

Fedcap Canada

CALL FOR PROPOSAL: Fedcap Canada is seeking proposals from our existing Service Provider Network to deliver employment services tailored for Newcomers and other jobseekers in Niagara Falls, Ontario.

Catchment area: **Niagara Falls** / Niagara Region

Eligibility: All suitably qualified organizations.

Call for Proposal release date:	April 8, 2024
Expression of Interest deadline date:	April 15, 2024
Questions submission deadline:	April 15, 2024
CFP submission deadline:	April 22, 2024

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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.

Jobseekers, and in particular Newcomers, face many barriers including language, housing, and lack of suitable employment opportunities.

This Call for Proposal (CFP) aims to improve access to Employment Services in Niagara Falls for all eligible jobseekers, particularly focussing on Newcomers, by commissioning an organization experienced and capable of guiding jobseekers through the intricacies of the job market, find appropriate employment opportunities and supporting them to integrate into the local workforce.

Objectives:

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

Scope

The service for Newcomer and jobseekers in Niagara Falls, 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 scope of service for this contract includes but is not limited to:

- 1. Needs Assessment:** (completion of the Common Assessment)
 - Conducting thorough assessments to identify the specific skills, qualifications, work experience, and employment goals of Newcomers and other 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 Newcomers and other 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 Niagara Falls 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 Newcomers and other 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 Newcomers and other jobseeker talent.
- Advocating for diversity and inclusion initiatives within the local business community to create a welcoming and inclusive work environment for Newcomers and other jobseekers.
- Collaborating with local employers to identify job openings, internships, and career advancement opportunities.
- Offering support to employers in understanding the benefits of hiring Newcomers and other jobseekers talent, addressing cultural differences, and implementing inclusive hiring practices.
- Consulting with jobseekers and employers' accessibility needs, including any workplace-related accommodations, assistive devices, or adaptive technology.

6. Ongoing Support:

- Providing continuous mentorship, coaching, and personalized support to Newcomers and other jobseekers throughout their employment journey.
- Conducting regular follow-up sessions to monitor progress, address challenges, and provide additional assistance as needed.
- 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 Newcomers and other jobseekers.

The successful organization will be required to use 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	13%
B	20%
C	67%
Total	500

Key Performance Indicators	Recipient Target
% of ODSP Clients served	7.0%
% of general population Clients with disabilities served	30.3%
% of Francophone people served	2.8%
% of Indigenous people served	4.1%

% of Youth with higher support needs served	18.0%
% of Newcomers served	50.0%
% of Racialized people served	20.9%
Completion of training/education	7.6%
Client satisfaction with services at Employment Action Plan (EAP) Outcome	80.0%
Client satisfaction with services at 12 months	59.0%
Employment Outcomes as a percentage of Client Volume	45.0%

Funding Model

- Operational Funds up to a maximum of \$500,000.00 CAD based on volume of jobseekers served in your proposal.
- Performance based Funding will be available up to a maximum of \$109,844.43 and is calculated on a per instance basis.
- Employment Related Financial Supports are available to a maximum of \$90,013.93.
- Total maximum contract value shall not exceed: \$699,858.36.

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 understands the unique needs, challenges, and barriers faced by Newcomers and other 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 Newcomers and other jobseekers.

3. Team Qualifications and Expertise:

- All employees engaged in the delivery of services Newcomers and other jobseekers 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 Newcomers and other jobseekers.

4. Relevant Experience and Case Studies:

- Examples of relevant projects, initiatives, or engagements undertaken in supporting Newcomers and other 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 Newcomers and other jobseekers.

9. Performance Commitments:

- The Applicant should provide details of their performance offer which must include as a minimum:
 - i. Volume of jobseekers served.
 - ii. Volume of employment outcomes.
 - iii. Details of planned activities to achieve targets.

Catchment specific information

The Niagara/Hamilton catchment is split into 4 regions: Hamilton, Niagara, Haldimand Norfolk and Brant County.

Niagara Region has a population of almost 478,000 (2021 census) of which 81,205 were between the ages of 15- and 29-years-old.

Between 2016 and 2021, the region experienced a 6.7% increase in population.

In 2021, 13,960 residents identified as Indigenous with 19,360 identifying as a visible minority.

The Niagara Region has a higher % population of people with disabilities when compared to Ontario (28.9%) (2017 Census)

On April 2, 2024, Asylum Seekers housed under the operations of Immigration, Refugees and Citizenship Canada (IRCC) in Ontario was 4,823 with 2,068 Asylum Seekers in Niagara Falls.

Eligibility Criteria

- a) The organization must have prior experience in providing employment supports to Newcomers and other jobseekers.
- 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 Newcomers and other jobseekers.
15	Track record of successful outcomes in supporting Newcomers and other jobseekers 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 6 pages.

All applications must be submitted by the CFP closing date and time to the following email address: contact.us@fedcapcanada.ca

Late submissions will not be considered.

The top 3 scoring applicants will be invited to an interview session on Friday May 3rd, 2024. An agenda will be provided by 5pm on Tuesday April 30th, 2024, to the top 3 scoring applicants.

Schedule

DATE	ACTIVITY
April 8, 2024	Release of CFP documentation
April 15, 2024	Expression of Interest deadline
April 15, 2024	Deadline for submitting questions
April 22, 2024	CFP closing date
May 3, 2024	Interview
May 7, 2024	Evaluation and preferred bidder notification.
May 29, 2024	Execution of agreements
May 29, 2024	Service design and planning completed and signed off
June 3, 2024	Commencement of services

Expressions of Interest

To express an interest in this opportunity, the Applicant must send their organizations contact information to contact.us@fedcapcanada.ca

By expressing an interest, the Applicant is not bound to submit a proposal.

Expressing an interest allows Fedcap Canada to ensure that all interested Applicants receive copies of the Question and Answers log when they are sent.

Questions and Answers (Q&A)

The applicant should submit all questions relating to this CFP to the following email address: contact.us@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.

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