

Process Improvement Strategist Internal Client Referral Solution Request For Quote (RFQ)

The Central Iowa Workforce Development board is looking for an organization, business, or independent contractor to identify a process improvement solution to strengthen the internal client referral system among program partners within the IowaWORKS office at 200 Army Post Rd, Des Moines, IA.

The IowaWORKS job center is made up of over a dozen independently operated programs that strive to meet the needs of job seekers and empower them to sustainable careers. However, the system lacks a quality referral process and common technological platform to triage and manage client relationships.

The solution process should involve stakeholder interviews, process mapping, technological research, and risk management.

Expectation for Service:

- Identification of a solution and supporting processes to achieve project end results of efficient, effective, and responsive client-centered referral system for career planners which includes:
 - Identification of a technological based solution(s) for career planner client coordination and partner communication.
 - Automation of referrals that includes access for an intermediary to review, approve or reroute referrals as desired.
 - Mitigation of risk for information security of clients and partner organizations in data sharing.
 - Development of a referral questionnaire to ensure relevant information is gathered to determine quality referrals and desired outcomes.
 - Development of performance indicators to measure process success.

Time Expectation: It is estimated that this project will take up to 60 hours to complete.

Proposed Project Timeline: Completion by June 1, 2024. (negotiable)

Payment: Cost reimbursement. Per hour rate preferred. Proposals up to \$12,000 will be considered for this project.

Selection Criteria: The project will be awarded to the lowest priced qualified bidder.

Please remit quote to eric.kress@ciwdb.org electronically no later than March 29, 2024.

- Please Include:
 - 1 page Cover Letter summarizing qualifications.
 - Quote: Rate for Service (Hourly rate preferred)
 - 3 Professional References



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