



20150554  
**Blanket Contract**

**City of Springfield Blanket Contract Tracer Document**

The purpose of this document is to provide continuous responsibility for the custody of **BLANKET CONTRACTS** during the processing period.

**INSTRUCTIONS:** Upon receipt, please initial and write in the date of receipt. When your department has approved and signed the blanket contract, please initial and date in the forwarding section and deliver to the next department.

DEPARTMENT	DATE RECEIVED		DATE FORWARDED TO NEXT DEPT.	
	Initials	Date	Initials	Date
Office of Procurement			BK	11.19.14
Planning				
City Comptroller	CM	11/21/14		
Law	MS	11/25/14	MS	11/25/14
CAFO		11/25/14		
Mayor	MA	11/28/14	MA	11/28/14
Office of Procurement	BU	12-1		

Vendor No.: 13244    Blanket Contract No.: 20150554    Blanket Contract Date: 11.4.14

Blanket Contract Amt.: \$85,100.00    Issue Date:    Renewal Date:

Appropriation Code1:  
 Appropriation Code2:  
 Appropriation Code3:  
 Appropriation Code4:

Description of Funding Source:

Bid No.: 14-262    Requisition No.:    PO No.:

Vendor Name: Training Resources of America

Blanket Contract Type:

Blanket Contract Purpose: Workforce Development Training

Originating Dept.: Planning & Economic Development

Expiration Date:    Amendment Date:    Extension Date:

TYPE OF DOCUMENT (Please select at least one):  
 New     Renewal     Amendment     Extension

CITY CONTRACT NO. 20150554

AGREEMENT FOR SERVICE PROVIDERS  
FOR WORKFORCE DEVELOPMENT TRAINING FOR  
RESIDENTS AFFECTED BY DISASTERS

This **Agreement** (the "Agreement") is made and entered into as of **November 4, 2014**, the ("Effective Date") by and between the **City of Springfield, Massachusetts**, a municipal corporation with a principal offices at 36 Court Street, Springfield, MA 01103, acting by and through its Office of Planning and Economic Development (hereinafter "City"), and **Training Resource of America**, a Massachusetts corporation with a mailing address at 390 Main Street, Suite 806, Worcester, Massachusetts 01608 (hereinafter "Provider");

**WHEREAS**, the City was awarded \$21,896,000 pursuant to the Community Development Building Grant Disaster Recovery ("CDBG-DR") and subject to the guidance provided by the United States Department of Housing and Urban Development ("HUD");

**WHEREAS**, after considerable input from other City departments and agencies, affected neighborhoods, and stakeholder groups, with the support from state and federal government partners, an action plan was developed that included among its goals, providing workforce development training;

**WHEREAS**, the City advertised an Invitation for Bid no. 14-262 ("IFB"), attached hereto and incorporated by reference as Exhibit A, to obtain bids from qualified firms to provide the Services to the City;

**WHEREAS**, the City selected the Provider as the successful Proposer and awarded this Agreement to provide the Services to the City;

NOW THEREFORE, the Parties hereto mutually agree as follows:

I. Scope of Services:

- a. The Provider shall perform the services detailed in the Provider's Proposal, attached hereto and incorporated by reference as Exhibit B.
- b. Deliverables: In addition to the services detailed in Exhibit B, the Provider shall provide the following reports to the City:
  - i. Prior to the commencement of the training program/s, the Provider shall complete and submit an original hardcopy of the "Pre-Program Report" to the City as well as an electronic copy in either a spreadsheet or portable document format ("PDF") file to [shogan@springfieldcityhall.com](mailto:shogan@springfieldcityhall.com). A copy of the "Pre-Program Report" is attached hereto and incorporated herein by reference as Exhibit 1.
  - ii. On a quarterly basis per the below schedule, the Provider shall complete and submit an original hardcopy of the "Quarterly Report" to the City as well as an electronic copy in either a spreadsheet or portable document format ("PDF") file to [shogan@springfieldcityhall.com](mailto:shogan@springfieldcityhall.com). A copy of the "Quarterly Report" is attached hereto and incorporated herein by reference as Exhibit 2. The reports shall be due:

1. For the period of November 1, 2014 through January 31, 2015, Quarterly Report shall be due no later than February 28, 2015.
  2. For the period of February 1, 2015 through April 30, 2015, Quarterly Report shall be due no later than May 31, 2015.
  3. For the period of May 1, 2015 through July 31, 2015, Quarterly Report shall be due no later than August 31, 2015.
  4. For the period of August 1, 2015 through September 30, 2015, Quarterly Report shall be due no later than October 31, 2015.
- c. Provider shall be required to collect completed "Section 3 Resident Application" from all individuals participating and benefitting from the services indicated in Exhibit B. A copy of the "Section 3 Resident Application" is attached hereto and incorporated herein by reference as Exhibit 3.
- d. Warranty: The Provider warrants that the Provider and the members of the Provider's Team have the education, training, expertise, and ability to provide the requested services to the City. The Provider warrants that its services will be performed with integrity and in a competent, professional and proper manner, consistent with the highest industry standards, to the satisfaction of the City's Director of Office of Planning and Economic Development ("Director"), and consistent with all applicable laws, rules, regulations, policies, procedures, and codes. The work will be accurate and free from any material errors. If the services provided hereunder do not conform to this warranty, Provider shall, upon request of the City and at no cost to the City, furnish the City with remedial services to the satisfaction of the City. This warranty is of the essence of this Agreement, and the Provider understands that the City is relying upon the Provider's skill and knowledge in performing the services. Consistent with this warranty, the Provider agrees to provide the services described in this Agreement.
- e. The Provider will perform the services with integrity, and in a competent, professional, and proper manner, consistent with highest industry standards, to the satisfaction of the Director, and consistent with all applicable laws, rules, regulations, policies, procedures, and codes.
- f. QUALIFICATIONS OF ASSIGNED PERSONNEL: The Provider is responsible for ensuring that all personnel assigned or provided by the Provider, including staff, sub Providers and subject matter experts, are licensed, qualified and sufficiently trained to perform the assigned tasks. Any personnel, sub Providers and subject matter experts who are not properly licensed, trained or qualified to perform assigned tasks to the satisfaction of the City shall be replaced within 3 business days of a request from the City.

II. Term:

This Agreement shall commence on November 1, 2014 and terminates on October 31, 2015, unless otherwise terminated in accordance with this Agreement.

### III. Fees, Compensation, and Reimbursement

- A. Maximum Liability:** During the Term of this Agreement, it is expressly agreed and understood that in no event shall the liability of the City exceed the maximum sum of Eighty-Five Thousand One Hundred Dollars (\$85,100.00). The City shall not be liable for any services, expenses, or costs in connection with this Agreement in excess of the amount currently appropriated therefore under this agreement or any amendments hereto.
- B. Reimbursement:** The Provider shall be compensated through cost reimbursement based on actual costs incurred according to the approved budget, attached hereto and incorporated by reference as Exhibit C. Payment for services provided by Provider will be made only after costs have been incurred and subject to the timely submission of required documentation of all costs. In no event shall reimbursement of costs exceed the City's maximum liability as set forth in Article III, Paragraph A.
- C. Invoices:** Payment shall be made subsequent to processing by the City Comptroller and City Treasurer. The City will make every effort to process payment within 30 days of receipt of invoices. All invoices shall be submitted within 30 days of the close of the month to:

Samalid Hogan  
Office of Planning and Economic Development  
70 Tapley Street  
Springfield, MA 01104

The final invoice pursuant to this Agreement must be received no later than October 15, 2015.

- D.** The City shall not be liable for any services, expenses, or costs in connection with this Agreement in excess of the amount currently appropriated therefore under this agreement or any amendments hereto. Appropriations for expenditures by the City and authorizations to spend for particular purposes are made on a fiscal year basis. The fiscal year of the City is the twelve (12) month period beginning on July 1 and ending on June 30 of the following year. The obligations of the City under this Agreement for any subsequent fiscal year following the fiscal year in which the Agreement is executed are subject to the appropriation of funds sufficient to discharge the City's obligation which accrues in such subsequent fiscal year, and to the authorization to spend such funds for the purpose of this Agreement. In the absence of such appropriation or authorization, this Agreement shall be terminated immediately without liability for damages, penalties or other charges arising from early termination.
- E. Fees Include All Costs:** All fees set forth in this Article shall include all costs incurred by the Provider and the City in performance of the service, including air travel, other travel costs (fuel, meals, lodging), copying, e-mail and phone and fax communications, attendance at all meetings (district, school committee etc.), supplies, equipment, wages, trainings, insurance, etc. There are no separately reimbursable expenses other than the expenses indicated in Exhibit C.
- F. Independent Contractor:** The Provider is an independent contractor as such any taxes and other requirements of federal, state and local governmental bodies including worker's compensation and disability insurance if and to the extent required by law, shall be his sole responsibility.

### IV. Indemnity and Insurance

- A.** The Provider shall defend, hold harmless, and fully indemnify the City as to all claims of any kind and for all expense, including attorneys' fees, arising out of, in connection with, or incident to the services and materials provided by the Provider pursuant to the contract.

- B. The Provider shall be responsible for damages, including repair or replacement, for any damage to person or property caused by the acts or omissions of the Provider, its agents, servants, sub-contractors or employees.
- C. The Provider shall maintain at its expense insurance from insurers authorized to do business in Massachusetts:
1. For all employees and consultants working in Massachusetts, Worker's compensation and employer's liability insurance as required by the Commonwealth of Massachusetts.
  2. Commercial general liability insurance, including completed operations coverage, covering claims including personal injuries or death or damage to property arising out of any act or omission of the Provider or of any of its employees, agents, or subcontractors, with not less than \$1,000,000 single limit and \$3,000,000.00 aggregate limit. The City shall be named as an additional insured with respect to liabilities hereunder, and the Provider and its insurers waive subrogation against the City as to said policies. The policies will provide that they will not be cancelled without 30 days prior notice to the City.
  3. Comprehensive automobile and vehicle liability insurance covering claims including personal injuries or death, and/or damages to property arising from use of motor vehicles, including onsite and offsite operations, and owned, non-owned, or hired vehicles, with not less than \$1,000,000 single limits and \$2,000,000.00 aggregate limits.

The insurance coverage shall remain in effect until ninety (90) days after the termination or expiration of the contract. All required insurance policies must be maintained with companies that may lawfully issue the policies and must have an A.M. Best rating of at least A-7 or a Standard and Poor's rating of at least AA, unless prior written approval is obtained from the City Solicitor.

Copies of ALL insurance certificates are to be attached to this Agreement upon execution by the Provider, and shall be marked as Exhibit 4.

#### V. Remedies

If the Provider shall provide services to the City in a manner which is not to the satisfaction of the City, as determined by the Director, the City may suspend or terminate payment to the Provider in whole or in part and in addition may:

1. Require the Provider to provide services which are satisfactory to the City at no additional cost to the City, or
2. Obtain services at the cost of the Provider in substitution for those due from the Provider, or
3. Terminate this Agreement.

