



ENABLING INCLUSION THROUGH EMPLOYMENT

The Lino Spiteri Foundation

Reference Number: LSF/RFP/001

REQUEST FOR PROPOSALS FOR THE PROVISION OF JOB COACHING SERVICES FOR PERSONS a) WITH A DISABILITY& b) WITH MENTAL HEALTH PROBLEMS.

Request for Proposal Process	DATE
Deadline for request for any additional information or clarification from the Contracting Authority	28th August 2015
Deadline for submission of proposals	4th September 2015



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Terms of Reference

Note:

Where in this ToR a standard is quoted, it is to be understood that the Contracting Authority will accept equivalent standards. However, it will be the responsibility of the respective bidders to prove that the standards they quoted are equivalent to the standards requested by the Contracting Authority.

1. Background Information

1.1 - Beneficiary Country

Maltese Islands

1.2 - Contracting Authority

Lino Spiteri Foundation for Inclusive Employment

1.3 - Overseeing Department

Supported Employment Unit

1.4 - About the Foundation's work



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The Lino Spiteri Foundation is an social purpose Foundation that was set up following the Maltese Governments' initiative to encourage companies to create greater employment opportunities for vulnerable groups in Malta & Gozo, and Empower's widening scope as the leading Contractor of such employment. Whilst the Equal Opportunities Act and Employment Quotas for Disabled Persons are legal requirements that should safeguard and promote the inclusion of persons with a disability, mental health problems, other vulnerable groups from gainful employment, the need for greater support, empowerment, training and understanding of the complexities these issues bring is paramount to the successful inclusion in employment.

The Foundation was set up as a Public Social Partnership between the Employment & Training Corporation (ETC) and the Empower Coop Ltd. The aim of the Foundation is to enhance inclusion through empowering individuals and working closely with civil society through a Council of NGOs that will support and guide the direction of the organisation.

In its ethos, it aims to give a voice to vulnerable groups within society and increase their potential as gainfully employed people contributing to society and the economy. It therefore aims to bridge the gap between companies and individuals in order to emerge untapped potential and create employment. Whilst the regulations will serve as an impetus for change, we believe that a win-win can be created through open communication, available expertise and a will to make a difference by all stakeholders.

1.5 - Current State of Affairs in the Relevant Sector

This project will operate as a leading service provision of the Foundation.

- The recent decision to observe the Quotas act for the employment of persons with a disability has given the impetus for the training and recruitment of persons with a disability in the workforce. As a result, the country looks at the LSF to provide trained expertise and ongoing support to employees with a disability in the work force;
- The Foundation will provide a wide range of support services including training of individuals for work and independent living, employers and their employees, job coaching, ongoing monitoring and feedback.
- Amongst these services, the provision of support during employment by Job Coaches will constitute the bulk of the organisations resources;
- The Foundation will set the strategy, advise on policy, operate and subcontract in a wide range of areas in order to achieve its goals;

More information about the LSF and its mission and values can be found at www.linospiterifoundation.org. For local employment related information, please visit the Employment and Training Corporation www.etc.gov.mt

2. Contract Objectives and Expected Results

2.1 - Overall Objectives

The overall objectives of the project of which this contract will be a part are as follows:



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- To provide the Foundation with quality Job Coaches to support the employees with a disability in supported open employment or sheltered employment.

2.2 - Specific Objectives

The objectives of this contract are as follows:

- To work under the guidance of the Supported Employment Unit at the Foundation,
- To ensure that the case-load of persons with a disability in their care are supported through good quality expertise with a proactive and positive attitude to achieving sustainable employment.
- To supply, often at short notice (within reason) a supply of coaches to support new registering persons within the workplace.
- To provide a mobile group of coaches that can visit more than one location in a given day.
- To ensure that the Job Coaches and Senior Job Coaches are trained or experienced to a standard expected by the Foundation (Refer to article 6.1).

2.3 - Results to be achieved by the Contractor

1. Supply of 10 Job Coaches over 2015 and up to a further 30 Job Coaches over 2016, with possibility of extending further thereon, upon renewal of agreement.
2. Achieve a high standard of support to individuals in employment, based on continuous feedback from a wide range of stakeholders, including the employer.
3. Show continuous improvement over time for the sustainability of jobs held by persons with a disability in the workforce that are being supported by the Contractor.
4. Represent the Foundation fully, in its mission, values and operational objectives with its corporate partners and employers.

3. Assumptions and Risks

3.1 - Assumptions Underlying the Project Intervention

1. That the availability of Job Coaches with the budget constraints of this agreement is consistent with the possibility of recruiting enough individuals to meet the requirements of this provision.
2. That the client base of persons with a disability continues to grow in relation to the recruitment/provision of Job Coaches within this proposal.
3. That the legal and socio-economic situation of the country does not change in respect to the employment of persons with a disability from the current situation.

