



**SOUTH VILLAGE TIF
JOB TRAINING PROGRAMS
REQUEST FOR PROPOSALS (RFP)**

Release Date: Wednesday, October 4, 2017

Due Date: Wednesday, November 1, 2017

RFP Submission: One (1) signed original hard copy along with an electronic copy is to be submitted by the above due date no later than 4:00 p.m. to the following:

Please submit RFP and any correspondences to:

Leslie L. McKnight, PhD
City of Peoria
City Manager's Office, Economic Development
419 Fulton St., Ste. 207
Peoria, IL 61602
lmcknight@peoriagov.org
309-494-8651

SOUTH VILLAGE TIF JOB TRAINING PROGRAMS

TABLE OF CONTENTS

I.	Introduction	3
II.	Purpose of Funds	3
III.	Eligible RFP Applicants	3
IV.	Services Requested	4
V.	Required Program Elements	5
VI.	Performance Standards	7
VII.	Program Monitoring/Reporting/Billing	7
VIII.	Terms of Procurement	7
IX.	Proposal Specifications	8
X.	Proposal Guidelines	10
XI.	South Village TIF Map	15
XII.	South Village RFP Checklist	16

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REQUEST FOR PROPOSAL OVERVIEW

I. INTRODUCTION

This Request for Proposals (RFP) solicits proposals for **job training services** that will serve employers or residents of the South Village TIF area (see map). There is currently \$50,000 available for employers located in the SV TIF and service providers that provide job training for residents of the South Village TIF area. Eligible job training activities can include: on the job training, occupational training, job readiness, and job preparation programs. Eligible applicants include employers, business associations, and non-for profit organizations. The City's Office of Economic Development will handle all questions concerning this RFP, review all submissions, and prepare recommendations to City Council for final approval. Selected applicants will enter into contracts with the City for a 12 month term.

II. PURPOSE OF FUNDS

The intent of this RFP is to serve adults seeking full-time, permanent employment. Temporary jobs or part-time jobs (at least 20 hours per week) may be a strategic first step. In some cases, placement into a post-secondary program with a strong likelihood of leading to employment will be considered a successful placement. Applicants proposing outcomes other than jobs will need to make a compelling case. Funding for SV TIF job training programs will be on a reimbursement basis.

III. ELIGIBLE RFP APPLICANTS

Eligible RFP applicants include employers and non-profit and for-profit service providers of training and education services. Service providers do not necessarily need to be located in the South Village TIF, however they must provide training services to residents of the South Village TIF. For employers, the business must be located in the South Village TIF but there is no geographic limitation regarding trainees. Proposals must demonstrate capacity to provide state-of-the-art services to successfully prepare people for employment.

Applicants other than employers should demonstrate the following competencies:

- Demonstrated ability to successfully educate, train and job-place low-income adults, including one or more of the specific target populations identified above.
- Staff expertise in providing proactive case management to support clients in overcoming barriers to training, completing a program and retaining employment.

- Demonstrated ability to adapt curriculum and instructional methodology to meet the needs of people with a variety of learning styles and ability levels.
- Internal monitoring capabilities which allow for program modification as needed.
- Staff experience in engaging employers and strong employer involvement in program design. Staffing structures which support the services proposed.

IV. SERVICES REQUESTED

Job training services include outreach and recruitment, in-depth assessment, classroom and (as appropriate) work-site instruction, case management (if applicable), educational and career counseling, job placement, and post-placement services. It is anticipated that SV TIF RFP contracts will be for 12 months, with an option for renewal based on performance and availability of funds.

This RFP solicits programs and services targeted to individuals in need of skilled entry-level employment. This can include people who have been out of the labor force for some time as well as individuals who are underemployed. For purposes of this RFP, underemployed can mean: those in temporary, part-time or unstable positions; those working in jobs without benefits; and/or those whose income does not suffice to meet the needs of their families.