#### VI. Applicable Law and Exclusive Forum

- a. The laws of the Commonwealth of Massachusetts shall govern the validity, interpretation, construction and performance of this Agreement.
- b. The parties hereto expressly agree that the sole and exclusive place, status and forum of this Agreement shall be the City of Springfield, Hampden County,

Massachusetts. All actions and legal proceedings which in any way relate to this Agreement shall be solely and exclusively brought, heard, conducted, prosecuted, tried and determined within the City of Springfield, Hampden County, Massachusetts. It is the express intention of the parties to this Agreement that the exclusive venue of all legal actions and procedures of any nature whatsoever which relate in any way to this Agreement shall be either the Superior Court Department of the Trial Court of the Commonwealth of Massachusetts sitting in the Hampden County Hall of Justice, Springfield, Massachusetts or the United States District Court sitting in Springfield, Massachusetts.

## VII. Notices

- A. Unless otherwise expressly provided herein, all notices and other communications given pursuant to this Agreement shall be in writing and shall be sent to the persons at the addresses identified below by:
- i. First class, United States Mail, postage prepaid, certified, with return receipt requested, or
  - ii. Hand delivery to the intended address, or
  - iii. Nationally recognized overnight delivery service that provides written proof of delivery.
- B. All such notices and other communications shall be effective on the actual date of delivery, receipt, or rejection of delivery, if known, otherwise:
- i. In three (3) Business Days after deposit in United States Mail in case of (A-i) above,
  - ii. Actual delivery in case of (A-ii) above, and
  - iii. The next Business Day in case of (A-iii) above.
- C. Notices to the Parties shall be sent to:

For the City:

Samalid Hogan  
Office of Planning and Economic Development  
70 Tapley Street  
Springfield, MA 01104

With a copy to:

City Solicitor  
City of Springfield Law Department  
36 Court Street, Rm 210  
Springfield, MA 01103

For the Provider:

Kim Harmon  
Training Resources of America  
390 Main Street, Suite 806  
Worcester, MA 01608

## VIII. Publicity

Provider shall collaborate with the City on any press releases, events, signs, and to plan for any news conference concerning the Project and Services. In any media produced by Provider, Provider will not represent that positions taken or advanced by it represent the opinion or position of the City. Provider agrees that the City shall have the right to make use of and disseminate, in whole or in part, all work product, reports, and other non-confidential information produced in course of performing the Services, and to use the information therein contained to produce summaries, case studies, or similar information resources.

## IX. Records and Audits

- a. **RECORDS:** The records of the Provider insofar as they relate to this Agreement shall be kept on a generally recognized accounting basis. The City or any of its duly authorized representatives or agents shall have immediate access to any books, documents, papers and records of the Provider which are pertinent to this Agreement for the purposes of making audit, examination, excerpts, copies and transcriptions.
- b. **AUDIT:** City Officials and/or their designated representatives shall have the right to audit, inspect, and review all books and records (in whatever form they may be kept, whether written, electronic or other) relating or pertaining to this Agreement (including any and all documents and other materials, in whatever form they may be kept, which support or underlie those books and records, kept by or under the control of the Provider, including, but not limited to those kept by the Provider, its employees, agents, assigns, successors and subcontractors.)

The Provider shall maintain such books and records, together with such supporting or underlying documents and materials, for the duration of this contract or agreement and for at least seven (7) years following the completion of this Agreement, including any and all renewals thereof. The books and records, together with the supporting or underlying documents and materials shall be made available, upon request, to the City, through its employees, agents, representatives, contractors or other designees, during normal business hours at the Provider 's Massachusetts office or place of business, at no cost to the City. In the event that the Provider does not have a Massachusetts location, then the books and records, together with the supporting or underlying documents and records, shall be made available for audit at a time and location which is convenient for the City.

## X. Termination

- a. **Termination By City for Cause:** The City shall have the exclusive right to terminate this Agreement at any time, by written notice signed by the Mayor or the Director or their respective designees, if:
  - i. the Provider fails to comply with all applicable health, safety, and civil rights laws and regulations;
  - ii. the Provider fails to furnish appropriate and sufficient equipment, supplies, and materials necessary for the effective delivery of the Program;
  - iii. the Provider fails to implement the Program or
  - iv. the Provider breaches any provision in this Agreement.
- b. **Termination by City for Convenience:** The City reserves the right to terminate this

Agreement for convenience upon 30 days written notice to the Provider signed by the Mayor or Director or their respective designees designee.

- c. Upon termination of the Agreement, the City shall pay the Provider for satisfactory services rendered up to the date of termination.
- d. If HUD terminates their Agreement with the City in the event of loss of availability of sufficient funds for the purposes of that Agreement or in the event of an unforeseen public emergency or other change of law mandating immediate HUD action inconsistent with performing its obligations under that Agreement, this Agreement shall terminate immediately.

#### XI. Equal Employment Opportunity

During the performance of this Agreement, the Provider agrees as follows:

- a. In the performance of this Agreement, the Provider will not discriminate against any employee or applicant for employment because of race, color, religion, age, sex, sexual orientation, disability, family status or national origin. The Provider will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, age, sex, sexual orientation, disability, family status or national origin.
- b. The Provider shall, in all solicitations, or advertisements for employees placed by or on behalf of the City, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, disability, family status or national origin.
- c. In the event of the Provider's non-compliance with the non-discrimination clauses of this Agreement, this contract may be canceled, terminated or suspended in whole or in part, and the Provider may be declared ineligible for further City contracts.

#### XII. Conflict of Interest

- a. The Provider covenants that it has no interest, nor shall it acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the services hereunder.
- b. No member, officer or employee of the City, or its designees or agents, no member of the governing body of the City, and no other public official of the City who exercises any functions or responsibilities with respect to the performance of this Agreement, during his or her tenure, shall have any interest, direct or indirect, in this contract, or proceeds thereof, for the work to be performed under this Agreement in violation of the provisions of Chapter 268A of the General Laws.
- c. Compliance With Ethics Laws Requirements: The Authority agrees to comply with all applicable provisions of the recent amendments to Mass. Gen. Laws ch. 268A, as amended by Chapter 20 of the Acts of 2009 ("Act"), which took effect on September 29, 2009. To the extent that certain of its key employees providing services to the City may be considered "municipal employees" or "special municipal employees" under Mass. Gen. Laws ch. 268A, sec. 1(g) or 1(n), such employees of the Contractor may be required to complete and provide certification of compliance with the new State Ethics Commission online training requirements. Information concerning these requirements is available on the State Ethics Commission website ([www.mass.gov/ethics](http://www.mass.gov/ethics)), or by calling the Commission's Legal Division at 617-371-9500.

XIII. Compliance With Laws

The Provider shall comply in every respect with all applicable state and federal laws, orders, regulations and rules, and local ordinances.

XIV. Subcontracting Requirements

This Agreement is for administrative services to be provided to the City on behalf of a state grant by the HUD. In accordance with that grant, the Provider agrees to comply with the terms agreed to by the City and HUD, where applicable, per the attached agreement, Exhibit 3.

XV. Entire Agreement, Amendments

This Agreement represents the entire and integrated Agreement between the City and the Provider, and supersedes all prior negotiations, representations or agreements, either oral or written. The Parties acknowledge that they are entering into this agreement freely and voluntarily and are not relying on any terms, conditions or promises, which are not expressly set forth within the terms of this agreement. This Agreement may be amended only by written instrument signed by all of the parties listed on the signature page hereto.

(SIGNATURE PAGE FOLLOWS)

IN WITNESS WHEREOF, the City of Springfield, acting by and through the Director of the Office of Planning and Economic Development, with the approval of the Mayor and **Training Resources of America** as the Provider, have executed this Agreement as a sealed instrument on the day and year the same is signed by all parties hereto, on the last date noted below.

**PROVIDER,  
TRAINING RESOURCES  
OF AMERICA:**

Kim Harmon  
By: Kim Harmon  
Title: President/CEO  
Date signed: 11/14/14

**CITY OF SPRINGFIELD:**

Kevin E. Kennedy  
Kevin E. Kennedy  
Chief Development Officer

James Smith  
Chief Procurement Officer

*n/a* Approved as to Appropriation: *n/a*  
James Kelly  
City Comptroller, *Copy* 11/25/14

Approved as to Form:  
[Signature]  
11-28-14 City Solicitor

Reviewed:  
[Signature]  
Timothy J. Plante  
Chief Administrative and Financial Officer

**APPROVED:**

Domenic J. Sarno  
DOMENIC J. SARNO  
MAYOR  
Date signed: 11/28/14

**EXHIBIT 1: PRE-PROGRAM REPORT EXAMPLE**

# CORPORATE CERTIFICATE

\*THIS MUST BE THE NAME OF THE PERSON AUTHORIZED IN YOUR BY-LAWS TO SIGN CONTRACTS \*

\*\*SINCE AN OFFICER CANNOT CERTIFY TO HIMSELF, SOMEONE MUST SIGN THIS OTHER THAN THE PERSON SIGNING THE CONTRACT \*

I, \*\* Mary Gleason A Resident of Millbury in

The State of Massachusetts DO HEREBY CERTIFY: that I am the Clerk/

~~Secretary of~~ Clerk of: Training Resources of America, Inc.

A Corporation duly Organized and existing under and by virtue of the laws of the

State of Massachusetts

And that I have custody of the records of such Corporation: and that as of the date herein below recited

\* Kim Harmon President  
(Officer, person who is signing the Contract) (Title)

Authorized to execute and deliver in the name and on behalf of the CORPORATION the following:

**AGREEMENT FOR SERVICE PROVIDERS  
FOR WORKFORCE DEVELOPMENT TRAINING FOR  
RESIDENTS AFFECTED BY DISASTERS  
CONTRACT # 20150554**

WITNESS WHEREOF, I have hereunto set my hand and affixed the Corporate Seal

Of such corporation this 14th day of November 2014

(Affix)  
(Seal)  
(Here)

\*\*

  
Mary Gleason, Clerk of Corp.

TAX CERTIFICATION AFFIDAVIT FOR CONTRACTS

04-2652922

Individual Social Security Number \_\_\_\_\_ State Identification Number \_\_\_\_\_ Federal Identification Number \_\_\_\_\_
Company: Training Resources of America, Inc. (TRA, Inc.)
P.O. Box (if any): \_\_\_\_\_ Street Address Only: 390 Main Street, Suite 806
City/State/Zip Code: Worcester, MA 01608
Telephone Number: (508) 797-0060 Fax Number: (508) 756-8967 Email: kharmon@tra-inc.org

List address(es) of all other property owned by company in Springfield: 32-34 Hampden Street (renting property for client training)
Please identify if the bidder/proposer is a Corporation: [X]

Individual \_\_\_\_\_ Name of Individual: \_\_\_\_\_
Partnership \_\_\_\_\_ Names of all Partners: \_\_\_\_\_
Limited Liability Company \_\_\_\_\_ Names of all Managers: \_\_\_\_\_
Limited Liability Partnership \_\_\_\_\_ Names of all Partners: \_\_\_\_\_
Limited Partnership \_\_\_\_\_ Names of all General Partners: \_\_\_\_\_

You must complete the following certifications and have the signature(s) notarized on the lines below. Any certification that does not apply to you, write N/A in the blanks provided.

