

**REQUEST FOR PROPOSAL (RFP) – Soft Skills Trainer
Workforce Development Board (WDB) Inc. (of Oswego County)**

November 7, 2018

Purpose:

The Workforce Development Board (WDB) Inc. (of Oswego County) is soliciting proposals from individuals or organizations to provide soft skills training. A Full Day (six hour) workshop must be developed to be provided a minimum of once per month and a minimum of 18 times over a twelve-month period. The workshop should include a one-hour meal period (e.g. 9-noon and 1-4 p.m. with lunch from noon to 1 p.m.). The contract for this training will commence on January 1, 2019 and continue through December 31, 2019. A maximum of 30 participants will be assigned to attend each session. Participants to be enrolled will be identified by the WDB Inc. (of Oswego County) and its Career Center staff.

The WDB Inc. (of Oswego County) is looking for more in a trainer than simply presenting content - it's about the trainer's ability to effectively connect, engage and impact the participants in a meaningful way that will make a difference in the next steps they make toward economic independence. The agency works with individuals who may be underemployed, unemployed, recently dislocated from employment, or altogether disconnected from employment and/or education. Individuals may have a solid work history, limited to no work history, a poor work history, or no exposure or connection to the labor market. The intent of the training is to instill in participants the personal and professional attributes needed for success in the workplace.

The WDB Inc. (of Oswego County) is viewing "soft skills" as a cluster of interpersonal skills, personal qualities, habits, attitudes and social graces that make someone compatible to work with and able to successfully adapt to a workplace environment. Soft skills may encompass work habits such as punctuality, appropriate attitude and behaviors, cooperation, the ability to take constructive feedback, integrity, problem solving, multi-tasking, informed decision making, communication, showing initiative, and reliability.

Scope of Work:

The workshop proposed should emphasize soft skills and the importance of workplace attitudes and behaviors. Topics such as punctuality, flexibility, professional demeanor and responsibility applicable to personnel in a variety of industries should be included. The workshop should be professional in nature and include a training schedule flexible enough to respond to participant needs.

Proposers are encouraged to create a soft skills curriculum that addresses the needs and concerns of local employers. Suggested topics may include (but are not limited to):

Oral and Written Communication

Teamwork and Collaboration

Work Ethic

Business Etiquette

First Impressions

Greetings & Introductions

Personal Grooming/Hygiene

Personal Accountability

Professional Image

Civility in the Workplace

Critical Thinking and Problem Solving

Effective Decision Making

Accepting Constructive Feedback

Assertiveness and Self-Confidence

Presentation Skills

Time Management

Customer Service

Eligible Respondents:

The WDB Inc. of Oswego County is requesting proposals from individuals or organizations who demonstrate the capability and expertise to provide training in soft skills and personal and professional development. Priority will be given to proposals that demonstrate first-hand knowledge of employer expectations and have demonstrated experience in delivering this type of training.

The contractor to this RFP will be responsible for:

1. Proposing a workshop curriculum, a schedule and format for delivering soft skills training. Workshop to be delivered a minimum of once per month (no less than 18 times per year) to customers identified by the WDB Inc. (of Oswego County) and the Oswego County Workforce New York Career Center.
2. Delivering a minimum of one live workshop per month (minimum of 18 over the year) for the duration of the contract. Workshop will be taught on site at the Oswego County Workforce New York office located at 200 North Second Street in Fulton, NY or at its associate location at the Oswego County Department of Social Services Career Center located at 100 Spring Street in Mexico, NY. A maximum of 30 participants will be scheduled each month.
3. Hiring and maintaining qualified staff to present one workshop each month.
4. Developing a training evaluation to gain participant feedback on the workshop.
5. Submission of a monthly invoice along with a monthly attendance roster showing who completed the workshop and a completed workshops evaluation from workshop attendees.

Amount of Funds Available:

The total amount of funding for the period (January 1, 2019 – December 31, 2019) of this project is anticipated to be \$23,000.

Payment Methodology:

Successful applicants will receive a cost reimbursement contract with reimbursement payments made upon submission and approval of a monthly invoice. Attendance log and participant evaluations must be submitted with the invoice.

