



Kane
County
Department of
Employment and
Education

TO: Potential Service Providers
FROM: Sheila D. McCraven

RE: Solicitation for Bids to Provide Employment Preparation Services,
DATE: May 4, 2011

BACKGROUND: On August 7, 1998, the Workforce Investment Act of 1998 (WIA) was signed into law, creating comprehensive job training reform. One of the key principles under WIA is universal access for adults and dislocated workers to a wide range of job seeking, employment preparation, and job-matching services delivered through partners affiliated with WIA at the Illinois workNet Centers, otherwise known as One-Stop Career Centers. In addition to the services noted above, in past years Local Workforce Investment Area 5 (LWIA 5) has solicited for the delivery of additional services referred to as "employment readiness" skills (also known as career success skills or soft skills), to complement the other employment readiness activities. The addition of these sessions has been in response to employer concerns regarding deficiencies seen in the available workforce (unemployed, as well as employed workers).

PURPOSE OF SOLICITATION: This solicitation seeks requests for proposals for the delivery of intensive services outlined below. Delivery of services will primarily be in all of the One-Stop Career Centers within LWIA 5 (Kane, DeKalb and Kendall Counties), however, given space limitations in the One-Stop Career Centers proposals with the delivery of services outside of the One Stop Career Centers will also be accepted.

Although it is preferred to have the fewest number of providers implementing the broadest array of subaward services, this solicitation allows flexibility for the WIA administration to offer the broadest spectrum of services based on individual Center needs. These needs may not currently be met because they are not being offered through the various partnerships at the One Stop Career Centers.

Receipt of bids will be accepted and considered on a first come, first served basis throughout the duration of the period noted below, and awards will be granted based on a review that the proposal meets at least one of the identified growing needs within the One-Stop Career Centers, noted in this solicitation. The total amount to be awarded each bidder will be determined by the bidder's budget justification, reasonableness of the expenses, cost effectiveness or other factors as may be appropriate. Subawards may be issued at any time during the period that spans from May 1, 2011 through June 30 2011.

It should be noted that these offerings count as KCDEE's WIA Title I-B financial contribution to the operating costs of the One-Stop Centers. Any services bid by any other current WIA partner shall not supplant the services the bidder currently provides in the workNet Centers as their contribution to the centers or as their contribution under the Memorandum of Understanding.

SERVICES BEING SOLICITED (see details to follow on each area of service):

SERVICE TYPE A: Critical Skills Series

The structure of this series of workshops (current outline attached as **Attachment A**) needs to accommodate some form of open entry and open exit participation to meet the needs of the job seekers moving through the Workforce Investment system.

- Category I - Basic Computer Skills (including emphasis in keyboarding)
- Category II - Microsoft™ Software Applications (Word, Excel, and Power Point)
- Category III - Job Seeker Skills (pre-employment);
- Category IV - Success in the Workplace Skills (employment retention);
- Category V - Job Search with use of Technology for Limited English Proficiency Individuals

GENERAL GUIDELINES FOR DELIVERY:

- The bidder will provide staff to deliver the instruction for one or all of the components for which they bid. Bilingual (English/Spanish) staff must be provided for components proposed to be delivered for Limited English-speaking individuals;
- Bidder's staff will assist in taking and reporting attendance; implementing demographic and customer satisfaction surveys; and assessing and reporting student progress.
- The bidder will facilitate involvement of local area employers to provide a "real world" employer perspective on each topic/component;
- For any component that consists of a minimum of 10 contact hours, the bidder will be responsible for assessing each participant's demonstrated understanding and skill attainment in each of the topics and recommend certification for the component;
- Instruction and delivery needs to be flexible in order to address the needs of the individuals;
- The optimum length of any one workshop day would be three to four (3-4) hours;
- Program participants will be referred and recommended for the workshop(s) by all partners of the One-Stop system.
- Funding may also be available for a position to coordinate activities related to this series of workshops.

