



REQUEST FOR QUOTATIONS

For A

Business Services

March, 2017

The Eastern CT Workforce Investment Board (EWIB)

The Eastern CT Workforce Investment Board (*EWIB*) is a non-profit agency mandated through the Federal Workforce Innovation and Opportunity Act (*WIOA*) of 2014. *EWIB* oversees a network of workforce-related programs funded from a variety of sources including the operations of the American Job Centers (*AJCs*) in Eastern CT.

The organization is governed by a Board of Directors, which evaluates the regional workforce investment system. The private sector majority Board is comprised of representatives from regional businesses, state agencies, organized labor, and local educational institutions. *EWIB* works to identify the changing needs among employers and workers in its 41-town service delivery area and develops a strategic consensus among community leaders to align training programs to meet the needs of local employers in a manner that keeps Eastern CT at the forefront of industry and technology.

EWIB recognizes that the future of Eastern CT's workforce relies on coordinated planning among all our region's decision-makers. Accordingly, we strive to strengthen our partnerships to increase both our efficiency and the prosperity of our region's current and future workers. No one expert or organization can solve the complex workforce and economic issues facing our region. However, by working together, partners in our region are making meaningful progress. Effective partnerships will play an increasingly important role in the region's success, because Eastern CT's most valuable assets are its dynamic workforce.

The EWIB American Job Centers & WIOA One-Stop Partners

EWIB, together with the other workforce partners in the region, promotes effective delivery of workforce development services. *EWIB* oversees the American Job Centers located in Danielson, New London County (*to be located in Montville*), and Willimantic.

A variety of programs and funding streams are co-located delivering services through the *AJCs*. These include:

- **WIOA Title I Adult, Dislocated Worker, and Youth Programs ***
- Wagner-Peyser Employment Services ~ National Labor Exchange
- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- **Welfare Programs ***

The starred (*) programs are delivered by EWIB provider(s). The other programs are delivered by state agencies and state staff we refer to as One-Stop Partners.

WIOA also includes the following workforce programs as One-Stop Partners:

- Family Literacy and Adult Education Act
- Vocational Rehabilitation
- Career and Technical Education (*Perkins Act*)
- Community Services Block Grant
- Second Chance Act programs (*reintegration of ex-offenders*)
- Senior Community Service Employment Program

These programs are delivered by state agencies, or their providers.

Business Services Team (BST)

Under WIOA, there is increased emphasis on providing services to employers in the region. EWIB is seeking an entity that has a relationship with the region's businesses and can use that relationship to promote the AJC system. Services are to be delivered in concert with CT Department of Labor (*CTDOL*) Business Services staff, as appropriate. The Bidder will also need to work with the WIOA Workforce Development & Placement Unit to target employer outreach to customers who have completed training. Additionally, staff will be responsible to provide job development services to participants that are enrolled in the Eastern CT Manufacturing Pipeline Initiative, those that have been assessed as well as those that have completed specific short term training programs. The Business Services requested are to be provided to either the entire region or sub-region (*Willimantic/Danielson, New London County*). EWIB seeks an entity to provide the following as part of a team with the CT Department of Labor Business Services Staff:

- Assist employers with employee recruitment
- Job recruitment fairs, in concert with CTDOL
- Be the business intermediaries to work with in-demand job sectors, Chambers of Commerce, Economic Development Agencies, business & trades associations as determined by EWIB
- Encourage & assist employers with job listings in CTHIRES & use of the system to find and/or screen applicants
- Match industry with talented workers
- Assess business needs
- Recruit & source qualified candidates
- Assist businesses with other hiring needs
- Initiate visits to employers who have not done business with EWIB to introduce services and gather data on employer needs
- Develop On-the-Job Training opportunities for WIOA & other program participants
- Develop internships/work experience opportunities including transitional work experience for low-skilled adult participants
- Assist in developing community service slots for JFES recipients
- Assist employers in claiming workforce tax credits
- Give presentations to area employer associations such as, but not limited to: Rotary, Lions Clubs, and Professional Associations to introduce AJC services and partners

- Serve as a bridge to the client services staff to facilitate placement in work-based program activities
1. Vendor will be expected to provide the business services listed above as well as:
 - a. Maintain a database of business customers who participate in job fairs & other employer services
 - b. Identify appropriate recruitment referrals from WIOA, JFES, WIF, & other programs to fill job openings within sector or performance-based business services programs
 - c. Develop and maintain a system for sharing job postings among staff and One-Stop Partners
 2. Performance Goals
 - a. Document the provision of a minimum of employer visits during the contract period
 - b. Conduct on-site employer recruitments per Center, per month
 - c. Attend quarterly meetings with AJC-East partners to determine their needs
 - d. Attend employer events within the region each month
 - e. Ensure completion of the performance customer satisfaction survey in CTHIRES
 3. The Business Services representative(s) will be housed out of the AJC-East Centers. Facilities rent for business services should not be included in the proposal budget. EWIB does not anticipate funding costs for parent agency facilities. **Letters of Support from Partnering Business Entities Should Accompany the Submission.**

PROPOSALS WILL BE ACCEPTED TO SERVE EITHER THE ENTIRE REGION OR SUB-REGION FOR BUSINESS SERVICES.