Accurate and timely labor market information is critical to any successful job training program. Applicants must present data documenting need in any specific occupations they are targeting. The City will consider proposals focusing on any industry sector demonstrating a reasonable expectation of jobs for program graduates. For service providers, strong employer involvement in the form of a detailed Memorandum of Agreement is required. Also, multiple employer partners are encouraged, especially for non-profit social service agencies.

This RFP seeks proposals with specific employer partners who are invested in the proposed training program, exhibiting methods and curricula aligned with the full skill set sought by employers in the targeted field of employment. Proposals should clearly describe the skill competencies required by the employer partner(s).

The outcome of the program must be a training-related job, or placement into a post-secondary program leading to a career. Described below are allowable program types:

- ❖ **Occupational Skills Training** provides individuals with the specific skills needed for a particular occupation. The training incorporates basic education and soft skills development to meet the needs of the target population. In-depth assessment ensures enrollees are appropriate; intensive case management supports them through the program and during the job placement phase; and retention services help ensure participants maintain employment (or advance) after placement. While jobs are the

focus, placement into a post-secondary program leading to a career can be an acceptable outcome.

❖ **Transitional Employment** models incorporate job preparation and readiness instruction, paid employment, intensive case management and job training. The employment is typically structured as a contract between the service provider and the employer, or as a social enterprise conducted by the service provider. These models are generally used for populations lacking work experience or facing other significant barriers to employment.

❖ **On The Job Training (OJT)**, like transitional employment, provides training by means of a job placement. However, in OJT, the expectation is that the employer providing the on-the-job training will ultimately hire the individual on a permanent basis. Wages during the training period are typically shared by the employer and the service provider. OJT lowers hiring and training costs for employers and opens doors for target populations in specific industries.

V. REQUIRED PROGRAM ELEMENTS

1. Recruitment

Applicants must demonstrate in their proposal an understanding of their target population they have chosen and how to engage it. For service providers, the target population are adults residing in the SV TIF that are underserved or at risk population, re-entry, underemployed, or in transitional employment seeking full time employment opportunities. RFP Applicants must be capable of executing a comprehensive recruitment strategy for the target population, and must show how the strategy they propose will lead to the desired level of enrollment. Service providers should specify in the RFP how they will verify job training participant's residency in the South Village TIF area.

2. Assessment

In order to ensure participants are successful and receive appropriate services, a thorough and in-depth assessment of the prospective participant is essential. Staff expertise in areas relevant to the target population, along with employer input about industry needs, add particular value to the assessment process. Applicants should explain the process they use to assess potential participants, the steps and tools involved, and how their assessment protocol improves the service model. Intake and assessment should flow into and directly inform case management and the delivery of services. Individuals found to be unready for the program must be referred to appropriate services. Attendance and conduct policies should be discussed with the participant at the time of the initial assessment. Termination policies must be consistent, clearly defined and publicized in writing.

3. Case Management, Career Counseling and Support Services (Service Providers)

A clear case management strategy for a coordinated response to participants' needs is essential to their success. This begins with career counseling and the development of an individual service plan based on a thorough assessment of the individual's assets and aspirations, as well as any barriers to employment.

The plan must be jointly developed with the participant, and regularly reviewed by the service provider team and the participant. The plan should have clearly-stated education, employment and career goals, with projected start and end dates for all activities. Applicants should clearly demonstrate how case management is integrated into their service model.

Effective case management assists participants in overcoming multiple barriers to success, including but not limited to scheduling difficulties, transportation problems, child care issues, financial challenges and motivational concerns. Case managers monitor participant attendance and performance, problem-solving with them as necessary.

After job placement, staff continue to provide support as needed to ensure job retention and to address concerns employers may have.

4. Contextual Learning

The purpose of this initiative is to prepare low-income individuals for employment. Many of those served will have very low educational levels. Programs are expected to utilize contextual models which combine academic and technical proficiencies, developing basic educational skills, soft skills and job skills simultaneously.

How this integration is achieved is not prescribed, but all training programs should have a basic skills component which meets the needs of participants and is congruent with the target industry and occupation.

