

Fedcap Canada

CALL FOR PROPOSAL: Fedcap Canada is seeking proposals from qualified and experienced businesses to deliver employment services tailored for Newcomer jobseekers across the Region of Halton but with a focus of Milton, Ontario.

Catchment area: Milton / Halton region

Eligibility: All suitably qualified organizations

Call for Proposal release date: March 28, 2024
Questions submission deadline: April 4, 2024
CFP submission deadline: April 11, 2024

Table of Contents

Background	3
Scope	3
Volumes and Funding Model.....	4
Proposal Guidelines	6
Catchment specific information	7
Eligibility Criteria.....	7
Evaluation Criteria and Selection	7
Schedule	8
Questions and Answers (Q&A)	8

Background

Fedcap Canada is committed to the development of innovative approaches to service delivery that improve outcomes for jobseekers and employers based on their individual needs. Our service, delivered through our network of service providers, is locally responsive and community based, outcome focussed, accessible and jobseeker centered.

Newcomers to Canada face many barriers including language, housing and lack of employment opportunities. This Call for Proposal (CFP) aims to improve Newcomer access to employment services by commissioning an organization experienced and capable of facilitating Newcomers' access to employment opportunities, guiding them through the intricacies of the job market, and aiding in their seamless integration into the local workforce.

Objectives:

- To provide comprehensive support for Newcomer jobseekers in Milton, Ontario.
- To facilitate access to employment opportunities suitable for Newcomers.
- To offer guidance and assistance in navigating the job market.
- To aid in the successful integration of Newcomers into the local workforce.

Scope

The service for Newcomer jobseekers in Milton, Ontario will encompass a comprehensive range of support activities aimed at enhancing employability, facilitating job search efforts, and ensuring successful integration into the local workforce. The detailed scope of services includes:

1. Needs Assessment: (completion of the Common Assessment)
 - Conducting thorough assessments to identify the specific skills, qualifications, work experience, and employment goals of Newcomer jobseekers.
 - Utilizing various assessment tools and techniques to determine individual strengths, areas for improvement, and career aspirations.
 - Engaging in one-on-one interviews and consultations to understand personal circumstances, cultural backgrounds, and unique challenges related to employment seeking.
2. Employment Preparation:
 - Providing tailored workshops, training sessions, and resources designed to equip Newcomer jobseekers with essential job readiness skills.
 - Offering guidance and assistance in crafting professional resumes, cover letters, and other job application materials tailored to Canadian standards.
 - Conducting mock interviews and offering feedback to improve interview performance, communication skills, and confidence.
 - Delivering workshops on workplace etiquette, cultural sensitivity, and effective communication in diverse work environments.
3. Job Search Assistance:
 - Offering personalized guidance and support in developing effective job search strategies aligned with individual career goals and preferences.
 - Providing access to online job boards, job search engines, and other digital platforms to explore job opportunities in Milton and surrounding areas.
 - Assisting in navigating the online application process, submitting job applications, and following up with employers.
 - Facilitating networking opportunities through professional associations, community events, and industry gatherings.

- Organizing and promoting participation in job fairs, recruitment events, and employer information sessions to connect Newcomer jobseekers with potential employers.
- 4. Skills Development:
 - Facilitating access to language training programs, ESL (English as a Second Language) classes, or language proficiency assessments to enhance communication skills and language proficiency.
 - Identifying relevant certification programs, training courses, or skill development workshops to address specific skill gaps and meet the demands of the local labour market.
 - Collaborating with educational institutions, vocational training providers, and industry partners to offer apprenticeship programs, internships, or work placements.
 - Providing guidance and support in obtaining recognized credentials, licenses, or qualifications required for certain occupations or industries.
- 5. Employer Engagement:
 - Establishing and nurturing relationships with local employers, industry associations, and business networks to promote job opportunities and facilitate recruitment of Newcomer talent.
 - Advocating for diversity and inclusion initiatives within the local business community to create a welcoming and inclusive work environment for Newcomer jobseekers.
 - Collaborating with local employers to identify job openings, internships, and career advancement opportunities.
 - Offering support to employers in understanding the benefits of hiring Newcomer talent, addressing cultural differences, and implementing inclusive hiring practices.
- 6. Ongoing Support:
 - Providing continuous mentorship, coaching, and personalized support to Newcomer jobseekers throughout their employment journey.
 - Conducting regular follow-up sessions to monitor progress, address challenges, and provide additional assistance as needed.
 - Verifying employment details during a 12 month retention period, including the collection of pay stub information.
 - Offering guidance and resources for career advancement, professional development, and lifelong learning opportunities.
 - Facilitating peer support networks, mentorship programs, and community integration activities to foster a sense of belonging and support among Newcomer jobseekers.

