

Request for Proposals

Consultant Services: Philadelphia Workforce Talent Hub Model Design

Release Date: Monday, January 22, 2024

Questions Due: Monday, January 29, 2024

Notification of Intent Due: Friday, February 9, 2024

Proposals Due: Friday, February 23, 2024 at 12:00 PM ET

Submission Details

Applications must be submitted electronically to operationsRFP@philaworks.org, with the subject line "RFP Proposal" to the contact listed below:

Contact: Patricia Blumenauer, Chief Operating Officer

Email: operationsRFP@philaworks.org

Introduction

Philadelphia Works, Inc., (“PhilaWorks”) the city’s workforce development board, is a non-profit, quasi-public organization serving employers and connecting career seekers to employment and training opportunities. We invest public resources in a variety of workforce solutions that drive economic growth, influence public workforce policies, and optimize funding and resources to build a skilled and thriving workforce. For more information, please visit our [website](#). PhilaWorks is supported by federal, state, city and privately raised employment and training funds.

A. Background and Purpose

New leadership at the state and local levels and unprecedented federal investment in job creation presents a unique moment for Greater Philadelphia to align around an equity-centered, industry-focused, regional economic development strategy that prioritizes growing both the number and accessibility of quality jobs. City leaders from the Chamber of Commerce for Greater Philadelphia, the City’s Commerce Department, Philadelphia Industrial Development Corporation (PIDC), PhilaWorks, and Visit Philadelphia joined with Pew Charitable Trust to form and support The Roadmap for Quality Jobs Steering Committee. This group has committed to engage, align, and support all critical stakeholders in this effort.

To achieve equitable growth, an economic development strategy must include an overarching, well-coordinated framework for helping employers leverage the resources available to attract, prepare, hire, retain, and advance local talent. These resources include funding, programming, and partnership opportunities available through the public workforce system, industry collaboratives, workforce development providers, and institutions of higher education.

In its current state, the public workforce system and the larger Philadelphia workforce ecosystem is not appropriately structured, staffed, or resourced to meet the needs of employers at an optimal level. PhilaWorks and its partners seek to develop a comprehensive Talent Hub model to better help employers citywide seeking resources and support to meet their talent needs, as well as make more transparent to job seekers the availability of employer-informed programs and opportunities designed to facilitate connection to quality jobs. The goal of the hub is to provide a clear and consistent “front door” for employers to simplify and streamline access to existing services and resources as well as bring to light and address gaps in resources and expertise across Philadelphia’s ecosystem of workforce partners. If done successfully, this will lead to equitable access to high-quality, employer-informed services across Philadelphia.

PhilaWorks invites competitive proposals for an experienced consultant (or consultant team) to guide a comprehensive planning process in close consultation with staff, partners, and stakeholders. Specifically, the consultant will gather multiple rounds of feedback to inform the overarching goals, design, and operational structure of a Talent Hub model. The project will culminate in a comprehensive proposal to include a detailed delineation of start-up and ongoing costs, necessary partnership agreements, and operational structures required to pilot, test, evaluate and scale the model citywide in the short term, and potentially regionally over time.

B. Philadelphia Talent Hub Model: Vision and Functions

The proposed model must include a systematic approach that, at a minimum, will enable the hub to:

1. **Assess employer need, capacity, and readiness to explore new talent attraction and development strategies**

A well designed and operationalized Talent Hub will help employers assess the efficacy of their existing efforts to meet pressing talent needs, as well as their willingness and capacity for the change management that may be required to engage external partners and leverage available resources intended to support more effective approaches to recruitment, training, hiring, retention and/or advancement.

2. **Connect employers to the right combination of resources, programs, and partnership opportunities**

Based on information gathered, employers will be connected to financial resources, workforce training organizations that offer established and/or customizable training programs, and/or potential partnership opportunities across a range of systems and structures, including public funding streams and incentives, industry collaboratives, higher education, and workforce programs and partnerships.

3. **Facilitate ongoing coordination and data collection**

The Talent Hub will be supported by a cross sector advisory body tasked with assessing and supporting the first two functions, including identifying gaps in the existing resources and services available to help employers identify, prepare, connect, retain, and advance local talent.

