



# REQUEST FOR QUOTATIONS

For A

## *Business Services Team*

August 2025

### ***The Eastern CT Workforce Investment Board (EWIB)***

The Eastern CT Workforce Investment Board (EWIB) is a non-profit agency mandated through the Federal Workforce Innovation and Opportunity Act (WIOA) of 2014. EWIB oversees a network of workforce-related programs funded from a variety of sources including the operations of the American Job Centers (AJCs) in Eastern CT. EWIB's mission is to coordinate a regional workforce development system that promotes economic vitality and equitable opportunity by preparing workers for in-demand, quality jobs on career pathways. EWIB's core values are: 1) Partnership; 2) Innovation; 3) Accountability; 4) Efficiency; and 5) Continuous Improvement.

### ***The EWIB American Job Centers & Other One-Stop Partners***

EWIB, together with the other workforce partners in the region, promotes effective delivery of workforce development services. EWIB oversees the American Job Centers located in Danielson, Montville (*comprehensive*), and Willimantic.

A variety of programs and funding streams are co-located delivering services through the AJCs. These include:

- **WIOA Title I Adult, Dislocated Worker, and Youth Programs \***
- Wagner-Peyser Employment Services ~ National Labor Exchange
- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs
- **Welfare Programs \***

The starred (\*) programs are delivered by EWIB provider(s). State agencies and state staff deliver the other programs we refer to as One-Stop Partners.

WIOA also includes the following workforce programs as One-Stop Partners:

- Family Literacy and Adult Education Act
- Vocational Rehabilitation
- Career and Technical Education (*Perkins Act*)
- Community Services Block Grant
- Second Chance Act programs (*reintegration of ex-offenders*)
- Senior Community Service Employment Program

These programs are delivered by state agencies, or their providers.

### ***Business Services Team (BST)***

WIOA emphasizes providing services to employers in the region. EWIB is seeking an entity that has relationships with the region's businesses and can use those relationships to promote the AJC system. Services are to be delivered in concert with CT Department of Labor (*CTDOL*) Business Services staff, as appropriate. The Bidder will also need to work with the WIOA Workforce Development & Placement Unit to target employer outreach to customers who have completed training. Additionally, staff will be responsible to provide job development services to participants that are enrolled in the Eastern CT Manufacturing Pipeline Initiative (MPI), or Healthcare Pipeline Initiative (HPI) that have been assessed as well as those that have completed specific short-term training programs as well as Youth MPI & Youth HPI participants. The Business Services requested are to be provided to either the entire region or sub-region (*Willimantic/Danielson, New London County*). EWIB seeks an entity to provide the following as part of a team with the CT Department of Labor Business Services Staff:

- Assist employers with employee recruitment
- Job recruitment fairs
- Be the business intermediaries to work with in-demand job sectors, Chambers of Commerce, Economic Development Agencies, business & trades associations as determined by EWIB
- Support the employer members of the Eastern Advanced Manufacturing Alliance Regional Sector Partnership (EAMA RSP) & the Eastern CT Healthcare Partnership Regional Sector Partnership (ECHP RSP)
- Encourage & assist employers to list job openings in CTHires & to use the system to find and/or screen applicants
- Match industry with talented workers
- Assess business needs
- Deliver Manufacturing Career &/or Healthcare Career workshops to customers either virtually or in-person
- Recruit & source qualified candidates
- Assist businesses with other hiring needs
- Initiate visits to employers who have not done business with EWIB to introduce services and gather data on employer needs
- Develop On-the-Job Training (OJT) opportunities for WIOA, MPI, HPI & other program participants
- Develop Incumbent Worker Training (IWT) contracts with employers to upgrade/upskill employees
- Capture data in CTHires as required
- Develop internships/work experience opportunities including transitional work experience for low-skilled adult participants
- Assist employers in claiming workforce tax credits
- Give presentations to area employer associations such as, but not limited to: Rotary, Lions Clubs, and Professional Associations to introduce AJC services and partners
- Serve as a bridge to the client services staff to facilitate placement in work-based program activities

1. The vendor will be expected to provide the business services listed above as well as:

- a. Maintain a database of business customers who participate in job fairs & other employer services
- b. Work with AJC Partner agencies to identify appropriate referrals from WIOA, JFES, MPI, & other programs to fill job openings within sector or performance-based business services programs
- c. Develop and maintain a system for sharing job postings among staff and AJC Partners

## 2. Goals

- a. Document employer visits during the contract period
  - b. Conduct on-site employer recruitments per AJC
  - c. Attend quarterly meetings with AJC-East partners to determine their needs
  - d. Attend employer events within the region each month
  - e. Ensure completion of the customer satisfaction survey in CTHires
3. The Business Services representative(s) will be housed at the AJC-East Centers. Facilities rent for business services should not be included in the proposal budget. EWIB does not anticipate funding costs for parent agency facilities. **Letters of Support from Partnering Business Entities Should Accompany the Submission.**

**QUOTATIONS WILL BE ACCEPTED TO SERVE EITHER THE ENTIRE REGION OR SUB-REGION FOR BUSINESS SERVICES.**

Please respond fully to **ALL** the following questions:

