

Employment and Services Transformation Vendor Engagement
EXTERNAL QUESTIONS AND ANSWERS

TRANSFORMATION OF EMPLOYMENT SERVICES

1. What is happening to employment services in Ontario?

The government is transforming the way the province of Ontario delivers employment services by creating one efficient, cost-effective system that's easy to use and focused on helping all job seekers, employers and communities, including those on social assistance.

A new local service delivery model will be launched, starting with three prototypes in the fall of 2019, and will ensure effective and more responsive employment services that achieve better results for job seekers and employers.

The government will also use an open, competitive process to select three service system managers for the prototypes that will effectively manage the employment service system in each community. The new service delivery model will be rolled out in a phased approach over the next several years.

2. Why are these changes being made?

Ontario's employment and training programs are critical to building the skilled workforce that keeps [Ontario open for business](#). As a result, the provincial government is improving Ontario's employment and training programs and services, to make them more responsive to the needs of all job seekers and employers.

The goal is to achieve better outcomes for our clients through more streamlined, coordinated and targeted services that meet their needs. The ministry will continue to engage on the details of moving this transformation forward in the near future. Information will be shared as this work progresses.

EMPLOYMENT ONTARIO SERVICE PROVIDERS

3. How will these changes impact service providers?

The way we deliver Employment Ontario services has not yet changed. Changes to Ontario's employment services will be phased in gradually over the next several years. The government has made jobs a priority and has committed to making Ontario's employment and training services more efficient, cost-effective and results-based focused.

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SERVICE SYSTEM MODEL

4. What is the role of the Ministry of Training, Colleges and Universities in this new service delivery model?

The ministry will continue to focus on setting policies, monitoring outcomes and funding Ontario's employment service delivery system and its role will evolve over time. However, the ministry will ensure the highest quality of service and support to help Ontarians meet their career and hiring goals, help them improve their skills through the suite of employment and training programs under Employment Ontario.

The ministry will continue to engage service providers on the details of moving this transformation forward in the near future. Information will be shared as this work progresses.

5. How will these changes help to ensure job seekers are given the skills needed to succeed in the jobs available?

The Ontario government will transform the way we deliver employment services for all job seekers, including those on social assistance, creating one efficient, cost-effective employment services system that's easy to use and focused on helping all job seekers find and succeed in their first or next job, so they can contribute to the success of this province.

SERVICE SYSTEM MANAGER SELECTION

6. What is a service system manager?

Service system managers will oversee systems planning and manage the delivery of employment services in a way that is integrated, people-focused and outcomes-driven. They will be responsible for the planning and management of the employment services system in their communities and the administration of provincial funding.

7. More details on the roles and responsibilities of the service system manager will follow over the coming months. What is a prototype?

A prototype is a geographic area where the new service system model for employment services will be tested and implemented. A prototype will be located in three catchment areas. We want to learn from prototypes to inform transformation and that is why we have committed to a phased approach to province-wide implementation.

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EXTERNAL QUESTIONS AND ANSWERS

8. Where will the three prototypes be implemented?

No decisions have yet been made about where the prototypes will be implemented. When deciding where to locate the prototypes, however, one of the primary considerations will be to minimize disruption to communities and clients.

9. Who can apply to be a service system manager for the three prototypes beginning fall of 2019? When will the call for proposals be issued?

Any entity or organization can apply to be a service system manager, including those operating as not-for-profit or for-profit. More information about the competitive process will be shared in the coming months.

10. What requirements will organizations have to meet to be chosen as a service system manager for the three prototypes?

Employment service system managers will be selected based on those best positioned to manage the system and deliver results. The competitive process will be open to any entity or organization, including those operating as not-for-profit or for-profit, provided they meet the qualification criteria. More information about the requirements will be provided in the coming months.

VENDOR MARKET ENGAGEMENT

11. Why is the ministry engaging with vendors before the competitive process?

The vendor engagement would allow the ministry to determine the interest and capacity of potential vendors, including those operating as not-for-profit or for-profit organizations, to participate as service system managers.

This engagement will also help to inform the ministry of the potential need for capacity support for vendors to encourage participation. The market sounding exercise will also inform the later competitive process to choose the service system managers for the prototypes beginning in fall 2019.

12. What is the market sounding?

Market sounding is the process of communicating with potential parties in advance of creating an agreement. It is used to measure interest, gather feedback and determine parameters.

Employment and Services Transformation Vendor Engagement EXTERNAL QUESTIONS AND ANSWERS

13. Who can take part in the vendor engagement?

Any non-profit or for-profit organization interested in being a service system manager may take place in vendor engagement. Organizations will have access to view the Invitation to Market Sounding document on the [Ontario Tenders Portal](#).

14. Is participation in the market engagement process mandatory in order to be considered for the competitive process for becoming a service system manager?

Participation in this market engagement process is encouraged, but it is not mandatory. There will be no shortlisting of potential vendors for the purposes of undertaking any future work as a result of this engagement process. Similarly, participation in this process is not a condition or pre-requisite for participation in any potential subsequent competitive opportunities.

15. What does Vendor Market Day mean?

The Vendor Market Day is an opportunity for the interested organizations to gain a sound understanding of the ministry's core business needs and to provide input on the future service delivery model.

The Vendor Market Day will also serve to test vendor interest in the service system manager role, the depth of the market, and encourage and determine capacity for partnership building.

16. How do organizations participate in the Vendor Market Day?

Vendor Market Day is open to registered vendors who register through the [Ontario Tenders Portal](#). WebEx sessions may be set up in some locations across the province for easy access for the registered vendors.

17. How can organizations get more information about the Vendor Market Day?

Sessions will be conducted for Employment Ontario and Ontario Disability Support Program employment service providers who are not interested in competing to be a service system manager but are seeking more information. Details on these sessions will be shared soon.