SERVICE TYPE B: Guided Keyboarding Practice

Keyboarding skill building for speed and accuracy. Drill and practice to be offered in small group sessions, with individual attention. Location of delivery may be within the Career Resource Centers or computer labs. Open lab (i.e. drop-in service) may also be appropriate. (Customers will be required to complete Category I basic computer class preceding participation in this component.)

GENERAL GUIDELINES FOR DELIVERY:

- The bidder will provide staff to deliver the instruction for one or all of the components for which they bid. Bilingual (English/Spanish) staff must be provided for components proposed to be delivered for Limited English-speaking individuals;
- Bidder's staff will assist in taking and reporting attendance; implementing demographic and customer satisfaction surveys; and assessing and reporting student progress.
- The bidder will facilitate involvement of local area employers to provide a "real world" employer perspective on each topic/component;
- The optimum length of any one workshop day would be one to two (1-2). hours;

- Program participants will be referred and recommended for the workshop(s) by all partners of the One-Stop system.
- Provide service not less than two (2) times per week.

SERVICE TYPE C: Resume Development

Assistance to be provided to job seekers on resume development. Geared for individuals that either do not have a current resume or need to identify and list their transferable skills due to new skills training and/or career change. This will likely include developing resume from the ground up. Job seeker should be able to type their own resume, but may need some technical assistance if computer-based resume software is used.

GENERAL GUIDELINES FOR DELIVERY:

- The bidder will provide staff to deliver the instruction for one or all of the components for which they bid. Bilingual (English/Spanish) staff must be provided for components proposed to be delivered for Limited English-speaking individuals;
- Bidder's staff will assist in taking and reporting attendance; implementing demographic and customer satisfaction surveys; and assessing and reporting student progress.
- The bidder will facilitate involvement of local area employers to provide a "real world" employer perspective on each topic/component;
- The optimum length of any one workshop day would be two to four (2-4) hours;
- Program participants will be referred and recommended for the workshop(s) by all partners of the One-Stop system.
- Provide service not less than two (2) times per week.

SERVICE TYPE D: Resume Critique

Assistance to be provided to job seekers in updating, enhancing, or specifically targeting their resume for a particular job. To be offered either on a drop-in or scheduled basis within the Career Resource Centers of each workNet Center

GENERAL GUIDELINES FOR DELIVERY:

- The bidder will provide staff to deliver the instruction for one or all of the components for which they bid. Bilingual (English/Spanish) staff must be provided for components proposed to be delivered for Limited English-speaking individuals;
- Bidder's staff will assist in taking and reporting attendance; implementing demographic and customer satisfaction surveys; and assessing and reporting student progress.
- The bidder will facilitate involvement of local area employers to provide a "real world" employer perspective on each topic/component;
- The optimum length of any one workshop day would be two to four (2-4) hours;
- Program participants will be referred and recommended for the workshop(s) by all partners of the One-Stop system.
- Provide service not less than two (2) times per week.

SERVICE TYPE E: Interviewing Skills

Assistance to be provided to job seekers with preparation and practice for interviews. To be offered on a scheduled basis in small group sessions, with individual attention.

GENERAL GUIDELINES FOR DELIVERY:

- The bidder will provide staff to deliver the instruction for one or all of the components for which they bid. Bilingual (English/Spanish) staff must be provided for components proposed to be delivered for Limited English-speaking individuals;
- Bidder's staff will assist in taking and reporting attendance; implementing demographic and customer satisfaction surveys; and assessing and reporting student progress.
- The bidder will facilitate involvement of local area employers to provide a "real world" employer perspective on each topic/component;
- The optimum length of any one workshop day would be two to four (2-4) hours;
- Program participants will be referred and recommended for the workshop(s) by all partners of the One-Stop system. Provide service not less than two (2) times per week

SERVICE TYPE F: Basic Math Preparation for Employment Skills

Remedial assistance to be provided to job seekers with low basic math skills. Pre-testing of skill level may be required, as well as post-testing for results. Remediation to employer-accepted levels for entry-level positions is required. To be offered in small group sessions, with individual attention.

