



Request for Quotes:

Change Management Facilitator/Training Provider

Proposals Due: 5:00 PM EST

November 22, 2024

**Partner4Work
650 Smithfield Street, Suite 2400 Pittsburgh,
PA 15222**

**Date Released:
November 1, 2024**

Partner4Work (TRWIB, Inc.) is an equal opportunity employer.

Auxiliary aids and services are available upon request to persons with disabilities.

Any agreements resulting from this RFP will be funded by Partner4Work through TANF and SNAP grants provided by PADHS, which are 100% federal funds from the U.S. Department of Health and Human Services (CFDA # 93.558) and the U.S. Department of Agriculture (CFDA # 10.561).

Who We Are

TRWIB, Inc. (dba “Partner4Work”) is the workforce development organization that connects funding, expertise, and opportunities to develop a thriving workforce in Pittsburgh and Allegheny County. With a budget of more than \$30 million in public and private workforce funds, Partner4Work (hereafter “P4W”) delivers a comprehensive portfolio of programs and initiatives for adults and youth to ensure that current and future needs of employers, job seekers, and underemployed workers are met.

Background

Purpose of this RFQ

Partner4Work is seeking a qualified organization, firm, and/or individual to design and facilitate a series of workshops focused on fostering a cohesive and collaborative work culture at the PA CareerLink® sites in Pittsburgh and Allegheny County. With the integration of the Employer Advancement and Retention Network (EARN), Work Ready (WR), and Supplemental Nutrition Assistance Program (SNAP) into the existing Title I services at these locations, it is critical to ensure a smooth transition for all staff and partners. The objective of these workshops is to intentionally cultivate a unified workforce development environment that promotes cross-program engagement, shared goals, and a sense of community among diverse program teams.

Successful integration of new teams into an established work culture requires a thoughtful approach to cultural immersion, as research indicates that cohesive work cultures lead to higher employee engagement, job satisfaction, and overall organizational performance. According to studies on organizational change and team dynamics, creating an inclusive and collaborative culture during periods of change can reduce resistance, increase buy-in, and foster a shared commitment to organizational goals. Intentional culture-building efforts are particularly important in a workforce development setting where staff collaboration directly impacts the quality and consistency of services delivered to job seekers and employers.

The selected facilitator(s) will develop a series of interactive workshops and training sessions that address the unique challenges of integrating multiple program teams, while emphasizing the values of mutual respect, trust, and shared purpose. The workshops should include activities that encourage team building, improve communication, and facilitate knowledge sharing across programs. By providing structured opportunities for staff to connect and collaborate, these sessions will help establish a positive and supportive environment that enhances staff cohesion and operational efficiency.

Additionally, the training should incorporate best practices for managing change, handling interpersonal conflict, and leveraging the strengths of a diverse team to achieve strategic outcomes. The ultimate goal of this initiative is to utilize meaningful training and orientation sessions to assist in a seamless integration of EARN, WR, and SNAP direct service staff into the PA CareerLink® system, ensuring that all

team members feel valued, empowered, and equipped to contribute effectively to the success of the workforce development system in Pittsburgh and Allegheny County.

This RFQ invites quotes from experienced facilitators who can deliver evidence-based, engaging, and impactful workshops that result in a strong, unified, and high-performing workforce development culture across all integrated programs and sites.

Scope of Services

The awarded organization, firm, and/or Individuals will be expected to provide training, aforementioned methods, and best practices related to Integrated Workforce Office Culture and Guidance for Workforce Development Board and contracted workforce services provider staff.

