



**Ministry of Training, Colleges and Universities (the "Ministry")
Employment Ontario Employment Service (ES)
Call for Proposals (CFP) for French-language ES service delivery
in three communities: Hamilton, Middlesex-London and Windsor**

Issue Date: July 22, 2010

Closing Date: September 2, 2010 at 12:00 noon (Toronto time)

Submit proposals to:

Ministry of Training, Colleges and Universities
Western Region, Employment and Training Division
291 King Street, Second Floor, London, On
N6B 1R8

Submission Deadline: September 2, 2010 at 12:00 noon (Toronto time)

Electronic mailbox: mtcu.westregion@ontario.ca

Submissions received after this deadline will not be considered.

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1.0 Introduction

1.1 Background

Employment Ontario (EO) was launched in 2006, and in 2007, as a result of the Labour Market Development Agreement (LMDA) between Canada and Ontario, employment and training services from the federal and provincial governments were brought together into one coherent and comprehensible service delivery system.

Beginning August 1, 2010, ES will be delivered by a network of third-party service providers. The network will be built on the strength of the existing EO service providers and will provide customers with a single, enhanced point of access to services that is customer centric, responsive and flexible to local community needs. Decisions regarding service providers who will be part of the network were made after a thorough analysis of existing service provider capacity, local labour market and demographic information, and community service needs. Regional transition plans were developed for each community to provide a picture of future service delivery. In some communities, additional service providers are needed to fully address community need.

1.2 Purpose of CFP

The CFP is being used as a mechanism for the selection of ES service providers to ensure the robust provision of French language ES service delivery in the following three communities: Hamilton, Middlesex-London and Windsor beginning April 1, 2011. The provincial government through this CFP continues to show their commitment to ensuring access to quality French language employment services.

1.3 Eligibility to apply for CFP

Organizations must:

- a) be incorporated and have been in operation for more than two years;
- b) have current demonstrated experience in delivering French-language employment or programs and services in Ontario
- c) **provide evidence of currently delivering employment services in French in Ontario.**

1.4 Employment Service (ES) Service Provider Guidelines, June 2010

The successful proponent will deliver ES based on the information set out in the ES Guidelines. Proponents should review the ES Guidelines prior to submitting a proposal. The ES Guidelines are posted on the Employment Ontario Partners' Gateway or EOPG at www.eopg.ca and can be accessed at the following [LINK](#).

The ES Guidelines contain information on the ES program model, ES funding model, and ES performance management system and includes a glossary with definitions of key terms (p. 94).

Details on Employment Ontario programs and services (including OEAS or Ontario Employment Assistance Services, JC or Job Connect and TWS or Targeted Wage subsidy can also be found on the Employment Ontario Partners' Gateway or EOPG at www.eopg.ca and can be accessed at the following [LINK](#).

1.5 Funding

The Ministry supports an annual level of service in each community, based on a wide range of labour market information. The Ministry is seeking to contract for the delivery of ES services in French to be delivered in the communities of Hamilton, Middlesex-London and Windsor in the number of locations and providing the number of units of service as per the table below.

Operating funds cover the costs of delivering Employment Service. These costs may include but are not limited to: staff and management salaries, hiring and training of staff, marketing, facilities (rent) and other direct operating expenditures related to the delivery of the Employment Service.

Organizations are not required to submit an operating budget or a financial breakdown with their funding proposal.

Community	Service Locations	Employment Service Units	Annual Operating Budget
Hamilton	1 Primary	250	\$492,500
Middlesex - London	1 Primary	320	\$474,560
Windsor	1 Primary and 1 Itinerant	400	\$722,400

Employment Service Unit: the Employment Service Unit outlined in the funding model refers to the number of individuals who will require access to assisted

Employment Service, regardless of the number of components in which the individual may participate. The operating funding range calculations assume over two assisted service components per individual and include funding to support the Resource and Information component.

Assisted service is described on p. 11 of the ES Guidelines.

Unassisted service is defined on p. 17 of the ES Guidelines.

Itinerant: Itinerant service locations are defined as locations not explicitly funded by the Ministry (e.g., library or church) that are used by service providers to deliver on-site employment services.

2.0 Deliverables

2.1 Employment Ontario Service Delivery Framework

Key Principles The successful proponent(s) shall ensure that services are tailored to meet each individual's needs and can be provided one-on-one and/or in group format by following the key principles below:

- Accessibility
- Client-Centric
- Quality
- Integration
- Cost-Effectiveness
- Accountability
- Community-Based Coordination

The key principles are defined on p. 8 of the ES Guidelines

2.2 Components of ES

The successful proponent(s) will ensure that all five components are actively offered and delivered in French to participants.

