



Application Guidelines

Request for Proposals (RFP)

Independent Contractor Opportunity for:

**Computer Instructors for the Start Customer Care for Women
Program**

For the period: January 1, 2019 – December 31, 2019

Issued: Monday, December 24, 2018

Application Deadline: Friday January 4, 2019 - 5:00 pm

1. ACCES Employment Overview:

Our Vision

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

Our Mission

ACCES Employment assists job seekers from diverse backgrounds 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.

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 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.

1. The Request For Proposal:

This Request for Proposals (RFP) is issued by ACCES Employment (ACCES) for the purpose of identifying organizations or individual professionals that may qualify to be awarded a temporary contract related to the services described in **Section 8 – Project Goals**.

Interested parties are asked to read this invitation carefully and are invited to submit an application in accordance with these instructions.

2. ACCES is not Committed to Applicant's Expenses:

The application process will not necessarily result in a commitment to sign a contract with the Applicant. ACCES shall not be liable for any expenses incurred by any Applicant, including the expenses associated with the cost of preparing the Application.

3. Distribution of the Request For Proposals:

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 Settlementatwork.org's website
- By publication on Charity Village's website

4. Entering into a Contract with ACCES:

The successful applicant will be required to sign a Service Agreement for the period between January 1, 2019 and December 31, 2019.

Please be advised that successful Applicants will be required to:

- (a) provide the services for a defined period of time;
- (b) provide monthly invoices or an invoice to ACCES on account of their services;
- (c) provide ACCES 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.

In addition:

- Applicants responding to this RFP may not have any personal or business interest that would present an actual, potential or apparent conflict of interest with the performance of the contract to be awarded. The successful applicants will be required to adhere to all ACCES HR Policies.

- Organizations responding to this RFP may be required to provide proof of Liability Insurance Certificate and WSIB.

5. External Factors:

ACCES reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty.

ACCES programs and services receive funding from various sources and therefore all contracted services are subject to budget constraints.

6. Selection Process:

ACCES will review all applications. Applications will be judged based on the quality of response, experience, qualifications and cost.

References will also be included as part of the evaluation.

Interviews may be requested by the ACCES Selection Committee, in addition to a requirement for additional written materials, to ascertain the qualifications of applicants.

ACCES reserves the right to reject any or all proposals. Proposals may be rejected if incomplete, illegible or conditional.

7. Project Goals:

ACCES is currently seeking Computer Instructors to teach our START Program. Applicants must be able to teach weekdays between the hours of 9am and 5pm, according to program schedule at the participating ACCES locations.

8. Scope of Services:

- Prepare Immigrant Women in receipt of social assistance benefits (Ontario Works – OW) for employment within the customer care field (e.g. Frontline Customer Service Rep)
- Teach all aspects of Microsoft Office to program participants
- Attend related meetings as needed as agreed with members of the organization
- Provide periodic updates, as requested and a final evaluation for each program participant, to report their level of skill attainment
- Liaise/co-operate with all Company staff to ensure that the program needs of participants are met and to ensure that job search related enquires are referred to Employment Service staff

9. Qualifications:

- Degree or diploma in Information Technology/Computer Science and/or teaching background or equivalent experience/skills
- Proficient with MS Windows, MS Office Suite (Word, Excel, PowerPoint, Access, Publisher) Outlook, HTML, web design
- Experience teaching computer components (as above) to diverse groups
- Sensitivity to issues of concern to women
- Excellent communication and interpersonal skills
- Flexible – able to adapt to needs of participants and program schedule

11. How to Apply:

All applicants must

- Enclose a Curriculum Vitae (CV)
- Enclose a cover letter outlining your relevant qualifications and professional experiences
- Provide a rate/fee schedule, including HST number
- Include a minimum of two professional references

Please note that any hospitality, incidental, food, travel and other expenses will not be reimbursed.

Submit application by **Monday, January 4, 2019 at 5:00 pm** via e-mail, fax or mail to:

Selection Committee
ACCES Employment
489 College Street, Suite 100
Toronto, Ontario, M6G 1A5
Fax: 416.664.6364
hr@acesemployment.ca

In order to be fair to all proponents, late submissions, phone calls or e-mails to discuss the applications status will not be accepted. Only shortlisted applicants (individuals/organizations) will be contacted.