who may be juggling multiple jobs, parenting responsibilities, or lack reliable transportation to attend in-person sessions. Our platform is accessible 24/7, enabling participants to return to lessons as needed, repeat content for comprehension, and receive support on their own schedule. For individuals with limited literacy or unfamiliarity with formal systems, our avatars are also equipped to deliver content through audio and visual storytelling formats, enhancing understanding and reducing stigma. The interface is user-friendly and optimized for low-bandwidth settings, further ensuring that technology does not become a barrier to participation.</p> <p>In addition to digital delivery, our team at Outside Perspective and MDC will offer in-person and hybrid options that align with participants' preferences. Our on-the-ground staff in both King and Yakima counties are trained in trauma-informed, culturally competent service delivery and work closely with local interpreters and bilingual staff to ensure that language and cultural context are not barriers to engagement.</p> <p>By combining high-tech solutions with high-touch community engagement, our model allows us to reach and effectively serve a broad spectrum of NCPs, including immigrants, refugees, and those with limited English proficiency. This approach ensures that all participants, regardless of language or circumstance, have the tools, support, and confidence needed to succeed in the workforce and meet their child support obligations.</p>	

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D	Describe the purpose, development and evolution of your organization. This answer should include size, areas of specialization and expertise, client base, and any other pertinent information that demonstrates your organization's stability.	50
	<p>Outside Perspective, LLC was established to serve as a strategic thought partner, aiming to advance innovative work within the community. As a Black-owned business founded in Pierce County, the organization emphasizes the importance of inclusion, equity, and representation. Its mission is to support and foster a community of successful small and micro-enterprise owners through coaching and skill-building.</p> <p>The company offers a range of services tailored to meet the diverse needs of its clients:</p> <p>Small Business Coaching: Utilizing the SEMP Approach™ (Simplified Examination to Maximize Profit), Outside Perspective provides one-on-one coaching to help clients determine if business ownership is right for them, design and refine business plans, and maximize their investment.</p> <p>Meeting Facilitation and Community Engagement: The organization offers facilitated meeting services for internal organizational meetings, large-scale community engagement, and small group consulting. Leveraging years of experience and training, including Motivational Interviewing, Outside Perspective works towards consensus-based decision-making.</p> <p>Strategy Consulting and Staff Development: Outside Perspective assesses staff learning needs, identifies learning objectives, and creates plans to develop staff skills and expand knowledge bases. This investment in professional development aims to retain staff and ensure program fidelity, ultimately benefiting the client's bottom line.</p> <p>The SEMP Approach™ is a proprietary methodology that employs a concise, step-by-step logical process to examine small and micro businesses. It is based on the premise that business coaching can be simplified with understandable processes segmented into easy-to-use checklists and manageable guides. This forward-thinking and proactive approach assists clients in improving efficiencies, maximizing profits, and increasing business value through achievable improvements in everyday systems.</p> <p>Rodney Robinson, the owner of Outside Perspective, brings extensive experience in human services and non-profit management. Recognizing the importance of creating a self-sustaining economic base for communities and individuals, he aims to provide mentoring, access to information, capital, and coaching to prospective and established business owners, especially in communities of color. His practical application of skills, learned through both self-study and lived experiences, is dedicated to helping people achieve the freedom associated with multiple streams of income and business ownership.</p> <p>Outside Perspective LLC</p>	

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<p>Accredited by The Association of Accredited Small Business Consultants® (AASBC®), a global association specializing in training and certification of small business and SME consultants, Outside Perspective adheres to high standards of ethics and performance. The organization utilizes the SEMP Approach™, explicitly designed to develop proficiency in improving operational efficiency, maximizing profitability, and creating business value.</p> <p>Outside Perspective LLC</p> <p>Through its comprehensive services and commitment to fostering inclusive economic growth, Outside Perspective, LLC demonstrates stability and a dedication to empowering small business owners and communities.</p> <p>Metropolitan Development Council (MDC) is a nonprofit Community Action Agency that has served communities across Washington State for over 60 years. Our mission is to help individuals and families move from crisis to self-sufficiency by addressing the root causes and systemic barriers that perpetuate poverty. MDC has a long history of working with people who have been impacted by the criminal legal system, child welfare involvement, homelessness, behavioral health conditions, and economic instability.