FEDERAL TAX CERTIFICATION

I, Kim Harmon, certify under the pains and penalties of perjury that TRA, Inc. to my best knowledge and belief has/have complied with all United States Federal taxes required by law.

TRA, Inc. Bidder/Proposer/Contracting Entity. Kim Harmon Authorized Person's Signature President. Date: 7/9/14



KIM M. VALDES
Notary Public
Commonwealth of Massachusetts
My Commission Expires September 18, 2020

CITY OF SPRINGFIELD TAX CERTIFICATION

I, Kim Harmon, certify under the pains and penalties of perjury that TRA, Inc. to my best knowledge and belief has/have complied with all City of Springfield taxes required by law (has/have entered into a Payment Agreement with the City).

TRA, Inc. Bidder/Proposer/Contracting Entity. Kim Harmon Authorized Person's Signature President. Date: 7/9/14



KIM M. VALDES
Notary Public
Commonwealth of Massachusetts
My Commission Expires September 18, 2020

Pursuant to M.G.L. c. 62C s49A, I, Kim Harmon, certify under the pains and penalties of perjury that TRA, Inc. to my best knowledge and belief has/have complied with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

TRA, Inc. Bidder/Proposer/Contracting Entity. Kim Harmon Authorized Person's Signature President. Date: 7/9/14



KIM M. VALDES
Notary Public
Commonwealth of Massachusetts
My Commission Expires September 18, 2020

STATE OF Massachusetts, County of Worcester, 7/9, 2014

They personally appeared before me [name] Kimberly Harmon [title] President of [company] Training Resources of America being duly sworn, and made oath that he/she has read the foregoing document, and knows the contents thereof, and that the facts stated therein are true of his/her own knowledge, and stated the foregoing to be his/her free act and deed and the free act and deed of [company name] Training Resources of America

Notary Public Kim M. Valdes
My commission expires: 9/18/2020

YOU MUST FILL THIS FORM OUT COMPLETELY AND, SIGNATURES MUST BE NOTARIZED ON THIS FORM AND YOU MUST FILE THIS FORM WITH YOUR BID/CONTRACT. TAX AFFIDAVITS THAT ARE NOT SIGNED AND NOTARIZED MAY BE REJECTED.

**EXHIBIT 1: PRE-PROGRAM REPORT EXAMPLE**

**Workforce Development and Job Training Program**

**PRE-PROGRAM REPORT**

**Date Submitted:** \_\_\_\_\_

This report is due the Office of Planning and Economic Development prior to starting the training program.

Mail the original to: Attn: Samalid Hogan, Spfid Office of Planning and Economic Development, 70 Tapley Street, Springfield, MA 01104.

EMAIL a digital copy in EXCEL or PDF to shogan@springfieldcityhall.com

**PART 1.** Please attach a detailed explanation of the outreach activities to target areas and individuals in the tornado-affected neighborhood. Be as specific as possible listing the names of the staff that performed the activity, dates, brief description of activity, and locations.

**PART 2.** Attach a copy of the "Section 3 Resident Application" completed and signed by each program participant.

**PART 3.** Complete the table below (and on page 2) with the participants and program information.

**PART 4.** Sign the submission form on Page 3. Mail the original report and email a copy to shogan@springfieldcityhall.com as per the instructions at the top of this page.

FULL NAME	EMPLOYED (E), UNDEREMPLOYED(UN) OR UNEMPLOYED(U)	RESIDENTIAL ADDRESS	TYPE OF TRAINING TO BE RECEIVED	LIST OF POTENTIAL CERTIFICATES TO BE EARNED	ANTICIPATED PROGRAM COMPLETION DATE (MM/DD/YR)



# PRE-PROGRAM REPORT

ORGANIZATION'S NAME: \_\_\_\_\_

I hereby verify that the information submitted on this report is complete and accurate. I acknowledge that providing false information may result in losing the grant funding and/or having to repay funding used in addition to any other penalties under the HUD Federal CDBG guidelines and regulations.

\_\_\_\_\_  
Type Name of Authorized Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date (MM/DD/YR)

\_\_\_\_\_  
Signature by Authorized Representative

<b>FOR OPED OFFICE USE ONLY</b>	
I hereby verify that this report was received on _____	DATE
Check here if report received was complete.	
_____ Type Name of OPED Staff	_____ Signature of OPED Staff

**EXHIBIT 2: QUARTERLY REPORT EXAMPLE**

**Workforce Development and Job Training Program**

**QUARTERLY REPORT #:** \_\_\_\_\_ **Date Submitted:** \_\_\_\_\_

Quarterly reports are due the Office of Planning and Economic Development on the following dates: April 30, 2015; July 31, 2015; October 31, 2015; and January 31, 2016.  
 Mail the original to: Attn: Samalid Hogan, Spfld Office of Planning and Economic Development, 70 Tapley Street, Springfield, MA 01104.  
 EMAIL a digital copy in EXCEL or PDF to shogan@springfieldcityhall.com by the due date.

**PART 1.** Please attach a detailed explanation of the outreach activities to target areas and individuals in the tornado-affected neighborhood during this quarter. Be as specific as possible listing the names of the staff that performed the activity, dates, brief description of activity, and locations.

**PART 2.** Attach a copy of the "Section 3 Resident Application" completed and signed by NEW PARTICIPANTS ONLY DURING THIS QUARTER.

**PART 3.** Complete the table below (and on page 2) for ALL PARTICIPANTS (existing and new) enrolled in the program.

**PART 4.** Sign the submission form on Page 3. Mail the original report and email a copy to shogan@springfieldcityhall.com as per the instructions at the top of this page.

FULL NAME	EMPLOYED (E), UNDEREMPLOYED(UN) OR UNEMPLOYED(U)	RESIDENTIAL ADDRESS	TYPE OF TRAINING TO BE RECEIVED	LIST OF POTENTIAL CERTIFICATES TO BE EARNED	ANTICIPATED PROGRAM COMPLETION DATE (MM/DD/YR)



# PRE-PROGRAM REPORT

ORGANIZATION'S NAME: \_\_\_\_\_

I hereby verify that the information submitted on this report is complete and accurate. I acknowledge that providing false information may result in losing the grant funding and/or having to repay funding used in addition to any other penalties under the HUD Federal CDBG guidelines and regulations.

\_\_\_\_\_  
Type Name of Authorized Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date (MM/DD/YR)

\_\_\_\_\_  
Signature by Authorized Representative

<b>FOR OPED OFFICE USE ONLY</b>	
I hereby verify that this report was received on _____	DATE
Check here if report received was complete. _____	
_____ Type Name of OPED Staff	_____ Signature of OPED Staff

**EXHIBIT 3: CERTIFICATES OF INSURANCE**

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**EXHIBIT A: CITY'S INVITATION FOR BID NO.14-262**



**City of Springfield**  
**Invitations for Bid**

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Workforce Development & Training Services

Bid No. 14-262

**Bids Due: July 11, 2014**

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## BACKGROUND INFORMATION

The City of Springfield was dramatically impacted by multiple Presidentially-Declared Disasters in 2011, the most severe of which was a June 1, 2011 F3 tornado. The tornado ripped through the downtown areas of Springfield and cut a mile path through several neighborhoods, finally exiting the City limits through the East Forest Park and Sixteen Acres Neighborhoods.

In addition to the tornado, in 2011 the City endured two disastrous snow storms, the worst of which was a surprise October Nor'easter that caused approximately \$30 million in damages and recovery costs. In addition, the City also received another Presidential Disaster Declaration for damages caused by Hurricane Irene.

The City of Springfield was allocated \$21,896,000 of the CDBG-DR fund distribution to assist the City's recovery efforts. CDBG-DR funds appropriated in the Act are subject to guidance provided by HUD in the March 5, 2013 Federal Register.

The Action Plan was developed after having received considerable input from other City departments and agencies, affected neighborhoods and stakeholder groups and with support from state and federal government partners. As part of the Action Plan, the City will undertake a number of economic initiatives that will be:

- Focusing on economic revitalization;
- Providing financial assistance to eligible small businesses;
- **Providing workforce training;**
- Undertaking urban renewal activities
- Addressing infrastructure improvements in commercial/retail corridors;
- Restoring public parks and recreational facilities; and
- Restoring public streetscapes and public spaces.

## SCOPE OF WORK

The purpose of this Invitation for Bids (IFB) is to solicit proposals from eligible service providers who have the capacity to develop and deliver workforce development programs and job training services to residents affected by natural disasters in Springfield, Massachusetts.

## RULE FOR AWARD AND TIMELINE

The funding allocated through CDBG-DR program for job training and workforce development is \$250,000; however, the maximum contract amount for each service provider will be **\$100,000**. Therefore, more than one entity may be selected as a result of this IFB. Further, the organization(s) selected as a provider must begin services by no later than September 1, 2014. Services should be completed by no later than October 31, 2015, assuming continued funding and successful performance by the selected organization(s).

## QUALITY REQUIREMENTS

Any existing public entity, private not-for-profit entity or private for-profit entity with the capability, experience and capacity to provide the services required by City of Springfield under this IFB, may submit a proposal for consideration. Individuals may not propose.

Entities must include a section on their proposal with an explanation on how they meet the following criteria:

- Experience providing job training activities.
- Has worked or will work with residents of neighborhoods affected by the “2012 Tornado” and “October Snow Storm disasters”.
- The proposed program provides clear links from training to employment.
- How they intend to prioritize providing job training opportunities to residents of the South End and Six Corners neighborhoods.

### **BID SCHEDULE**

The anticipated schedule, which in the discretion of the City can be modified, is as follows:

May 12, 2014	IFB advertised in Goods & Services Bulletin
May 14, 2014	IFB available at the Office of Procurement
May 15, 2014	IFB advertised in Republican Newspaper
June 30, 2014	IFB questions due by 4:00 p.m. EST
July 3, 2014	IFB questions answered
July 11, 2014	Proposals are due at 2:00 p.m. EST
July, 2014	Proposals Reviewed
July, 2014	Contract(s) awarded

### **BID SUBMISSION REQUIREMENTS**

Respondents must submit proposals in hard copy form. One unbound hard copy original, and three copies of the original, must be submitted as described on this IFB. **The original copy must be clearly marked with the Proposer’s name, address, phone and fax number must be clearly marked on the outside “Invitation for Bids for Workforce Development and Training Services- Bid No. 14-262” and bear an ink signature of an officer or other person authorized to bind the respondent.**

Facsimile copies will not be accepted. The entire proposal shall also be submitted on a labeled USB drive. On the USB drive, the entire proposal *including* the budget shall be submitted as a Microsoft Word document and the budget shall be saved in Microsoft Excel.

Proposals must be submitted to:

Lauren Stabilo, Chief Procurement Officer  
City of Springfield  
36 Court Street, Room 307  
Springfield, MA 01103

**All proposals must be received by July 11, 2014 by 2:00pm (EST).**

**Any proposal received after this date and time will not be considered or evaluated.**

### **Required Documents**

Forms required to be completed by all Proposers and submitted with the proposal are provided under Attachment B.