The five components of the Employment Service are:

- (a) Client Service Planning and Coordination
- (b) Resource and Information
- (c) Job Search
- (d) Job Matching, Placement and Incentives
- (e) Job/Training Retention

The five components of ES are defined beginning on p. 13 of the ES Guidelines.

Within Client Service Planning and Coordination, successful proponent(s) must determine an individual's primary service need. Based on information obtained during Client Service Planning and Coordination, the successful proponent(s) will identify and decide if the Employment Service is appropriate and whether assisted or unassisted Employment Service will most benefit the client.

Under the Client Service Planning and Coordination component (p. 40 of ES Guidelines), the successful proponent(s) must develop an Employment Service Plan if assisted Employment Service is required.

2.3 French-Language Services

To ensure an active offer of high-quality French-language services to Ontario's Francophone community, French and English ES service providers, and French-only ES service providers should be considered.

The following criteria should be used to assess the capacity of ES service providers to actively offer high-quality French-language services in designated areas and locations serving a designated area:

- Access to French-language Services: All components of Employment Services should be available in French. Access to French-language services should be considered from the following perspectives:
 - availability of the service itself;
 - physical aspects of service delivery i.e., location, signage, etc.;
 - proximity of service location to Francophone clients;
 - range of services available to Francophone clients;
 - number of service units available to respond to Francophone client population;
 - signage and visibility of available French-language services; and
 - reception services to greet Francophone clients.
- Quality of Services: To ensure the ongoing delivery and continuum of ES in French, the ES service providers should provide French-language services at the advanced or superior level of language proficiency. In addition, the ES provider should maintain effective relationships with partners in the communities they serve to ensure adequate coordination and planning of services.
- Communications: The ES service provider should respond in French to all correspondence received in French. Documents produced by the ES provider and intended for public distribution should be made available simultaneously in English and French. Forum, meetings or consultation meetings should be conducted in both French and English. The ES service provider should ensure that the translation and/or revision of documents produced for public use is appropriate.

Complaint Resolution: The ES service provider should have a complaint mechanism in place to resolve French-language service delivery issues/complaints in a timely manner.

• Data Collection/Reporting (if applicable): The ES provider should collect data and report on the number of individuals who requested and received services in French, the number of activities/consultations with the Francophone community, and other related reporting required by the Ministry.

• Francophone Community Representation: The ES service provider should have a sufficient number of Francophones on its board of directors, committees and at management levels to ensure it has a thorough knowledge and understanding of the linguistic and cultural needs of the community.

Accountability for French-language Services: The ES service provider should demonstrate accountability for French-language services through its by-laws, administrative policies/procedures, and management practices.

2.4 Eligible Participants

The successful proponent(s) will ensure that:

- Participants accessing assisted components of ES are unemployed, out of school and legally entitled to work in Canada.
 - some exceptions can be made for the under-employed or for those in short-term survival jobs if warranted by the client suitability assessment, the labour market and economic environment and the ES program objectives.

Employers are also clients of ES. Information on employer eligibility is included in the ES Guidelines on p. 81.

2.5 Service Quality, Outcomes & Activity

The successful proponent(s) must demonstrate organizational evidence of service quality that reflects:

- good customer service practices including flexible hours of operation and systems for gathering customer feedback;
- a marketing and outreach strategy that reflects the successful proponent(s)'s client focus;
- development of resources that build on and are complementary to other similar resources in the community;
- a multi-channel service (i.e. telephone and web-based);
- formal referral arrangements with other successful proponent(s) and partners in the community;
- a process to allow individuals access to French-language Employment Service components as appropriate;
- a strategy that addresses French-language service gaps in the community;
- flexibility, responsiveness and seamless service;
- confirmation of participant eligibility and suitability for service;

- coordinated community outreach;
- adherence to all Employment Ontario Information & Resource requirements
- a solid capacity to actively offer and deliver French-language services through the following:
 - ability to communicate with French-speaking clients at the advanced or superior level;
 - complaint resolution process to address/resolve French-language service delivery issues in a timely manner;
 - data collection and reporting capability on the number of individuals who requested and received services in French, the number of activities/consultations with the Francophone community;
 - sufficient Francophone representation on the service provider's board of directors, committees and at management levels;
 - accountability for French-language services included in the service provider's by-laws, administrative procedures and management practices.