</p> <p>With over 170 employees, MDC’s workforce includes a diverse array of professionals—case managers, nurses, behavioral health specialists, energy assistance coordinators, housing navigators, program managers, and administrative staff—who work collaboratively across multiple programs and geographies. Our integrated service model provides support in the areas of housing, behavioral health, education, employment, reentry, and basic needs, ensuring that clients can receive holistic, person-centered services.</p> <p>MDC’s primary client base includes individuals and families living in poverty, many of whom have experienced significant systemic involvement—whether through incarceration, child welfare, or homelessness. We prioritize services for BIPOC communities, young adults aging out of systems, and those facing complex, intersecting challenges.</p> <p>We maintain active programming across King, Pierce, Yakima, Thurston, and Kitsap counties, with regional staff embedded in community-based programs and cross-agency partnerships. Our stability as an organization is supported by a broad portfolio of federal, state, local, and philanthropic funding, and a deep commitment to continuous improvement, cultural responsiveness, and trauma-informed care. MDC is proud to be a trusted partner in advancing workforce development and economic mobility for the communities we serve.</p> <p>Fortell is an artificial intelligence company that specialising in serving the non profit industry. It works in over 35 countries around the world in some of the most challenging situations. It’s clients include UNICEF, Norwegian Refugee Council, Oxfam, the Inter American Development Bank, The Asian Development Bank, The Aga Khan Foundation and ADRA.</p>	
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	<p>Fortell's team of ten people have worked on projects involving highly vulnerable populations learning how to integrate AI in often challenging circumstances. Examples of this include, integrating digital avatar technology into HIV clinics in Malawi for the first time enabling men at risk of HIV to explain how the service they were receiving could be improved. Another example, is working with NRC in Sudan, using voice AI to gather feedback on whether refugees were receiving money and medical supplies. More recently, they have been working in the USA, enabling non profits to use AI to better train their employees and prevent burnout by developing an AI coach that helps prep employees for difficult conversations.</p> <p>Fortell prioritise the use of ethical AI by focussing on data security and data privacy. Whether this is working with Microfinance providers in Latin America, Maternal/child health clinics in Uganda or Zambia or victims of gender based violence in the Middle East, Fortell is absolutely committed to maintaining the anonymity of their subjects and clients while they integrate AI into their daily lives.</p>	
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6	BIDDER'S SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)	MAXIMUM TOTAL POINTS
A	<p>Provide a detailed description of how and in what context your organization plans on providing the following services:</p> <ol style="list-style-type: none"> 1. Job search assistance, 2. Job readiness training, 3. Job development and placement services, 4. Job retention services, and 5. Work supports. <p>If you plan to subcontract, describe your organization's procedure for procuring and establishing subcontracts, and the procedure your organization will use to monitor the subcontracts and services provided to ensure program compliance.</p>	200
	<p>ANSWER: The service model proposed by Outside Perspective LLC, in collaboration with Metropolitan Development Council (MDC) and Fortell AI, is designed to holistically address the barriers that non-custodial parents (NCPs) face in obtaining and maintaining employment. This model is rooted in trauma-informed care, equity, culturally responsive engagement, and flexible access through both in-person and digital modalities. The model is intentionally designed to meet the needs of NCPs who are unemployed or underemployed and may be justice-involved, housing insecure, or balancing family responsibilities while seeking to stabilize their lives.</p> <p>1. Job Search Assistance</p> <p>Outside Perspective LLC will serve as the initial point of contact for participants, conducting intake assessments to evaluate employment history, digital access, literacy levels, skills, and interests. Participants will be assigned an employment specialist who will co-develop a customized job search strategy, set achievable milestones, and provide hands-on support in developing or updating resumes, identifying relevant job openings, completing job applications, and practicing interview skills. Staff will also help participants navigate common online job portals and employer systems, ensuring that digital literacy does not become a barrier to employment.</p> <p>In partnership with MDC, participants will be connected to job fairs, employer hiring events, and direct referrals to open positions in industries where MDC maintains strong relationships, such as healthcare, construction, transportation/logistics, warehouse operations, and behavioral health. MDC will also support the</p>	

