

**CONTRA COSTA COUNTY
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT**

Request for Interest (RFI) #731

RESUME WRITING AND RESUME COACHING STRATEGIES FOR CalWORKs WELFARE-TO-WORK CLIENTS

The Contra Costa County Employment and Human Services Department (EHSD) announces the Request for Interest (RFI) #731 seeking eligible individuals or organizations to develop and present workshops on resume writing and to provide training sessions on resume coaching strategies to CalWORKs Welfare-to-Work (WTW) clients.

I. PURPOSE

EHSD would like to contract with an experienced individual or organization that can assist the Workforce Services Bureau in resume writing and resume coaching strategies for CalWORKs/WTW clients.

The EHSD Workforce Services Bureau administers a variety of programs, benefits and services for CalWORKs recipients. The WTW program is a comprehensive Employment and Training Program designed to promote self-sufficiency among CalWORKs benefits recipients. WTW participants are assessed to determine the best course of action to become financially self-sufficient, whether it is immediate placement into a job, placement into an education or training program, or both. The WTW program offers a variety of activities required by state law: program orientation, individual appraisal, job readiness services, job search, educational and employability assessment, welfare-to-work plans to self-sufficiency, work preparation activities (including mental health evaluation, substance abuse counseling and domestic violence prevention and assistance), community services and supportive services, such as child care and transportation.

In 2020, the WTW population averaged 2,300 recipients. Of that number, approximately 80% are female. The majority of WTW clients are between the ages of 20 and 39. WTW cases average less than 2 children per household.

CalWORKs/WTW clients are a diverse population group with varying educational, cultural and skill levels, including new entrants into the workforce and those returning to the workforce.

Resume Writing services will be an integral part of WTW job readiness and Career Connections participant services. Career Connections is designed to accommodate up to 25 WTW participants. Career Connections is one of the primary WTW job readiness activities intended to assist participants in preparing for and gaining employment. The current Career Connections workshops consist of a four-week course, seven hours per day, five days a week and takes place throughout Contra Costa County at sites designated by EHSD.

II. DELIVERABLES

The contracted individual or organization must develop and present workshops on resume writing and provide group sessions on resume coaching strategies to CalWORKs Welfare-to-Work (WTW) clients. Specifically, the services to be delivered are:

- A. Develop and present a **90-minute group workshop** to the WTW participants in WTW activities, such as Career Connections, upon receipt of referral. The content of the workshop must include writing and updating resumes, writing cover letters as well as letters of interest.
- B. Create and propose a 90-minute workshop curriculum in a PowerPoint presentation format which must be approved by EHSD. Major changes to the approved curriculum must be submitted to the EHSD Contract Manager for authorization prior to its implementation. EHSD may request from Contractor minor changes in the curriculum according to the labor market trends. The workshop presentation may be videotaped and be the property of EHSD.
- C. Present the 90-minute resume writing workshops, in-person at EHSD designated sites and virtually based upon participant need. The workshops may have up to 25 participants and will be presented during one of the ten-day Career Connections WTW job readiness workshop sessions or as scheduled by EHSD. Contractor must be available throughout the day of the workshop and subsequent days until the completion of Career Connections, as needed, to provide resume writing and updating services to individual participants.
- D. Provide one-on-one assistance in developing and updating resumes and writing cover letters. Contractor must be available to meet with WTW participants as needed during the four weeks of Career Connections.
- E. Provide **30 to 45-minute individual and customized** resume strategy coaching session to help each individual identify companies, job search resources, and contacts to meet their specific career goals and address their unique situations. Each client will finalize their resume outreach strategy with the assistance of the contracted service provider.
- F. Provide professional services for resume building, updating and coaching strategies to all WTW participants that need to develop or update their resume - but are not participating in Career Connections - and are referred to the contracted service provider by their WTW Case Manager.
- G. Have sufficient personnel to ascertain that all the contracted services as outlined in this RFI are delivered in each of the designed EHSD program locations in a timely manner and without interruptions due to vacations or unexpected events. Contractor's personnel must be trained and supervised to provide the contracted services at the professional level expected from the contracted service provider.

