

REQUEST FOR PROPOSALS

I. Document Identification & Terms of Submission

A. Name and Organization Issuing the Request for Proposals (RFP)

This RFP is issued by the Four County Labour Market Planning Board, hereinafter referred to as the FCLMPB.

The FCLMPB reserves the right to amend terms of the RFP, to circulate various addenda, or to withdraw the RFP at any time, regardless of how much time and effort applicants have spent on their responses.

B. RFP Identification

This RFP is identified as the “SkillsAdvance Ontario (SAO) PII” project, which focuses on training of current and future employees in businesses related to hospitality and tourism in Bruce and Grey counties.

C. Synopsis of Document

This RFP seeks the services of a consultant to revise curriculum for a pre-employment program for entry-level positions in Hospitality and Tourism. The consultant will be responsible for modifying an existing curriculum, as well as a facilitator’s guide to program delivery, based on a curriculum from another similar program. The curriculum incorporates classroom, hands-on and interactive activities and include options of best delivery of programming, which could include field trips, on-location training, use of equipment etc.

Key components of the curriculum include:

- Industry Cross-Training
 - Safe Food Handling
 - WHMIS/Chemical Usage
 - Pool, restaurant, room cleaning, kitchen cleaning
 - Smart Serve
 - Service Etiquette
 - Setting tables, serving norms, proactive with customers
 - Utility/Mobility Equipment

- Awareness of types of equipment used e.g. luggage carriers, golf carts, snow removal machines (not actual training on use)
- Switchboard
- Booking Systems
 - RTO has online booking systems used in the area
- Point of Sale
 - Using debit/credit card machines, scanning, computerized ordering systems
- Cashier Training
 - Collecting money and giving change, operating cash machines
- Inventory Control
 - Automated, non-automated, terminology
- Kitchen Etiquette
 - Basic Kitchen operations, handling hot items, types of kitchen equipment, basic responsibilities and hierarchies
- First Aid/CPR
 - Heart Start
- Selling Techniques
 - Providing information on additional services to suit customer (suggestive selling)
- Industry Specific Terminology
 - Acronyms (e.g. RTO), recognized industry terminology
- Employability Skills
 - Resourcefulness
 - Working Independently
 - Multi-Tasking
 - Using Discretion
- Specific Work-related Skills
 - Basic Room Check Procedures
- How Essential Skills relate to Tourism businesses
- Work Expectations
 - Work Environments
 - Hot, Cold, Wet, Heavy Lifting, Standing etc.
 - Shift Work
 - Realities of this type of work
- Career Investigation
 - Diversity of occupations and career paths

- Occupations by skill types

D. When and Where Proposals Have to Be Submitted

Proposals will be accepted until 4:30 p.m. local time on Tuesday July 17, 2018. It is the applicant's responsibility to secure proof that his/her proposal has been received by the FCLMPB within the prescribed time limit.

E. Acceptable Format of Applicant Proposals

Proposals will be accepted by electronic mail to:

Gemma Mendez-Smith, Executive Director
Four County Labour Market Planning Board
executivedirector@planningboard.ca

No proposals will be accepted after the closing (**4:30 p.m. EDT July 17, 2018**), and no modifications to those proposals already submitted will be permitted prior to award, except in those cases where the FCLMPB requests more information for clarification and/or enhancement purposes.

All submitted proposals become the property of FCLMPB, and will not be returned to the originator.

F. Will a Proposal Necessarily Be Awarded?

The FCLMPB reserves the right to reject all proposals.

G. The Period Covered by the RFP

Work to be performed by the successful applicant will take place between July 30 and August 24, 2018.

H. Contract to be Signed by Applicant

The successful applicant must agree to sign a contract with the FCLMPB.

I. Limitation of One Contractor

The FCLMPB will select only one applicant.

J. Indemnification

The successful applicant shall indemnify and save blameless FCLMPB from and against all claims, losses, damages, costs and expenses related to any injury or death of a person, or loss of damage to property caused or alleged to be caused by the contractor or its servants or agents in carrying out the activities described in the contract.

K. Legal Requirements

The contractor shall ensure that the project is carried out in accordance with all laws, by-laws, and regulations and, prior to the commencement of the project, shall obtain such permits, licenses, consents and other authorization as may be required. All work performed under this contract and all by products shall remain the property of the FCLMPB.

