

Evaluation Summary (2021-3010)

RFP 21-500590, Workforce Innovation and Opportunity Act (WIOA) One-Stop Operator (Annual Contract with 3 Options to Renew)

CRITERIA	PROPOSER
	In the Door, LLC
Knowledge & Experience	<ul style="list-style-type: none"> • Response was very comprehensive, precise, and detailed. Each question was answered/addressed. • The vendor has prior experience with the County; it is the incumbent. • The quality of all content was good and seemed to be a model/best practice in the field. • The Mission Statement aligned with the mission and goals of WorkSource DeKalb. • The vendor also provided One-Stop operator services for many more local areas under this grant within the state of Georgia. They have critical relationships with some of the key partners. • The customer satisfaction system they utilize allows them to not only provide key technical assistance but also allows them to be proactive when dealing with any issues that may arise by being in tune with all customers. • Well-versed in WIOA programs. • They provided some nice data points to backup their experience in regards to the prior years' experience and their experience with other workforce development projects. • In the Door, LLC has a team of 22 staffing professionals. It has been in business since 2015. Between Georgia and Tennessee, it is the One-Stop Operator in 51 counties. It uses kiosk technology the way we need it. Its performance metrics for Workforce Coastal exceeded goals comfortably. The vendor has a history providing TRA benefits and services.
Partnerships & Community	<ul style="list-style-type: none"> • A comprehensive array of partners across multiple sectors was provided. • The vendor's satisfaction measures were multi-layered and clearly identify what's considered neutral and exceptional. Its strategies for outreach demonstrated a deep knowledge of the market and changing workstyles amidst current challenges.

	<ul style="list-style-type: none"> • They demonstrated that they understood the One-Stop MOU that was already in place that currently governs these partners. The vendor also demonstrated that it understood how it should contribute both physically and financially. • The Partner Electronic Access Portal (PEAP) allows for direct linkage between partners and participants. A committee was established for outreach and enrollment purposes, which included reps from each partner organization. This was an excellent idea to include all one-stop partners in on the planning. • Very thorough and very organized in their layout. Each section was well laid out and complete.
Capacity	<ul style="list-style-type: none"> • The capacity described was very good, as outlined with the organizational chart as well as the details of each individual's duties. • Described a back-up approach (continuity of operations plan) to ensure that if an employee was out then someone else would be equipped to step in and continue. This was especially reassuring, given the multiple other contracts held by this vendor. • The vendor illustrated adequate capacity, as outlined with the organizational chart as well as the details of each individual's duties. • The staffing plan demonstrated a commitment to contract risk mitigation by minimizing contract start-up risk, maximizing contract performance, and guaranteeing contract success. • As the incumbent, the vendor already performs an analysis of WorkSource DeKalb that includes labor market employment data, information on labor market trends, educational and skill levels of the workforce, including individuals with barriers to employment. • They detailed how One-Stop continues to fit into their evolving structure. • A Workflow Logistics Model was provided. The litany of professional contacts strengthened its capacity substantially.

<p align="center">Personnel</p>	<ul style="list-style-type: none"> • The resumes were detailed and extensive. Qualifications and experience were on point. • The personnel described had high-quality credentials. It was not an overly large team, but it seemed to be very capable. • An organizational chart was included. • Adequately demonstrated an ability to do the job required. • Will not use subcontractors.
<p align="center">Program Design & Service Delivery</p>	<ul style="list-style-type: none"> • Described how services were to be organized and managed. • Will not use subcontractors. • The design described was comprehensive and completely responsive to the RFP. Although the vendor had other similar contracts/scopes of work with other organizations, what they presented did not seem to be a cookie-cutter approach. The approach had many elements that illustrated that the vendor was specifically attuned to DeKalb and to aligning with its staff/team. • Provided outcome measures to evaluate their effectiveness. The statistics provided also indicated improved performance.
<p align="center">Technology, Data & Reporting</p>	<ul style="list-style-type: none"> • The technology/data approach and tools described were very relevant and comprehensive. • Described reporting procedures. • The vendor utilizes what they call the "Triage Kiosk" to capture information from customers that visit the One-Stop. This allows them to analyze data to help make better decisions on improved outreach efforts, as well as on which partners need more focus on specific aspects. • The vendor utilizes the state database that assists in case management, labor market information, and federal reporting. • Very detailed section. The vendor did a good job showing how it collected and validated the data.
<p align="center">References</p>	<p>Favorable references received.</p>
<p align="center">Financial Responsibility & Capacity</p>	<ul style="list-style-type: none"> • The vendor has established significant Lines of Credit, reflecting positive results after what was likely a careful review by those institutions. • It provided the required documentation as requested. But as a small organization, there was a slight concern about the small lines of equity

	<p>and the operating vs income line. The operating margin appeared to be razor sharp.</p> <ul style="list-style-type: none"> •Financial Summary by Mr. Robert “Bob” Atkins, DeKalb County Treasurer: <p>"In the Door is very small Total Assets of approx. \$321K Equity of approx. \$121K Unrestricted cash approx. \$140K I take some comfort in that the company began in 2015."</p>
LSBE	N/A
Cost	\$151,600.00
Optional Interview	N/A