3.2 - Risks



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The Foundation runs the risk of funding shortages or delays should the contributions from employers not be forthcoming, despite them being required by law.

4. Scope of the Work

4.1 - General

4.1.1 Project Description

The Foundation aims to supply an ongoing provision of Job Coach support to individuals with a disability in the workplace. The Job Coaches may be a mix of employees or Coaches provided through the supply of this or other agreements. The Coaches must ensure that the needs of the individual are matched with those of the enterprise, through open communication with all stakeholders.

The Coaches must maintain a client-centred approach to service provision and rely on their own intuition, skill-set, training and experience to ensure harmony and sustainability of employment.

4.1.2 Geographical Area to be covered

The whole of Malta, with the possibility of Gozo.

4.1.3 Target Groups

Persons with all aspects of a disability, including but not limited to intellectual, behavioural, ADHD, autism, physically challenged, brain injured, birth complications and other medically acquired disabilities.

4.2 - Specific Activities



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The following is a detailed list of tasks to be undertaken in order to achieve the contract objectives. The tasks are listed in order of importance;

Job Coaches

1-2-1 or group support 'on the job' at which the client assigned is undergoing training or has already started employment

Individual needs assessment to determine the type of intervention required

Direct provision of support to employee

Direct advice and support to the employer

Direct advice and training to peers of the employee

Reporting on problem areas that may threaten employment or future employability

Reporting on training needs for the employee observed on site

Reporting on behavioural, resource or other critical issue of the enterprise in its ability to sustain the wellbeing of the individual in employment

In addition, for Senior Job Coaches

To mentor and supervise junior coaches

To support cases and clients seemed more complex by the Foundation

In addition, the bidder can and should include further suggested tasks complimentary to the overall objectives of this proposal, specifically highlighting any increase in the baseline cost of this provision.

The time schedule for completion of the various activities should be stipulated in your proposal. It is up to tenderers to prepare their own detailed organisation and methodology and technical proposals such that they fulfil the general requirements described in these Terms of Reference.

When the Foundation issues a certificate of quality, he/she must be satisfied that relevant, reliable and sufficient evidence exists that:

- the tasks have been properly performed; and
- the amounts claimed by the contractor(s) have actually and necessarily been incurred in accordance with the requirements of the contract he/she is supervising.

In preparing this section, particular attention should be given to ensuring the sustainability and dissemination of project results to the Foundation. [In the case of EU Funds: The Contractor must also observe the latest visibility guidelines concerning acknowledgement of EC financing of the project.

4.3 - Project Management

4.3.1 Responsible Body

The Lino Spiteri Foundation is responsible for all aspects of the project.

4.3.2 Management Structure



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The Foundation is led by a senior team across the following units, under the guidance of the Executive Director and Chief Operating Officer;

- Supported & Advisory Employment Unit
- Corporate Relations Unit
- Sheltered Employment Unit
- Training & Development Unit
- Assessment Unit

4.3.3 Facilities to be provided by the Contracting Authority and/or other parties

Final quality assurance measurement and supervision for ALL Job Coaches will be provided by the Foundation. The bidder must ensure the services reach the standards set by the Foundation.

5. Logistics and Timing

5.1 - Location

The location for Job Coaches is at the host enterprise across Malta and Gozo. The Job Coaches must have their own transport and work with a degree of flexibility to accommodate to the clients working hours.

5.2 - Commencement Date & Period of Execution

The intended commencement date is the 1st of October and the period of execution of the contract will be 15 months from this date, until the end of December 2016.

The Foundation reserves the right to offer direct employment to the Job Coaches at the end of the agreement. A copy of the Employment Contracts of the job coaches engaged with the provider. The Foundation also reserves the right to renew the Job Coach supply agreement into subsequent periods following renegotiation of terms.

6. Requirements

6.1 - Experts



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The Contractor shall select and hire expertise as required according to the profiles identified in the Foundation for Job Coaching.

The Contractor should pay attention to the need to ensure the active participation of local professional skills where available, and a suitable mix of professionals to ensure the Job Coaches and Senior Job Coaches supplied are capable and competent to deal with the complexities of providing support to persons with a disability at work.

The selection procedures used by the Contractor to select these Coaches shall be transparent, and shall be based on the minimum pre-defined criteria indicated below, which includes professional qualifications, language skills and work experience. The findings of the selection panel shall be recorded. The selection of experts shall be subject to approval by the Contracting Authority.

The Contractor must forward a Curriculum Vitae together with a copy of qualifications and proof of experience to the Contracting Authority prior to the experts' first assignment. The minimum qualifications for Job Coaches must be as follows:

Job Coaches must be in possession of at least three 'O' levels (from grades 1 to 5 or A to C) and one year work experience with persons with disability/mental health, OR an MCAST Foundation Certificate in Care or equivalent in terms of level and course content, OR at least three years work experience with persons with disability/mental health problems. Applicants must be IT literate and can communicate well either in Maltese or in English, and have their own transport.