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<p>placement of individuals in programs such as apprenticeships or transitional employment for those who are not immediately job-ready.</p> <p>Fortell AI's multilingual, AI-driven platform complements these services by providing 24/7 access to digital job search support. Participants can interact with culturally responsive avatars who guide them through the process of identifying job opportunities, understanding job descriptions, tailoring resumes, preparing for interviews, and submitting applications. These tools are available in over 200 languages and dialects and are optimized for mobile devices to ensure accessibility from home, a library, or a smartphone.</p> <p>2. Job Readiness Training</p> <p>Job readiness services will be layered to allow flexibility in both format and intensity, depending on participant needs. Outside Perspective will lead trauma-informed, in-person workshops on workplace expectations, communication and conflict resolution, emotional regulation, attendance and punctuality, time management, and employer culture. These trainings will be delivered in small groups to foster peer support, reduce stigma, and increase participant engagement, particularly among those who have experienced long-term unemployment or legal system involvement.</p> <p>MDC will offer additional job readiness training modules focused on digital literacy, email etiquette, scheduling tools, and workplace technology platforms. MDC has deep experience supporting clients with limited technology access or knowledge and will offer sessions at accessible community sites and MDC locations in Yakima and King counties.</p> <p>Fortell AI will deliver digital job readiness content that mirrors and expands upon in-person sessions, allowing participants to complete modules on their own schedule and revisit materials as needed. This is especially important for participants balancing parenting responsibilities, caregiving, or irregular work schedules. Modules include interactive simulations of workplace scenarios, interview role-plays, and soft-skills coaching—all available in the participant's preferred language and reading level.</p> <p>3. Job Development and Placement Services</p> <p>Outside Perspective and MDC will work together to provide customized job development and placement services. MDC maintains established partnerships with local employers through its long-standing workforce programs and active involvement with regional workforce development boards, including Workforce Central. These partnerships will be leveraged to identify job openings that align with participant skills and employment goals, and to support job placement in fields where there is demand for second-chance hiring.</p>	
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<p>MDC's team will lead employer engagement, schedule interviews, and provide post-placement support to both participants and employers to ensure successful transitions. In addition, MDC will connect participants to workforce intermediaries, industry-specific training partners, and short-term credentialing programs for roles in healthcare, behavioral health, construction trades, food service, and customer service.</p> <p>Fortell AI will enhance this process by analyzing each participant's platform engagement, training completions, and job preferences to generate personalized job-matching recommendations. This data-informed matching allows employment specialists to quickly identify opportunities that align with participant readiness, increasing the likelihood of long-term placement success.</p> <p>4. Job Retention Services</p> <p>Outside Perspective and MDC will provide intensive follow-up services for all participants placed in employment. This includes bi-weekly check-ins during the first 90 days, with decreasing frequency as the participant stabilizes. Retention supports include individualized coaching, problem-solving around workplace issues, time management reinforcement, and strategies to manage life-work balance, especially for participants with family obligations or ongoing behavioral health needs.</p> <p>MDC staff will facilitate peer support groups to help participants share challenges and successes in maintaining employment. Participants will also have access to MDC's supportive services, including housing navigation, transportation assistance, and behavioral health services that directly impact job stability.</p> <p>Fortell AI will offer ongoing digital engagement with participants, including personalized nudges, micro-lessons on retention strategies, and stress management resources. Their AI platform also identifies disengagement patterns (e.g., drop-off in platform usage), which can signal risks to job retention. These alerts are shared with case managers and employment specialists to enable timely interventions.</p> <p>5. Work Supports</p> <p>Work supports are integrated throughout the participant journey and tailored to the unique needs of each individual. MDC will administer transportation assistance (e.g., ORCA cards, gas vouchers), work clothing and tools, and access to benefits such as food, utilities, and childcare. MDC's strong network of partnerships ensures timely referrals and continuity of care, particularly for participants balancing multiple system interactions.</p> <p>Outside Perspective will provide flexible navigation of community-based supports, including culturally specific providers and grassroots organizations offering financial support, legal advocacy, or mental health resources.</p>	