The awardee will be expected to work closely with the Director of Priority Populations, Senior Manager of Priority Populations and contracted employment and training provider leadership staff to provide training and other services including, but not limited to the following:

- A. Design and conduct a training series on creating a high-functioning integrated workforce provider culture that includes no fewer than four full-team in-person training sessions, and no fewer than 4- virtual coaching sessions with leadership and key staff. Additionally, quotes will include planning time to interview P4W identified stakeholders to tailor training specific to PA CL. All above items and any other agreements within this RFQ shall be executed within the contracted one year grant period starting no later than December 2024.
 - a. Develop and deliver at least four in-person education sessions and facilitate discussion with on site staff.
 - b. Develop and deliver at least four virtual leadership coaching sessions (Quotes are welcome to have more than 4 sessions as appropriate to ensure orientation and understanding is clear once active integration begins.)
- B. Trainings series must engage organizational leadership staff and direct service staff separately AND comprehensively
- C. Must embed human centered and trauma informed approaches in training design
- D. Increase understanding and implementation of meaningful office integration in terms of staff culture, collaborative spirit, effective problem solving and conflict resolution.
- E. Develop an evaluation tool (survey or another mechanism) to measure the effectiveness and usefulness of culture cultivation with staff post-training.
- F. Ideally, Partner4Work prefers training sessions to be delivered live and recorded to provide to new staff when onboarding. Through training, provider leadership and direct service staff should be able to:
 - Understand the value of workplace diversity, equity, and inclusion and the impact on PA CareerLink and Partner4Work's overall Mission, Vision, and Values;
 - Define and understand collaborative and integrated office culture: "What is it, how to recognize it and how to implement it?"

- Identify ways to meaningfully build office culture and team spirit to encourage working together to provide quality service to One Stop and EARN/WR clients while acknowledging preexisting performance measures and unique program details and offerings.
 - Assess organizational change management needs to ensure tailored and effective approaches and implementation
 - Develop ways to internally problem solve culture challenges that may arise between provider staff members
 - Incorporate and address a multigenerational workforce and provider staff to ensure equitable engagement with all provider staff
- G. Develop an integrated office culture toolkit with guidance for internal use for current and incoming staff.
- Provide meaningful feedback to Partner4Work and One Stop Operator on key challenges to overcome

Training Overview Approach

- A. Work Plan and toolkit overview
- a. Services expected and timeline
 - b. Outlined toolkit of applicable resources and guidance around effective workforce development office culture integration best practices.
- B. Training accessibility; Shows experience in giving training both virtually and in-person.

Budget

Budget: Provides a clear and reasonable budget for all training costs, reflective of an effective training model suitable to the requirement. Budgets should not exceed \$30,000.00 No additional money will be provided for the contractor's travel, material, or technology costs not provided in the proposed budget.

How to Apply

Interested parties shall submit their quotes in the format as specified below. Lengthy narrative is discouraged; presentations should be brief and concise and not include extraneous or unnecessarily elaborate promotional material. The proposal should be in a .pdf format (zipped if necessary) not exceeding 10 pages in length.

1. Cover Sheet-See Exhibit A.
2. Executive Summary (2-page maximum) - Name of individual(s)/agency - Primary contact information (name, address, phone number, email address, website) - Individual(s)/agency history including years in business, names and resumes of the key personnel - Two (2) client references. Indicate

the name and position of the person who will be performing the consulting services as specified in this Request for Quote. Provide a brief resume of the individual(s) background, training, and experience.

3. Project description (2-page maximum) that describes the strategy and timeline to accomplish the objectives outlined above in the Scope of Services, and the items identified in the Training Approach, and the methodology for tracking and meeting project deadlines and reporting project milestones.
4. Fee for Services (any out-of-pocket expenses proposer expects to incur should be detailed in a proposed budget) - A budget should include reasonable fees for providing required services, broken down by description and frequency and length of training/facilitation, and any other services.
5. Timeline and description of the training program, including the length of each training.
6. Timeline and description of other services (toolkit and post-training evaluation mechanism).

Review and Selection Process

The P4W Director of Priority Populations and Senior Manager of Priority Populations will convene a committee to review and score proposals according to the required content described in the How to Apply section with attention to clarity, completeness, and quality.