GENERAL GUIDELINES FOR DELIVERY:

- The bidder will provide staff to deliver the instruction for one or all of the components for which they bid. Bilingual (English/Spanish) staff must be provided for components proposed to be delivered for Limited English-speaking individuals;
- Bidder's staff will assist in taking and reporting attendance; implementing demographic and customer satisfaction surveys; and assessing and reporting student progress.
- The bidder will facilitate involvement of local area employers to provide a "real world" employer perspective on each topic/component;
- The optimum length of any one workshop day would be two to four (2-4) hours;
- Program participants will be referred and recommended for the workshop(s) by all partners of the One-Stop system. Provide service not less than two (2) times per week at each .One-Stop Center.

GENERAL GUIDELINES FOR DELIVERY:

- The bidder will provide staff to deliver the instruction for one or all of the components for which they bid. Bilingual (English/Spanish) staff must be provided for components proposed to be delivered for Limited English-speaking individuals;
- Bidder's staff will assist in taking and reporting attendance; implementing demographic and customer satisfaction surveys; and assessing and reporting student progress.
- The bidder will facilitate involvement of local area employers to provide a "real world" employer perspective on each topic/component;
- For any component that consists of a minimum of 12 contact hours, the bidder will be responsible for assessing each participant's demonstrated understanding and skill attainment in each of the topics and recommend certification within the component;
- Instruction and delivery needs to be flexible in order to address the needs of the individuals;
- The optimum length of any one workshop day would be three to four (3-4) hours;

- Program participants will be referred and recommended for the workshop(s) by all partners of the One-Stop system.

PROPOSAL SUBMISSION REQUIREMENTS:

1. A paginated typewritten proposal (original and 8 copies) on 8-1/2 x 11 paper, with single-sided type;
2. The proposal must indicate the Service Type and Category (i.e., one, two, three, etc.) of workshops to be delivered.
3. The proposal must include a proposed schedule or calendar of offerings and specify locations for delivery of the services.
4. The proposal must contain a description of the curriculum to be covered in each workshop;
5. The proposal must contain a fee schedule or a budget specifically listing costs. Include a description of instructor costs, instructional materials, other expenses, justification for expenses, methodology for arriving at budget line item amounts, and standard payment requirements.
6. The proposal must contain a statement of prior history, capability, and demonstration of experience and success in delivering the proposed services. Include samples or examples;
7. The proposal must contain a statement of the bidder's qualifications, financial and management systems.
8. Proposals will be accepted during regular business hours and will be date and time-stamped upon receipt. Please direct proposals to:

KCDEE Administrative Office
One Smoketree Office Plaza, Unit 1
North Aurora, IL 60542

Questions regarding this solicitation may be directed to Deborah Banker at 630-966-1435 x 40076 or debbanker@kcdee.org.

PROPOSAL REVIEW AND SELECTION CRITERIA:

Upon receipt of a proposal, the first step in the review will consist of a preliminary check to ensure all required documents have been submitted. If not, the proposal may be rejected from consideration.

The second step will be a review of the bidder's qualifications, financial and management systems, and past performance. If the bidder's qualifications are not satisfactory or past performance has not been acceptable, the bidder's proposal may be rejected from consideration.

Complete proposals will be reviewed and scored by an Administrative review team of KCDEE. Questions or items requiring clarification in any proposal will be documented and summarized, and bidders will be advised of need for response. Recommendations for award will be at the discretion of the KCDEE Administration. Proposals scoring at 24 points or below may be rejected (sample rating tool attached). Subaward negotiations will be with representatives of the Kane County Department of Employment & Education.

