

CSW Consulting Services Consultant/Vendor List Request for Qualifications (RFQ)

Trauma and Resilience at Work



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RFP Release Date: June 10, 2024

Questions Due: June 12, 2024

Answers to Questions Posted: June 13, 2024

Responses Due: June 17, 2024

Evaluation of Responses: June 21, 2024

Notification of Consultant: June 24, 2024

Purpose of RFQ

[Corporation for a Skilled Workforce](#) (CSW) seeks individuals and organizations with consulting expertise in our Trauma and Resilience at Work strategy team area described below. CSW is specifically seeking qualified consultants to contract with CSW in response to the [DESC RFP for Trauma and Resilience Consultant Services 2024](#). CSW is seeking expertise related to trauma, healing, resilience, and equity in the following areas: professional development training (virtual, in-person, and/or hybrid); organizational assessment and coaching; technical assistance; data collection and analysis; evaluation; professional development and/or organization development services; communities of practice or learning communities of individuals and/or organizations; and train-the-trainer models

From the submissions to this RFQ and previous CSW RFQ issuances, we will select providers for a list of approved procured experts we can contact for specific opportunities, including this one with DESC. The list of qualified experts will be good for five (5) years from the date of notice (June 24, 2024). Inclusion on the list of approved providers does not constitute a promise that the provider will be selected by CSW to perform work.

CSW is committed to building a diverse network and strongly encourages responses from candidates of color.

About CSW

[CSW](#) is a national 501(c)(3) non-profit organization, founded in 1991, that partners with foundations, government, business, and community leaders to increase economic opportunity and sustainable prosperity by helping them to reimagine everything about work and learning. CSW catalyzes change in educational and labor market systems, policies and practices to increase economic mobility, particularly for people of color and others historically excluded from success. We focus on achieving scalable improvements in worker skills, lifelong learning, and job quality. CSW collaborates with change makers to develop strategies, identify evidence to inform strategies, build the capacity of organizations, manage initiatives, and evaluate lessons learned. CSW envisions a society in which every person can earn a family-sustaining income, achieve upward mobility, and adapt to the future.

Over the past several years, CSW has focused significant time and effort on working in-depth in various communities across the country to build collective agendas for shared prosperity. This work has included a wide range of stakeholder engagement, research, leadership development, convening, capacity building, policy advocacy, and evaluation – all aimed at reimagining everything about work and learning to increase economic opportunity and sustainable prosperity for vulnerable people, companies, and communities. CSW's work is nationwide (including projects that have spanned all 50 states, hundreds of communities, and national scale work). CSW's current work includes a strategy concentration in Detroit, Michigan.

CSW's current size is 24 full-time staff in our 2024 budget of \$4,851,950. A 2-member full-time finance team monitors the timely delivery of contract or grant objectives and performance, as

well as regularly reviews the recording of hourly staff time and expenses in a leading project-based enterprise resource planning accounting system, Deltek Vantagepoint.

CSW is governed by a 10-member Board of Directors that includes executives from community colleges, universities, community-based organizations, foundations, the private sector, and government. CSW's board is comprised of three committees: Governance, Finance & Audit (FAC) and Strategy. CSW is led by President & CEO Kysha Wright Frazier. CSW's strategy teams are supported by a communications manager and a three-person administrative team, which includes finance and operations management.

Trauma & Resilience (T&R) at Work

The Trauma and Resilience at Work team advances workplaces and workforces that are culturally responsive, trauma-informed, resilience-building, and supportive of mental well-being. CSW works with partners and stakeholders to reduce the stigma of trauma and mental health in workforce development and the workplace; educate employees at all levels within organizations on trauma, resilience, and mental health; advance trauma-informed, resilience-building, and mental health supportive organizations and companies; and promote policies and systems that codify and sustain this work.

We work with agencies and organizations in workforce development, human services, adult and post-secondary education, nonprofit employment and training, and related sectors, as well as private-sector employers. We do this work in the context of advancing worker success, racial equity and inclusion, job quality, economic mobility, and fair and safe workplaces.

