

Category: Employment Programs

Subject: Call for Proposals (CFP) for French-language ES service delivery. Proponent Questions and Answers, August 3, 2010

Q1. What appendices does the Ministry expect?

A1. Appendices may be publications or reports that relate to specific evidence that you want to provide. This may include a sample of communication that your organization has sent to Francophone clients, a brochure describing your programs and services or evidence of a process you use to solicit customer feedback. Your submission may also include internet site addresses or electronic links to these appendices.

Q2. If the pages of the annexes that the proponent wants to submit are counted in the pages of the request, the 10 pages imposed are insufficient; why not exclude the pages of annexes in the maximum of 10 pages of the request?

A2. There will be no change to the limit of pages for each proposal submission. Proposals must not exceed 10 pages, including appendices. Electronic links to your internet site can be used to include appendices.

Q3. In the proposal, in regards to the services to the customer, you talk about the main francophone client: what do you mean by main clients?

A3. Section 1.2 of the ES Proposal Template asks you to describe your key customers. Key customers could be employers, training institutions, students, newcomers, small businesses, youth, any unemployed or underemployed Francophone, etc.

Q4. When you ask for proof of the ability to work with the local Francophone stakeholders, are you asking for letters of support from the Francophone partners?

A4. No, we are not asking for letters of support. See Section 3.2 of the ES Proposal Template. It states that you need to include a description of formal referral mechanisms including names of partnering organizations.

Q5. With regards to efficiency, you talk about the capacity of the organization to meet or exceed the results and you say that this is demonstrated by a description of the programs and services provided. Is it all the programs and services provided by the organization or only in the field of employment?

A5. This description should relate to all funded programs/services provided by your organization. See the ES Proposal Template section 3.1.

Q6. In the section of efficiency, you speak of types of francophone clients served; what do you mean by types of clients?

A6. Clients can be youth, older workers, students, newcomers, unemployed workers, etc.

Q7. Question on the password: should we only have a single password for reading or do we include a second password for the amendments? That is to say must we provide a password for reading and a second to protect the document from changes or amendments?

A7. Only one password is required. This password is to be sent to the Western Region MTCU mailbox separately from your electronic copy. It will be used by the MTCU selection panel to access the electronic version of your submission. Selection panel members require “read only” ability for the electronic documents.

Q8. Under the component of effectiveness, you talk about management systems: what do you mean by systems?

A8. A management system is described as a quantifiable and systematic approach to evaluating service effectiveness and to ensure a consistent standard of service quality to all customers.

Q9. A clarification: when you speak of employment services provided to clients, are you talking about services according to the old model (that is to say: Employment Assistance Services, Job Connect or Summer Jobs Service) and not the new model that is not yet applied?

A9. Employment services provided to clients refers to any funded employment program/service provided by your organization.