Senior job Coaches must have a pertinent first degree at MQF Level 6, or an appropriate, recognised, comparable qualification, IT Literate, and can communicate well in either Maltese or English, Driving license Cat B, 1 year work experience in the disability/mental health sector and have their own transport

6.1.1 Support Staff and Backstopping

The Contractor is required to provide equivalent replacement, at short notice, to ensure continuity of services should the supplied Coach not be available.

6.2 - Accommodation

Limited Office accommodation can be provided to the Contractor if required, however all administration and supervision of the supplied Coaches must be held on site at the enterprise or at their own base.

6.3 - Facilities to be provided by the Contractor



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The Contractor shall ensure that experts are adequately supported and equipped. In particular it shall ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support its activities under the contract and to ensure that its employees are paid regularly and in a timely fashion.

The Contractor must provide quality assurance reports. The Contractor must also provide details of ongoing training provided to ensure the sustained quality of the employees.

If the Contractor is a consortium, the arrangements should allow for the maximum flexibility in project implementation. Arrangements offering each consortium partner a fixed percentage of the work to be undertaken under the contract should be avoided. The Contractor must provide the majority of the service consequently not more than 40% of the service can be outsourced and provided by third parties. In the case of a consortium they must provide at least 60% of the service.

In case of a Joint Venture/Consortium/Sub-Contractor:

Indicate Name(s) of Leader/Partner(s) & Proportion of Service Provision %

Leader ¹
Partner ¹
Partner ²

The Contracting Authority reserves the right to engage job coaching services from other service providers, should the ordered services are not provided and/or are found to be lacking in quality and quantity, as the Contracting Authority deems fit. Moreover, in such event, the Contractor shall bear all the costs involved.

6.4 - Equipment

No equipment is to be purchased on behalf of the Contracting Authority as part of this service contract. Any equipment related to this contract required to deliver the service is to be acquired by the beneficiary.

6.5 - Company Background

A detailed Company's background in the Disability sector must form part of the proposal and should include experience in the disability field and in the management of similar projects. (Please indicate the name, authority and year of implementation of such projects)

7. Reports

7.1 - Reporting Requirements



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Interim progress reports must be prepared every 3 months during the period of execution of the contract. They must be accompanied by a corresponding invoice.

There must be a final progress report and final invoice at the end of the period of execution. The draft final progress report must be submitted at least one month before the end of the period of execution of the contract. Note that these interim and final progress reports are additional to any required in Section 4.2 of these Terms of Reference.

7.2 - Submission & approval of progress reports

3 copies of the progress reports referred to above must be submitted to the Project Manager identified in the contract. The progress reports must be written in English. The Chief Operating Officer is responsible for approving the progress reports.

8. Indicators

8.1 - Definition of Indicators

Specific key performance measures/indicators (KPI's) must be chosen and proposed by the Contractor in order to provide valid, useful, practical and comparable measures of progress towards achieving expected results. These KPI's can be quantitative: measures of quantity, including statistical statements; or qualitative: judgements and perception derived from subjective analysis or a mix of both. Such indicators may include contact time with client, feedback from employer, skills-gap analysis, length of sustained employment.

9. Financial Offer

The financial evaluation will have to identify the best financial offer in relation to:

1. Price of the Job Coach (60% weighting). The cost of Supervisor Job Coach submitted is purely indicative.
2. The Experience of provider in the sector of employment of disabled persons (40% weighting as per below). The bidder must meet the following criteria:
 - A track record of training job coaches in the disability sector or mental health field (10 %).
 - A wealth of experience and expertise in a wide range of disability or mental health services (10%).
 - Competent management systems (10%).
 - Quality assurance or accreditation (10%)



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Fee for the Provision of Job Coaching Services

€..... per hour for Senior Job Coaching Services.

(Amount in words):

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Lot 1:

€..... per hour for Job Coaching Services for persons with intellectual difficulties.

(Amount in words):

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Lot 2:

€..... per hour for Job Coaching Services for persons with mental health difficulties.

(Amount in words):

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Kindly note;

- 1. that the hourly rate for Job Coaches will be used for evaluation purposes.**
- 2. that the hourly rate paid by the contractor to the supplied Job Coaches must approximate the equivalent government scale 12.**



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10. Delays in Execution

If the Contractor fails to satisfactorily provide the requested services and/or the service is found to be seriously lacking in quantity, quality or efficiency and/or the Contractor breaches any of the conditions, the Contracting Authority shall issue Notification Warning letters or Default Notices, notifying the Contractor of the breach of contract and requesting immediate remedial action by the Contractor who shall take remedial action to address the failure within three (3) working days from the notification, with a confirmed timeframe of resolution to the problem. Moreover, the Contracting Authority reserves the right to engage other contractors and any extra expenses incurred shall be borne by the contractor. If solutions to remedy the situation are not forthcoming within fifteen (15) working days, the Contracting Authority reserves the right to terminate the contract.