



Application Guidelines

A

Request for Proposals (RFP)

for Independent Contractor Opportunity for:

**Professional Services: Canadian Employment Connections - Navigating
Critical Conversations e-learning course design**

Terms:

Year 1 – November 1, 2018 – December 31, 2018

Project Based Contract

Issued: October

22, 2018

Application Deadline: October 31, 2018

PART 1 – PURPOSE:

ACCES Employment is currently expanding the e-learning content available to pre-arrival immigrants taking part in its Canadian Employment Connections program to include content that will support learners' navigating critical conversations within the workplace.

The successful responder (who will have experience in instructional design, subject matter expertise associated with business communications, and experience building online interactive learning products within Storyline) will produce an Instructional Design Document for an interactive online learning module on Navigating Critical Conversations. The successful responder will then build the Navigating Critical Conversations interactive online learning module within Storyline to the specifications of the Instructional Design Document.

Interested parties are asked to read this RFP carefully and are invited to submit a proposal in accordance with **PART 4 – HOW TO APPLY**.

For information on ACCES Employment, please refer to **Appendix A – About ACCES Employment**.

PART 2 – SCOPE OF SERVICES

Scope of Services:

The contractor will provide the following services:

- A. Regularly consulting with the Canadian Employment Connections project team and other appropriate ACCES Employment staff on participant and program needs
- B. Creating a design document for an interactive online learning module within Storyline that:
 - a. Actively encourages participation and interaction
 - b. Provides participants with highly applicable techniques to effectively navigating critical conversations
 - c. Contains audio-visual (no video required) examples of four to five critical workplace conversations
 - i. Examples of critical workplace conversations might include, but are not limited to:
 1. Negotiating salary
 2. Performance management discussions

3. Telling a supervisor that you believe you are being treated unfairly
 4. Connecting with a disengaged employee
 5. Informing a colleague that their comments make you uncomfortable
- ii. Supports learners' analyses of these critical workplace conversations through explicitly applying communication techniques previously introduced in the course
- d. Has accompanying participant resources that can be used within a facilitated group setting to extend learning and skills development
- C. Creating an interactive online learning module within Storyline that meets participant and program needs, conforms to the approved design document and adheres to ACCES Employment brand standards

PART 3 – QUALIFICATIONS:

Qualifications / Experience:

- B.A. or equivalent in relevant field
- Demonstrated experience in designing and building e-learning content within Storyline
- Demonstrated experience (or the ability to subcontract experience) in facilitating, training and/or teaching workplace communications, both theoretical and practical
- Experience with onboarding of new employees will be considered an asset
- Exceptional written and verbal communication skills
- Demonstrated experience working with adults of diverse cultural backgrounds
- Knowledge of workplace integration issues faced by newcomers to Canada

The successful responder's proposal will demonstrate:	As evidenced by:
Experience and skills sufficient to complete the project	Outline of previous projects with rough budgets, timelines and project scopes Project Lead Resume

	Project Staff Resumes
Clear knowledge of project planning	Project Work Plan with milestones
A commitment to stakeholder collaboration	Project Work Plan
Project financial management	Fee Schedule Prospective Project Quote
Knowledge of best practices in e-learning design and development	Project Narrative Sample Projects
Appreciation of the learning needs of internationally-trained professional immigrants	Project Narrative Sample Projects
Intellectual property principles, with clear indications that: all authoring files for creative components will be included in project deliverables all intellectual property developed within the scope of this project will be the intellectual property of ACCES Employment e-learning courses developed will be owned, operated maintained and updated by ACCES Employment no barriers to content revision will be purposefully or inadvertently included in the courses or content no maintenance fees will be applicable after delivery of the final product	Intellectual Property Rights Statement

PART 4 – HOW TO APPLY:

All applications must:

- Enclose a resume for the project lead, or an appropriate statement of corporate capacity and expertise
- Enclose an outline of previous projects with rough budgets, timelines and project scopes
- Provide sample projects or project layouts (screenshots are acceptable) that demonstrate previous work Enclose a rough project work plan for the work described in the Scope of Work
- Enclose a fee schedule and a corresponding project quote Include a minimum of three professional references

- If you are sending your proposal via e-mail, please indicate the contract opportunity you are submitting for on the subject line

Submit applications by **Wednesday, October 31, 2018 at 5pm** via email, fax or mail to

**Selection Committee
ACCES Employment
Re.: Canadian Employment Connections – Navigating Critical
Conversations
489 College Street, Suite 100
Toronto, ON M6G 1A5
Fax: 416-664-6364
E-mail: hr@acesemployment.ca**

Please Note:

- In order to be fair to all proponents, late submissions and phone calls or e-mails to discuss the applications status will not be accepted. Only shortlisted applicants (individuals/organizations) will be contacted.
 - All applicants will be notified of the status of their application.
- **The inclusion of HST number is mandatory.**
- **As a Broader Public Sector (BPS) agency, ACCES Employment is unable to reimburse any hospitality, incidental, food, travel and other expenses.**

PART 5 - EVALUATION OF PROPOSALS:

5.1 Stages and Evaluation Point Allocation:

5.2 Stage I - Review of Mandatory Requirements (Pass/Fail):

Any Proposal that is not considered by ACCES Employment to meet all mandatory requirements will be disqualified and not evaluated further.