Maximum points any proposal can receive will be 100 points and based on the following criteria:

1. Approach: Organization understands and describes a proper approach to obtain the required information and create the needed reports in a timely manner: 30 points
2. Organizational expertise with contracted workforce provider office culture cultivation. The applicant demonstrates the capacity and experience to deliver the required deliverables. Maximum: 20 points.
3. Fee: The applicant provides detailed cost information to support the reasonableness of the project. Maximum: 20 points
4. Final Stage: The top two scoring proposals will be invited to a 45-minute interview with internal Partner4Work staff. 30 points

Review Timeline

- Release of Request for Quotes November 1, 2024
- Due Date for RFQ related questions November 14, 2024
- Response to Questions date November 8, 2024
- Quotes/Bids Due 5:00 PM EST November 22, 2024

- Finalist Interviews Week of December 2, 2024
- Selection: December 9, 2024
- Contract Start Date December 10, 2024

Questions

Questions or requests for additional information must be made in writing to rfp@partner4work.org.

Answers will be posted at www.partner4work.org to make them available to the public to ensure a fair and transparent process.

Disclaimers

- This Request for Quotes (RFQ) does not commit Partner4Work to award a contract.
- Partner4Work may select a firm based on its initial proposal received, without discussion of the proposal. Accordingly, each proposal should be submitted on the most favorable terms, from a price and technical standpoint, that the bidder can submit to Partner4Work. Partner4Work may, however, have discussions with those firms it deems in its discretion to fall within a competitive range.
- Partner4Work reserves the right to request additional information from any applicants before a contract award.
- No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies.
- All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to Partner4Work and be subject to disclosure under the Freedom of Information Act, Right to Know Law, or other applicable legislation.
- The contract award will not be final until Partner4Work and the successful bidder have executed a mutually satisfactory contractual agreement. Partner4Work reserves the right to make an award without further discussion of the proposal submitted. No activity may begin prior to final Partner4Work approval of the award and execution of a contractual agreement between the successful bidder and Partner4Work.
- The submission of the proposal warrants that the costs quoted for services in response to the RFQ are not in excess of those that would be charged to any other individual for the same services performed by the bidder.
- Applicants are advised that most documents in the possession of Partner4Work are considered public records and subject to disclosure. Partner4Work reserves the right to issue additional RFQs if and when it is in Partner4Work's best interest to do so and may elect to negotiate and issue multi-year contracts to successful bidders under this or subsequent RFQs.

- All programs and activities are designated as equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities. Contact staff to request assistance with access to this RFQ.
- Applicants must be capable of agreeing to the requirements set forth in the Partner4Work contract templates, available at <https://www.partner4work.org/document/partner4work-contract-templates/>.

APPENDIX A
Request for Quotes Cover Sheet

Lead Applicant: Click or tap here to enter text.

A. Contact Information

Organization Name: Click or tap here to enter text.

Address: Click or tap here to enter text.

City: Click or tap here to enter text. State: Click or tap here to enter text. Zip Code: Click or tap here to enter text.

Principal Contact Person: Click or tap here to enter text. Title: Click or tap here to enter text. Phone: xxx-xxx-xxxx Fax: xxx-xxx-xxxx Email: Click or tap here to enter text.

Fiscal Contact Person: Click or tap here to enter text. Title: Click or tap here to enter text.

Phone: xxx-xxx-xxxx Fax: xxx-xxx-xxxx Email: Click or tap here to enter text.

Executive Director: Click or tap here to enter text.

Phone: xxx-xxx-xxxx Fax: xxx-xxx-xxxx Email: Click or tap here to enter text.

B. Legal Information

Type of organization: For-profit: Non-Profit: Government: Education Institution

Federal Employer Identification Number (FEIN): Click or tap here to enter text.

Please provide your current [DUNS Number](#): _____

Please provide your current [CAGE Code](#): _____

C. Requirements / Documents (*proposals submitted without these documents will be considered incomplete, please see associated links for more information and instructions as to how to acquire them*) Please note that a single copy of all requirements below must be submitted for EACH Partner, in addition to the lead applicant (if applicable).

- Certificate of Liability Insurance; Including Cyber Security Coverage
- Most recent financial audit
- Certificate of Worker's Compensation Insurance if Applicable

- W9

D. Additional Requirements

- Agree to Use Partner4Work's Contract Management Software, Parley Pro, for Contract Negotiation
- By submitting your proposal you certify that you are compliant with the following [PA state integrity policy](#). If you are not, please submit along with your proposal a written explanation of why such certification cannot be made