Core Services

- **Strategy development:** CSW works with funders, agencies, organizations, and employers to develop strategies for advancing trauma-informed and resilience-building approaches in their organizations and in the fields of workforce development, adult education, nonprofit employment and training, and related sectors.
- **Assessment and training:** We provide training on a variety of trauma and resilience topics from introductory 101 sessions to race-based trauma to trauma-informed supervision and organizations.
- **Organizational coaching and action planning:** It is not enough for staff and employees to be trauma-informed; organizational cultures and systems need to support this approach as well. This is why CSW also works with organizations to assess their current trauma-informed and resilience-building state, support them in creating action plans to advance in this journey, and provide technical assistance and coaching.
- **Research and field-building:** Trauma and resilience are new concepts in the workforce development field. CSW is committed to raising awareness, deepening knowledge, and improving practices, polices, and systems throughout the field to be more trauma-informed and resilience-building.

Specific expertise the T&R team is looking for:

- Training for race-based trauma and resilience
- T&R training around leadership and/or organization culture, specifically focused on workforce development and human service-type organizations.
- Black and Hispanic experts who can extend our team and perspectives.
- Developing state-level T&R initiatives, policy academies, etc.
- Expertise and experience related to the requirements in the [DESC RFP for “Trauma and Resilience Consultant Services 2024”](#)

Applicable Dates

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Questions Due: June 12, 2024

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RFQ Questions

Any respondent should submit all questions and requests for clarification in writing via email to Debbie Charlton, CSW's Senior Support Specialist and Board Secretary at dcharlton@skilledwork.org on or before **June 12, 2024**. No oral questions will be answered.

All respondents will need to view responses to questions by means of CSW's website: www.skilledwork.org.

Submission Instructions

Submit responses to Debbie Charlton, CSW's Senior Support Specialist and Board Secretary, via electronic submission in a PDF file at dcharlton@skilledwork.org by **5:00pm EST on June 17, 2024**.

All Responses are considered final after the date and time for receipt of the Response. Final responses may not be altered, withdrawn, or canceled, without prior notification to CSW for a period of 120 days after the time and date designated for receipt of final Responses.

CSW reserves the right to contact any and all respondents to verify information included in their Response and to clarify any questions regarding the information submitted in the Response, in order to ascertain whether the Response received is both responsive and responsible. CSW also

reserves the right to waive any formalities, informalities and technicalities in evaluation of the Responses as are deemed appropriate, necessary and in CSW's best interest.

IMPORTANT: Your response may be considered Not Responsible or Non-Responsive if any portion of these instructions is not complete. No Response will be accepted after the date and time stated above.

Organization of Response (In the Following Order)

- A. Title Page and/or Letter from Respondent
- B. Individual's or Firm's Qualifications
- C. Staff Qualifications (if a Firm is responding)
- D. Previous Experience Examples and References
- E. Cost of services
- F. Certifications
- G. A sample of previous project report or work (not required)

Failure to include all the documents may render the Response non-responsive and the offer may be rejected.

A. Title Page and/or Cover Letter - Recommended (Maximum of 2 pages if including both)

On letterhead, include the name and working address of the respondent submitting a Response, the name and telephone number of the primary company representative to be contacted with reference to the Response, email address for said contact and the date of submission. In addition, the page should contain the following statement: "RFQ – Consulting Services Consultant/Vendor List".

B. RESPONDENTS's Qualifications (Maximum of 4 pages)

your organization and organizational structure, if applicable. Specify the number of years the individual or firm has been in business, history of the respondent, and capabilities. Please note experience and knowledge performing relevant to this RFP. Information should include the range of experience and particular areas of expertise. Other items to include:

- Brief description of your methodology or approach for each of the strategy areas you are responding to.
- Demonstrate capacity in building objective, independent and transparent working relationships with clients.
- Provide examples of how the respondent accomplished high quality projects with challenging schedules; completing the work on time and on budget.
- Explain efficiency, effectiveness, use of experts, site visits, innovative ideas such as use of technology, etc. in past work.

- Detail any information that would give the respondent a competitive advantage.