A Proposal must include the following **Mandatory Requirements:**

1. Complete and submit **Appendix B - Conflict of Interest Statement.**
2. Complete and submit **Appendix C – References**, including 3 (three) references from comparable clients served within the past 3 years (of similar size and scope, if possible).

If proponent does not meet these mandatory requirements, the proponent's submission will be deemed to be non-eligible and will be eliminated from further consideration.

5.3 Stage II – Rated Requirements (15 Points):

During Stage II, Proposals will be evaluated and scored on the basis of the rated requirements. The maximum points allocated for Stage II is 15 points. Any Proposal that ***does not*** include satisfactory responses to applicable rated requirements as described in ***Part 2 and Part3*** of this document will ***fail*** and not proceed further. Only the top scoring scoring proponents will be invited to deliver in person, or by conference call, presentations to the ACCES Employment Selection Committee. Each Proposal will be awarded points based on the Proponent's response to the information listed below:

Rated requirements	Maximum Points
Enclosed resume or statement of corporate capacity	3
Enclosed Outline of Previous Projects	3
Enclosed project work plan and quote	3
Three Professional References	1
Background / Professional Capacity / Qualifications	
Qualifications and Experience	5
Total Score for Rated Requirements	15

PART 6 – KEY DATES:

Issue date	October 22, 2018
Proponent's questions deadline	October 26, 2018
Addenda, if any	Not Applicable
Proposals submission deadline	October 31, 2018
Review/Selection Period	October 31 – November 2, 2018
ACCES Employment Selection Committee to conduct in person interviews with the top proponents	November 2, 2018
Appointment of Vendor / Signing of Contract	November 7, 2018
Notification to Proponent's Proposal Status	November 7, 2018

PART 7 – ADDITIONAL INFORMATION:

7.1 ACCES Employment is not Committed to Proponent's Expenses:

The application process will not necessarily result in a commitment to sign a contract with the Proponent. ACCES Employment shall not be

liable for any expenses incurred by any Proponent, including the expenses associated with the cost of preparing the Application.

7.2 Distribution of the Request for Proposals (RFP):

This RFP has been released by notice to a minimum of 3 (three) potential applicants as identified by ACCES Employment.

Please be advised that successful Proponents will be required to:

- a) provide the services for a defined period of time;
- b) provide invoices to ACCES Employment on account of their services, accordingly;
- c) provide ACCES Employment with an HST number for their business; and
- d) report their income and directly remit the payment of all taxes or payments assessed or levied against or in respect of their business, including income tax, Canada Pension Plan, and all other premiums or levies required by law to the appropriate Government Agency
- e) Provide proof of Liability Insurance and/or WSIB upon the request of ACCES Employment

7.3 Distribution of the Request for Proposals (RFP):

This RFP has been released:

- by notice to a broad spectrum potential applicants as identified by ACCES
- by publication on ACCES's website
- by publication on Charity Village's website
- by publication on Settlementatwork.org's website

7.4 External Factors:

ACCES Employment reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty. ACCES Employment programs and services receive funding from various sources and therefore all contracted services are subject to budget constraints.

Appendix A – About ACCES Employment

ACCES Guiding Principles

Our Vision

A fully inclusive labour force that reflects the diversity, skills and experience of Canada's population.

Our Mission

ACCES assists job seekers from diverse backgrounds who are facing barriers to employment, to integrate into the Canadian job market. We achieve this by providing employment services, linking employers to skilled people and building strong networks in collaboration with community partners.

Our Values

We value and respect the uniqueness of each individual, including our clients, our employers, our community partners and ourselves. We strive to provide every person with Customer Service Excellence and an exceptional customer experience.

Inclusive - We are committed to respecting individual differences and being accessible to all those we serve. ACCES staff reflects the diversity of our community.

Accountable - We provide transparent, high quality services, and achieve results that are measurable and fiscally responsible.

Client Focused - Our services are customized to meet the needs of our clients, communities and employers.

Collaborative - We work together to achieve our goals and respect the contributions of others, both within ACCES and with our stakeholders.

Learning - We listen and stay connected to our communities, clients, employers and other partners, to continuously improve.

Entrepreneurial - We seek new, innovative and creative opportunities to be a leading-edge organization.