Please respond fully to **ALL** the following questions:

- 1) Describe the “value-added” that your organization will bring to the system. Can you provide employer mailing lists, access to existing electronic newsletters, and an existing membership? Describe how you will promote AJC through these channels.
- 2) Describe how you will provide services across the EWIB region or sub-region equitably.
- 3) Describe your ability to operate as part of a team with the CT Department of Labor. Currently, there’s two (2) CTDOL staff (*New London County & Danielson*), staffing through this proposal is sought for Willimantic & New London County AJC Center.
- 4) Is staff able to coordinate & facilitate Business Services meetings? Describe experience in this area.
- 5) Explain staff familiarity with producing regular business newsletters targeted to meet the interest and needs of local employers.
- 6) Describe how you will be able to distribute information about immediate employer needs such as job openings to local AJC Partners and case managers?
- 7) Describe your experience & willingness to work with WIOA & WIF staff to target employment outreach to customers who have completed training.
- 8) How will you help ensure that the required Customer and/or Employer Satisfaction levels are met? Describe how your staff will be able to contribute to the statewide employer satisfaction survey? Describe your emphasis on good customer service.
- 9) Describe your connection & familiarity with local businesses & business organizations, including local Chambers of Commerce, AJC partners, & other regional job developers. Explain your experience in providing business services to both employers & job-seekers in the community. How will you increase the visibility of AJC services in the community?

- 10) Describe your willingness & ability to join local business associations and/or attend local business and community functions, & to meet regularly with employers during both traditional & non-traditional hours.
- 11) EWIB is interested in capturing & quantifying the needs of employers & employees in the Eastern region on more than an anecdotal level. Describe your experience in this area, including your ability to create & maintain databases with employer & employee information as needed or requested.

Qualifications For The BST Vendor:

To fulfill the WIOA requirements, EWIB is seeking one (1) staff to cover the Northeast (*Willimantic & Danielson*) area, located at the Willimantic AJC & one (1) staff to cover Southeast region (*to be located at the Montville AJC*), to serve as part of the team with CTDOL Business Services representatives.

1. The following entities may respond to this RFQ:
 - a. A public entity, such as a governmental entity, including a single One-Stop Partner listed in WIOA Section 121
 - b. A private for-profit entity
 - c. A private non-profit entity
 - d. Another interested organization or entity such as an independent consultant or consulting firm
 - e. The entity may not be a traditional school system providing elementary or high school education.

Entities responding must be able to identify the individual who will serve as the BST staff and who can be held accountable for accomplishing the deliverables. EWIB reserves the right to approve the individual selected to serve on the BST.

Business Services Time Commitment

EWIB expects the individual(s) assigned to serve on the BST on a full-time basis.

Contract Term

A contract will be entered with the selected individual or entity. Payment for services rendered will be made only when costs have been incurred & documentation of all costs will be required. The term of the contract for year one is July 1, 2017 – June 30, 2018, and may be renewed on a yearly basis for a period of up to three (3) additional years after the initial contract. Such renewals shall be contingent upon satisfactory performance evaluations by EWIB, and subject to the availability of funds.

Each of the duties of the BST staff will be quantified into deliverables so that the EWIB staff will be able to measure the performance. The vendor will be expected to report on their progress in writing in a format approved by EWIB management.

Funds Available: \$ 75,000 - \$145,000 has been set aside subject for negotiation.

INSTRUCTIONS

1. Include a cover letter on letterhead with the following information:
 - a. Name of proposing entity
 - b. Type of Entity
 - c. Federal ID Number (*FEIN*)
 - d. DUNS Number (*Proposers without DUNS Numbers should apply for a number if selected*)
 - e. Contact Person and Title
 - f. Address
 - g. Business Phone Number / Cell Number
 - h. E-Mail Address
2. **Responses to this RFQ MUST be submitted by April 28, 2017, no later than 4:00 p.m.** Entities submitting a quote may be asked to make an appearance before the Selection Committee. Proposals can be mailed to the attention of Carol LaBelle, Sr. Director of Programs & Special Projects, Eastern CT Workforce Investment Board, 108 New Park Ave., Franklin, CT 06254; or e-mailed to labellec@ewib.org.
3. In no more than five (5) pages, please reply to questions 1-10 (*contained on pages 3-4 of this document*) identified by EWIB.
4. Follow the order of the questions (*#1-10 contained on pages 3-4 of this document*) when submitting your quote so that we know that no step in the process has been omitted.
5. Provide a quote for the services to be provided. It is EWIB's intent to award the contract as a result of this Request For Quotations to one (1) firm, 1099 individual, or entity. Please provide an hourly rate if applicable and the hours to be dedicated to each deliverable.
6. If entity is a for-profit entity, profit must be separately identified in the quote.
7. Proposers must submit an original and five (5) copies of the proposal, and must also submit an electronic copy of the proposal in MS Word via e-mail (labellec@ewib.org) or on a thumb-drive.
8. Include letters of support from partnering businesses.