



Request for Proposals Career Planning Program

Introduction/Background

Goodwill Industries International® (GII) represents a network of 166 independently-operated affiliates in North American and 14 international affiliates. In 2009 GII provided job search, occupational skills training, employment placement and human services to 1.9 million people, and put tens of thousands of people to work.

Since January 2010 GII has operated the Goodwill Goes Green (G³) program, a U.S. Department of Labor Pathways Out of Poverty grant program intended to create green job training programs as a strategy to move individuals out of poverty and into economic self-sufficiency. GII currently operates G³ in five states and the District of Columbia.

As a part of the G³ program, GII has received funding to procure a web-based career planning program that supports the assessment phase of project activities. The intent is to provide GII G³ subrecipients with a tool that can provide a variety of functions, including assessing participants' aptitudes, interests, transferable skills and abilities, which will then help participants determine occupational options (particularly in "green" industries such as energy efficiency and renewable energy), as well as help them explore training/education choices that lead to career advancement opportunities in their selected industry. Also of interest is the program's ability to connect the user with local available job openings.

Supported sites include GII's six subrecipient locations in Atlanta, GA; Austin, TX; Charlotte, NC; Grand Rapids, MI; Phoenix, AZ and Washington, DC.

Purpose

The purpose of this Request for Proposals (RFP) is to procure a career planning program to be utilized at the sites listed above, with training for staff use and sufficient support. The bidder will work with GII staff to coordinate installation, training and support.

Target Audience

The primary target population for the software is the program staff and enrolled program participants at the six Goodwills where G³ is operated through subgrant agreements with GII. Local G³ staff work directly with disadvantaged program participants. Ancillary training should provide introductory and routine program information to current and new program managers, intake workers, case managers, and job placement staff.

Scope of Work/Deliverables

The product will perform the following functions:

- Provide assessments of program participants to determine aptitudes, interests, transferable skills and abilities
- Provide current occupational data, including information such as tasks, training required, labor market information and projections (national, state and local, if available), anticipated earning potential, and other information relevant to career decision making
- Allow 24/7 online access from any internet-enabled computer
- Match participant to career options based on results of assessments
- Provide participants with education and training options that may help in the creation of a career advancement plan
- Allow participants to set up secure individual profiles to save results and refer back to during the career planning process

- Integrate career plans, work history, assessment results and resume building into individual participant portfolios
- Connect participant with current available job openings in the local labor market
- Inventory transferrable skills and link to new career paths
- Provide a career planning module
- Provide information on “green” jobs
- Provide access in English and Spanish
- Provide access to O*Net, DOL SCANS and other tools
- Provide mechanism to track participant progress
- Provide staff training and support for how to use and navigate through the program tools
- Provide sufficient software support and timely updates

Other Specifications:

- The program will be ADA, Section 508 and HIPAA compliant

Bidder will:

1. Warrant he/she has all the rights and permission to use the product and ancillary training and support pursuant to this agreement. Consultant indemnifies GII from any third-party claim arising from infringement or other lack of permission.
2. In the event that the product is customized to Goodwill, ensure the graphics and design layout utilized will be consistent with the Goodwill interface as provided by GII.

Goodwill Industries International (GII) will provide:

1. An internal subject matter expert as a point of contact for:
 - a. Program requirements;
 - b. Additional resources;
 - c. Facilitation/resolution of any issues that may arise; and
 - d. Final sign-off on all deliverables.
2. A Project Manager to manage the process and provide technical support for bidder involvement.

Bidder Capabilities

Bidders submitting proposals must demonstrate the skills, resources and experience necessary to provide a quality, web-based career planning program with ancillary training and support, and a demonstrated ability to deliver quality material promptly. Bidders will be asked to submit examples of past projects. Familiarity with Goodwill Industries is preferred.

Timeframe/Critical Dates

The bidder must be able to begin work no later than August 1, 2010 and complete installation/activation and training by August 31, 2010.

Cost Limitations

The maximum value of the contract is fifteen thousand six hundred dollars (\$15,600). Funds are for winning bidder's provision of software, training and support, and does not cover travel, transportation, accommodations, meals, or other unrelated costs.

Non-Disclosure

All information presented in this RFP and accompanying materials are to be considered the sole property of Goodwill Industries International.

Proposal Format

Bidders should include the following in their proposal:

- Bidder contact information
- Bidder qualifications

- Provide individual or organizational history and experience performing tasks as described in the scope of work/deliverables.
- Describe specific ability to provide this service, including ability to provide training and product support.
- Include examples of prior similar work.
- Where relevant, describe experience with Goodwill industries and/or use of this program in projects of similar focus and scope.
- Provide at least three clients or references (contact name, number) who can be contacted for professional references.
- Resume of bidder/staff members who will perform work
- Cost proposal with itemized cost elements

Program Description

- Provide a summary of the program capabilities, functions, licensing requirements as well as the company's skills, resources and experience that will contribute to producing timely delivery of the product, training and support.
- Provide a table of deliverables with timeline.

Proposal Submittal/Due Date & Time

Proposals should be submitted electronically to Kevin Kelley, Goodwill Goes Green Program Manager, at kevin.kelley@goodwill.org by 5:00 pm ET on July 9, 2010.

Selection Criteria

The bidder that is selected to complete this contract will be selected based on the following criteria:

- Product features
- Previous similar experience, including submitted examples of past work
- Ability to meet schedule requirements
- Feasibility of cost proposal

The selected bidder will be notified by July 16, 2010, at which time a contract will be submitted for signature. Work will begin upon final execution of the contract.

