



Request for Proposals – BUILD I.T. Workplace Integration Network

The Toronto Region Immigrant Employment Council (TRIEC), through its BUILD I.T. project invites prospective proponents to submit proposals for development and delivery of the Workplace Integration Network (WIN).

About TRIEC

The Toronto Region Immigrant Employment Council (TRIEC) was established in September 2003 to promote the integration of skilled immigrants into the GTA labour market. Since its formation TRIEC has worked collaboratively with a diverse group of stakeholders, including employers, post-secondary institutions, service providers, community organizations, regulatory bodies and all three orders of government to find and implement solutions and remove the barriers immigrants face when entering the labour market.

BUILD I.T. Project Background

Business Utilizing Immigrant Skills and Leveraging Diversity (BUILD) I.T. in York seeks to create a systemic approach to the successful integration of newly hired skilled immigrants in Canadian workplaces.

BUILD I.T. aims to ensure that employers recruiting for I.T. positions in York Region are able to fully utilize the skills, education and experience of internationally trained individuals through improved recruitment, hiring, integration, and employee retention strategies.

The approach will be developed and piloted on a small scale in York Region for I.T. specific occupations. It will be highly scalable and transferable to other sectors and regions.

The project will:

- Introduce employers to tools for assessing and screening skilled immigrants;
- Link them to recruiting sources;
- Provide a suite of services to support both employers and new hires in ensuring successful integration and retention.
- Develop a model for embedding these services within existing service delivery and funding programs

The BUILD I.T. project is two years in length, May 2009 – May 2011.

Project Structure:

The project will be implemented in seven phases:

1. Research and development of program delivery model: May - Sept 2009
2. Program delivery year 1: Oct 2009 – April 2010
3. Evaluation & revisions to program delivery model: April – May 2010
4. Program delivery year 2: June 2010 – Jan 2011
5. Evaluation: Jan – Feb 2011
6. Development of a sustainability model: Jan – Mar 2011
7. Embedding program via sustainability model into existing service delivery framework: Mar – May 2011

This RFP relates directly to phases 1 and 2.



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Workplace Integration Network (WIN)

Scope

Central to the BUILD I.T. project is the program delivery of integration and retention supports to partner organizations. Among the proposed supports, the Workplace Integration Network (WIN) which will function in two streams, the employer and employee stream, bringing together a cross-section of organizations in peer learning groups.

The goal of the WIN is to improve workplace integration and retention by offering training and support to employers and skilled immigrant employees. The training and support provided will respond directly to integration challenges identified by partner organizations.

Some examples of the training that might be offered, but isn't limited to, through the WIN program, "working effectively in cross-cultural teams", "conducting performance appraisals" and "religious accommodation".

TRIEC is partnering with 6 organizations in program delivery year 1 with a target of 30 employer participants and 40 employee participants.

Please note: Occupation specific language training is being offered separate from the WIN.

WIN Consultant Role

Research and development of program model and core training resources

- Work with the TRIEC team to identify challenges faced by partner organizations to the successful integration of internationally trained I.T. professionals into their workplaces
- Consider a variety of instructional design models; in-person sessions, workshops, e-learning, tele-learning, etc; strategize potential WIN program delivery models and present options to TRIEC; collaborate with the TRIEC team to select the best approach
- Create WIN program framework and identify targeted results
- Administer employer assessments to gather feedback on training needs and areas for focus
- Review TRIEC's current workplace training resources; synthesize relevant material and embed into creation of core content
- Utilize expertise, body of work, and TRIEC material, create core training content for the WIN program
- Employ an instructional design expert to design or customize curriculum in a learning format that meets the needs of the target audiences

Program delivery (including ongoing development of training resources)

- Facilitate the delivery of core training modules to employer and employee peer learning networks via selected program delivery learning format
- Provide 1-to-1 coaching to employers and employees as requested in relation to integration issues
- Facilitate group discussion and generate ideas for additional training resources and tools
- Develop and deliver training curriculum in response to ideas generated; customize to instructional design model
- Incorporate feedback from the advisory committee and program evaluation into ongoing training development and delivery
- Maintain communication with and networking amongst WIN members throughout program delivery
- Document WIN training resources for sustainable use



- Submit monthly contact reports to the Project Manager

Please note: TRIEC will retain ownership of all training curriculum and materials developed