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### **Inquiries**

To ensure the City maintains an open competition process, all inquiries regarding this IFB must be provided in writing only, via email Lauren Stabilo, [lstabilo@springfieldcityhall.com](mailto:lstabilo@springfieldcityhall.com). Questions must be received by July 2, 2014 at 4:00pm EST. Answers to all questions regarding this proposal will be released in an addendum by July 7, 2014.

### **Conditions of BID**

All costs incurred in the preparation of a proposal will be the responsibility of the Proposer and will not be reimbursed by the City of Springfield. The City assumes no responsibility or liability for costs incurred by the proposer prior to the effective date of any contract resulting from this IFB. The bidder may be required to obtain licenses, liability insurance (including bonding of staff responsible for financial transactions) comply with the Americans with Disabilities Act and maintain Equal Opportunity Employment between the bidder and its employees.

### **Right to Reject BID**

The City of Springfield reserves the right to reject any or all proposals or any part of same; to waive irregularities and/or informalities; and to make any decisions which the City of Springfield deems to be in its own best interest.

This IFB notice is forwarded for information and invitation only and is not to be construed as a contract, or as a commitment to contract. Award of any contract(s) is subject to the availability of funding.

### **Type of Contract**

The contract will be cost reimbursement. Total contract amount will be reimbursed based on actual costs incurred according to approved budgets. Payment for services rendered will be made only when costs have been incurred and documentation of all costs will be required. The contract will be for one year with a maximum value of \$100,000.

### **Notification of Award**

Bids will be reviewed with notification of acceptance or refusal within four weeks of submission.

### **Performance Measures and Outcomes**

Proposers must include in their proposed program performance measures and outcomes applicable to each particular program. However, the City will require the following performance measures, in the table below, to be included in the proposal and reported to the Office of Planning and Economic Development.

### **Participation Goals**

All individuals participating and benefiting from services funded through this IFB shall complete a "Section 3 Resident Application" enclosed as Attachment A. The City of Springfield may require that at least 30% of program participants are public housing residents and/or low and very-low income persons.

This IFB relates to training services for residents affected by the recent natural disasters in the City of Springfield. Workforce training services should enhance the skills of job seekers and assist them with job placement. More specifically, the Six Corners and South End neighborhoods were heavily affected by both the long and short term effects of the natural disasters that occurred in 2011. In addition, the residents of these neighborhoods face multiple barriers to employment.

Therefore, the City is prioritizing job training opportunities for residents of these two neighborhoods and will require that respondents supply a plan for how they intend to provide outreach and/or incentives specifically to ensure participation of residents of the Six Corners and South End neighborhoods.

**BID CONTENT**

Expensive bindings, color displays, or packaging are not necessary or desired. Emphasis should be based on conformity to the instructions and requirements of this IFB. All bids must include the following information clearly label and separated by tabs:

**A. Organizational Background**

Provide a brief description (100 words or less) of your organization.

**B. Required Forms**

See attachment B. All forms must be completed and submitted in this section of the proposal.

**C. Experience/Qualifications**

The proposal should include a brief history of the firm or individual, its size, and its experience providing services to diverse populations in urban areas.

**D. Capacity to Provide Service**

Describe the personnel to be assigned to this project including their relevant experience, along with any specific software or platforms associated with the delivery of service.

**E. Training Content**

Describe proposed training, format (classroom or virtual), target audience, and training outcomes. This should include the proposers plan to prioritize training opportunities for low-income residents of the targeted Six Corners and South End neighborhoods.

**F. Budget and Leveraging**

Provide clear budget including a total cost per training. Please clearly identify other financial sources that are committed to the program in addition to requested funding. Proof of commitments should be included.

<b>Outcomes</b>	<b>Definitions</b>	<b>Reporting Requirements</b>	<b>Timing for Attainment of Outcomes</b>
Employment Re-Entry	Number of participants re-entering workforce as a direct result of program activities.	To be reported quarterly and due 15 days after last day of quarter. The report must include the neighborhood where each participant resides.	Throughout the program.
Employment Retention	Number of participants employed prior to enrolling and who remain employed by the end of the program.		Throughout the program.
Credential Rate	Number of participants who receive a credential as a direct result of their participation in the program.		Must be attained during program through 4 <sup>th</sup> quarter.

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**G. Performance Measures & Outcomes**

List your proposed performance measures and outcomes for your program. Refer to page 3 of this IFB for the requirements.

**H. References**

Please attach references including names, organization, and contact information for three (3) clients who can provide insights regarding skills, qualifications and delivery of requested training services.

*Important Note: This IFB relates to training services for residents affected by the recent natural disasters in the City of Springfield. Workforce training services should enhance the skills of job seekers and assist them with job placement.*

**QUALITY REQUIREMENTS**

**A. Experience:**

The Proposer must have between 5-10 years of experience providing job training programs and workforce development services to diverse populations in urban areas.

**B. Service Provision**

The Proposer must demonstrate some understanding of the workforce development and job training needs of individuals living in target area but it is not clear how the services to be provided will address the needs.

**C. Staffing Plan**

The Proposer has documented a clear staffing plan comprised of a team of professionals with the expertise to provide high quality job training program, multilingual services, and workforce development services.

**D. Management and Implementation Plan**

The Proposer has documented a clear comprehensive management and implementation plan. The Proposer clearly demonstrates they are able to begin the program by no later than September 1, 2014.

**E. Leveraging**

The Proposer has leveraged the highest amount of other committed financial resources to match requested funding in order to provide a greater amount of services.

**F. Prioritization of Training Opportunities for Residents of Target Neighborhoods**

The Proposer has submitted a high quality and detailed plan that includes extensive outreach, incentives and access to job training opportunities for residents of the targeted Six Corners and South End neighborhoods.

**CERTIFICATIONS AND OTHER TERMS AND CONDITIONS**

If awarded funding, the applicant hereby certifies and assures that it will fully comply with the following federal regulations (if applicable to your organization):

- The signing individual certifies that he/she is authorized to sign a contract on behalf of the organization offering this proposal.
- The signing individual certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreements made for the purpose of restricting competition.
- When delivering services under an approved contract, the contractor shall work under the broad supervision of the Office of Planning and Economic Development.
- The signing individual certifies that there has been no attempt by him/her or anyone in their organization to discourage any potential applicant from submitting a proposal.
- The signing individual certifies that he/she has read and understands all of the information in this Invitation for Bids.
- The signing individual certifies that his/her organization, and any individuals to be assigned to the project, does not have a record of substandard work and has not been debarred or suspended from doing work with any federal, state, or local government.
- The City of Springfield reserves the right to negotiate the contract amount with the provider(s) selected within the guidelines of the CDBG-DR program funding.
- Payments shall be made on a cost reimbursement basis (no advances). Invoices shall detail expenses based on the line items in the proposal budget. Generally, the City of Springfield will pay invoices within 30 days of receipt, unless questions arise as to the appropriateness of an expense.
- All information received by the provider during the course of the contract period is considered confidential, and shall be protected to the utmost ability of the contractor.
- The contract awarded under this IFB shall be subject to and interpreted under the laws and jurisdiction of the State of Massachusetts.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**(Signed certification/conditions to be returned with the Bid)**

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**ATTACHMENT A**  
**Section 3 Resident Application**

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**ATTACHMENT B**  
**Required Forms**

**EXHIBIT B: PROVIDER'S BID RESPONSE TO**  
**CITY'S INVITATION FOR BID NO.14-262**

CITY OF SPRINGFIELD, MASSACHUSETTS  
OFFICE OF PROCUREMENT  
36 COURT STREET, ROOM 307, SPRINGFIELD, MA 01103

INVITATION FOR BID

IFB (Bid) Number 14-262

Will be received at the Office of Procurement until 2:00 P.M. JULY 11, 2014 and will be logged in at that time. Proposals received after the due date and time will be returned unopened.

By: Lauren Stabilo, Chief Procurement Officer

**This Invitation for Bid is for: Service Providers to Deliver Workforce Development and Training to Residents Affected by Natural Disasters in Springfield**

As requested by: Springfield Office of Planning and Economic Development

**THIS FORM MUST BE COMPLETED, SIGNED, AND RETURNED WITH BID.**

This Proposal is submitted by: Training Resources of America, Inc. (TRA, Inc.)  
(Company Name)

Corporate Office, 390 Main Street, Suite 806, Worcester, MA 01608  
(Company Address)

I acknowledge receipt of addenda numbered: \_\_\_\_\_

I certify that:

- (a) I have been authorized to submit and sign this bid on behalf of the submitting organization;
- (b) that the bid is accurate and true to the best of my knowledge, the costs are reasonable and necessary for the proposed service;
- (c) the proposed cost do not duplicate other funds already available, or which may become available, to pay the project costs;
- (d) my organization will implement the services in compliance with the stipulations and guidelines set forth by the City of Springfield, and;
- (e) the organization that I represent is equal opportunity employer/provider.

signed by: Kim Harmon, President/ CEO

(Printed or Typed Name and Title of Authorized Representative)

Kim Harmon

(Signature and Date)

7/10/2014

Telephone Number: 508-797-0060

Fax: 508-756-8967

Website: www.tra-inc.org

Email Address: kharmon@tra-inc.org

## CERTIFICATIONS AND OTHER TERMS AND CONDITIONS

If awarded funding, the applicant hereby certifies and assures that it will fully comply with the following federal regulations (if applicable to your organization):

- The signing individual certifies that he/she is authorized to sign a contract on behalf of the organization offering this proposal.
- The signing individual certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreements made for the purpose of restricting competition.
- When delivering services under an approved contract, the contractor shall work under the broad supervision of the Office of Planning and Economic Development.
- The signing individual certifies that there has been no attempt by him/her or anyone in their organization to discourage any potential applicant from submitting a proposal.
- The signing individual certifies that he/she has read and understands all of the information in this Invitation for Bids.
- The signing individual certifies that his/her organization, and any individuals to be assigned to the project, does not have a record of substandard work and has not been debarred or suspended from doing work with any federal, state, or local government.
- The City of Springfield reserves the right to negotiate the contract amount with the provider(s) selected within the guidelines of the CDBG-DR program funding.
- Payments shall be made on a cost reimbursement basis (no advances). Invoices shall detail expenses based on the line items in the proposal budget. Generally, the City of Springfield will pay invoices within 30 days of receipt, unless questions arise as to the appropriateness of an expense.
- All information received by the provider during the course of the contract period is considered confidential, and shall be protected to the utmost ability of the contractor.
- The contract awarded under this IFB shall be subject to and interpreted under the laws and jurisdiction of the State of Massachusetts.

Signature

*Kim Harman*

Date

*7/10/14*

(Signed certification/conditions to be returned with the Bid)

COST SHEET

PRICE (OR COST) INFORMATION MUST BE SIGNED, SEALED AND SUBMITTED WITH BID DOCUMENTS.

Training Resources of America, Inc.

(Name of Proposer Firm/ Individual)

Provide clear budget including a total cost per training. Please clearly identify other financial sources that are committed to the program in addition to requested funding. Proof of commitments should be included.