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	<p>Fortell AI will support participant access to these services by embedding resource navigation within its platform, ensuring that information is accessible even outside of standard office hours.</p> <p>Subcontracting and Compliance Monitoring</p> <p>Outside Perspective LLC will serve as the lead agency and fiscal agent. Subcontracts will be established with MDC and Fortell AI through formalized agreements that include a detailed scope of work, performance benchmarks, reporting requirements, payment schedules, and compliance protocols. All subcontractors were selected based on their subject matter expertise, regional experience, capacity to serve high-barrier populations, and alignment with the goals of the Employment Services Project.</p> <p>Compliance monitoring will be conducted through structured monthly coordination meetings, real-time data sharing through centralized case management platforms, and quarterly performance reviews. Outside Perspective will oversee the aggregation of data across partners and ensure timely submission of reports to DSHS, including required performance metrics, disaggregated data, participant progress, and success stories. Any underperformance or deviations from expectations will trigger collaborative corrective action planning, with technical assistance provided to ensure service quality and contract compliance.</p> <p>This coordinated and values-driven approach ensures that services are responsive to participant needs, consistent across both counties, and fully aligned with DSHS's objectives of increasing employment, reducing barriers, and improving child support compliance.</p>	
B	Provide a detailed description of how and in what context your organization plans on providing additional services such as occupational skills training, and/or basic literacy and skills training.	100
	<p>ANSWER: Our collaborative, led by Outside Perspective LLC with subcontracting partners Metropolitan Development Council (MDC) and Fortell AI, offers a well-rounded and deeply rooted approach to delivering occupational skills training and foundational education services for non-custodial parents in King and Yakima counties. Recognizing that many participants will face barriers beyond employment gaps—including limited literacy, lack of technical skills, or disconnection from emerging job sectors—we have developed a model that integrates in-person and digital solutions, tailored to meet individuals where they are and move them forward in sustainable, skills-based pathways.</p> <p>MDC brings decades of workforce development experience with a regional footprint across Pierce, Yakima, King, Thurston, and Kitsap counties. Through longstanding partnerships with institutions such as Workforce Central, Bates Technical College, Clover Park Technical College, and Yakima Valley College, MDC connects</p>	

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<p>participants to credentialed training programs in high-demand sectors like healthcare, construction, warehouse/logistics, CDL licensing, behavioral health peer certification, and administrative office technologies. MDC’s employment specialists provide intensive coaching and case management throughout the training journey, ensuring that participants are supported not only academically but through access to work supports such as transportation, childcare referrals, and housing stability resources. This is particularly critical for NCPs who may be justice-involved, experiencing housing insecurity, or managing other intersecting challenges. MDC’s coordination with American Job Centers and state workforce systems also ensures participants can be co-enrolled in state-recognized training pathways, offering additional financial assistance and increasing the chance of long-term career advancement. These partnerships are built on a track record of successful collaboration, such as MDC’s role in the Homeless Veterans Reintegration Program, where MDC and Workforce Central worked closely to connect justice-involved veterans with apprenticeships and job placements—experience that will be directly transferable to this project.</p> <p>Outside Perspective adds an essential layer of culturally responsive engagement and trauma-informed coaching. Many of the individuals we will serve in this project have experienced system involvement, stigma, and a lack of trust in traditional institutions. Outside Perspective helps participants understand the value of occupational training, explore what’s possible for their future, and navigate enrollment through trusted, community-based relationships. This work is especially important for participants who may be entering a training program for the first time or returning after years of disconnection from formal education or the workforce.</p> <p>Fortell AI enhances our capacity to deliver occupational and foundational education through a state-of-the-art, multilingual, AI-powered learning platform. While many digital tools in workforce development focus only on basic resume tips or interview prep, Fortell AI goes deeper, offering not only job readiness modules but also teaching participants how to understand, interact with, and even begin creating with AI technology itself. Through interactive virtual workshops and digital storytelling, participants will gain exposure to how AI works and how it is shaping the modern workforce. This not only builds digital confidence and technical literacy, but introduces entirely new employment pathways in emerging tech sectors—especially valuable for younger participants and those interested in self-employment or gig-based work. This AI literacy component is a unique offering that few traditional workforce programs can provide and represents an innovative opportunity to close the digital divide while expanding career possibilities.</p> <p>Beyond vocational and tech-based training, our partnership also provides robust basic literacy and foundational education services. MDC regularly delivers one-on-one tutoring and small group instruction to</p>	