- 1) Describe the “*value-added*” that your organization will bring to the system. Can you provide employer mailing lists, access to existing electronic newsletters, and an existing membership? Describe how you will promote AJC through these channels.
- 2) Describe how you will provide services across the EWIB region or sub-region equitably.
- 3) Describe your ability to operate as part of a team with the CT Department of Labor. Currently, there are two (2) CTDOL staff (*Montville*). Staffing through this quotation is sought for Willimantic, Danielson & Montville AJCs.
- 4) Describe staff experience and capability to coordinate & facilitate Business Services meetings.
- 5) Describe your experience & ability to assist participants with barriers to employment such as disability, justice system involved, limited English proficiency, and limited transportation.
- 6) Explain staff familiarity with producing regular business newsletters targeted to meet the interests and needs of local employers.
- 7) Describe how you will distribute information about immediate employer needs such as job openings to local AJC Partners and case managers.
- 8) Describe your experience & willingness to work with WIOA, JFES, MPI, HPI & other staff to target employment outreach to customers who have completed training.
- 9) How will you help ensure that the required Customer and/or Employer Satisfaction levels are met. Describe how your staff will be able to contribute to the statewide employer satisfaction survey. Describe your emphasis on good customer service.
- 10) Describe your connection & familiarity with local businesses & business organizations, including local Chambers of Commerce, AJC partners, & other regional job developers. Explain your experience in providing business services to both employers & jobseekers in the community. How will you increase the visibility of AJC services in the community?

- 11) Describe your willingness & ability to join local business associations and/or attend local business and community functions, & to meet regularly with employers during both traditional & non-traditional hours.
- 12) EWIB is interested in capturing & quantifying the needs of employers & employees in the Eastern region on more than an anecdotal level. Describe your experience in this area, including your ability to create & maintain databases with employer & employee information as needed or requested.

**Qualifications For the BST Vendor:**

To fulfill the WIOA requirements, EWIB is seeking one (1) staff to cover the Northeast (*Willimantic & Danielson*) area, located at the Willimantic AJC & one (1) staff to cover Southeast region (*to be located at the Montville AJC*), to serve as part of the team with CTDOL Business Services representatives.

1. The following entities may respond to this RFQ:
  - a. A public entity, such as a governmental entity, including a single One-Stop Partner listed in WIOA Section 121
  - b. A private for-profit entity
  - c. A private non-profit entity
  - d. Another interested organization or entity such as an independent consultant or consulting firm
  - e. The entity may not be a traditional school system providing elementary or high school education.

Entities responding must be able to identify the individual who will serve as the BST staff and who can be held accountable for accomplishing the deliverables. EWIB reserves the right to approve the individual selected to serve on the BST.

**Business Services Time Commitment**

EWIB expects the individual(s) assigned to serve on the BST on a full-time basis.

**Contract Term**

A contract will be entered into with the selected individual or entity. Payment for services rendered will be made only when costs have been incurred & documentation of all costs will be required. The term of the contract for 6-months is January 1, 2026 – June 30, 2026, and may be renewed on a yearly basis for a period of up to three (3) additional years after the initial contract. Such renewals shall be contingent upon satisfactory performance evaluations by EWIB, and subject to the availability of funds.

Each of the duties of the BST staff will be quantified into deliverables so that the EWIB staff will be able to measure the performance. The vendor will be expected to report on their progress in writing in a format approved by EWIB management.

**Funds Available:** \$ 100,000 - \$115,000 has been set aside subject for negotiation.

## **INSTRUCTIONS**

1. Include a cover letter on the agency's letterhead with the following information:
  - a. Name of proposing entity
  - b. Type of Entity
  - c. Federal ID Number (*FEIN*)
  - d. DUNS Number (*Proposers without DUNS Numbers should apply for a number if selected*)
  - e. Contact Person and Title
  - f. Address
  - g. Business Phone Number / Cell Number
  - h. E-Mail Address
2. **Responses to this RFQ MUST be received by September 12, 2025, no later than 4:00 p.m.**
3. In no more than five (5) pages, please reply to questions 1-12 (*contained on pages 3-4 of this document*) identified by EWIB.
4. Follow the order of the questions (*1-12 contained on pages 3-4 of this document*) when submitting your quote so that we know that no step in the process has been omitted.
5. Provide a quote for the services to be provided. It is EWIB's intent to award the contract as a result of this **Request for Quotations** to one (1) firm, 1099 individual, or entity. Please provide an hourly rate if applicable and the hours to be dedicated to each deliverable.
6. If an entity is a for-profit entity, profit must be separately identified in the quote.
7. Proposers must submit one (1) signed original unbound copy of the proposal mailed to the attention of Carol LaBelle, Sr. Director of Programs & Special Projects, Eastern CT Workforce Investment Board, 108 New Park Ave., Franklin, CT 06254 **and** an electronic copy of the proposal in MS Word via e-mail ([labellec@ewib.org](mailto:labellec@ewib.org)). Proposals submitted electronically without the requisite hard copy will be deemed non-responsive.
8. Include letters of support from partnering businesses.