The successful organization will be required to use the Common Assessment tool provided by MLITSD for intake assessment and the case management system FedcapCARES (FCC) to document the jobseeker journey. Full training will be provided for all staff involved in the delivery of the project.

This contract will run for an initial period to **March 31st, 2025**, with a potential for further funding in future contract years which shall be agreed on an annual basis.

Volumes and Funding Model

Integrated Employment Service Delivery Period funding has three components:

i. **Operational Funding:** Supports financial stability for SPs, covering direct delivery and/or subcontracted delivery of the components of the project including administration, utilities, and other operational costs for service delivery.

ii. **Performance-based funding (PBF)** is intended to encourage Service Providers to achieve goals and to Invest in jobseekers' employment outcomes across the spectrum of service intensity needs. The amount of funding to Service Providers is dependent on jobseekers' achievement of funded employment outcomes.

Performance-based Funding payments to SPs will occur when Case Managed jobseekers meet certain employment parameters at milestone checkpoints that occur as part of the retention support process as per the ESA.

iii. Funding for **Employment-related Financial Supports for Job Seekers and Employers:** Allows SPs to provide financial supports directly to jobseekers and employers to support the removal of temporary barriers to participation in employment and/or employment related activities.

Performance Commitments

Client Stream	Client Volume Commitment
A	24%
B	29%
C	47%
Total	350

Key Performance Indicators	Recipient Target
% of ODSP Clients served	3.0%
% of general population Clients with disabilities served	24.0%
% of Francophone people served	1.8%
% of Indigenous people served	1.2%
% of Youth with higher support needs served	16.1%
% of Newcomers served	50%
% of Racialized people served	41.2%
Completion of training/education	6.8%

Client satisfaction with services at Employment Action Plan (EAP) Outcome	80.0%
Employment Outcomes as a percentage of Client Volume	45%

Funding Model

- Operational Funds equate to \$1000.00 CAD for each new Client Volume up to a maximum of \$350,000.00 CAD.
- Performance based Funding will be available up to a maximum of \$61,951.00 CAD and is calculated on a per instance basis.
- Employment Related Financial Supports are available to a maximum of \$74,875.00 CAD.
- Total maximum contract value shall not exceed: \$486,826.00 CAD.

Proposal Guidelines

Interested organizations are requested to submit comprehensive proposals addressing the following points:

1. Experience and Expertise:

- Track record and experience in providing support services to Newcomers and understanding the unique needs, challenges, and barriers faced by Newcomer jobseekers including cultural, linguistic, and systemic factors.
- Evidence of successful outcomes and impact achieved through previous engagements, including employment placements, skills development, and jobseeker satisfaction.

2. Methodology and Approach:

- Demonstrates the use of evidence-based practices, innovative techniques, and best practices incorporated into the service delivery model.
- Jobseeker-centered approach ensuring inclusivity and cultural sensitivity, and familiar with the diverse needs and backgrounds of Newcomer jobseekers.
- A commitment to rapid response, ensuring jobseekers are provided service in a timely manner.

3. Team Qualifications and Expertise:

- All employees engaged in the delivery of services to Newcomers have the required qualifications, skills, and experience.
- Evidence of ongoing professional development, training, and certifications relevant to employment counselling, diversity and inclusion, and immigrant integration.
- Demonstrates cultural competence, language proficiency, and understanding of the multicultural context to effectively engage with and support Newcomer jobseekers.