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	<p>participants needing support with reading, writing, math, and digital skills. This is embedded into its housing and workforce programs, allowing seamless access for participants with limited educational attainment or language barriers. The platform includes modules on reading comprehension, numeracy, financial literacy, and English-language learning. Participants can engage with content in a judgment-free, trauma-informed environment, using avatars that reflect their own language and cultural background. Because many NCPs served in this project may lack access to traditional classrooms or may be managing other barriers, this digital flexibility, combined with real-time progress tracking and adaptive feedback, is crucial to increasing retention and building confidence.</p> <p>All training—whether occupational, foundational, or AI-focused—will be integrated into each participant’s individualized service plan and tracked through shared case management systems. Employment specialists across all three partner organizations will coordinate to ensure that each participant’s skill-building journey aligns with their employment goals and is supported by wraparound services to remove external barriers. Together, this approach ensures that participants are not just placed in jobs, but supported in building the skills, literacy, and confidence needed for long-term employment and upward mobility in a rapidly changing workforce.</p>	
C	What existing partnerships do you have with local employers, workforce development agencies, education institutions, or other community organizations?	100
	<p>ANSWER: The collaborative led by Outside Perspective LLC—with Metropolitan Development Council (MDC) and Fortell AI as key partners—brings an extensive network of strategic partnerships with local employers, workforce development boards, education institutions, and community organizations across King, Pierce, and Yakima counties. These relationships are critical to ensuring that participants in the Employment Support Program (ESP) receive wraparound, culturally responsive services and have direct access to real employment pathways.</p> <p>MDC, as a designated Community Action Agency with over 60 years of experience, has built a strong infrastructure of community relationships. MDC partners with major education institutions including Tacoma Community College, Bates Technical College, Clover Park Technical College, and Pierce College, and is deeply embedded on each of these campuses through its Educational Opportunity Center (EOC) program. The EOC staff provide hands-on support for students with admissions, financial aid, career advising, and application assistance. In addition to being active at colleges and universities, MDC also provides outreach to local school</p>	

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	<p>districts and GED programs, military education centers, and libraries—ensuring that education pathways are available to youth and adults alike.</p> <p>MDC maintains longstanding relationships with regional employers and workforce systems through its partnerships with organizations like Workforce Central, American Job Centers, and the Washington State Employment Security Department. Through the MDC Jobs and Education Initiative and its Supported Employment program, MDC regularly connects clients to job training, career fairs, apprenticeships, and direct job placements. These efforts are enhanced by employer relationships with industries such as construction, behavioral health, healthcare, logistics, and the nonprofit sector. MDC’s model integrates services with employers who are committed to hiring individuals with barriers such as criminal legal involvement, housing instability, or behavioral health challenges.</p> <p>MDC’s partnerships also extend to nonprofit and culturally specific organizations that provide services to BIPOC, LGBTQIA+, and immigrant/refugee communities, including Comprehensive Life Resources, Oasis Youth Center, Tacoma Housing Authority, the Rainbow Center, Catholic Community Services, Valeo Vocation, United Way, and Sound Outreach. MDC also works directly with food access and basic needs partners such as Food Lifeline and the Sister’s House, creating a holistic support system for participants. These relationships are not only referral-based but are actively integrated into shared programming, case conferencing, and resource navigation.</p>	
D	How do you measure and report on client progress and overall program success?	100
	<p>ANSWER: Our collaborative team—led by Outside Perspective LLC, with Metropolitan Development Council (MDC) and Fortell AI—employs a comprehensive, data-informed, and equity-centered approach to measuring client progress and overall program success. We recognize that meaningful outcomes extend beyond simple job placement metrics, and we are committed to capturing a full picture of participant engagement, skill-building, and sustained employment outcomes.</p> <p>Each participant begins with an individualized employment and service plan developed in collaboration with a dedicated employment specialist. These plans outline the participant’s goals, strengths, barriers, and milestones across job readiness, training participation, job search, placement, and retention. We use secure case management systems—managed by MDC and Outside Perspective—to track and update progress in real time. These systems document referrals, services provided, participant feedback, and progress toward goals, ensuring seamless communication across partners and allowing us to deliver responsive, personalized support.</p>	

