Addendum 1

RFQ KB 02-24Q

OMJ Staff Training

QUESTIONS and ANSWERS

1. **What specific outcomes or improvements are expected in the OMJ Business Services Team post-training?**

The OMJ Business Services Team will complete training with the necessary skills and information to meet their performance goals listed in the Regional Plan and below. Expected skills include:

* Understanding labor market intelligence/data and how to use it to help businesses understand the workforce
* Effective Communication – informational interviewing, active listening, holding business conversations, and the art of small talk networking
* Building Relationships with employers – cold-contacts and qualifying prospects
* Needs assessments – understanding the needs of the employer based on information gathered during initial meetings, leading to the development of a plan of service
* Customer Service – Developing proposals/menu of services for the employer
* Closing the deal – asking for sale/commitment
* Time management and organization in the workplace
* Customer satisfaction and loyalty
* Leadership skills
* Partner collaboration
* Integrated teamwork and cohesive service delivery
* Meeting goals and objectives
* 7 keys to emotional intelligence in the workforce

1. **Which key performance indicators (KPIs) or metrics will be utilized to gauge the success of the training program and the Business Services Toolkit?**

The OMJ Business Services Team will receive training, information, and support to sharpen skills and enhance credibility accomplish the following in support of the Regional Plan ([https://cincyworkforce.org/wioa-regional-plan/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcincyworkforce.org%2Fwioa-regional-plan%2F&data=05%7C02%7CKRISTIN.BULLOCK%40jfs.ohio.gov%7C1156f63e11134bff731408dc264fe849%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C638427371835274968%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Ns914SVxwxyX2IQoedzn2FPKl2clYFpO9fMX%2Fo%2B7Rjg%3D&reserved=0)). Specifically, the Business Services Unit (BSU) goals are:

* Facilitate regional hiring events and job fairs for all employers with targeted job fairs for small business or sectors with labor shortages
* Expand outreach efforts to help connect targeted job seekers to targeted employers
* Expand and strengthen industry sector partnerships
* Promote awareness of the OMJ Center

1. **What post-training support or follow-up mechanisms would be beneficial to ensure the continued application of skills and the sustained success of the team?**

Due to the grant terms, all services must be provided prior to June 30, 2024. Post-training support/follow-up to ensure effectiveness, understanding, and sustained success is welcome, If time allows for post-training support or follow-up. We would envision this to be driven by the Business Services Team work and focus.

1. **What are the preferred training delivery modes, and is a combination of virtual sessions and on-site workshops acceptable?**

Preference for in-person/on-site workshops to support teambuilding and connections; hybrid/combination is acceptable to support scheduling around existing commitments.

1. **Are there specific timeframes or preferred periods for conducting the training sessions, considering any scheduling constraints?**

Due to grant terms, all services must be provided prior to June 30, 2024. The Business Services Team has several planned and unplanned events occurring:

Planned events

1. The team hosts a monthly job fair on the 3rd Wednesday of every month
2. 2/1/2024 Winton Woods Job fair
3. 2/7/2024 513Relief Bus
4. 2/24/2024 18th annual Mayor’s Career Expo
5. 3/5/2024 – 3/6/2024; JA Inspire to Hire event
6. 3/8/2024 BestPoint Career Fair
7. 4/13/2024 Summer Youth Employment Kickoff

Unplanned events

1. the team is responsible for collaborating with State partners on Rapid Response (layoff response) activities – due to the nature of Rapid Response there are sometimes last minute schedule coordination. These are generally able to be scheduled around existing calendars; A planned schedule of sessions would be beneficial.
2. **Are there specific timeframes for delivery of the Business Services Toolkit?**

See planned events above. Hybrid delivery of services is accepted for ease of scheduling.

1. **What budget constraints or flexibilities should be considered for optimal resource allocation and cost-effectiveness?**

 We did not ask for a budget. You should be quoting your published rates or lower.

1. **Are there existing training or development programs within the department, and how should the proposed solution integrate with or complement these initiatives?**

There are no existing training or development programs being used. In addition to the upskills and training of current staff, the vendor is expected to provide a toolkit to guide current staff in the implementation and delivery of Business Services and to support the training of future business services unit staff and partners.

1. **How do you envision the training and toolkit being integrated into the existing processes and workflows of the Business Services Team and employer partners?**

We envision that the integrated Business Services Team will have the knowledge and skills to effectively engage with employers, provide meaningful services, and have the toolkits/resources to support their ongoing growth and service delivery.

1. **Are there any specific considerations for ensuring the accessibility and inclusivity of the training program, especially regarding diverse learning styles and needs?**

Training and the toolkit should accessible and inclusive to a wide range of learning styles.

1. **Could you provide information about the criteria that will be used to evaluate the proposals and select the winning bidder?**

This is not a formal proposal, it is a request for a quote. We will select the lowest and best for the quote that meets our needs.

The purpose of this RFQ is to select a vendor who can best meet the requirements of the RFQ at the lowest cost for the specified time periods.

Please note, that JFS reserves the right to choose more than one quote to meet the needs listed in the RFQ.

1. **Could you provide any details about the size and size distribution of the companies that the Business Services Team will be dealing with?**

The Business Services Team works with employers of all sizes but with a primary focus on small businesses and women- and minority-owned businesses.

1. **Could you provide some examples of successful past efforts or initiatives by the Business Services Team?**

We have not invested in this type of initiative previously.

1. **Could you elaborate on any specific pain points or challenges that the Business Services Team or employer partners are currently facing, and how the training and toolkit could address these challenges?**

 The Business Services team is an integrated team across several partners. The main pain points have been (1) knowledge gaps due to staff turnover and (2) integrating the team across several partners.

1. **Could you provide any partner case studies or success stories that could be used to inspire Business Services Team members and demonstrate the effectiveness of the training and toolkit?**

Workforce GPS ([https://www.workforcegps.org/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.workforcegps.org%2F&data=05%7C02%7CKRISTIN.BULLOCK%40jfs.ohio.gov%7C1156f63e11134bff731408dc264fe849%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C638427371835284602%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=UPA6nvTEFkN7GbJbNmUeabHWvH%2BG0YB1MmK584ubJfE%3D&reserved=0)) is often used for technical assistance and best practices.