5. Employer Partnerships

A strong employer partnership is critical in any successful training venture. In a true partnership, the training provider offers services of genuine value to the employer. Service providers should be able to reduce hiring and training costs for their employer partners and eliminate some of the risk employers assume in their hiring decisions. In return, effective employer partnerships add real value to a training program. Employers should be involved in the tailoring of training designs to meet industry needs and standards. Employers can also guarantee interviews for graduates, and help training providers and participants understand their industry's HR practices. Service providers must have a Memorandum of Agreement with at least one employer. Given the instability of the economy, applicants are encouraged to find ways to engage more than one employer, and to describe how job development with multiple employers will work.

VI. PERFORMANCE STANDARDS

In addition to the academic and vocational goals outlined in your proposal, programs will be expected to achieve positive outcomes for at least 60% of those enrolled in the program, defined as placement into a training-related job at a minimum to above average wage rate, per Illinois Department of Labor, or post-secondary program that leads to future employment.

VII. PROGRAM MONITORING/REPORTING/BILLING

The City will conduct site visits to monitor compliance and quality of services. This includes:

- Achievement of objectives in accordance with proposal and contract;
- Integrity of administrative systems and eligibility determination; and
- Quality of service evaluation through observation and informal interviews.

These monitoring activities may take the form of administrative record reviews, interviews of staff and/or participants, and general observations of the facilities, operations and training activities. Participants not adequately documented as SV TIF eligible will not count towards your outcome measures. Participant files must contain the following:

1. A copy of the participant's intake form and all eligibility documentation
2. Documentation of US employment authorization
3. All assessments
4. Individual Service Plan
5. Documentation of case management and support services
6. Resume and job search records
7. Record of attendance and documentation of activities where appropriate (workshop or activity attendance record, etc.)
8. Documentation of residency in South Village TIF area (for Service Providers).

Selected employers and service providers will be required to submit monthly reports on progress, activities, and outcomes. Reimbursements will be made on a monthly basis throughout the term of the service contract.

Applicants must demonstrate in the RFP the capacity to perform administrative responsibilities including: maintaining records of participant eligibility, attendance and progress; tracking participation; and submitting program reports and invoices in a timely manner.

VIII. TERMS OF PROCUREMENT

Responses to this RFP must be received by the City **no later than 4:00 p.m. on November 1, 2017. Late proposals will not be accepted. Submit one (1) signed original hard copy**

along with an electronic copy is to be submitted by the above due date no later than 4:00 p.m.

Proposals will be evaluated on the basis of the quality of the proposal, congruence with the goals of this RFP, past program performance, geographic distribution of services, and service to target populations. The narrative portion of the proposal must be **no more than twelve pages, single-spaced**, in 12-point font, with 1-inch margins. Point values are allocated to each section of the proposal narrative as follows:

Organizational Capacity:	20 points
Understanding of Target Population and Recruitment Strategy:	10 points
Job Training Program Partnerships (including employers):	10 points
Program Design:	50 points
Budget and Budget Narrative: (not counted in 12-page limit)	10 points

These values are an evaluation tool; they do not dictate which proposals are ultimately recommended for funding. The City reserves the right to reject any and all proposals, to waive or modify any requirement contained in this RFP, to amend without consult any proposal, and to effect any agreement deemed be in the best interest of the City and its residents.

Contracts will be for a 12-month period. In issuing contracts, the City makes no commitment for re-funding, but reserves the right to re-fund programs based on the availability of funding, program performance, organizational capacity, administrative responsiveness, and service to target populations. The City also reserves the right to use the results of this procurement process to make funding recommendations for other funding sources.

IX. PROPOSAL SPECIFICATIONS

City contracts are generally performance-based, contingent upon meeting enrollment and job placement goals. The City expects providers to place at least 60% of all enrollees in training-related jobs. Specific payment terms will be negotiated with successful applicants, based on the overall costs of the program and the amount of award. The City will ensure all costs are necessary and reasonable in approving awards and negotiating final terms.

