



Request for Qualifications

Workforce Professional Alliance – Workforce Development Professional
Education and Training Facilitator

Release Date: October 26, 2021

RFQ Pre-Submission Form Due: November 3, 2021

Final Proposals Due: November 15, 2021

Submission Details

Applications must be submitted electronically, with subject line “WPA
Workforce Development Training Facilitator” to:

Contact: Kimberly Seamon, Business Development Administrative Asst.

Email: Talent.Development@phila.gov

A. Background and Purpose

The Commerce Department, the economic and business development arm of City government, includes a workforce development intermediary in its portfolio. The Workforce Office connects businesses with workforce training providers to ensure there is an available pipeline of skilled and employment ready candidates achieved through quality training and strong provider partners.

The Workforce Professional Alliance (WPA) is a unified partnership of 23 workforce development organizations that are committed to increasing access to career readiness programs that prepare Philadelphians with the skills employers need. Promulgating a theme of high-quality programs and high-quality agencies, the WPA is often consulted and procured to respond to the business needs of our employers through City government departments, our public workforce system partners, and local educational institutions at all levels.

The WPA provides both the mechanism and systems-based approach for building the infrastructure for direct relationships with employers that yield employment for the jobseekers they educate and train. This provider-employer partnership and the direct focus and mission on training for Philadelphia residents, is illustrated in the citywide workforce development strategies, *Fueling Philadelphia's Talent Engine* and the *Workforce Respond and Recharge 2021 Commitment*. Core to both blueprints is the ability of our workforce agencies throughout the city of Philadelphia to deliver high quality workforce and job seeker services, programs, and outcomes, which provide the solutions to our neighborhood, commercial, and employers' workforce challenges.

The Commerce Department seeks to identify an individual or agency to deliver professional development skill training to the front-line and management-level staff of the WPA member organizations. Since the COVID-19 pandemic impact, methods and strategies have changed in the way services are rendered; and to date, has impacted the emotional, physical, and economic health of our unemployed, underemployed, and dislocated workers, to an extent that requires upskilling of the education and training partners in Philadelphia. A consultant/agency that has an expertise in training in talent development, emotional intelligence, virtual client engagement, and re-employment strategies, to name a few content areas, is what this RFQ seeks. The intention is to reskill and upskill a representative cohort of staff from the WPA member organizations, to then turn around into practice and increase the employment placement and retention metrics across the organizations, and as a collective body. Priority will be given to minority consultants and consultant companies/firms.

B. Contract Period and Award of Funding

The contract awarded will be for not more than 8 months beginning December 1, 2021. The selected individual/organization must be ready to begin upon receipt of the award notice. Applicants must have a designated individual/team to fill the role as the Trainer/Facilitator and the role to preserve continuity of the training series for the WPA organizations and the WPA leadership team to track and oversee the impact and success of this project. The time commitment may vary per week depending on the design of the training and the preparation and follow up work required. The total contract award will not exceed \$25,000 per Training Track Series and will be based on the execution of the proposed categories and length of the series. The Commerce Department reserves the right to negotiate the costs of all services upon selection.

The selected contractor must track and document all costs associated with their activities and submit these to the Commerce Department on a regular basis. The Contractor will be paid based on meeting mutually agreed upon deliverables monthly.

C. WPA Professional Development Series Project:

The Commerce Department is looking to provide two tracks of training; one for front line staff of the WPA member organizations; and one for the managerial/supervisory staff that oversee the job development, and employer engagement relationships as well as supervise staff. Each track may be up to 10 sessions in length on specific topics and content areas that will upskill, reskill, and fortify the interactions and interventions that must be increased with the jobseeker clientele and employers. Each WPA organization will choose up to three (3) members of their staff to attend the appropriate training track, and commit to allowing the staff to participate, with time for study, or pre-work, and to report back to the executive leadership of their organizations and share tools and skills learned. The purpose of this targeted investment of the City into the staff of the WPA organizations, is to increase the employment placement and retention rate of Philadelphia job seekers they serve to our local employers who require solid, prepared, and trained candidates to hire. In addition, we would also want to consider a train-the-trainer model for the staff to take it back to their organizations and be the subject matter experts. The training sessions would be delivered virtually via Zoom. With a projection of 20 to 23 organizations, committing up to 3 staff per track, the facilitator could be training maximum of 69 individuals per track. Form and design of each track would be developed by the facilitator with the final design and time and length of the series agreed and approved by the Commerce Department and the executive leadership of the WPA.

