



**EXPRESSION OF INTEREST #2021-07**  
**Development of a Sales and Service Certificate Program**  
 (West Nipissing and North Bay Locations)

Under the Ontario Works Act, the District of Nipissing Social Services Administration Board (“DNSSAB”) is responsible for the delivery of employment programming for social assistance recipients. While the Ontario Works (OW) program directly delivers much of this programming internally, it often works collaboratively with community partners to develop innovative solutions that seek to reduce labour market gaps and promote self-sufficiency through sustainable employment.

As DNSSAB is responsible for delivering quality services throughout the District, every effort is made to ensure that programming is accessible to all social assistance recipients. For this reason, DNSSAB is seeking your interest in the development of a Sales and Service Certificate program that would be delivered to 10 social assistance recipients in West Nipissing and 10 social assistance recipients in North Bay.

As you know, COVID-19 has impacted decisions around how and when in-person services can be safely delivered, so this would need to be taken into consideration. A combination of remote and in-person learning would be considered if it can meet the needs of all participants.

**Program Expectations (Performance Outcomes)**

The Sales and Service Certificate program would, at a minimum, deliver the following performance outcomes:

- Assist participants in determining their employment readiness and interests through evaluation tools such as Myers Briggs.
- Provide exposure to participants to potential employers through employer presentations and site visits.
- Train participants to work within the fast-paced and often challenging environment of sales and service.
- Assist participants in developing excellent customer service standards.
- Assist participants with the development of soft skills, conflict resolution, problem-solving skills, adaptability etc.
- Certify participants in relevant job-specific training such as:
  - WHIMIS
  - First Aid/CPR;
  - Smart Serve
  - Accessibility for Ontarians with Disabilities Act (AODA)
  - Food Safety
- Provide basic computer skills training in Word, Excel, PowerPoint.
- Provide Point of Sale training and training on inventory systems.
- Assist participants with job search preparedness activities such as resume writing, interview skills, mock interviews etc.

- Provide experiential learning opportunities (i.e., a short supported work placement at a local sales and service venue) for participants to gain exposure to the world of work, enhance skill sets and provide the participant with relevant experience.

The program should be available in both official languages while ensuring cultural sensitivity to Anglophone, Francophone and Indigenous Communities.

In an effort to provide participants with hands-on experience within the sector, your program should be able to work closely with employers. Any employer who is interested in hiring the participant upon the program's completion should be encouraged to work with the Ontario Works Program to determine if the employer and participant meet the eligibility criteria for Ontario Works' Employment Placement program.

### **Submission Requirements**

Should your educational institution be interested in exploring this opportunity, please supply us with information regarding:

- Previous instances where your institution has offered the same or similar certificate program.
- Confirmation if you are to offer the program at West Nipissing and/or North Bay locations (you can select to offer your program at one or both locations).
- Proposed program details and identification on how the proposal meets the Performance Outcomes.
- Identification of all experiential learning work opportunities and employers.
- A detailed program evaluation that illustrates how participants' performance outcomes are measured and their progress is tracked.
- Proposed Timelines for enrollment, programming commencement and completion dates (preference is to have enrolment completed and the program commenced in 2021)
- Cost per participant.
- Identification of instructors with credentials along with a confirmation that you have the appropriate staffing available for each training course.
- Risk Management and impact, for example, appropriate supervision of staff, occupational health & safety measures, and meeting requirements for mitigating serious occurrences (plagiarism to COVID-19 protocols).

DNSSAB may, as a result of the EOI, decide to proceed directly to negotiate a contract with an outstanding Respondent (or the sole qualified Respondent, if there is only one).

### **Submission Deadline**

Expressions of Interest must be received by **1:00 p.m.** local time on **October 27, 2021**.

DNSSAB, may in its discretion, accept, or reject and return any EOI received after the deadline noted above.

### **Submission of EOIs**

Proponents must submit one (1) pdf copy of their EOI response electronically to [dnssab.contracts@dnssab.ca](mailto:dnssab.contracts@dnssab.ca).

The submission email should note “**EOI 2021 07: Sales and Service Certificate**” as the subject line and include the Proponent’s name and return address in the body.

### **EOIs in English**

All documentation associated with this EOIs is to be in English. French language translations are available upon request. English-language versions of any EOI documentation take precedence over any other version or translations.

### **No Incorporation by Reference**

The entire content of the Proponent’s EOI must be submitted in a fixed form, as a single pdf document, and in order as requested. The contents of websites or references to external documents will not be considered part of an EOI.

### **EOI Withdrawal**

An EOI may be withdrawn at any time by a Proponent by emailing [dnssab.contracts@dnssab.ca](mailto:dnssab.contracts@dnssab.ca).

### **Enquiries**

All questions/inquiries related to this EOI shall be directed in writing via electronic mail to Matthew Campbell, Contract and Purchasing Specialist at [dnssab.contracts@dnssab.ca](mailto:dnssab.contracts@dnssab.ca).

Any information provided by anyone other than the above-mentioned will not be considered binding, nor will it change the requirements of this EOI.

### **Lack of Information**

Following receipt of an EOI, DNSSAB may, in its sole discretion and without having any duty or obligation to do so, request that the Respondent provide DNSSAB with additional information to clarify or substantiate the information provided by the Respondent.

If a Respondent fails to provide the information required for DNSSAB’s evaluation of the Respondent’s qualifications or fails to provide timely clarification or substantiation of the information supplied, that failure may result in no further consideration being given to the EOI.