Total Cost per Training \$ 93,600 (\$3,744 X 25 clients)

Total Budget for Services \$ 154,939 (\$ 93,600 request and \$61,339 in-kind)

(in words) One hundred fifty four thousand, nine hundred, thirty nine dollars (total)  
Ninety three thousand, six hundred dollars (requested)

Please attach your completed budget that will coincide with your comprehensive services for implementation of workforce development and job training needs for local residents.

This sheet is to be signed below by a representative of the Proposer Firm who is authorized by the Chief Executive Office of that firm to sign:

Name and title typed or  
printed: Mary Gleason, CFO/ Clerk of Corporation

by: \_\_\_\_\_

  
(Signature)

**COLLUSION OR FRAUD STATEMENT**

THE UNDERSIGNED CERTIFIES UNDER PENALTIES OF PERJURY THAT THIS BID IS IN ALL RESPECTS BONA FIDE, FAIR AND MADE WITHOUT COLLUSION OR FRAUD WITH ANY OTHER PERSON. AS USED IN THIS SECTION THE WORD "PERSON" SHALL MEAN ANY NATURAL PERSON, JOINT VENTURE, PARTNERSHIP, CORPORATION OR OTHER BUSINESS OR LEGAL ENTITY.

Kim Harmon, President/ CEO

(NAME OF PERSON SIGNING BID)

Kim Harmon

(SIGNATURE)

Training Resources of America, Inc.

(COMPANY)

THIS FORM MUST BE SIGNED & RETURNED WITH YOUR BID OFFER. FAILURE TO SUBMIT THIS FORM IS CAUSE FOR IMMEDIATE REJECTION.

**TO BE INCLUDED IN ALL SPECIFICATIONS**

**COMPLIANCE WITH FEDERAL, COMMONWEALTH OF MASSACHUSETTS, AND CITY OF SPRINGFIELD TAX LAWS.**

**A. COMPLIANCE WITH TAX LAWS**

The contractor must be in compliance at the time it submits its bid and afterwards if selected as the contractor, with all Federal, Commonwealth of Massachusetts and City of Springfield tax laws, the contractor will be disqualified from the bidding procedure.

**B. TAX CERTIFICATION AFFIDAVIT.**

The contractor must complete and return the Tax Certification Affidavit with the contractor's bid/proposal. Failure to complete and return the Tax Certification Affidavit will disqualify the contractor from the bidding procedure.

**C. VERIFICATION OF COMPLIANCE WITH FEDERAL AND MASSACHUSETTS TAX LAWS.**

If the City of Springfield discovers that the contractor is not in compliance with Federal or Massachusetts tax laws, the contractor shall be excluded from the bidding procedure.

**D. COMPLIANCE WITH THE CITY OF SPRINGFIELD TAXES.**

If the City of Springfield discovers that the contractor owes the City of Springfield any assessments, excise, property or other taxes, including any penalties and interest thereon, the contractor shall be excluded from the bidding procedure.

The contractor at all times during the term of an awarded contract shall observe and abide by all Federal, Commonwealth of Massachusetts and City of Springfield tax laws and remain in compliance with such laws, all as amended.

TAX CERTIFICATION AFFIDAVIT FOR CONTRACTS

04-2652922

Individual Social Security Number State Identification Number Federal Identification Number

Company: Training Resources of America, Inc. (TRA, Inc.)

P.O. Box (if any): Street Address Only: 390 Main Street, Suite 806

City/State/Zip Code: Worcester, MA 01608

Telephone Number: (508) 797-0060 Fax Number: (508) 756-8967 Email: kharmon@tra-inc.org

List address(es) of all other property owned by company in Springfield: 32-34 Hampden Street (renting property for client training)
Please identify if the bidder/proposer is a Corporation X

Individual Name of Individual:

Partnership Names of all Partners:

Limited Liability Company Names of all Managers:

Limited Liability Partnership Names of Partners:

Limited Partnership Names of all General Partners:

You must complete the following certifications and have the signature(s) notarized on the lines below. Any certification that does not apply to you, write N/A in the blanks provided.

FEDERAL TAX CERTIFICATION

I, Kim Harmon certify under the pains and penalties of perjury that TRA, Inc., to my best knowledge and belief, has/have complied with all United States Federal taxes required by law.

TRA, Inc. Bidder/Proposer/Contracting Entity Authorized Person's Signature Date: 7/9/14 President



KIM M. VALDES Notary Public Commonwealth of Massachusetts My Commission Expires September 18, 2020

CITY OF SPRINGFIELD TAX CERTIFICATION

I, Kim Harmon certify under the pains and penalties of perjury that TRA, Inc., to my best knowledge and belief, has/have complied with all City of Springfield taxes required by law (has/have entered into a Payment Agreement with the City).

TRA, Inc. Bidder/Proposer/Contracting Entity Authorized Person's Signature Date: 7/9/14 President



KIM M. VALDES Notary Public Commonwealth of Massachusetts My Commission Expires September 18, 2020

COMMONWEALTH OF MASSACHUSETTS TAX CERTIFICATION

Pursuant to M.G.L. c. 62C §49A, I, Kim Harmon certify under the pains and penalties of perjury that TRA, Inc., to my best knowledge and belief, has/have complied with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

TRA, Inc. Bidder/Proposer/Contracting Entity Authorized Person's Signature Date: 7/9/14 President Notary Public



KIM M. VALDES Notary Public Commonwealth of Massachusetts My Commission Expires September 18, 2020

STATE OF Massachusetts, 7/9, 2014

County of Worcester, ss,

Then personally appeared before me [name] Kimberly Harmon [title] President of [company] Training Resources of America being duly sworn, and made oath that he/she has read the foregoing document, and knows the contents thereof, and that the facts stated therein are true of his/her own knowledge, and stated the foregoing to be his/her free act and deed and the free act and deed of [company name] Training Resources of America

Notary Public Kim M. Valdes My commission expires 9/18/2020

YOU MUST FILL THIS FORM OUT COMPLETELY AND, SIGNATURES MUST BE NOTARIZED ON THIS FORM AND YOU MUST FILE THIS FORM WITH YOUR BID/CONTRACT. TAX AFFIDAVITS THAT ARE NOT SIGNED AND NOTARIZED MAY BE REJECTED.

**AFFIRMATIVE ACTION PLAN  
(GOODS AND SERVICES BID ONLY)**

NAME OF PROJECT Workforce Development & Training Svcs. BID NO. 14-262

A.) What is the total number of employees that is currently employed by your company?

OVERALL TOTALS (SUM OF COLS B THRU F) A	NUMBER OF EMPLOYEES									
	MALE					FEMALE				
	WHITE (NOT OF HISPANIC ORIGIN) B	BLACK (NOT OF HISPANIC ORIGIN) C	HISPANIC D	ASIAN OR PACIFIC ISLANDER E	AMERICAN INDIAN OR ALASKAN NATIVE F	WHITE (NOT OF HISPANIC ORIGIN) B	BLACK (NOT OF HISPANIC ORIGIN) C	HISPANIC D	ASIAN OR PACIFIC ISLANDER E	AMERICAN INDIAN OR ALASKAN NATIVE F
56	13		1			29	80	4		1

B.) What is your anticipated work force for this project/service? 3  
 Number of Minorities 2 Number of Females 3

C.) Is your company at least 51% owned and controlled by one of the following groups members? Please circle the appropriate categories. We are a private, non-profit

MALE-FEMALE: Black, Hispanic, Asian, American Indian,  
 Alaskan Native, Cape Verdean, Caucasian.

Kim Harman 7/10/14  
 AUTHORIZED SIGNATURE DATE

Training Resources of America, Inc.  
 FIRM

Corporate Office, 390 Main Street, Suite 806, Worcester, MA 01608  
 ADDRESS

508-797-0060  
 TELEPHONE NUMBER

**THIS FORM MUST BE SUBMITTED BY THE BIDDER WITH THE BID /PROPOSAL,  
 AND SIGNED BY THE BIDDING COMPANY IF THE REQUIRED INFORMATION IS  
 PROVIDED OR NOT.**



TRAINING RESOURCES OF AMERICA, INC. (TRA)  
RESPONSE TO CITY OF SPRINGFIELD INVITATIONS FOR BID # 14-262  
WORKFORCE DEVELOPMENT & TRAINING SERVICES

**TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS**

**B. Required Forms**

The following required forms are attached in accordance with the: **Submission Requirement Checklist.**

- (1) Invitation to Bid Form (Cover Page) Completed & Signed
- (2) Non-Collusion Statement Completed
- (3) Tax Certification Affidavit Signed and Notarized
- (4) Affirmative Action Form, Completed & Signed
- (5) Provide Clear Budget, to be submitted with bid
- (6) Reference Form Completed
- (7) Section 3 Resident Application must be Completed and Signed (Attachment A)  
(\*TRA will ensure that the Resident Application is included in our intake process.)
- (8) One (1) Original and Three (3) Copies of Complete Bid
- (9) All other Requirements as requested in the bid documents
- (10) Receipt of all addenda if issued



TRAINING RESOURCES OF AMERICA, INC. (TRA)  
RESPONSE TO CITY OF SPRINGFIELD INVITATIONS FOR BID # 14-262  
WORKFORCE DEVELOPMENT & TRAINING SERVICES

**TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS**

**C. Experience / Qualifications**

Headquartered in Worcester, MA, TRA has eight (8) training sites across the Commonwealth, with a total of 56 employees (36 full-time and 20 part-time). Current locations include: Brockton, Fitchburg, Holyoke, New Bedford, Quincy, Salem, Springfield and Worcester, MA.

Over the past 39 years, TRA has proven its ability to design and implement customized education, employment and training programs that are responsive to the demographic needs of specific geographic areas throughout Massachusetts and beyond. Statewide, TRA currently operates multiple education, skills training and employment programs including: Adult Basic Education (ABE), High School Equivalency Test (HSET™) Preparation, English for Speakers of Other Languages (ESOL), ESOL – Career Pathways, Education/ Parenting/ Life/ Work Readiness Skills for Young Parents, Young Parents Demonstration - Evaluation Mentoring Services, *ACHIEVE!* Youth Opportunity Program, and YouthBuild Education/ Construction Skills Training.

TRA has had a workforce training presence in Hampden County for 28 years – 28 years in Holyoke and 7 years in Springfield. We currently operate a MA Department of Transitional Assistance (DTA)-funded Young Parents Program (YPP) and a U.S. Department of Labor (DOL)-funded YPP Mentoring Demonstration Program at both sites. Additionally, in Springfield, we operate a MA Department of Elementary & Secondary Education-funded evening English for Speakers of Other Languages (ESOL) Program.

Most programs also provide a host of support services including personal, academic and vocational counseling/ case management; life skills, leadership, and work readiness training; mentoring; transition to college, apprenticeship, advanced training, and work opportunities; and job search, job development and job placement/ retention services, all of which are designed to eliminate the many barriers that prohibit clients from successfully completing training, entering the workforce, and becoming self-sufficient.

Through these programs, we have worked extensively with individuals and families with diverse backgrounds, ethnicities and needs. These clients include non-English speaking youth and adults, public assistance recipients, individuals under the supervision of penal/ criminal justice systems, homeless individuals, recovering addicts/ substance abusers, displaced homemakers, older workers, out-of-school youth/ adults who have dropped out of school, non-custodial parents, newly arrived immigrants and refugees, unemployed and under employed youth and adults, and pregnant and parenting young

people. Over the years, TRA has been a lifeline to our clients, the majority of whom have not had success in conventional school programming or employment.