4. Relevant Experience and Case Studies:

- Examples of relevant projects, initiatives, or engagements undertaken in supporting Newcomer jobseekers.
- Case studies or success stories, demonstrating capacity to deliver results, overcome challenges, and adapt to evolving needs of Newcomer jobseekers.

5. Value for Money and Cost Effectiveness:

- Cost-effectiveness measures and value-added services included in the proposal to maximize the impact and benefits for Newcomer jobseekers within the allocated budget.

6. References and Stakeholder Engagement:

- Evidence of effective stakeholder engagement, collaboration, and relationship-building with local employers, industry associations, community organizations, and government agencies including references or testimonials.

7. Continuous Improvement and Quality Assurance:

- Demonstrates commitment and strategies to continuous improvement and innovation and provides details of their quality assurance mechanisms to enhance service delivery and address emerging jobseeker needs.
- Plans for obtaining jobseeker feedback and incorporating input into service planning, implementation, and improvement processes.

8. Compliance and Legal Requirements:

- Assurance of compliance with relevant legal and regulatory requirements, including privacy laws, data protection regulations, and accreditation standards applicable to employment services for Newcomer jobseekers.

Catchment specific information

The Halton region catchment is split into 4 regions: Oakville, Burlington, Milton and Halton North.

Milton has a population of almost 133,000 (2021 census). Between 2001 and 2011, Milton was the fastest growing municipality in Canada, with a 71.4% increase in population from 2001 to 2006 and another 56.5% increase from 2006 to 2011.

Eligibility Criteria

- a) The organization must have prior experience in providing employment supports to Newcomers.
- b) The organization must have qualified employees with expertise in the relevant areas.
- c) The proposal should demonstrate innovative approaches and methodologies in service delivery.

Evaluation Criteria and Selection

Applicants will be awarded a maximum of 100 points (see table below for breakdown).

The submitted proposals will be evaluated based on the following criteria:

Points available	Criteria
25	Demonstrated Experience and Expertise
25	Capacity to deliver tailored services to meet the diverse needs of Newcomer jobseekers
15	Track record of successful outcomes in supporting Newcomers' employment integration
15	Feasibility and sustainability of the training program
20	Value for money.

This CFP is intended to provide Fedcap Canada with a broad description of the capabilities and capacity of your organization to deliver the project. The successful applicant, upon execution of the agreement, is required to fully develop and document their proposed delivery model which shall be agreed formally with Fedcap Canada prior to commencement of delivery.

Applicants should provide responses in word format, Arial font size 11. Proposals are limited to a maximum of 4 pages.

All applications must be submitted by the CFP closing date and time to the following email address: providers@fedcapcanada.ca. Late submissions will not be considered.

The top 3 scoring applicants will be invited to an interview session on Monday April 22nd, 2024. An agenda will be provided by 5pm on Wednesday April 17th 2024 to the top 3 scoring applicants.

Schedule

DATE	ACTIVITY
March 28,2024	Release of CFP documentation
April 4, 2024	Deadline for submitting questions
April 11,2024	CFP closing date
April 22, 2024,	Interview
April 23,2024	Evaluation and preferred bidder notification.
April 29, 2024	Execution of agreements
April 29, 2024	Service design and planning completed and signed off
May 13, 2024	Commencement of services

Questions and Answers (Q&A)

The applicant should submit all questions relating to this CFP to the following email address: providers@fedcapcanada.ca

Fedcap Canada will log each question centrally, review and where possible provide a response within 24 hours.

Questions should be marked as 'Commercial in Confidence' where the applicant deems it appropriate. Fedcap Canada will review each question to determine if a question marked 'Commercial in confidence' should be shared with other applicants – in these instances, we will notify the applicant that submitted the question so that a revised question and response can be agreed before sharing on the Q&A log.

The Q&A log will be posted on the SP Portal and shared via email.

All questions will be responded to within a maximum of 48 hours after the closing date for questions.