Deliverables

The consultant will work directly with the Project Manager for this initiative and closely with the TRIEC project team and the project working group. Deliverables will include:

- In collaboration with TRIEC, develop the WIN program delivery model
- Develop the program framework and identify targeted results
- Create core peer learning group content and training materials
- Customize peer learning group content and materials to instructional design model
- Facilitate peer learning sessions, group discussion, generation of ideas; promote networking
- Create additional peer learning group content based on needs analysis via group discussion; customize to instructional design model
- Provide 1-1 coaching for employers/employees in relation to workplace integration issues
- Submit monthly contact reports to Project Manager

Selection Criteria

The proposals received through this Request for Proposals will be judged on the following selection criteria:

Essential:

- Understanding of the project scope and of TRIEC
- Demonstrated experience in designing and facilitating corporate training
- Experience working directly or indirectly with employers and skilled immigrants (or on related issues)
- Strong HR knowledge
- Ability to conduct an employer needs assessment to determine unique or specific challenges faced by employers looking to recruit and integrate IT skilled immigrant professionals
- Strong facilitation, coaching and interpersonal skills
- Knowledge of the issues related to the integration of skilled immigrants into the Canadian workforce
- Awareness of the programs and services that support skilled immigrant employment initiatives
- Ability to facilitate training in a variety of learning formats (i.e. online, face-to-face)
- Ability to support team members and meet deadlines

Desirable:

- Expertise in instructional design or knowledge of a variety of learning formats

Qualifications and Experience

The proponent must include in the proposal a list of the personnel on the project team, their project role, and the qualifications of each member of the team. Sub-consultants, if any, must be identified. The proponent must include a statement of qualifications and relevant experience in support of the proposal.

Term

The duration of this contract is August 2009 – April 2010. The program will be delivered from October 2009 – April 2010.

Budget Guideline

The proposed budget should include a breakdown of fees for professional services, hours, and administrative services. Please include the following categories in budget breakdown:

- Development of WIN program delivery model and framework
- Development of WIN content



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- Instructional Design
- Learning + networking facilitation: group and individual
- Documenting content and creating reports

Submission Guidelines

Qualified parties should forward their proposals, including:

- Evidence of ability to design and deliver corporate training workshops
- Samples / examples of prior work demonstrating:
 - Design and delivery of corporate workshops to enhance workplace integration for skilled immigrant employees
 - Working with employers
 - Working with skilled immigrants (or issues related to skilled immigrants)
- Demonstrated experience in facilitating corporate training in a variety of learning formats – i.e. online, face-to-face, etc.
- Demonstrated experience of 1-to-1 employer/employee coaching
- Overview of instructional design expertise including samples/examples of prior work
- Outline of qualifications and relevant experience
- Facilitator bio(s)
- Two employer references
- Work plan including the estimated hours and detailed costing model

When submitting the proposal, include the subject line: **BUILD IT, Workplace Integration Network Consultant** and submit your proposal in **Word format** by no later than **5:00 p.m. Wednesday August 19, 2009** to:

Diana Rea
Manager, BUILD IT
drea@triec.ca

Or mail to:

Workplace Integration Network Consultant
c/o Diana Rea
TRIEC
Markham office
80F Centurian Drive, Suite 200
Markham, ON L3R 8C1

Please limit proposals to 20 pages. Late responses will be returned unopened.

Questions about RFP

An information meeting will be held on Tuesday August 11 from 1:30 – 3:00 pm. Please submit questions and RSVP to Diana Rea, drea@triec.ca by Thursday Aug 6 at 5:00 pm. The meeting will be held at the TRIEC head office:

170 Bloor Street West, 8th Floor Boardroom (The Maytree Foundation)
Toronto, ON M5S 1T9



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All applications are appreciated but only those selected for an interview will be contacted. The information contained in this request for proposal is confidential. TRIEC may reject any quotation submitted. TRIEC may request additional information from a bidder. Selection of a supplier will be based on an evaluation of all responses against the stated criteria; TRIEC may select more than one supplier to satisfy the RFP requirements. An award resulting from the RFP is subject to the successful conclusion of a contract. TRIEC reserves the right not to proceed with a contract and to reject all or any bids; the lowest or any bid may not necessarily be accepted. The Supplier will absorb all costs in the preparation of a quotation. All quotations and supporting materials submitted in response to the RFP will not be returned.