



**Application Guidelines**

**Request for Proposals (RFP)  
for Independent Contractor Opportunity for:**

**Professional Services: Language and Communication Coach – Healthcare  
Connections  
North York Location**

**Terms:**

**Year 1 - April 1, 2018 – March 31, 2019**

**Year 2 – April 1, 2019 – March 31, 2020**

**Year 3 – April 1, 2020 – March 31, 2021**

**(Please Note: Years 2 & 3 are subject to funding renewal)**

**Project Based Contract**

**Issued: March 9, 2018**

**Application Deadline: March 16, 2018**

## **PART 1 – PURPOSE:**

ACCES Employment is seeking a contractor to provide one-to-one language and business coaching geared to assist clients to improve their communication skills within the workplace. Clients participating in language and business coaching sessions will enhance their ability to communicate effectively.

Those applying must be available in North York to teach between 9:00 a.m. and 8:00 p.m. Eastern Time according to program schedules.

- North York

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 / DELIVERABLES:**

### **Scope of Services:**

The scope of work will primarily consist of ensuring the provision of one-to-one pre and post-employment supports by way of business and workplace communications coaching, to Healthcare Connections' participants at ACCES Employment. Business and workplace communications coaching activities will be geared towards assisting clients to improve their workplace communication skills. It is understood that upon completion of this process, these clients will be able to demonstrate an improved level of workplace communication that will assist them with: adapting to workplace culture; maintaining employment; and/or, development and promotional opportunities within their organization.

In addition to the primary function listed above, the contractor will provide the following services:

- One-to-one document editing either face-to-face or via email, online platforms, and/or telephone, specific to: grammar; sentence structure; sequencing; and flow.
- One-to-one business and workplace communications coaching either face-to-face or via email, online platforms and/or telephone, specific to: nuances of communications; understanding body language; building relationships; clarifying instructions; preparing for employer-facing opportunities; and, delivering an effective presentation or proposal.

### **PART 3 – QUALIFICATIONS:**

#### **Qualifications / Experience:**

- Minimum five years' experience in development and delivery of language and workplace communication trainings
- Demonstrated understanding and application of the Canadian Language Benchmarks, ability to assess students' needs and progress
- Current TESL Ontario certification
- Experience working with internationally educated healthcare professionals and sensitivity to their 'Role Shock', loss of status and the grief that accompanies to their pursuit of an alternative career
- Overarching understanding of Regulated Health Professions in Ontario/Canada
- Ability to work independently and remotely
- Excellent oral and written communication skills
- Strong interpersonal skills
- Availability during evenings and/or weekends for student appointments is an asset

### **PART 4 – HOW TO APPLY:**

All applications must:

- Enclose a Curriculum Vitae (CV)
- Enclose a cover letter outlining your relevant qualifications and professional experiences
- Enclose a sample lesson plan or sample curriculum
- Provide a quote based on an hourly rate
- Please indicate location of preference
- 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 **Friday March 16, 2018 at noon** via email, fax or mail to

**Selection Committee  
ACCES Employment  
Re.: RFP for Language and Communication Coach – Healthcare  
Connections  
489 College Street, Suite 100  
Toronto, ON M6G 1A5  
Fax: 416-664-6364  
E-mail: [hr@accesemployment.ca](mailto:hr@accesemployment.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:

<b>Rated requirements</b>	<b>Maximum Points</b>
Enclosed CV and Cover Letter	1
Enclosed Sample Lesson Plan or Curriculum	1
Quote based on an hourly rate	3
Three Professional References	1
<b>Background / Professional Capacity / Qualifications</b>	

Qualifications and Experience	5
Experience with Not-for-Profit Organizations	4
<b>Total Score for Rated Requirements</b>	<b>15</b>

**PART 6 - KEY DATES:**

<b>Issue date</b>	March 9, 2018
<b>Proponent's questions deadline</b>	March 16, 2018
<b>Addenda, if any</b>	Not Applicable
<b>Proposals submission deadline</b>	March 16, 2018
<b>Review/Selection Period</b>	March 16 – 20, 2018
<b>ACCES Employment Selection Committee to conduct in person interviews with the top proponents</b>	March 20 – 23, 2018
<b>Appointment of Vendor / Signing of Contract</b>	March 30, 2018
<b>Notification to Proponent's Proposal Status</b>	March 30, 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.

## **Background**

For more than 30 years, ACCES Employment has connected diverse job seekers with employers across the Greater Toronto Area. In 2016-2017, we served over 25,000 job seekers by providing them with high quality employment services both in-person and online. Working with over 2,000 employers across the country, ACCES Employment actively engages the private sector to help create a workforce that reflects the diversity and experience of Canada's population. As a non-profit, charitable organization, ACCES Employment receives funding from all three levels of government, corporate sponsors, donors and United Way Toronto & York Region.

Currently, our work team consists of over 170 positions and we speak over 40 languages. We have five locations across the GTA (Toronto, Brampton, Mississauga, North York and Scarborough).

ACCES Employment is respected and valued as a leader in its field. We are committed to providing high quality, effective employment services to both job seekers and employers. Employment Ontario provides the foundation for the delivery of our core services including employment preparation, job search, referral and resource services. Job search workshops, employment counselling, informational and resource support, and employer engagement together with job development continue to be our primary areas of service. As part of our Employment Ontario program, we 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, 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 that reflects their education and experience. We have developed two programs that speak to the unique strengths of women to better support their future career pursuits 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 a one-week intensive program supporting newcomer women to be successful in their careers. Through customized workshops, coaching, and mentorship, Empowering Women provide newcomer women with the skills and confidence to become a leader in their sector.





With the insurgence of Syrian refugees to Canada in 2015, ACCES Employment responded quickly with tailored services to meet the unique needs of this group of job seekers. Our new program, Employment Connections for Newcomer Youth helps refugees between the ages of 16 and 29. We developed an entirely new program for Syrian newcomers with a background in trades called the Construction Trades Program in partnership with LiUNA Local 506, Ontario Masonry Training Centre, Refugee Career Jumpstart Program, Catholic Crosscultural Services, and the Adult Learning and Employment Centre.

In 2016, we launched our online services through our 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 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](http://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.

<b>Conflict of Interest</b>	<b>Response</b>
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:	