



STATE OF WASHINGTON
Department of Social and Health Services
SOLE SOURCE POSTING

The Washington State Department of Social and Health Services (DSHS), Economic Services Administration (ESA), Community Services Division (CSD) contemplates awarding a sole source contract to Louise S. Sportelli to provide in-person Supervisors training services to CSD Supervisors and Administrators.

Interested parties must have:

1. An expert level knowledge of the professional call center work environment.
2. A demonstrated understanding of different monitoring platforms used in call centers, such as Work Force Optimization (WFO), call recording and monitoring and speech, desktop and process analytics.
3. A working knowledge of the CSD: 1) business needs, 2) client programs and 3) performance systems such as the performance scorecard and dashboard programs.
4. A successful record in providing Supervisors training and coaching.
5. A working knowledge about how SMART goals (**S**pecific, **M**easurable, **A**chievable, **R**elevant and **T**ime-Bound) and the FUEL coaching model (**F**rame the Conversation, **U**nderstand the Current State, **E**xplore the desired state and **L**ay out an action plan) are incorporated into the Supervisors training and coaching observation sessions for CSD Supervisors and Administrators.
6. The ability to provide all of the Supervisors training services by February 29, 2020.
7. The authority to provide CSD a license that will allow trained CSD staff to use the Contractors Supervisors training materials.
8. DSHS anticipates that the Contract will be issued on or about March 15, 2019. The period of performance is March 15, 2019 until February 29, 2020.

Organizations who possess the skills and experience to provide these services are required to submit a capability statement detailing their ability to meet the state's requirements within five (5) days of the posting of this Sole Source Advertisement. In the absence of other qualified organizations, it DSHS's intent to make a sole source award of the contract.

In the absence of other qualified sources, it is the state's intent to make a sole source award of the contract. To submit capability statements or for questions, contact:

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