<p>Fortell AI enhances our tracking and reporting by collecting granular engagement data through its digital platform. This includes module completion rates, time spent on skill-building activities, preferred languages, areas of improvement, and behavioral trends. Because the platform is multilingual and adaptive, it ensures equitable tracking across language groups and literacy levels. Real-time data is shared with the employment team to flag disengagement or plateaus in learning, enabling timely intervention and coaching support. To ensure consistent reporting, we produce monthly performance dashboards that summarize key program indicators such as enrollment, engagement, job placements, training completions, and 30/60/90-day retention. These reports also include disaggregated data by race, gender, language, and location to assess equity in outcomes and guide program adjustments. Quarterly meetings among all implementation partners allow us to review trends, address challenges, and implement changes based on both data and qualitative feedback. In addition to quantitative data, we prioritize participant voice in evaluating program effectiveness. We gather feedback through structured surveys, focus groups, and informal check-ins to assess participant satisfaction, perceived barriers, and suggestions for improvement. Fortell AI also embeds feedback tools into its modules, allowing for anonymous and real-time input that can be analyzed alongside performance data. For external stakeholders, we provide narrative and data-rich reports that highlight both outcomes and impact stories. These reports are designed to demonstrate progress toward DSHS’s stated goals, such as increasing employment rates and wage withholding compliance, while also emphasizing longer-term participant success, skill development, and systems change. MDC’s experience managing complex contracts and federal reporting ensures full compliance with data security and reporting requirements. Our model ensures accountability, transparency, and a continuous learning loop. It allows us to demonstrate the effectiveness of our services and make real-time improvements that enhance participant outcomes and promote sustained economic stability for non-custodial parents.</p>	
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7	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)	MAXIMUM TOTAL POINTS
A	Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract.	50
	<p>ANSWER: TOTAL MAXIMUM BID AMOUNT: \$170,000</p> <p>FOR ALLOCATED COST DETAIL, ATTACH A SEPARATE SPREADSHEET OR DESCRIBE DETAILS BELOW</p> <p>Our total proposed cost for the full performance of this contract is \$170,000, reflecting a cost-effective, collaborative approach between Outside Perspective LLC (lead agency), Metropolitan Development Council (MDC), and Fortell AI. This budget maintains fidelity to the Employment Services Project (ESP) goals while leveraging technology and community-based service delivery to maximize impact.</p> <p>Outside Perspective LLC will receive \$70,000 (41%) of the total contract to support direct service coordination, employment navigation, outreach, participant engagement, and project management. These funds cover personnel costs for employment specialists and coaching staff, administrative overhead, and program evaluation coordination with DCS.</p> <p>MDC is allocated \$45,000 (26%) to support regional workforce navigation, access to occupational skills training and foundational education, and case management for participants with complex barriers. These funds will help MDC integrate participants into existing education and training pipelines, provide wraparound support, and support regional coordination with workforce systems.</p> <p>Fortell AI will receive \$50,000 (29%) to support deploying its multilingual AI-powered digital platform, including job readiness modules, basic skills training, and new AI literacy content designed to help participants engage with and even begin building their own AI tools. This allocation covers platform access for all participants, real-time engagement tracking, data dashboards, participant onboarding, and live virtual workshops that teach digital skills and career pathways in emerging technologies.</p> <p>The remaining \$5,000 (3%) is reserved for direct participant support, including transportation, digital access (e.g., phones or hotspots), interview clothing, or other barrier-removal costs. Outside Perspective will administer these flexible funds in coordination with MDC and DCS staff.</p> <p>This streamlined budget ensures that each dollar supports either direct service delivery or participant-facing tools, strongly aligning with the RFP goals of individualized support, employment access, job retention, and equitable engagement across King and Yakima counties.</p>	

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B	Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.	20