One (1) signed original hard copy is to be submitted along with an electronic copy. Applicants are responsible for ensuring that all copies are complete. One copy of your agency's audit and/or financial statement must also be submitted. The proposal narrative must be **single-spaced**, in 12-point font, with 1-inch margins. The **proposal narrative may not exceed 12 pages**, and reviewers will be instructed not to read pages in excess of twelve. This page limit does not include the one-page program summary, the budget, the budget narrative, or any required forms or attachments. The narrative should follow the order and format of the Proposal Guidelines section, which begins on the page 10.

Proposals must be delivered no later than **4:00 PM on November 1, 2017** to:

City of Peoria, City Manager's Office
Economic Development
419 Fulton St., Ste. 207
Peoria, IL 61602
lmcknight@peoriagov.org

All questions regarding this RFP should go to lmcknight@peoriagov.org or (309)494-8651.

Your proposal should contain the following items, in this order:

1. Proposal Cover Sheet
2. One Page Program Summary
3. Proposal Narrative (12 pages max.)
4. Budget
5. Budget Narrative
6. Memoranda of Agreement with Employer(s) [For Service Providers]
7. Sample of Individual Service Plan
8. Syllabus and/or curriculum outline, sample lesson plan
9. Daily or weekly program schedule
10. Job descriptions and resumes
11. Most recent agency audit or financial statements

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X. PROPOSAL GUIDELINES

Please align your RFP proposal with the following guidelines.

1. Cover Sheet

All request for proposals must contain a cover sheet that provides the following information:

RFP Name:

Lead Organization:

Address:

Contact

Title:

Telephone:

E-mail Address:

Agency Website (if applicable)

Name of program:

Type of program:

**Anticipated partners (including employers) and targeted
occupation(s):**

Signature/Title:

Date:

2. Program Summary

On one page (one sided), briefly describe your proposed program, including specific target population, number of participants, program site(s), start and end dates,

industry/employers and positions to be trained for, educational and employment outcomes, and other key features such as support services, internships, etc. Identify any partners with whom you will collaborate to offer key components of the design. This page does not count toward the 12-page narrative limit.

3. Organizational Capacity

Briefly describe your organization's work over the past two years involving low-income or unemployed populations. Describe your experience and expertise in the following areas:

- Occupational skills training
- Job development and placement
- Counseling, case management, and post-placement services

Provide performance outcomes (enrollments and training-related job placements) for these services.

Please describe the staffing plan for the proposed initiative. Identify by name the staff members responsible for this program, briefly describing their experience and qualifications, as well as their roles and responsibilities. Identify the staff who will manage the participant tracking system. Attach job descriptions and resumes for all positions involved in the project, noting whether they are to be funded or provided in-kind. Identify which staff and/or functions are direct service and which are administrative. Label the job descriptions with the name of the staff person, or indicate if the position is vacant.

Please describe your agency/business financial system (i.e. QuickBooks,) and timesheet system. How are time allocation studies conducted and who oversees time sheets of staff? Describe accounting procedures for keeping SV TIF funds separate from other funding types. Describe your organization's internal controls that minimize opportunities for fraud, waste, and mismanagement such as separation of duties, approvals of time sheets and checks by multiple people, and other safeguards your organization has implemented.

4. Understanding of Target Population

Please describe the characteristics and needs of the specific population you intend to serve, assuming the reader is unfamiliar with the population. What are the challenges and opportunities for these individuals? How does this population differ from the general population? What direct experience have you had with members of this population and how did you accommodate their needs? Which aspects of your program are designed specifically to address the challenges faced by this population? If not everyone in your program will be from this target population (e.g. if you anticipate serving 60% ex-offenders and 40% others), describe who the rest of the participants will be.

Some members of your target population are likely to have disabilities; how will you accommodate persons with disabilities? Show evidence that there are sufficient numbers of people who would be both interested in and ready for your program.

5. Program Design

Describe in detail your proposed design for offering each of the following required components: recruitment, assessment, case management, job training, employer involvement and job placement and post-placement services. Explain how these functions, as designed, are appropriate for your target population and its needs.