D. Scope of Work

The organization /facilitator will provide two distinct tracks of 10-12 sessions each of professional development to workforce education and training provider staff. For the course of the maximum 12 sessions, content for priority topics is suggested below. However, the

organization and facilitators must currently be familiar and experienced with workforce and employer engagement training as it relates to preparing and equipping a diverse and talented front-line staff. This will include staff of multiple provider organizations, that assist others with job seeker services in these challenging times. At this juncture, the pivoting and inclusion of in-person and virtual services requires more refining of skills to engage individuals and employers efficiently; therefore, reskilling and strengthening of coaching, development, and negotiation skills are critical. The below topics are examples of areas of training needed, and the proposal should not be limited to the ones listed but include these areas and other that reach the goal. Understanding the current landscape, industry growth and expectations of employers, as well as management skills, are also important for the supervisory staff to be efficient and successful.

Examples of topics of interest:

Track 1: Workforce Advisors/Employment Counselors/Case Managers	Track 2: Workforce Advisors Supervisors/ Managerial Staff & Employer Engagement Staff
Emotional Intelligence	Rapid Re-employment strategies
Co-Active coaching	Conflict management
Dos and Don'ts of Career Services	A resilience focused culture – staff and clients
Virtual Client engagement	Engaging and connecting with the Employer
Career Exploration	Industry Sector and growth landscape in Philadelphia and the MSA
Work-based learning and on the job training	Retention Strategies
Transferable skills (staff and the client's)	Employer partnerships/talent development pipelines
Trauma informed care	Trauma informed care/ and supervision
Diversity, equity and inclusion in education and workforce; impact on hiring, retention, and promotion	Virtual services and management strategies

Project Deliverables:

- I. Develop and deliver 2 Tracks of training in a series of 10-12 sessions maximum per track; tracks can be run concurrently or consecutively; with priority to complete the front-line staff training (Track 1) first.
- II. Deliver the content via Zoom or other platform provided, over 3-4 months to participating staff (sessions to be held during the workday with a consistent planned schedule for all participants).
- III. Record all sessions to create a video library for reference by WPA members after the series is complete and to support a train-the-trainer model and sustainability of the Professional Development for additional members.

- IV. Provide collateral and materials and resources for participants.
- V. Create and administer pre- and post-assessment and analysis to determine skills and competencies developed or strengthened.
- VI. Create and administer a training satisfaction survey and provide results to share with Commerce Workforce and WPA organization leadership teams.

E. Responding to this RFQ & Submission Process

To submit a full application, approved applicants will first complete the Request for Qualifications – Submission Form below and email to Talent.Development@phila.gov with the subject line ***“WPA Professional Dev. & Training Project”*** by November 3, 2021. Once this document is received and reviewed, viable applicants will be asked to submit a full proposal for the professional development series, including an implementation and delivery plan and budget with a narrative and justification which will be due by November 15, 2021.

Submissions of full proposals will be reviewed and evaluated by the Commerce Workforce team and representation of the WPA leadership team. Strong proposals will demonstrate a full understanding of the role and project described and establish the organization capacity, expertise, and approach to meet the deliverables.

Applicants may be required to complete a virtual interview with the review team. The Commerce Department will notify each organization via email of the award decision.

F. Response Directions

Complete the Request for Qualifications Form on the next page and return to Kimberly Seamon by: November 3, 2021; you will be notified after it is received to provide a full proposal.

REQUEST FOR QUALIFICATIONS – PRE-SUBMISSION FORM

Electronically complete this form and submit to Talent.Development@phila.gov

1. Organization Name:	2. Date of Request:
3. Organization Address:	
4. Federal Tax ID (organization or legal entity):	5. Current Philadelphia Department of Commerce contractor: <input type="checkbox"/> Yes <input type="checkbox"/> No
6. Contact Person (name and title):	7. Contract Signatory (name and title):
6a. Contact Phone:	7a. Signatory Phone:
6b. Contact E-mail:	7b. Signatory E-mail:
8. Identify the proposed project lead and share a brief biography and/or resume. (No more than <u>600</u> characters)	

9. Describe your organization's and/or project lead's experience with the following: 1) Workforce education and training pre- and post-COVID-19 2) Strengthening frontline staff in job seeker services 3) Facilitation and Training non-profit organizations' supervisors. (No more than 2,000 characters)

10. Describe how you/your organization would approach this project to meet all required deliverables. (No more than 1,500 characters)

11. Outline the proposed number of hours or length of time for each project deliverable and the proposed budget. (No more than 1,200 characters)

12. Please share two references from completed projects within the last twenty-four months. Provide name, title, email address, and a brief description of the project. (No more than 800 characters)

APPLICANT'S CERTIFICATION

I certify that all the information provided in this application is both complete and accurate to the best of my knowledge. I also understand that if selected as a provider, I will be required to submit further detailed program and budget information.

Authorized Agency Representative Signature & Title:

Date