II. Schedule of Events

A. Summary

Request for Proposal Issued/Published	July 3, 2018
Deadline for Proposal Submission	July 17, 2018 at 4:30pm EDT
Final Selection	July 30, 2018
Notification to Applicants Not Selected	July 30, 2018
Start Date of Contract	July 30, 2018.

NOTE: Above dates are subject to change as determined by the FCLMPB.

B. Applicant Conference/Interviews

Applicant conferences or interviews may be requested prior to final selection.

III. General Information about the Planning Board

A. Workforce Planning Boards

The Four County Labour Market Planning Board (FCLMPB) is responsible for one of 26 planning zones as designated by the government of Ontario.

Working with the provincial government, through the Ministry of Advanced Education and Skills Development, Workforce Planning Boards provide a coordinated approach in labour market policy and programming in Ontario.

Workforce Planning Boards are designed to provide a vehicle that will permit communities to coordinate projects related to workforce planning, employment, training and skills development.

Volunteer Boards of directors govern the Workforce Planning Boards. They are led by local representatives from business and labour, as well as representatives for visible minorities, persons with disabilities, women francophones, youth and educators and trainers.

B. Mandate of the Four County Labour Market Planning Board

The Four County Labour Market Planning Board (FCLMPB) is a not-for-profit volunteer board, designated to identify local training needs. Incorporated in 1997, the FCLMPB is governed by a Board of Directors that includes representation from business, labour, education, and equity groups.

The FCLMPB facilitates training and adjustment activities that will deliver this mission and help employers fill their workforce needs in their own local community. Our expertise is mainly in the areas of community partnership building, research, marketing, networking, communication and management of community projects.

Specifically our mandate is to:

- Provide reliable research;
- Identify labour market challenges;
- Target workforce opportunities;
- Promote skills development; and,
- Raise public awareness of workforce issues.

IV. Statement of Work

A. Project Rationale

The Planning Board currently holds contracts for SkillsAdvanceOntario (SAO) projects in Bruce, Grey and Perth counties. SAO offers in-class industry training and job placements for individuals seeking employment in manufacturing (Perth) or Hospitality and Tourism (Bruce County & Grey County). Program participants learn key industry and workplace skills while receiving financial aid to help with temporary barriers.

This RFP will result in the modification of up to 120 hours of training material for the Hospitality and Tourism SAO project, based on curriculum previously designed and implemented. Additionally, the successful bidder will be responsible for creating a facilitator's guide.

B. Project Goals

The revised curriculum will provide clients with an overview of employment in Hospitality and Tourism, and the skills needed to be successful. Participants will learn about career opportunities and the diversity of those opportunities as part of this program and will be provided with hands-on experiences to assist in their career laddering.

Additionally, this curriculum will meet the needs of individuals who may have multiple barriers to employment such as: health concerns (including substance abuse and other mental health issues), educational barriers (including learning disabilities/differences), economic barriers (including struggles securing adequate housing, transportation, childcare), and broad employment barriers (including challenges with time management, interpersonal communication skills and work ethic).

C. Expected results

The development of a training program that will provide the following:

- Industry Cross Training
- Employability Skills
- Specific Work Related Skills
- Essential Skills – how they relate to Hospitality and Tourism
- Work Expectations
- Career Investigation

An updated curriculum and facilitator's guide will be developed and delivered.

D. Project Management/Activities/Timelines

This initiative will be conducted during a one-month period as follows:

Timeline – July 30, 2018 – August 24, 2018

Consultant responsible to:

- Review and revise current curriculum, develop facilitator guide and evaluations
- Review updated curriculum, facilitator guide and evaluation framework with the FCLMPB Executive Director and modify as needed to meet program goals and expectations

E. Budget

- The proposed budget must be all-inclusive and must not exceed \$50,000 (including taxes)

V. Evaluation of Proposals

Evaluation of proposals will be based on the following:

- Demonstrated understanding of project scope and objectives
- Realistic timeline and budget
- Appropriateness of suggested methodology
- Overall quality of the proposal
- Experience with curriculum development for essential skills, workplace readiness skills and/or designing curriculum for individuals with barriers to employment
- Familiarity with hospitality and tourism
- Past experience
- References of other clients
- Value added

VI. Applicant Qualifications

Applicants are asked to provide a comprehensive resume of relevant experience and qualifications and samples of previous work (this does not make up part of the proposal). The names of three previous clients in a related area of work/research must be included.