Since its inception in 1975, TRA has helped over 45,000 youth and adults with diverse backgrounds, ethnicities and needs achieve their education, employment and training goals. We have operated hundreds of programs funded through a variety of state, federal and private sources.

Current funding sources include: MA Department of Elementary and Secondary Education; MA Department of Transitional Assistance; United States Department of Labor (Young Parents Demonstration and YouthBuild grants); Workforce Investment Act (WIA) funds through various Workforce Investment Boards (Brockton, Central MA, Greater New Bedford, and South Shore); Trade Adjustment Assistance; Saint-Gobain Corporation, and other private businesses and foundations.

The following information provides a sampling of TRA's success in operating workforce training programs:

- TRA has been operating Department of Transitional Assistance (DTA)-funded Young Parents Programs (YPP) from 1992 to the present time. YPP provides pregnant and parenting out-of-school youth, aged 14-21, who have not achieved a high school diploma with a variety of services including: basic education, English for Speakers of Other Languages (ESOL), and training in parenting, life and work and leadership skills. The program directs young parents receiving public assistance toward long-term economic self-sufficiency. While full-time, unsubsidized job placement or enrollment in college are the ultimate goals of the program, short term objectives include increased Grade Levels Equivalent (G.L.E) or Student Performance Levels (S.P.L), achievement of a High School Equivalency Certificate, and placement into skills training, on-the-job training or paid worksite experience. Extensive support and case management services augment the program.

TRA currently operates YPP in 8 locations across Massachusetts including: Brockton, Fitchburg, Holyoke, New Bedford, Quincy, Salem, Springfield and Worcester. Recently, TRA was one of four organizations nationally to receive an award from the U.S. Department of Labor to operate young parents' demonstration program which adds a mentoring component to our existing YPPs across the state.

The following are statistics for TRA's YPP for the last completed 15 years (FY'98 through FY'13). 1,980 TAFDC recipients were enrolled in the program out of a contractual goal of 2,037 (97%). The program achieved 1,233 outcomes out of a contractual goal of 1,323 (93%). Of the total outcomes, 72% were job/ college placements.

- TRA also operated the DTA/ Employment Services Program (ESP)-funded Assisted Placement/ Supported Work Program for 25 years - from 1985 to 2010. The program, part of the welfare reform enactment in the state of Massachusetts, provided pre-employment training, on-the-job training, counseling/ case management and job retention/ advancement services for TAFDC recipients. The program's primary outcome goal was placing participants into permanent, full

time employment, thereby reducing welfare dependency. TRA operated Supported Work in Brockton, Gloucester, Lynn, Quincy, Revere, Salem, and Worcester, Massachusetts.

The following are statistics for TRA's Supported Work Program for the last 16 years of operation (FY'94 – FY'10). 3,315 TAFDC recipients were enrolled in the program out of a contractual goal of 3,282 (101%). 1,554 TAFDC recipients were placed/ retained in employment out of a contractual goal of 1,711 (91%).



TRAINING RESOURCES OF AMERICA, INC. (TRA)  
RESPONSE TO CITY OF SPRINGFIELD INVITATIONS FOR BID # 14-262  
WORKFORCE DEVELOPMENT & TRAINING SERVICES

**TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS**

**D. Capacity to Provide Service**

As TRA has been providing education, employment, skills training and workforce development services throughout Massachusetts for close to 40 years, we have a sound and seasoned organizational infrastructure that will enable us to successfully deliver the services herein proposed.

TRA is governed by a Board of Directors comprised of Massachusetts business leaders. President/ CEO Kim Harmon reports directly to the TRA Board. The executive staff consisting of the Vice President of Education, the Chief Financial Officer, the Vice President of Development/ Public Relations, the Vice President of Operations/ Compliance, the Human Resources Generalist and the Computer Network Administrator all report directly to the President. The Manager of each TRA site reports directly to the Vice President of Operations/ Compliance. Program staff reports to the Manager of each designated site.

TEP classroom activities will take place at TRA-Springfield, 32-34 Hampden Street, Ground Floor, Springfield, MA which is fully accessible for persons with disabilities and in full compliance with the ADA and Section 504. It is also conveniently located near a bus route. The site has 15 computers equipped with Internet, Life Time Library, and SkillsTutor access as well as Microsoft Office, Rosetta Stone and other pertinent software. All computers are networked to a laser printer. We also have innumerable print and other media resources for our education and skills training curricula on site. Additionally, our TRA website is linked to a host of valuable, user-friendly resources.

Our TRA-Western MA Site Manager, Jessica Derouin, will be responsible for the day-to-day operation of the program. She will be responsible for evaluating/ monitoring site operations to ensure the successful linkages of all program components and that the program meets all contracted goals/ objectives. She will oversee/ assist staff in providing outreach, recruitment, orientation, intake, testing, assessment, "next steps" activities, job development, marketing, pre-worksite training, classroom training, internships, job readiness training, counseling/ case management, referral, monitoring, and follow-up services to participants in order to ensure participants successfully complete training, achieve their individual goals and transition into unsubsidized employment or higher education. She will be responsible for completing/ submitting all required recordkeeping/ MIS/ contract reporting and ensuring accuracy and completeness of client files. Additionally, she will be responsible for acting as a liaison with local community and faith-based organizations, the Department of Transitional Assistance, and area employers/ post-secondary education institutions to develop/ maintain/ strengthen community public relations and foster client placements. She will also be responsible for the supervision of all site personnel, processing weekly time sheets, attendance, payroll, and employee evaluations. Ms. Derouin holds a Bachelor's Degree in Psychology with a Minor in Social Work from Rivier University. She served

as TRA's Young Parents Program Instructor/ Case Manager for 4 years prior to assuming the Western MA Regional Manager position 2 years ago.

In addition to the Site Manager, TEP staff will include an Instructor/ Case Manager who will be responsible for academic, work readiness, and occupational skills training components as well as counseling/ case management services and an Employment Specialist who will be responsible for internships, job placement, follow-up, and tracking services. Both staff positions are currently open.

TRA uses a computerized fund accounting system, FundWare, which manages grant funds on an accrual basis. It allows for revenue and expenditures to be booked according to type of account and the program to which it belongs. Monthly trial balances are produced by program which keeps all revenue and expenses for each program separate.

All TRA employees are bonded. Employees are hired based upon contract need and approved budget amounts. All employees must complete a weekly time card signed by both the employee and Manager that reflects the time each employee works for each program. Payroll is entered into the computer on an ADP computerized payroll system.

Invoices are sent to the fiscal unit where they are verified, vouchered, and payment is rendered. Billing is done on a monthly basis for all contracts. All A/P invoices and A/R bills are approved by the CFO to ensure contract compliance. Checks are deposited on the day they are received.

Every year TRA is audited by an independent audit firm. A standard audit is prepared along with an A-133 single audit report. The CFO and independent auditor also prepare a Uniform Financial Report.

TRA is prepared to begin the program no later than September 1, 2014. Space, equipment, curricula, and management staff are already in place. Upon notification of the grant award, we will immediately seek staff for the open positions (Instructor/ Case Manager and Employment Specialist) and provide them with thorough training. We will also immediately begin outreach and recruitment activities within the targeted South End and Six Corners neighborhoods.

Additionally, as TRA has a long established presence in the Hampden County area, in both Holyoke and Springfield, we have developed strong linkages with myriad community-based agencies/ organizations/ employers that provide a variety of services and activities to enhance our participants' experience and growth. A sampling of organizations with whom we have established partnerships include: SABES-West, OWL, Holyoke Community College, Adult Learning Opportunity Center, PAMUSA, Massachusetts Society for the Prevention of Cruelty to Children, YWCA Teen Living Program, Springfield Department of Transitional Assistance, Mass. Teen Alliance on Pregnancy, Mass. Mentoring, First Niagara Bank, U-Mass Extension Nutrition Education Program, New England Farm Workers Council, Hampden County Regional Employment Board, Boys and Girls Club, Dunbar Community Center, Planned Parenthood, Tapestry Health, FutureWorks Career Center, Catholic Charities, Salvation Army, Valley Opportunity Council, Woman's Shelter Campaneras, Springfield Police Department, and Dress for Success.



TRAINING RESOURCES OF AMERICA, INC. (TRA)  
RESPONSE TO CITY OF SPRINGFIELD INVITATIONS FOR BID # 14-262  
WORKFORCE DEVELOPMENT & TRAINING SERVICES

**TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS**

**E. Training Content**

Training Resources of America, Inc. (TRA) – Springfield Office is proposing to operate a comprehensive workforce training program for low-income residents in the South End and Six Corners neighborhoods who were greatly affected by multiple Presidentially-Declared Disasters in 2011.

Our proposed program is called Transition to Employment Program (TEP) for South End and Six Corners which will operate for a period of twelve (12) months beginning no later than September 1, 2014. The overall goals of TEP are to help low-income residents who are unemployed or under employed transition into the workforce, increase advancement opportunities and earning power, and become active and productive members of their community.

To accomplish these goals, TEP will provide participants with opportunities to increase their basic educational skills; work towards attaining their High School Equivalency certificate; improve their English speaking capabilities; learn a variety of occupational skills; develop self-confidence; and acquire job readiness and workplace skills as well as skills to enhance advancement opportunities.

TEP will provide a combination of services to twenty-five (25) low-income residents of the target neighborhoods, with particular focus on individuals who need a variety of training and support services in order to successfully transition into the workplace. The entrance requirements for the program will include a minimum 6.0 in Reading as measured by the Test of Adult Basic Education (TABE). Individuals with at least a moderate ability to speak English and who test at an SPL 5 or above via the BEST Plus will also be considered for enrollment. The TABE, BEST Plus and TABE CLAS E Reading tests will also be used as post-tests to measure progress.

Program components will include: outreach/ recruitment; intake and objective assessment; development of and follow-through on Individual Service Strategies (ISS) outlining short and long-term goals; coordination with FutureWorks Career Center (particularly in the area of internship/ job development assistance/ placement), post-secondary education providers, colleges, employers, and myriad community and faith-based organizations; Adult Basic Education (ABE), High School Equivalency Test (HiSET™), and English for Speakers of Other Languages (ESOL) remediation/ instruction; job readiness skills training; comprehensive customer service occupational skills training leading to National Retail Federation training/ certification (TRA-Springfield is a certified NRF training and assessment site); ServeSafe® Food Handler training/ certification; computer/ clerical occupational skills brush-up training (Navigating computers and the Internet, Keyboarding, Basic Microsoft Word, Basic Microsoft Excel, and Data Entry); UMass Extension Nutrition Program training; Financial Literacy skills training; paid internships/ work experiences; intensive counseling/ case management/ referral support services;

maintenance of individual client files; unsubsidized job development/ placement/ retention assistance; incentives for achieving credentials and retaining employment; and follow-up services.