C. Staff Qualifications (Maximum of 2 pages)

1. Designate who would be the primary liaison with CSW including name, contact information and position with the company (if applicable).
2. Include a description of the qualifications and experience of the primary liaison and any other staff on the team. Information should include position with the firm (title if the respondent is an individual), educational background, certifications, and work experience. Provide a description of the role each individual would play in the work proposed.
3. The respondents/team should clearly demonstrate experience comparable to that required to successfully execute the work described in any of the five strategy areas.
4. Describe the availability to meet CSW needs including availability and involvement of experts on specific subject matters and for specific named opportunities.
5. Describe your firms staff continuity, i.e. staff turnover. Not applicable if an individual is responding.
6. Include resumes as an attachment.

D. Previous Experience Examples and REFERENCES (Roughly 2 pages)

Describe specific project experience the respondent has in providing similar services that also demonstrates respondent's knowledge of similar services and any outcomes achieved or perceived from clients. Include the specific activities and who you provided these services to (if appropriate to share). Also include the results and/or outcomes of any training or services you provided.

Provide information about the organizations for which you have provided similar services in the last five (5) years.

- Provide contact name, title, company, address, phone number and email address for three (3) references with whom the respondent has done business with in the last five (5) years.
- References may be questioned about such items as the respondent's overall performance, organization, cooperation, timeliness, and quality. The respondent shall ensure that contact information is current.

E. Cost of Services

Provide cost of services broken down into various fees, a fee-for-service schedule or rates by type of service/activity or by staff person. This can include hourly rates, daily rates or cost per type of activity, etc. This is to provide us with a general sense of pricing; specific pricing would be discussed for specific projects. Describe costs included in those rates and specify any other costs associated with the provision of services under one or more of the strategy areas. A range of fees for different services or training circumstances can be provided as well.

F. Warranty, Guarantee, Certifications

1. Financial Stability: a) clearly demonstrate qualifications, financial responsibility, and performance capability of the respondent; b) disclose if the respondent has ever filed for bankruptcy, and if applicable, provide information as to the date of the filing, the type of filing, and the resolution.
2. Describe if the respondent is an equal opportunity employer and maintains a drug free workplace, if applicable.
3. By submitting a response to this RFQ, the respondent shall be deemed to represent that it is not in arrears in the payment of any obligation due and owing any state within the United States of America, including the payment of taxes and employee benefits and that it shall not become so in arrears during the term of the contract if selected for contract award.
4. Ability to travel to different parts of the country to provide trainings or facilitations.
5. Describe any other relevant warranties, guarantees, and certifications.

G. Sample Reports, Product or project work (not required)

If you would like, please provide a copy or copies of sample project work. Links to work can also be included in Section D, Previous Experience. Confidential information to be removed.

Format

- The Response shall be no more than 11 pages, not including any sample reports, products or work and resumes.
- The Response shall be typed in 11-point font.
- Final Response must be in an PDF file.

Evaluation Criteria

- CSW will specifically evaluate Responses, as determined by the following criteria:
 - 10% - Demonstrated understanding of the Scope of Work
 - 30% - Demonstrated experience and qualifications, with a focus on professional development training; train-the-trainer models; and organizational policies, practices, norms, and processes that support mentally healthy, trauma-informed, healing-centered, and equity-driven organizational cultures.
 - 30% - Past performance of the respondent, including timely completion of projects, compliance with the scope of work performed within budgetary limitations, and user satisfaction
 - 10% - Composition of the staff assigned to the performance of these services and their qualifications and experience with relevant services such as that being proposed; Adequacy of personnel to accomplish the proposed scope of work within the schedule indicated.

- 15% - Cost
- 5% - References
- CSW acknowledges that selecting best value providers primarily requires a balanced combination of (1) reasonable rates and the availability of flat fees, blended rates and caps on fees, and (2) strong experience and demonstrated expertise in providing the services proposed.
- CSW, will utilize information submitted to evaluate Responses. Each submission will be reviewed for responsiveness. Qualified Responses shall be evaluated in accordance with the specifications and evaluation criteria contained herein. Respondents whose Responses are classified by the Screening Committee as non-responsive shall be notified.
- CSW may make such investigations as are deemed necessary to determine the ability of a respondent to provide the work as specified herein.
- CSW reserves the right to clarify or request additional information, presentations and/or demonstrations to understand the respondent's qualifications.
- CSW reserves the right to negotiate or modify any element of the Response to ensure that the best possible arrangement for achieving the stated purpose is obtained.