Data Management and Reporting:

The WDB Inc. (of Oswego County) and the Oswego County Workforce New York Office maintain responsibility for data management and reporting participant information. The contractor will be responsible for submitting a monthly attendance log listing all workshop attendees.

Proposal Information to Be Submitted:

1. Program Description

A program narrative that describes the workshop to be provided including the course content/curriculum to be used. Describe how employer needs will be identified and included in your curriculum, how you will effectively engage participants, how progress will be evaluated, and how these services will assist them to achieve the intended outcomes.

2. Qualifications of Personnel to be Assigned

Describe the key personnel who will be involved, experience delivering workshops, knowledge of employer expectations and information to demonstrate past success in delivering this type of workshop.

3. Organizational Capacity

Provide a brief history of how the organization is equipped to deliver the services specified in this RFP.

4. Performance Outcomes

Identify how you will assure achievement of the project outcomes.

5. Budget

Provide a detailed budget outlining the cost per class and total cost to provide these services with a breakdown of how costs were determined (i.e. personnel costs, fringe benefit costs, mileage, materials, etc.).

6. Attendee Evaluation Form

Propose an evaluation form for program attendees to evaluate the training.

Proposals must be typed on white, 8 ½" by 11" paper with no less than ½" margins using a 12-point font.

Proposals are limited to a maximum of eight (8) pages.

Selection Criteria:

Program Description (40 points)
Qualifications of Personnel to be Assigned (25 points)
Organizational Capacity (10 points)
Budget/Cost Effectiveness (20 points)
Attendee Evaluation Form (5 points)

Questions Concerning this RFP:

Organizations may submit questions via electronic mail to Chena Tucker at chena.tucker@oswego.edu or by mail to the address provided below. All questions must be typed. Along with your question(s), please provide your name, organization, mailing address and fax number. Questions must be submitted by 4:30 p.m. on November 26, 2018. Answers to all questions received by this date will be posted on the Workforce Development Board website at <https://www.oswego.edu/obcr/workforce-development-board> no later than November 30, 2018. Prospective bidders may obtain a hardcopy of the questions and answers upon request.

Submission Due Date:

An original and two (2) signed copies of the proposal must be submitted no later than 4 p.m. on Monday, December 10, 2018 to:

Workforce Development Board Inc. (of Oswego County)
SUNY Oswego Office of Business and Community Relations
121 West First Street
Oswego, NY 13126

Each proposal will be date and time-stamped upon receipt. Proposals received after the specified time/date will not be accepted. Emailed or faxed submissions will not be accepted.

Contact Person:

For information regarding this proposal, contact Chena Tucker at chena.tucker@oswego.edu or 315-312-3492.

Contract Terms:

The contract will be for a one-year term anticipated to begin on January 1, 2019 and ending on December 31, 2019.

This contract may be renewable up to three (3) additional terms based on agency need, contractor performance and availability of funds.

The WDB Inc. (of Oswego County) maintains the right to revoke or modify any or all contracts.

The WDB Inc. (of Oswego County) reserves the right to negotiate with the selected Contractor on the final scope of services and fees.

The WDB Inc. (of Oswego County) reserves the right to reject any or all proposals. Contract awards are based on the availability of funds.

The WDB Inc. (of Oswego County) evaluators reserve the right to request additional information to ensure that the proposed training, in its entirety, is a good investment of grant funds

Contractors shall comply with Federal, State, and County of Oswego non-discrimination/equal opportunity requirements. The WDB Inc. (of Oswego County) is committed to a policy of Equal Opportunity Contracting. Contractors expressly agree to comply with Federal, State and County of Oswego regulations regarding Affirmative Action and Equal Opportunity Employment as well as regulations that may be mandated by the source of the funds supporting this contract.

In accordance with the Americans with Disabilities Act (1990), all publicly funded agencies are prohibited from discriminating against person with disabilities in all services, programs and activities provided. All privately operated public accommodations, commercial facilities and private entities offering examinations or training must make their goods and services accessible to persons with disabilities.

Insurance:

The contractor shall agree to maintain in full force and effect during the term of the contract, professional liability insurance, naming the Workforce Development Board Inc. (of Oswego County) as an additional insured, of no less than \$1,000,0000.