The program will operate on an open entry/ exit basis Monday through Friday from 9:00 a.m. to 2:00 p.m. with a half hour lunch for a total of 22.5 training hours per week. As previously mentioned, classroom training will take place at TRA-Springfield located at 32-34 Hampden Street, Ground Floor.

#### **Outreach & Recruitment:**

Outreach/ recruitment methods may include the distribution of flyers, posters and marketing materials as well as conducting presentations, mass mailings, newspaper/ radio/ cable TV advertisements geared to the South End and Six Corners neighborhoods. TRA may also host open house receptions and site tours, and participate in local agency and job fairs. We will also post notices on Facebook and Twitter. Wherever possible, TRA will set up recruitment stations in the targeted neighborhoods and hand out flyers and program information. Additionally, TRA will outreach to FutureWorks, community based organizations/ agencies, neighborhood centers, health clinics, housing authorities, Department of Transitional Assistance, etc. to facilitate recruitment. Our experience has shown us "word of mouth" is also a very effective recruitment method.

Recruitment will be a primary focus in the early months of the program to ensure we meet enrollment and outcome goals, with program staff networking throughout the targeted communities. Additionally, recruitment will continue on an on-going, as needed basis until contracted goals are met.

#### **Intake & Assessment:**

At the time of intake, program staff will provide each potential participant with a brief overview/ tour of the program and its many components. If the individual is interested in pursuing this program, an intake form will be completed, along with the City of Springfield Office of Housing Resident Application. During the intake period, staff will identify/ discuss education levels/ needs, family circumstances, barriers to work, work history, basic and occupational skills, interests, aptitudes, attitudes, motivation, behavior patterns, financial resources and needs, supportive service needs and personal information all which will be documented on an Individual Service Strategy (ISS) form.

Should the client wish to enroll, a date for the client to take the TABE or the BEST Plus will be set. The results of these tests will determine the individual's eligibility for enrollment and the placement level within the academic curricula. Once a participant is enrolled in the program, TRA will also utilize SkillsTutor Inventory's interest/ aptitude program as an assessment tool to help students identify their occupational interests and abilities as well as MassCIS, an internet-based interactive system that helps them assess their interests and aptitudes and explore occupations.

#### **Orientation:**

Orientation will be conducted on the first day of a client's participation in the program. At this time, TRA staff will discuss with the client(s) the intent and goals of the program which are summarized in a written TRA Student Plan & Policy Statement. Each client will be required to sign the statement as an indication that they understand the intent of the program and the conditions for successful completion.

Program curricula, schedules, attendance requirements, site rules/regulations, performance expectations, the staff's roles, and warning procedures will be reviewed. Client rights, benefits and TRA's grievance policy, will be distributed and discussed.

Additionally, the results of entry testing will be discussed, and the ISS will be further refined. The ISS will evaluate the client's current abilities and skills and identify employment-related needs, skills, job preferences, abilities, and barriers to obtaining employment. It will also identify personal and educational data and indicate the need areas for counseling/case management services. The ISS will establish a plan of action indicating the activities and time frame for the participant to achieve placement and other program goals. The ISS will serve as a self-assessment tool for each client, as well as a measuring instrument of the participant's progress in the attainment of individualized goals. Via counseling sessions and achievement of milestones throughout the program, the ISS will be continuously reviewed with each client as well as updated and revised to document progress and any changes in strategies.

**Curricula:**

All of our training curricula is designed to help participants acquire or finesse a variety of skills that will enhance their marketability and opportunities for entry-level positions within a variety of industries including retail/ sales, leisure/ hospitality, and food service, as well as those aligned with the Hampden County REB's current sectoral initiatives in health care, manufacturing, early childhood education, green jobs, and financial-business services.

**1) Adult Basic Education/ HiSET™ Prep, and English for Speakers of Other Languages:**

Aligned with the Massachusetts Curriculum Frameworks, our education program is an individualized, self-paced, open entry/ exit, multi-media, competency-based instructional system that has proven to be particularly effective for students who have not succeeded in traditional classroom environments. It also provides ample opportunity for students to develop computer/ technological literacy while progressing in their academic programs. The flexibility of our system enables teachers to utilize a variety of methodologies/ techniques, establish linkages between academic and occupational learning, and put learning in a real-world context. It also features inter-disciplinary group activities that encourage cooperative learning and problem solving. ESOL students are also provided extensive opportunities to improve their speaking capabilities and to learn from one another in a positive environment through participation in group conversation classes.

Recently we have upgraded our curriculum in order to be responsive to the demands of the new High School Equivalency Test. We have made a careful study of the Common Core and the College and Career Readiness State standards and are in an ongoing process of revising the scope and sequence of our program to cover the higher order thinking skills. We have also added many new teaching resources including the Empower Math series of books, Common Core Basics series of books in Math, Reading, Writing, Science and Social Studies, several Score Booster 2014 exercise books, Number Power and Number Sense Math series, and a wide variety of high interest books for use in class and for student outside reading. We continue to use a variety of computer course material to enhance student learning including SkillsTutor, Lifetime Library, ExtraLearning, Rosetta Stone, and a large number of selected

educational links on the TRA web site. Curriculum outlines including competencies are available upon request.

## **2. Customer Service:**

Our comprehensive Customer Service Training curriculum includes instruction in such topics as *Retail, Get to Know Your Customer, Meet Your Customers' Needs, Build a Continuous Relationship, and Go the Extra Mile*. As TRA has been approved by the National Retail Federation (NRF) to proctor their on-line 75-question customer service assessment, students will be able to earn a National Professional Certification in Customer Service as part of their TEP experience.

## **3. ServeSafe® Food Handler Training/ Certification:**

This training includes five (5) sections on Basic Food Safety, Personal Hygiene, Cross-contamination and Allergens, Time and Temperature, and Cleaning and Sanitation. Certification will give participants an advantage in entering the workforce through jobs in the Food Service and Leisure/ Hospitality sectors.

## **4. Financial Literacy:**

TRA utilizes FDIC's online Money Smart Program, a comprehensive financial education curriculum designed to help low- and moderate-income individuals outside the financial mainstream enhance their financial skills and create positive banking relationships. The eleven Money Smart Modules include: Bank of It, Borrowing Basics, Check it Out, Money Matters, Pay Yourself First, Financial Recovery, Keep it Safe, To Your Credit, Charge it Right, Loan to Own, and Your Own Home. This curriculum is supplemented with financial literacy workshops provided by local banking institutions.

## **5. Choices: Steps Toward Health:**

TRA utilizes UMass Extension Nutrition Program's seven-week course. This research-based curriculum includes seven core lessons: Moving to the Mambo, Whole Grain Twist, Fruit and Veggie Salsa, Low-fat Limbo, Kitchen Calypso, Food Safety Four-Step, and Foods a Go-Go. Each lesson features objective-based learning tasks, personal goal setting and follow-up, and a variety of hands-on activities based on the Dietary Guidelines.

## **6. Computer/ Clerical Skills Brush-up:**

TRA will also offer refresher training in Navigating Computers and the Internet, particularly as it relates to Internet job searching, Keyboarding, Basic Microsoft Word, Basic Microsoft Excel, and Data Entry.

## **7. Job Readiness Training:**

TRA will provide a full range of pre-employment/work maturity skills training to all program participants. Our Job Readiness/ World-of-Work curriculum includes training in: Specific Work Preparation Skills – Job Sources, Application and Resume, Barriers to Employment, References; Job Interview – Interview, Proper Interview Behavior and Skills, Interview Questions, Appropriate Dress and Hygiene, Close and Follow-up an Interview, Job Offer; Starting a New Job – Employee Rights, Paycheck, Fringe Benefits, Workplace Environment, Work Relationships; General Job Readiness Skills – Part A – Communications Skills I, II, III, and IV, Interpersonal Skills I and II; General Job Readiness Skills – Part B – Decision Making Skills I, II, and III, Lifelong Learning Skills I, II, and III; and Career Advancement – Increase Value to Employer, Managing Oneself, Employee Evaluation, Proper Exit Strategy.

Methods of presenting job readiness training include hands-on computer training, field trips for company tours, videos, role playing, special projects, lectures, workshops, peer support/ group interaction, computer and internet-based interest and aptitude evaluations and lessons, internships, job shadowing, and guest speakers.

**Paid Internships:**

Participants will be offered the opportunity to take part in paid internships which will occur at area non-profits, government offices, and local businesses based on each participant's needs/interests as outlined in his/ her ISS. These opportunities will be particularly helpful for individuals who have little or no previous work experience. The benefits of internships include: the development of new skills which might not otherwise be available through the program; the documentation of recent work experience on resumes; the obtainment of references; the evaluation and development of good work habits in a supportive environment; and the development of participants' confidence. It is also our hope that some of the internships will result in permanent employment.

We anticipate internships to last up to four (4) weeks, with the average internship experience being three (3) weeks. Participants will receive \$9.00 per hour for up to 20 hours per week while on an internship. Payments will be prorated based on attendance.

**Job Development/ Placement Services:**

Job development and placement services will be provided to all participants. The Employment Specialist will be responsible for outreach to and relationship-building with local employers, industries, business associations, community colleges and other relevant partners including FutureWorks. S/he will attend job fairs, participate in local WIB and business association meetings, and counsel TRA clients throughout the job development and placement phase. S/he will visit and/or cold call area companies to assess the company's employment needs and specific job requirements, as well as to market individuals. Company representatives will be invited to TRA training sites to tour our facilities, and meet our clients and staff. S/he will also speak at job readiness training sessions and conduct on-site and off-site interviews with our clients.

All job development will be individualized, based on the clients' skills, abilities and interests as outlined in their ISS. Our staff will assist clients in all aspects of the job search phase, including setting up interviews with companies, and following-up immediately to assess the impact of particular interviews, to encourage the company to consider the client, and to adjust referrals to the needs of the employer. S/he will develop daily job logs from local newspapers, Craig's List, Internet sites, employer job postings, etc. which will be distributed to all clients in active job search. Clients will also be fully informed of and provided access to the many resources available through the local Career Centers.

All job ready clients will participate in group job development meetings to plan job search activities, review job leads, and share recent interview experiences. These meetings provide a forum for clients to share their feelings, frustrations and anxieties of job search while being supportive of one another. Clients in job search/ development will be required to maintain a job log detailing their job search activities.

**Follow-Up Services:**

Once a participant completes the program and enters employment or goes on to a higher wage job, the Employment Specialist will call the participant and appropriate organization to verify/document the start date, and if employment: job functions, work schedule/hours, and entry wage. Participants will be contacted by telephone, personal visit, email, or mail at least once a week (or more often as needed) during the first 30 days. Further follow-up will be made to verify 30 day-retention in the activity, and minimally thereafter on a monthly basis for 12 months.

The goal of follow-up is to ensure that the participant is making a smooth adjustment to the next phase, and that there are no barriers to prevent retention. TRA's follow-up services are designed to help participants adequately meet their transitional needs, maintain self-sufficiency, retain employment, improve job performance, advance in unsubsidized employment, increase empowerment, further develop personal/ career goals, and steadily increase financial stability.