The hub should be informed by national best practices and emerging local frameworks, as well as input from key stakeholders in the region. The consultant should utilize various methodologies to gather insight into the following:

- **Employer interest:** How does this approach resonate with employers? How might employers envision utilizing and engaging with this type of resource? How will interest, engagement and need differ by industry and employer size?
- **Format and function:** What complement of staff experience and expertise will be needed to operationalize the hub? Can services be delivered virtually or is there a need for a physical location?
- **Partnership model:** How can the hub build upon existing partnership structures to ensure the broadest range of resources are made available to employers?
- **Communications and outreach:** How will resources and services be marketed and communicated to employers? How will the ROI of engaging in the Talent Hub structure be calculated and communicated to all stakeholders?
- **Funding structure:** How can existing workforce funding be blended with new resources to fully execute the model? What “up-front” resources are needed? What are the ongoing costs that need to be sustained over time, and likely grown as the model scales?

- **Governance structure:** What type of oversight structure and staffing is needed to ensure each of the three functions of the hub are met, and that gaps are identified and addressed consistently over time?

C. Who Is Eligible

Entities eligible to apply include any private for-profit agency, private non-profit organization, government agency, or educational institution that can demonstrate the capacity and experience to successfully perform the scope identified in this RFP. Applicants may also include a group of consultants or subcontracts to address the diverse needs of the scope. Organizations that are tax exempt under Section 501(c)(3) of the Internal Revenue Code must submit a copy of their most recent IRS Determination Letter. The RFP process is open to both current contractors, as well as qualified organizations that have not previously contracted with PhilaWorks.

Applicants must be in good financial standing and may not have been declared ineligible by the City, state, or federal governments for funding. The selected applicant will be required to supply evidence of appropriate licenses, insurance, relevant internal procedures, data security, and financial controls prior to contract execution.

PhilaWorks, in soliciting requests for proposals, shall not discriminate against any person or organization submitting a response pursuant to this Request for Proposal because of race, color, creed, religion, sex, sexual orientation, age, disability, ethnic group, national origin, or other basis prohibited by law.

D. Contract Period and Awarding of Funding

Contracts awarded will be negotiated based on service needs for up to 5 months. Contract extensions are at the discretion of PhilaWorks dependent on provider's ability to meet defined deliverables and performance outcomes, changes in legislation, changes in the program design, and/or continued funding. Selected provider(s) must be ready to begin full operations of the project; there will not be start-up funding included in this contract period.

PhilaWorks requests that proposers submit a reasonable and detailed budget for this request outlining the proposed costs, ensuring that each cost is in line with the scope of this proposal. Funding for this project is contingent upon the availability of funds.

Administrative costs can be included in the budget at a rate of 10% of the programmatic costs. PhilaWorks reserves the right to negotiate the costs of all services upon award selection.

The payment structure for all awarded funds will be cost reimbursement. Providers must seek approval from PhilaWorks for costs associated with this contract. Selected providers must track and document all costs necessary to operate their program and submit these to PhilaWorks on a monthly basis.

The Workforce Innovation and Opportunity Act (WIOA) Service Delivery Modernization RFP is supported by the U.S. Departments of Labor and Health and Human Services. A total range of \$75,000, or 100% percent of the RFP, is financed with federal funds. Additional funding may be available depending on the scope of services.

Scope and Proposed Services

Description:

A successful applicant will demonstrate their ability to assist PhilaWorks and its partners to design a Talent Hub model that can meet its three goals of:

1. Assessing employer need, capacity, and openness to new talent attraction and development strategies
2. Connecting employers to the right combination of resources, programs, and partnership opportunities
3. Facilitating ongoing coordination and data collection

Timeline and Deliverables:

PhilaWorks and its partners seek recommendations related to the development of the Talent Hub. These recommendations should include considerations related to employer interest, operational needs, staffing structure, format and function, partnership model, communications and outreach, funding/budget needed, and governance structure. A final deliverable will include a comprehensive report with a detailed delineation of start-up and ongoing costs, necessary partnership agreements, and operational structures required to pilot, test, evaluate and scale the model citywide in the short term, and potentially regionally over time. This will have been tested with stakeholders and can be utilized to move into a pilot and implementation phase, with clear next steps on implementation within the Philadelphia workforce ecosystem.