III. FUNDING

EHSD will award a standard county contract to the selected individual or organization. Total contract amount will not exceed **\$90,000**. Funding for the contract offered through this RFI will be budgeted and prorated from December 1, 2021 through June 30, 2022. The contract may be renewed for up to two additional years, depending on funding availability and Contractor's performance. The contract payments are based on the Contractor's performance and deliverables outlined in this RFI. No obligation or commitment of funds will be allowed beyond the contract period ending June 30, 2022.

The services will be contracted based on the following rates:

- **\$200** for the 90-minute group workshop presentation described in paragraphs II. A. above.
- **\$150** for each new resume completed.
- **\$50** for each resume updated.
- **\$50** for each cover letter.
- **\$125** for each individual 30 to 45-minute resume coaching session described in paragraph II. E. above.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

- A. Extensive experience in resume writing and resume coaching strategies for CalWORKs/WTW clients or low-income populations.
- B. Possession of a baccalaureate degree from an accredited college or university in English, education, business, or a closely related field, or be certified as a professional resume writer.
- C. Knowledge of best practices in resume writing for the 21st Century job market, including remote work in a virtual environment.
- D. Experience in making in person presentations to adults.
- E. Ability to work with a diverse group of staff and clients.
- F. Strong verbal and written communication skills.
- G. California Driver License.

V. DOCUMENT SUBMISSION REQUIREMENTS

- A. A resume of respondent's experience, education, and other factors relevant to the services described in this RFI. Include verification of professional resume writer certification.
- B. Provide a sample of a resume writing workshop that respondent presented to low-income adults.
- C. Provide samples of resumes of individuals with low educational and work experience levels that resulted in job hires, protecting the confidentiality of the clients' information.
- D. Verification of respondent's experience in working with government programs such as CalWORKs/WTW, or experience with working with county welfare departments or with middle and low income populations.
- E. Knowledge of and experience in utilizing virtual platforms to present Resume Workshops, including method of delivery, platforms used and intend to use.

- F. Organizations applying must provide resumes of key staff, as well as job descriptions that meet the minimum requirements for the RFI.
- G. Two (2) letters of verifiable business references addressing respondent's qualifications for this RFI.

VI. FISCAL REQUIREMENTS

Interested parties must submit a written narrative that demonstrates they possess the following:

- A. Adequate financial resources or the ability to obtain such resources during the performance of the contract to timely deliver services specified in the "Scope Of Services" above.
- B. An adequate accounting system in place to properly account for the funds by this funding source.
- C. Have a computer system with Internet access to create invoices in the Employment and Human Services Department's (EHSD) billing software and upload documents to EHSD's secure server (when requested).

VII. SELECTION CRITERIA

- A. The submission packages will be evaluated by EHSD staff to identify the most qualified respondent(s). If more than one respondent is deemed to be highly qualified, EHSD may require oral interviews and/or supplemental information from those respondents before making a final selection decision.
- B. All areas under Sections IV and V above must be addressed.
- C. Respondents will be scored on the following criteria:
 - 1. Experience in providing resume writing presentations and individual resume development to low-income populations - **20%**
 - 2. Experience in working with CalWORKs/WTW participants, county welfare departments and low income populations – **10%**
 - 3. Experience and knowledge of best practices for presenting information to low-income adults - **20%**
 - 4. Experience and knowledge of resume writing and current best practices for a winning resume in the 21st Century - **30%**
 - 5. Verbal and written communication skills – **10%**
 - 6. Fiscal Narrative – **10%**

All required documents must be submitted to:

Contra Costa County Employment and Human Services Department

Contracts Unit, Attention: **RFI #731**

40 Douglas Drive

Martinez, CA 94553

Telephone: (925) 608-4969 **Fax:** (925) 313-1517

E-mail: contractbid@ehsd.cccounty.US

Website: <http://www.EHSD.org/rfi>

Responses must be received no later than October 1, 2021.

Postmarks will not be accepted.