



TRIEC

Toronto Region Immigrant
Employment Council

New Realities. New Opportunities.

REQUEST FOR PROPOSALS

Consultant – Occupation/Industry Coding Classification system

for

The Mentoring Partnership

December 20th 2012

TRIEC
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REQUEST FOR PROPOSALS

The Toronto Region Immigration Employment Council (TRIEC) is requesting proposals from qualified proponents for the provision of services as outlined in the request.

1. PROJECT BACKGROUND

The Toronto Region Immigrant Employment Council (TRIEC) creates and champions solutions to better integrate skilled immigrants in the Greater Toronto Region labour market.

A program of the Toronto Region Immigrant Employment Council (TRIEC), The Mentoring Partnership (TMP) brings together recent skilled immigrants and established professionals in occupation-specific mentoring relationships. Skilled immigrants entering the program have the education, experience, and language skills to succeed in the labour market. What they need are the local insights and access to professional networks that only a one-to-one professional connection with a mentor can offer.

Now operating for over 9 years in the Greater Toronto Region, The Mentoring Partnership has facilitated over 7,000 mentoring relationships between skilled immigrants and established Canadian professionals. Since the launch of the program, over 50 employer organizations have recruited mentors from among their employees.

The Mentoring Partnership uses a software program called MentorMatch to help organizations to coordinate, manage and establish a clear, formal process for all aspects of the program. The system generates recommended matches using a matching algorithm based on the classification of mentors and mentees by NOC and NAIC coding. The use of NOC and NAIC for matching purposes is proving less than optimal, leading a higher than desired rate of rejection of the computer generated recommended matches by users. Such rejections have inadvertently increased administrative time. This has resulted from for example, the impact of NOC and NAIC codes that are either too broad or too narrow to accurately code mentors and mentees to generate appropriate matches. As well, the codes available are not up to date enough to cover newer occupations and industries.

Through this consulting project, TMP aims to develop a customized occupation/industry coding and matching function that will:

1. To improve accuracy of the occupation and industry coding for matching purposes
2. To enable the system to generate better recommended matches and reduce the rejection rate for recommended matches made by the system
3. To reduce the number of coding errors made by making the classification easier and more intuitive to code mentee/mentor's occupations and industries

1.1 Project Objective

- Create a customized occupation and industry coding system, drawing on the NOC and NAIC and investigating other classification systems, that will facilitate identifying the best possible occupational match between mentors and mentees in the TMP matching pool.

1.2 Project Elements

1. Consultant will familiarize themselves with the gaps and challenges with the use of the current classification system based on NOC and NAIC for the purposes of matching in TMP.
2. Using NOC, NAIC and/or any other relevant classifications systems as a base, develop a simplified and customized classification/coding system for the key occupation and industry areas relevant to the program (i.e. Information Technology; Business, Banking and Finance; Sales and Marketing; Engineering and technical occupations)
 - Increasing specificity of classification in some occupational/industrial areas and expanding occupational and industries classification for areas missing from the current classification
 - Creating an efficient way to identify management vs. non-management roles
3. Develop a training resource for front-line staff who are coding mentees and mentors to enable their use of the updated system.

2. SCOPE OF WORK, PROJECT DELIVERABLES

2.1 Scope of Work

To successfully meet the objectives of the project, TRIEC is seeking a consultant to provide project management, research and development.

2.2 Project Deliverables

1. Research

- a) Establish criteria, in collaboration with TRIEC project team, for possible classification options
- b) Review existing data in relation to gaps and challenges with current coding system
- c) Research classification requirements and present options to TRIEC project team

Approximate Timeline: January– February 2013

2. Development of a New Classification System for mentors and mentees in following areas:

- Occupation
- Industry
- Management levels

- a) Develop classification system for implementation in coding and matching program mentees/mentors.

Approximate Timeline: February - March 2013

3. Development of Training Resources

- a) Produce a training manual for use by frontline staff who are using the classification systems to code mentors and mentees.

Approximate Timeline: March 2013

2.3 Project Timeframe

The consultant's work will begin by January 2012. Specific deliverable dates will be negotiated with the successful applicant as per the project work plan. **We anticipate the project will take 30-50 days of consultant support. Project end date is March 31, 2013.**

3. REQUIRED SKILLS AND EXPERIENCE

Required Skills and Experience include:

- Project management
- Knowledge and familiarity with each of the elements outlined in the project outline above
- Knowledge or experience with mentoring or matching programs
- Knowledge of occupational or industry classification systems
- Familiarity with NOC and NAICS Occupation and Industry specific coding
- Ability to work with and build the understanding of the project team as it relates to the project and its implementation
- Experience in producing training materials and manuals
- Excellent oral and written communication skills

4. FORMAT OF SUBMISSION

Respondents are requested to submit responses in the following format. Failure to follow this format may result in disqualification.

1. A cover page including the proponent's name, project title and the closing time and date
2. A description of your relevant background, skills and experience
3. A work plan outlining how the research and project tasks described above would be carried out and an overall estimate of time required for each deliverable
4. A firm estimate of fees to be charged or 'per diem' rate
5. Current resume(s) of project staff team
6. References: Names of three relevant recent clients and their contact information (contact person, title, company, address, telephone number and email).

5. GENERAL INFORMATION AND INSTRUCTIONS

5.1 Submission Instructions

Proposals **must be received by email by 5:00 p.m. local time on Wednesday, January 16th, 2013**. All documents should be in **MS Word or PDF** file formats.

Proposals should be sent to:

Monica Anne Brennan
Manager, Program Delivery
The Mentoring Partnership
TRIEC
170 Bloor Street West, Suite 901
Toronto, ON M5S 1T9
Email: mbrennan@triec.ca

Proposals received after the time and date noted above will be unopened.

NOTE: For consultants submitting a proposal, please contact Monica Brennan at mbrennan@triec.ca after January 2, 2013, to obtain a brief technical background document on the current coding challenges that will assist you in preparing your submission.

Further information on the Mentoring Partnership is available on our website:
<http://www.thementoringpartnership.com/>

- 5.2 This is not a Request for Tender or an offer. TRIEC is not bound to accept the proposal that provides for the lowest cost or price to TRIEC nor any proposal of those submitted.
- 5.3 TRIEC reserves the right to negotiate with the highest rated proponent or re-invite proposals from the highest rated proponents without going to a public proposal call.
- 5.4 If a contract is to be awarded as a result of this Request for Proposal, it shall be awarded to the proponent who is responsible and responsive and whose proposal provides the best potential value to TRIEC. Responsible means the capability in all respects to perform fully the contract requirements and the integrity and reliability to assure performance of the contract obligations.
- 5.5 An evaluation committee will review each proposal. TRIEC reserves the exclusive right to develop a list of criteria that will be used to evaluate the proposals.
- 5.6 The proposal and accompanying documentation will not be returned to the proponents.
- 5.7 Each proponent is required to disclose any instances, which may cause a conflict of interest. If such disclosures are made, the proponent is required to indicate the manner in which they intend to address such conflicts. Where TRIEC is not satisfied with the manner in which the proponent intends to address such conflicts, TRIEC, in its sole discretion, may refuse to consider the proponent's proposal.
- 5.8 The submission of this Request for Proposal shall be structured as shown in section 4.