2.6 Customer Service

Customer Satisfaction

Monitoring and follow up of all participants are required of all ES components and are key to effective customer service.

The successful proponent(s) will have comprehensive program management systems that must include policies and procedures to ensure the delivery of quality customer services as well as adequate and appropriate human resource, management and administrative support.

The successful proponent(s) will have:

- a customer service charter that is posted and visible to customers;
- a customer complaint and resolution process in place, and;
- delivery site(s) and facilities and hours of operations that reflect customer need.

The successful proponent(s) will have, at a minimum, the following three elements in their customer service charter:

- believes in quality service;
- encourages feedback (compliments or complaints), and;
- follow-up on this feedback in a prescribed manner and timeframe.

The successful proponent(s) will ensure that Delivery sites and facilities reflect customer need, including but not limited to:

- Accessible facilities or service provision at an accessible site;
- Itinerant and/or mobile services where local need is identified;

- Hours that include evenings and/or weekends based on identified need.

The successful proponent(s) will have privacy policies that comply with PIPEDA (Personal Information Protection and Electronic Documents Act) or the Canadian Standards Association (CSA) Model Privacy Code, that are publicly available.

2.7 Monitoring, Exit and Follow-Up

Monitoring

The successful proponent(s) will ensure that:

- service supports the most efficient and effective route to sustainable employment;
- participant case notes demonstrate that the successful proponent(s) has engaged the participant and employer as appropriate in developing, monitoring, modifying, and evaluating plans;
- client and employer satisfaction is evaluated as needed and on an on-going basis.

2.8 Exit

The successful proponent(s) will conduct an exit interview with each client to review progress against the Employment Service Plan and to assess whether the client would benefit from further referrals or support.

2.9 Follow-Up

Staff of successful proponent(s) will:

- provide assisted service to clients with ongoing follow-up support; and
- ensure that clients are linked back into service or other interventions as necessary. This is particularly important for clients who are unemployed and/or not in an education or training program when exiting from the Employment Service.

3.0 Proposal Evaluation

Only proposals that meet the mandatory requirements will be scored against the evaluation criteria (see Section 4.0)

To be considered for delivery of ES in French to the communities of Hamilton, Middlesex-London and/or Windsor, proponents must meet the requirements of section 1.3 of this Call For Proposals and submit proposals using the attached Employment Service Proposal Template.

4.0 Evaluation Criteria

A panel of bilingual MTCU representatives will evaluate the proposals based on the following evaluation criteria. All decisions relative to the degree to which an application meets the evaluation criteria are the sole opinion of the Ministry.

All proposals will be evaluated using a points system with 100 being the maximum number of points possible. A threshold of 75 points is required as the minimum acceptable level.

There are three weighted areas for evaluation:

1. Customer Service in French (30 points)

- Proponent has knowledge of the Francophone community and the labour market needs of individuals and employers
 - o Description of Francophone community demographics and labour market characteristics and how ES will address Francophone community need
- Proponent serves Francophone clients who are unemployed and Francophone employers
 - o Description of French-language or bilingual organization's key customers.
- Proponent is committed to tracking customer feedback
 - o Description of process(es) used to solicit customer feedback and examples of how customer feedback has been used to develop or enhance programs and services
- Proponent provides French-language services at the advanced or superior level of language proficiency
 - o Proponent has bilingual employees to provide service
 - o Proposal submission demonstrates an advanced or superior level of written language proficiency

2. Effectiveness (50 points)

- Demonstrated experience in achieving successful employment and training outcomes for Francophone clients served
 - o Description of successful outcomes
 - o Indication of percentage of Francophone clients served that achieve successful outcomes for each service type
 - o Description of Francophone employer contacts in the community and purpose of contact
- Description of management systems that support achieving and sustaining outcomes/results for Francophone clients
 - o description of systems and data collected through systems

- ⊖ indication of how data are analyzed and used to support program results giving specific examples
- Evidence that the proponent's organization demonstrates accountability for French-language service through its bylaws, administrative policies and procedures and management practices.