A successful proposal will include a description of activities required to design and inform implementation of the Talent Hub model and should include:

- A clear plan for the completion of the work, including project phases, suggested deliverable dates, and a clear path to a final proposal
- A plan for completing interviews, focus groups, and/or surveys, as appropriate, with relevant stakeholders
- A review of national and local models and best practices
- An iterative process in which intermediate work products are presented to relevant stakeholders with feedback incorporated into future versions
- Specific details related to how the model will be operationalized in the context of the Philadelphia workforce ecosystem
- Regular updates to a core group of partners

Note that each deliverable should have a proposed due date within the proposed project timeline.

Responding to the RFP and Application Process

Applicants must follow the procedures outlined in this RFP. The RFP is available at [Procurement Opportunities + Provider Resources – Philadelphia Works](#).

RFP Timeline	
Release of Request for Proposals	Monday, January 22, 2024
Deadline for questions	Monday, January 29, 2024 5:00 PM ET
Responses to questions posted to PhilaWorks website	Thursday, February 1, 2024
Deadline for Notification of Intent	Friday, February 9, 2024
Deadline to submit proposals	Friday, February 23, 2024 12:00 PM ET
Award Decision	Week of March 11, 2024
Contract Begins	April 2024

A. RFP Questions

Questions must be sent to operationsRFP@philaworks.org no later than **Monday, January 29, 2024 at 5:00 PM ET**. A final Questions and Answers document will be posted on the PhilaWorks [website](#) by Thursday, February 1, 2024 at [5:00 PM ET].

B. Notification of Intent to Submit Proposal

Please complete this [Notification of Intent Form](#) to signify your organization’s intent to submit a proposal. This form should be submitted no later than **Friday, February 9, 2024**. This notification allows PhilaWorks to have sufficient resources in place to carefully and fully review each proposal. Notifications of Intent are *strongly recommended but not required*. Notification of Intent will not be considered as a commitment to bid.

C. Proposal Responses & Submission

Requests are accepted and will be reviewed and evaluated by a review team managed by PhilaWorks. Please complete the Request for Proposals – Submission Form below, providing the required information and attachments.

Proposals must be submitted via email to operationsRFP@philaworks.org with the subject line “Talent Hub RFP.” The proposal should be presented on single-sided, single-spaced pages, using a 1-inch (1”) margin.

margin and no smaller than a 12pt font. See below for page limits. Proposals that exceed the page limit will not be read or scored.

Submitted proposals must consist of all components and attachments:

- Request for Proposals - Submission Form with additional pages if necessary
- Attachment 1: Project Narrative

Proposals must contain all the content above in the order presented. Strong proposals will demonstrate a full understanding of the requirements described throughout this RFP and establish the capacity, expertise, and program operations needed to meet the required standards and goals. No incomplete, faxed, or hard copy applications will be accepted. Submissions that do not follow the required format may not be reviewed. PhilaWorks will review each request and notify organizations of approval or disapproval. PhilaWorks is not liable for any costs incurred by applicants in preparing and submitting a proposal in response to this RFP or for any costs and expenses incurred in meeting with or making oral presentations, if so requested. Any response, including written documents and verbal communication, by any applicant(s) to this RFP, shall become the property of PhilaWorks.

Evaluation Criteria and Rating System

A. Evaluation Process

Applicants should directly respond to each of the sections; however, strong scope descriptions will clearly demonstrate how the applicant will effectively meet all the standards, expectations, and desired outcomes found in this RFP.

Proposals will be initially reviewed to ensure the standards for submission have been met as outlined in this RFP. Proposals that do not meet the minimum requirements for submission may not move forward. Proposals that meet submission requirements will be evaluated by an established review team.

Using a rubric, aligned with the section requirements, proposals will be evaluated and scored based on the quality and completion of submission, and the extent to which each component of the RFP has been described. The value of each section of the proposal is as follows:

Maximum score – one hundred (100) points:

- 1. Relevant Experience and Prior Projects (Maximum Value: 20 points)**
- 2. Organizational Capacity (Maximum Value: 15 points)**
- 3. Approach: Scope of Service (Maximum Value: 50 points)**
- 4. Proposed Costs (Maximum Value: 15 points)**

Please note that this RFP does not commit PhilaWorks to award a contract. PhilaWorks reserves the right to cancel this RFP and the proposals submitted for this award if it determines that no proposal was appropriately responsive.