	<p>ANSWER: Our proposed total charges of \$170,000 are based on several key program scope, staffing, and technology access assumptions. These assumptions help us ensure that the budget remains aligned with the Employment Services Project (ESP) goals, while allowing for flexibility in service delivery across King and Yakima counties.</p> <p>First, we assume that DCS staff and the Alternative Solutions Program will support participant recruitment, screening, and referrals in part and that our team will not be solely responsible for generating outreach pipelines. We also assume that participants referred to us will meet the general eligibility criteria defined in the RFP, including non-custodial parents who are unemployed or underemployed and behind on child support payments.</p> <p>Second, we assume that each employment specialist's initial caseload will not exceed 25 active participants at any one time, which ensures a high level of individualized attention and case planning, particularly for participants who may require trauma-informed or intensive wraparound support.</p> <p>Third, the proposed charges assume that Fortell AI's digital platform can be used as a core service delivery tool, supplementing in-person coaching with 24/7 access to job readiness and skill-building content, and reducing the need for additional paid staff time to deliver training materials. We assume participants will have access to a mobile device, tablet, or computer with internet access; where they do not, the project budget includes limited direct digital access support.</p> <p>Fourth, we assume that staff from Outside Perspective and MDC can deliver services through a hybrid model, using a combination of in-person and virtual meetings to serve participants across both counties. This hybrid structure allows us to reach rural or transportation-limited participants while maintaining personal engagement where needed.</p> <p>Fifth, our budget assumes that indirect costs are limited or not reimbursed under this contract. Thus, all administrative and overhead expenses are contained within our proposed personnel and subcontractor allocations. If indirect costs are allowable later, we may request to adjust budget categories accordingly within the total contract amount.</p> <p>Finally, our proposed charges assume that data sharing, reporting requirements, and evaluation expectations will align with the framework outlined in the RFP and the Sample Contract. If more extensive third-party evaluation, external audit, or longitudinal data collection is required, we may need to revisit resource allocations to ensure compliance and data integrity.</p>	

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	These assumptions allow us to propose a fiscally responsible, impact-focused program model that balances community-based engagement, technology-enabled delivery, and strong case management—aligned with the intent and scope of the ESP initiative.	
C	Bidder should also propose a schedule of payments corresponding to its charges for successfully performing the tasks necessary to accomplish identified milestones corresponding to project objectives and performance measures within each phase. Bidders are required to collect and pay Washington State sales tax, if applicable.	30
	<p>ANSWER: Proposed Schedule of Payments</p> <p>We propose a milestone-based payment schedule that aligns with the successful completion of project phases, measurable deliverables, and ongoing participant outcomes. This structure is intended to promote accountability, cash flow consistency for small and emerging partners, and alignment with the Employment Services Project's goals.</p> <p>All payments will be made to Outside Perspective LLC, the lead agency, which will manage invoicing and distribute funds to subcontractors Fortell AI and Metropolitan Development Council (MDC) according to their scope of work and performance contributions. All billing will include Washington State sales tax where applicable.</p> <p>Phase 1: Program Launch & Initial Enrollments (Month 1–2)</p> <p>Milestone: Completion of contract onboarding, finalized MOUs with subcontractors, staff hiring, coordination with DCS referral process, outreach materials completed, first 10 participants enrolled across both counties.</p> <p>Payment: \$25,000</p> <p>Phase 2: Service Delivery Activation (Month 3–5)</p> <p>Milestone: 30 participants enrolled, digital platform access fully deployed, first 10 participants complete job readiness training (in-person or digital), AI literacy sessions launched, job search support active.</p> <p>Payment: \$30,000</p> <p>Phase 3: Mid-Point Performance Milestone (Month 6–8)</p> <p>Milestone: 60 participants enrolled, at least 30 have engaged in occupational or literacy training, 20 have completed job placement, and 10 have retained employment for at least 30 days. Fortell AI engagement analytics and baseline reports submitted.</p> <p>Payment: \$35,000</p> <p>Phase 4: Retention & Evaluation Progress (Month 9–12)</p>	

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	<p>Milestone: At least 45 job placements were achieved, with 25 participants reaching 60-day retention and at least 15 reaching 90-day retention; AI engagement tracking was used for continuous improvement; participant feedback reports were completed.</p> <p>Payment: \$35,000</p> <p>Phase 5: Final Reporting & Closeout (Month 13–16)</p> <p>Milestone: Project closeout activities, including submission of final data and narrative report, presentation of participant outcomes (job placement, retention, support services provided), and lessons learned. All subcontractor invoices reconciled and sales tax documentation provided.</p> <p>Payment: \$45,000</p> <p>Total: \$170,000 (plus applicable Washington State sales tax)</p> <p>This schedule allows for predictable billing while tying payments to performance and progress. Invoices will be submitted monthly or upon milestone completion with all required documentation and backup, under contract terms and DSHS invoicing procedures.</p>	
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