A. Recruitment:

Discuss your plan for recruitment, including the specific target group you will recruit, the neighborhoods they live in, the organizations and audiences with which you will communicate, and the tools and methods you will use. For employers, explain whether participants are recruited and trained for hire or are currently employed with your firm.

B. Assessment:

Describe the initial interview and assessment process you will use to determine individuals' academic and vocational needs and to develop an individual learning plan for each participant. Identify the specific skills assessed and the tools used, including interest inventories. What makes a candidate appropriate for the proposed training? Discuss the entry requirements (math and/or reading levels, etc.). What happens to individuals who are determined to be unready or ineligible for your program? How will you know if your participants are attaining the appropriate competencies? Describe how you will work with the individual to reach agreement on the plan and make modifications as necessary.

C. Case Management

Discuss your organization's case management system, including the range of services participants will receive through case management, and how you will maintain a strong, effective presence for participants during the assessment, training and follow-up periods. Who will provide case management? How often? Who will provide career counseling and post-placement services? What system do you use for documenting, tracking and sharing case management information?

D. Job Training:

Describe your job training program. Discuss your goals, objectives and methods for instruction in occupational training. Describe the specific competencies that your trainees will master. Attach a syllabus or curriculum outline for each instructional component, sample lesson plans, and a daily or weekly schedule of program activities. Please explain your approach to the integration of basic skills, computer skills, soft skills and vocational skills. Use examples from your curriculum to illustrate how students will learn or strengthen cognitive and technical skills in context. If you are proposing a transitional employment or OJT approach, explain how the paid employment portion of the service model is integrated with your other service elements (assessment, case

management, skills training). How will participants transition into the paid experience? What is the training plan for participants during OJT or transitional employment?

E. Employer Involvement and Job Placement:

For service providers, list the employers you are targeting for placement of your graduates. Identify the specific job titles (with wages) for which your participants will be competing, with a brief description of each job.

Cite appropriate labor market information supporting your choice of targeted occupations. Discuss how you will prepare trainees for on-line job search and on-line applications. Provide a timeline for the process and timing of your job development, placement and retention activities. Discuss in detail the ways in which your partnerships with employers will contribute to the success of your training, job development, and placement and retention efforts.

Clearly define the roles and activities of the participating employer(s). Discuss the ways in which employer involvement has contributed to your curriculum and design to make them more closely linked to the skills required by the industry and job(s) for which you are training. Attach a Memorandum of Agreement (MOA) between your organization and the participating employer(s) outlining the responsibilities and contributions of the employer(s). The MOA must be signed by the CEO of each organization or a designee who has senior operational authority for the area of employment covered by the program.

F. Budget:

1. **Budget forms:** In your own format, give a detailed 12-month budget covering all aspects of the job training program. Include costs for all functions (recruitment, assessment, classroom) and other instructional components (case management, job development and placement, client tracking, oversight and administration, fiscal management and oversight, reporting).

Included in the budget, please quantify your total program cost by the **cost per participant** and **cost per instructional hour**. Cost will be one factor in making funding determinations; it will not be the only factor.

If you have other financial resources available for the program you are proposing, itemize them in your budget and describe them in the budget narrative.

2. **Budget narrative:** Prepare a budget narrative describing every line item and identifying clearly how each has been calculated. If you have other financial resources for this program, identify them, by source and amount, at the end of the budget narrative.

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XII. SOUTH VILLAGE TIF JOB TRAINING PROGRAM CHECKLIST

RFP CHECKLIST

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- Proposal Cover Sheet
- One Page Program Summary
- Proposal Narrative (12 pages max.)
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- Budget Narrative
- Memoranda of Agreement with Employer(s) [For Service Providers]
- Sample of Individual Service Plan
- Syllabus and/or curriculum outline, sample lesson plan
- Daily or weekly program schedule
- Job descriptions and resumes
- Most recent agency audit or financial statements