Further, PhilaWorks reserves the right to change, modify or revise this RFP at any time. Any revision to this RFP will be posted on the PhilaWorks [website](#). It is the applicant's responsibility to check the website frequently to determine whether additional information has been released or requested.

If PhilaWorks chooses to award contracts, those contracts will be awarded to the applicant(s) whose proposal PhilaWorks determines, in their sole discretion, is the most advantageous and in PhilaWorks' best interest. In no event, however, shall PhilaWorks be obligated to debrief unsuccessful applicants as to the basis for its decision not to award a contract to them. PhilaWorks reserves the right to edit or cancel this RFP at any time, at their sole discretion.

Confidentiality & Public Disclosure

The successful applicant(s) shall treat all information obtained from PhilaWorks which is not generally available to the public as confidential and/or proprietary. The successful applicant(s) shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. The successful applicant(s) agrees to indemnify and hold harmless PhilaWorks, its officials and employees, from and against all liability, demands, claims, suits, losses, damages, causes of action, fines and judgments (including attorney's fees) resulting from any use or disclosure of such confidential and/or proprietary information by the successful applicant(s) or any person acquiring such information, directly or indirectly, from the successful applicant(s).

REQUEST FOR PROPOSALS: SUBMISSION FORM

1. Organization Name:	2. Date of Request:
3. Organization Address:	4. Program Address (if different from organization):
5. Federal Tax ID (organization or legal entity):	6. Is the organization minority-owned and/or operated? <input type="checkbox"/> Yes <input type="checkbox"/> No
7. Does the organization have any connection with Philadelphia Works (including its Board of Directors or Youth Standing Committee)? <input type="checkbox"/> Yes (If yes, explain on a separate sheet.) <input type="checkbox"/> No	8. Has the applicant agency and its staff or director ever been barred from entering contracts with Federal or State government agencies? <input type="checkbox"/> Yes (If yes, explain on a separate sheet.) <input type="checkbox"/> No
9. Contact person (first & last name):	10. Contract signatory (first & last name):
9a. Contact title:	10a. Signatory title:
9b. Contact phone:	10b. Signatory phone:
9c. Contact email:	10c. Signatory email:
11. Project Title:	12. Amount Requested: \$

13. Proposal Checklist:

- **Submission Form**
- **Attachment 1 - Project Narrative**

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** _____

ATTACHMENT 1: Project Narrative

Please provide the following information in clear, concise language and not more than six (6) pages. Assume that the reviewer is unfamiliar with the organization. Applicants are strongly encouraged to provide details with specific descriptions, numbers, etc. that capture the organization's approach and capacity to successfully accomplish the services proposed. Do not include any internet addresses (URLs) that provide information necessary to review the application. Documents must not include any proprietary or sensitive business information as it may be made available to the public. Answer each question separately, and in the order in which it was asked.

Relevant Experience & Prior Projects

- A. Provide a general organizational description, including but not limited to year established, legal status, governance structure, mission, location, population served, principal programs and services, executive leadership, annual budget and number of full-time staff.
- B. Describe any organization's experience similar to that required by this RFP, including but not limited to services and activities delivered, contract values, and related performance outcomes.
- C. Describe any of the organization's prior projects that may provide relevant experience aligned with the goals of this RFP.

Organizational Capacity

- A. Building upon, but not duplicating the information that was already provided, describe the organization's current capacity to implement the requirements of this RFP.
- B. Identify the staff that will be responsible for managing and completing this project along with their relevant professional experience, provide resumes/CVs as an addendum.

Approach: Scope of Service

Provide a work plan that discusses how the organization will meet the Description and Deliverables including a brief description, and partners involved, and include:

- A. An initial request for information needed from PhilaWorks to start the project;
- B. Detailed service delivery proposal for activities outlined in Scope of Work;
- C. A proposed timeline indicating start and end dates, initial meetings, and briefings to meet deadlines imposed by PhilaWorks.

Proposed Costs

- A. Candidates must include a comprehensive budget not to exceed \$75,000. A short narrative should accompany the budget as well as any details regarding services available at a discount or *pro bono*.