3. Efficiency (20 points)

- Ability to achieve or exceed Francophone client service intake results within funding
 - through a description of programs/services provided and how they are provided, the number and type of Francophone clients served, the length of programs and services and the number of times programs and services have been offered
- Evidence of ability to work with local Francophone stakeholders to provide Francophone employers and individuals with seamless access to programs and service necessary to achieve their labour market goals
 - Description of formal referral mechanisms including name of partnering organization and services provided and reasons for referrals

5..0 Communications

To ensure fairness and transparency in the CFP process, all questions regarding the CFP must be sent to: mtcu.westregion@ontario.ca by August 3, 2010 at 5:00 p.m (Toronto time).

Questions will be compiled and answers will be posted to the Employment Ontario Partners Gateway website, www.eopg.ca by August 13, 2010.

No questions will be accepted by phone and individual email responses will not be provided.

6.0 Schedule of events

Event	Date
Call for Proposal issued at 5 p.m. (Toronto time)	July 22, 2010
Deadline to email questions to Ministry by 5 p.m. (Toronto time)	August 3, 2010
Ministry response to questions posted to www.eopg.ca	On or before August 13, 2010
Deadline for Issuing Addenda	August 13, 2010
Proposal Submission Deadline	September 2, 2010 at 12:00 noon (Toronto time)
Selection process completed;	On or about November 1, 2010

successful proponents notified	
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Note: At its sole discretion, the Ministry reserves the right to modify or cancel any of the scheduled dates and the right to modify or cancel this Call for Proposals process at any time for any reason. The Ministry is not responsible for any costs incurred by proponents for the preparation of proposal applications.

The proposal application neither expresses nor implies any obligations on the part of the Ministry to enter into a funding agreement with an organization submitting a proposal. The Ministry reserves the right to accept or reject any or all proposals, in whole or in part, in its absolute discretion.

All Proponents will be contacted at the conclusion of the evaluation process. It is anticipated that the successful proponent(s) may begin delivery of ES as early as April 1, 2011.

7.0 Submission Requirements

Each proponent must submit one (1) electronic and two (2) signed original paper copies of the proposal.

All proponents must use the Employment Service Proposal template. If proponents are seeking to provide ES in more than one location, proponents must complete one application per location and must submit all applications together.

The electronic and paper copies must be submitted by 12:00 noon (Toronto time) on September 2, 2010 to: mtcu.westregion@ontario.ca using a password protected file. The password is to be sent to the mailbox in a separate email.

Paper copies may be sent to: Sonja Unger, Western Region, Employment and Training Division, 291 King Street, Second Floor, London, Ontario N6B 1R8 or by fax to (519)438-4671.

Any proposals received after the deadline will NOT be considered.

Proposals submitted in any other manner will NOT be considered.

All proponents will be notified of the results of the evaluation process by email on or about November 1, 2010

Proposals must include a Table of Contents and all pages must be numbered. Proposals must NOT exceed 10 pages, including appendices.

8.0 Additional Requirements

Negotiation of Agreements

No program services/activities will be delivered and no funds will be distributed before entering into a funding agreement with the Ministry for the provision of the approved services/activities. The funding agreement will be in a format provided by the Ministry.

Freedom of Information and Protection of Privacy Act (FIPPA)

FIPPA applies to information in the custody or under the control of the Ministry and any information provided by a proponent can be subject of an access request. A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Ministry. The confidentiality of such information will be maintained by Ministry except as otherwise required by law or by order of a court or tribunal, including the Information and Privacy Commissioner. Proponents are advised that their proposals will, as necessary, be disclosed on a confidential basis, to the Ministry's advisers retained for the purpose of evaluating or participating in the evaluation of their proposals.

By submitting any personal information within the meaning of FIPPA in this CFP, proponents are representing that they have obtained the consent of the affected individuals to the use of such personal information as part of the evaluation process, for any audit of this CFP process and for contract management purposes. If a proponent or any affected individual has any questions about the collection and use of personal information pursuant to this CFP, questions are to be submitted in accordance with section 5.0 of this CFP.

Conflict of Interest

The proponent must disclose any information pertaining to any situation that may be a conflict of interest in submitting the proposal or, if selected, the contractual obligations.

Comprehensive General Liability Insurance

Successful proponents must secure comprehensive general liability insurance to an inclusive limit not less than two million dollars (\$2,000,000) per occurrence on property damage, bodily injury and personal injury prior to receiving the funds.

Media Communications

Organizations may not at any time directly or indirectly communicate with the media in relation to this Call for Proposals or the awarding of the same or any resulting agreement(s) without the prior written consent of the Ministry and then only in coordination with the Ministry.