SELECTION PROCEDURE – REQUEST FOR PROPOSAL
TERMS AND CONDITIONS

1. **Proposal Acceptance.** Proposals will be received at the administrative office of the Kane County Department of Employment & Education until the date and time specified. Late proposals shall be rejected and returned to the sender.
2. **Proposal Preparation.** All information and certification called for must be furnished. Proposals that fail to furnish all required information or certification may be summarily rejected. Proposals shall be filled out legibly in ink or typewritten with all erasures, strikeovers and corrections initialed in ink by the person signing the proposal. The proposal shall include the legal name of the bidder, the complete mailing address, and be signed in ink by a person or persons legally authorized to bind the bidder to a contract. Name of person signing should be typed or printed below the signature.
3. **Errors in Proposals.** Bidders are cautioned to verify their proposals before submission. Negligence on the part of the bidder in preparing the proposal confers no right for withdrawal or modification of the proposal after it has been received.
4. **Reserved Rights.** The Kane County Department of Employment & Education reserves the right at any time and for any reason to cancel this Request for Proposals, accept or reject any or all proposals or any portion thereof, or accept an alternate proposal. The Kane County Department of Employment & Education reserves the right to waive any immaterial defect in any proposal. The Kane County Department of Employment & Education may seek clarification from any bidder at any time and failure to respond promptly is cause for rejection.
5. **Incurred Costs.** The Kane County Department of Employment & Education will not be liable for any costs incurred by bidders in replying to this Request for Proposals.
6. **Right to Make No Awards.** The Kane County Department of Employment & Education is under no legal requirement to execute a contract on the basis of any proposal.
7. **Contingency of Awards.** Awards resulting from review and evaluation of proposals will be contingent upon successful negotiation of a contract.
8. **Interpretation or Correction of Bidding Documents.** Bidders shall promptly notify the Kane County Department of Employment & Education of any ambiguity, inconsistency or error that they may discover upon examination of the bidding documents. Interpretations, corrections and changes will be made by addendum. Each bidder shall ascertain prior to submitting a proposal that all addenda have been received and acknowledged in the proposal.
9. **Negotiations.** The Kane County Department of Employment & Education reserves the right to negotiate specifications, terms and conditions that may be necessary or appropriate to the accomplishment of the purpose of this RFP. The entire proposal shall be made an integral part of the resulting contract. This implies that all responses, supplemental information, and other submissions provided by the bidder during discussions or negotiations will be held by the Kane County Department of Employment & Education as contractually binding on the successful bidder.
10. **Notice of Unacceptable Proposal.** When a bidder's proposal is determined to be unacceptable, such bidder shall not be afforded an additional opportunity to supplement its proposal. The decision shall be final.
11. **Law Governing.** This RFP and any awarded contracts shall be governed and construed according to the laws of the State of Illinois.
12. **Resolution of Compliance Issues.** A contract with the selected bidder may be withheld, at the sole discretion of the Kane County Department of Employment & Education, if the bidder currently has outstanding issues of questioned/disallowed costs or non-compliance with relevant statutes, regulations, or contracts, until such issues are satisfactorily resolved.
13. **Conflict of Interest/Code of Conduct.** Any members, officers, employees or agents of the Kane County Department of Employment and Education or the River Valley Workforce Investment Board involved in the procurement process is prohibited from accepting gifts, favor or anything of monetary value from existing or potential subcontractors or parties to sub-agreements. Any situation that suggests that a decision was influenced by prejudice, bias, special interest, or personal gain, shall be avoided. If an individual has a conflict of interest, they must declare a conflict on the official record, and abstain from voting on, and/or participating in, the procurement.
14. **Contract Duration.** Initial contract durations may vary due to a variety of circumstances such as availability of bidder, short-term need for certain services, use of new vendors, etc. Contract extensions may be available for up to two (2) additional one-year periods, contingent upon the contractor's performance, available funding, demonstrated need to extend services, and/or other criteria deemed appropriate.

ATTACHMENT A

Critical Skills Topics

Category One: Basic Computer Keyboarding Skills (held at least 2x per week)

- Introduction to Keyboarding
 - proper posture, techniques, hand positioning
 - identifying letter and number positions on keyboard
 - speed and accuracy drills and practice
 - 10-key calculator/keystroke drill and practice

- Basic Windows™ and the Internet
 - introduction to Windows™ operating system
 - how to search for job opportunities and employment sources
 - setting up email accounts; sending and receiving email
 - navigating electronic job boards