Responsive - We are flexible and embrace change, continuously adapting to emerging needs and opportunities within a dynamic environment.

Results-Oriented - We focus on action, outcomes, and setting new standards of excellence.

ORGANIZATIONAL BACKGROUND & OVERVIEW

For more than 30 years, ACCES Employment has connected diverse job seekers with employers across the Greater Toronto Area. In 2017-2018, we served over 34,000 job seekers by providing them with high quality employment services both in-person and online. To facilitate strong employed outcomes for our clients we have well established connections with over 2,000 employers across the country. As a non-profit, charitable organization, ACCES Employment receives funding from all three levels of government, corporate sponsors, donors and United Way Greater Toronto.

ACCES has a diverse staff team of almost 200 employees who speak over 40 languages. We have six locations across the GTA, in Toronto, Brampton, Mississauga, North York Scarborough and Markham (opening soon).

ACCES Employment is a respected and valued leader in the sector that is committed to providing high quality, effective employment services. Through the provincially funded Employment Ontario program, we deliver our core services including information & referral, job search strategies and coaching, professional mentoring and job placement services. As part of our Employment Ontario program, we also offer a tailored employment support program for youth 15-29 years of age who are currently unemployed.

We have also developed sector-specific expertise through a series of bridge training programs in the following areas: Engineering, Finance, Human Resources, Information Technology, Healthcare, Sales and Marketing, Leadership and Supply Chain. In addition, we offer a unique program for newcomer entrepreneurs designed specifically to help those with entrepreneurial experience to successfully start a business here in Canada.

We also offer language training through our drop-in program, Talk English Café as well as more intensive workplace-focused communication and language training through Language for Workplace Connections. Mentoring and networking opportunities play an important role in connecting our job seekers with professionals in the field. Our Speed Mentoring® program gives job seekers an arena for short, focused conversations with working professionals in their field.

ACCES Employment supports the success of women in the workplace through all of our programs. We recognize both the unique strengths that they offer and the barriers that they face to finding employment. We have developed two programs that assist women with achieving career success in Canada. The START Customer Care program is designed to support immigrant women with pursuing careers in the customer care sector in Canada. Empowering Women is



an intensive program supporting newcomer women with successfully securing professional positions in their field. Through customized workshops, coaching, and mentorship, Empowering Women provide newcomer women with the skills and confidence to become a leader in their sector.

Our Employment Connections for Newcomer Youth helps refugees between the ages of 16 and 29 to find work in their field. We also have a program for newcomers and refugees with a background in trades called the Construction Trades Program.

We currently offer an online pre-arrival program Canadian Employment Connections designed to support those who are approved for permanent residency in Canada. Job seekers access a range of workshops, events and resources entirely online with virtual support from a team in Canada. We also offer a regular calendar of online events as well as an online resource hub – e-ACCES – that features articles, quick resources and online tools to help jobseekers.

We are constantly striving to improve our flexible and seamless services so that we can meet the needs of our participants. Staff is informed, highly skilled, creative, adaptable, and strongly committed to service excellence.

For additional information about our services, please visit our website at www.accesemployment.ca.

Appendix B – Conflict of Interest Statement

In addition to the other information and representations made by each Proponent in the RFP, each Proponent must declare whether it has an actual or potential Conflict of Interest. If, at the sole and absolute discretion of ACCES Employment, the Proponent is found to be in a Conflict of Interest, ACCES Employment may, in addition to any other remedies available at law or in equity, disqualify the Proposal submitted by the Proponent.

The Proponent, by submitting the Proposal, warrants that to its best knowledge and belief no actual or potential Conflict of Interest exists with respect to the submission of the Proposal or performance of the contemplated Agreement other than those disclosed in the Form of Offer. Where ACCES Employment discovers a Proponent’s failure to disclose all actual or potential Conflicts of Interest, ACCES Employment may disqualify the Proponent or terminate any Agreement awarded to that Proponent pursuant to this Proposal process.

Conflict of Interest	Response
Is there an actual Conflict of Interest, relating to the preparation of its Proposal, or if the Proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP?	<input type="checkbox"/> Yes <input type="checkbox"/> No [If yes, please enter details here.]

The Proponent agrees to provide any additional information, which may be requested by ACCES Employment.

Appendix C – References

Reference Number 1:

Company Name:	
Contact Name:	
Company Address:	
Company Telephone Number:	
Contact Email Address:	
Date Work Undertaken:	From: To:
Nature of Services:	

Reference Number 2:

Company Name:	
Contact Name:	
Company Address:	
Company Telephone Number:	
Contact Email Address:	
Date Work Undertaken:	From: To:
Nature of Services:	

Reference Number 3:

Company Name:	
Contact Name:	
Company Address:	
Company Telephone Number:	
Contact Email Address:	
Date Work Undertaken:	From: To:
Nature of Services:	