Category Two – Microsoft™ Software Applications

- Microsoft WORD™
 - Beginning
 - beginning word processing for letters and resumes
 - creating and editing a document
 - open, close, cut, paste, find, replace features
 - Intermediate
 - creating and editing headers and footers
 - creating and editing tables and columns
 - inserting page numbers
 - using formulas to calculate totals
 - Advanced

- Microsoft Excel™
 - Beginning
 - creating, formatting and editing a worksheet
 - creating formulas and functions
 - selecting cells
 - managing a workbook
 - creating graphs
 - Intermediate
 - Advanced

- Microsoft PowerPoint™
 - Beginning – create new presentation
 - Review of design templates
 - Slide layout
 - Learn design elements including inserting text box, lines, rotating element, wordart, changing master slide, inserting footers
 - Color schemes
 - Adding animation
 - Adding clipart

- Slide transition
- Create a slide show

Category Three: Job Seeker Skills (pre-employment) A. Developing an Employment Plan

- Identify short-term work goals
- Match interests to employment area
- Match aptitudes to employment area
- Match attitudes to job area
- Match personality type to job area
- Match physical capabilities to job area
- Identify career information from counseling sources

B. Seeking and Applying for Employment Opportunities

- Locate resources for finding employment
- Locate employment opportunities
- Evaluate job opportunities
- Identify job requirements
- Evaluate job opportunities
- Identify steps in applying for a job
- Prepare a resume
- Write job application (cover) letter
- Complete job application form (typewritten or legible handwriting)
- Prepare for a job interview
- Identify attire for job interview
- Demonstrate ability to speak and understand English
- Demonstrate ability to read and write in English
- Demonstrate ability to do basic math (addition, subtraction)
- Write interview follow-up letter

C. Accepting Employment

- Identify conditions for employment
- Accept or reject employment offer
- Demonstrate drug and alcohol-free status
- Complete state and federal tax forms
- Complete I-9 and other employment-related forms

Category Four: Success in the Workplace Skills (employment retention)

A. Communicating on the job

- Telephone etiquette
- Demonstrate ability to speak and understand English
- Demonstrate ability to read and write in English
- Written communication
- Follow oral and written directions
- Ask questions about tasks

B. Maintaining Professionalism

- Identify company dress and appearance standards (good grooming)
- Identify work-related terminology

- Demonstrate how to treat others with respect
- Participate in meetings in a positive and constructive manner

C. Demonstrating Work Ethics and Behavior

- Identify established rules, regulations and policies (importance of prompt arrival and departure procedures)
- Assume responsibility for decisions and actions
- Display initiative
- Display assertiveness
- Demonstrate a willingness to learn
- Identify the value of maintaining regular attendance
- Apply ethical reasoning
- Acceptance of supervision
- Finish a job on time and without sacrificing quality
- Exhibit ownership and pride in quality of work

D. Solving Problems and Critical Thinking

- Identify the problem
- Clarify purposes and goals
- Identify solutions to a problem and their impact
- Employ reasoning skills
- Evaluate Options (make smart decisions)
- Set priorities
- Get Organized
- Select and implement a solution to a problem
- Evaluate results of implemented option

E. Maintaining interpersonal relationships

- Value individual diversity
- Respond to praise or criticism
- Channel and control emotional reactions
- Resolve conflicts
- Display a positive attitude
- Be cooperative

F. Demonstrating Team Work

- Work with team members (be a team player)
- Complete a team task
- Evaluate outcomes
- Importance of teamwork (dependability)
- Group decision-making

Category Five: Job Search Using Technology for Limited English Proficiency Individuals* (held at least 2x per week)

- Introduction to Keyboarding
 - proper posture, techniques, hand positioning
 - identifying letter and number positions on keyboard

* this class must be taught in Spanish

- Basic Windows™ and the Internet
 - introduction to Windows™ operating system
 - how to search for job opportunities and employment sources
 - setting up email accounts; sending and receiving email
 - navigating electronic job boards
- Data Entry into Skills Match Software (if needed)
 - input data into fields to create match opportunities
- Creation of basic resume
 - WinWay™ resume creator
- Completion of basic application forms
- Basic job search tips and techniques