Follow-up services will begin once a participant has left the program and will be provided for up to 12 months. Services will include: monthly contact, ongoing counseling/ case management support, continuous employer contact/ support to facilitate retention and ongoing job coaching for participants who lose or leave employment or who are looking for advancement opportunities. In addition to providing counseling, support, and referral services, the Employment Specialist will assist/ coach these clients in their job development efforts. Our computers and printers, copy and fax machines, telephones, job lists, etc. will be available to all participants. They will also be able to access opportunities through our Internet capabilities. Additionally, we will assist participants in updating resumes, finding job/ advancement opportunities, scheduling interviews and following-up with potential employers. Job development activities will be coordinated with FutureWorks Career Center.

**Counseling/ Case Management:**

Key to the success of TEP is the counseling/ case management component. Counseling/ case management services will provide a holistic, cohesive and integrated approach ensuring each client has the opportunity to access all available services and support within their community in order to achieve his/ her education, training, and employment goals. Our counseling component will use a case management approach from the time of a client's entry into the program. Participants will receive individualized counseling on an as needed basis, as well as a regularly scheduled bi-weekly format. TRA staff often provides counseling services on a daily basis.

During counseling sessions, staff will provide positive reinforcement, support, and an opportunity for students to discuss their concerns, and evaluate their progress toward education, job readiness and employment goals. Individual counseling sessions will also provide a vehicle for staff and clients to identify/ discuss any issues requiring attention. As appropriate, referrals will be made to specialized counseling and supportive services within the community by TRA staff. All issues requiring crisis intervention will be dealt with immediately.

To ensure continuity of services, program staff will meet regularly for case management sessions in order to evaluate each client's needs, progress, attendance, motivation, and level of achievement. Daily class performance highlights participant conduct, attendance, punctuality, relationships with students

and staff, communication skills, and ability to deal with personal issues. TRA staff members will work closely with each participant to resolve any potential barriers that may hinder success. The Instructor/ Case Manager will be responsible for all counseling/ case management services with assistance from the Employment Specialist and Site Manager.

Job, career, and further education counseling will be integrated into the comprehensive guidance and counseling services as herein outlined. Additionally, job, career, and further education counseling will be provided through job readiness training workshops, internships, lectures, tours, etc. All counseling notes will be documented in each client's file by program staff; all files will be kept in a secure place to ensure confidentiality. Notes on participants' backgrounds, barriers to employment/ success, education and employment goals as well as personal needs/ issues will be thoroughly documented in client files. Counseling notes will be derived through one-on-one counseling sessions, as well as from classroom interactions, phone calls, and etcetera.

**Training Schedule:**

The following is a typical plan of service for TEP clients. However, each participant's schedule will be customized to meet his/ her individual needs/ goals as outlined in the ISS and adjusted as clients successfully complete the various components.

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 to Noon	Customer Service; ServeSafe®; or Computer/Clerical Skills Brush-up	Job Readiness Training	Customer Service; ServeSafe®; or Computer/Clerical Skills Brush-up	Job Readiness Training	Customer Service; ServeSafe®; or Computer/Clerical Skills Brush-up
Noon to 12:30	Lunch	Lunch	Lunch	Lunch	Lunch
12:30 to 2:00	Education (ABE, HISET™, ESOL) or Job Readiness Training	Financial Literacy Training	Education (ABE, HISET™, ESOL) or Job Readiness Training	UMass Nutrition Training	Education (ABE, HISET™, ESOL) or Job Readiness Training

Education (ABE/ HISET™ Prep/ ESOL)	=	4.5 hours per week
Customer Service/ NRF, ServeSafe®, Computer/Clerical Brush-up	=	9.0 hours per week
Job Readiness Training	=	6.0 hours per week
Financial Literacy Training	=	1.5 hours per week
UMass Nutrition Training	=	<u>1.5 hours per week</u>
Total	=	22.5 hours per week

Paid work experience activities will take place at area public and private employer worksites for up to four (4) weeks, with the average internship experience being three (3) weeks.

Counseling/ case management sessions will take place minimally every other week. However, based on individual needs, counseling/ case management/ referral services may be provided daily as required.



TRAINING RESOURCES OF AMERICA, INC. (TRA)  
RESPONSE TO CITY OF SPRINGFIELD INVITATIONS FOR BID # 14-262  
WORKFORCE DEVELOPMENT & TRAINING SERVICES

**TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS**

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**F. Budget and Leveraging**

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A clear budget including a total cost per training is attached. Other financial sources that are committed to the program in addition to requested funding is also attached, along with a Collaborative Agreement indicating proof of commitments.

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**TRAINING RESOURCES OF AMERICA, INC.**  
**TRANSITION TO EMPLOYMENT PROGRAM (TEP)**  
**SOUTH END AND SIX CORNERS - BUDGET NARRATIVE**  
**12-Month Budget Cover Page**

Category Charged To:	Request	TRA In-Kind Contribution	Total
1. Personnel - Salaries & Fringe Benefits	\$55,411	\$25,834	\$81,245
2. Travel/Transportation	\$300	\$0	\$300
3. Building Space	\$10,137	\$15,205	\$25,342
4. Office Expense	\$1,912	\$0	\$1,912
5. Materials/Supplies	\$2,840	\$9,300	\$12,140
6. Client Support Costs	\$14,500	\$11,000	\$25,500
7. Management & General	\$8,500	\$0	\$8,500
8. Total	\$93,600	\$61,339	\$154,939
9. Clients Served	25	25	25
10. Cost per Client	\$3,744	\$2,454	\$6,198

**TRAINING RESOURCES OF AMERICA, INC.  
 TRANSITION TO EMPLOYMENT PROGRAM (TEP)  
 SOUTH END AND SIX CORNERS - BUDGET NARRATIVE  
 12-Month Budget**

**PERSONNEL - SALARIES** - see job description page **25 Clients**  
**TOTALS**

1. Site Manager	\$22.00 per hr x 40 hrs per week x 52 weeks x 10%	\$4,576
2. Instructor/Case Manager	\$16.00 per hr x 30 hrs per week x 52 weeks	\$24,960
3. Employment Specialist	\$16.00 per hr x 20 hrs per week x 52 weeks	\$16,640
<b>TOTAL SALARIES</b>		<b>\$46,176</b>

<b>FRINGE BENEFITS</b>	FICA	7.65%
20.00%	Unemployment Insurance	3.00%
	Worker's Compensation	0.50%
	Health, Dental, Life Ins., Tuition, Parking	8.85%

Rates are based on % of salaries and determined by actual costs from previous period data.

**TOTAL FRINGE BENEFITS** **\$9,235**

**GRAND TOTAL SALARIES AND BENEFITS** **\$55,411**

**TRAVEL** **\$300**  
 Staff travel for TEP Staff  
 750 miles x \$.40 per mile per site

**TOTAL COST OF TRAVEL** **\$300**

**BUILDING SPACE** **\$10,137**  
 Training facilities located at 32-34 Hampden Street, Springfield  
 client educational training, work experience counseling,  
 job development, case management, occupational skills  
 training and workshops for TEP clients  
 1,997 sq ft x \$12.69 per ft x 40%

**TOTAL COST OF SPACE** **\$10,137**

**OFFICE EXPENSE**

**TELEPHONE** **\$600**  
 \$50 per month x 12 months for TEP training

**POSTAGE** **\$72**  
 \$6 per month x 12 months is charged for postage:  
 recruitment, operations and reporting

**REPRODUCTION** **\$300**  
 \$25 per month x 12 months is charged for copier

**ADVERTISING** **\$120**  
 Advertising costs for staff and to recruit TEP clients

**PAYROLL SERVICES** **\$270**  
 ADP Charges for staff payroll for TEP program

**OTHER: LIABILITY INS.** **\$550**  
 Liability insurance - staff, participants, space/equip.

**TOTAL COST OF OFFICE EXPENSE** **\$1,912**

<b>INSTRUCTIONAL MATERIALS/SUPPLIES</b>	Books/software, disks, toner, paper, pens, staples, tape, white-out, pads, notebooks, dictionaries, TABE and other educational supplies: \$100/month x 12 months	\$1,200
	HiSET test fees 8 x \$100	\$800
	ServSafe Food Handler certification course 12 x \$15 per on-line test	\$180
	Customer Service test vouchers for certification: 12 x \$55 per test	\$660
<b>TOTAL COST OF MATERIAL/SUPPLIES</b>		<b>\$2,840</b>

<b>TEP CLIENT WAGES &amp; FRINGE</b>	Wages: Paid Internships for TEP clients \$9 per hour x 20 hours per week 15 participants x 3 wks x \$180 per wk (average)	\$8,100
	Internships will be up to 20 hours per week and paid at \$9.00 per hour. Wages will be based on attendance (hours worked).	
	TEP Client Fringe: FICA and Worker's Compensation - 8.65%	\$700
<b>INCENTIVES</b>	\$50 per certificate earned - 24 x \$50	\$1,200
	30-day Job Retention Incentive - 18 x \$100	\$1,800
	4-month Job Retention Incentive - 18 x \$100	\$1,800
	7-month Job Retention Incentive - 9 x \$100	\$900

<b>TOTAL CLIENT COSTS</b>	<b>\$14,500</b>
<b>SUBTOTAL EXPENSES</b>	<b>\$85,100</b>

**OTHER: MANAGEMENT AND GENERAL**

Administrative / Indirect Costs associated with the TEP Program - 10%	\$8,500
TRA has a federal approved indirect cost rate of 16.25%	

<b>GRAND TOTAL OF REQUESTED COSTS</b>	<b>\$93,600</b>
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**TRAINING RESOURCES OF AMERICA, INC.  
 TRANSITION TO EMPLOYMENT PROGRAM (TEP)  
 SOUTH END AND SIX CORNERS - IN-KIND COSTS  
 12-Month Budget**

**IN-KIND COSTS FROM TRAINING RESOURCES OF AMERICA, INC.**

**PERSONNEL - SALARIES**

In-Kind

1. Site Manager

The site manager will oversee the TEP program minimally 20 hours per week. Since 8 hours per week is budgeted, the remaining 12 hours is in-kind. These costs are funded by DTA and DESE.

\$13,728

2. YPP Instructor

Our YPP instructor is available from 10 hours per week For: teacher/staff meetings, advice/support for client issues, job development and program development assistance, staff support/backup, etc. These costs are funded by DTA.

\$7,800

**TOTAL SALARIES**

**\$21,528**

**FRINGE BENEFITS - 20%**

FICA	7.65%
Unemployment Insurance	3.00%
Worker's Compensation	0.50%
Health, Dental, Life Ins. Etc.	8.85%

**TOTAL FRINGE BENEFITS**

**\$4,306**

**GRAND TOTAL SALARIES AND BENEFITS**

**\$25,834**

**BUILDING SPACE**

100% of our Springfield training facilities are used by all participants. 1,997 sq ft x \$12.69 per ft x 60% These costs are funded by DTA and DESE.

\$15,205

**TOTAL COST OF SPACE**

**\$15,205**

**MATERIALS/SUPPLIES**

Materials/Equipment/Software from our Springfield training lab will be used by TEP clients and staff.

Computers (15), Printers, Office Machines will be used by participants and staff for program operations and participant training for TEP clients:

\$9,300

**TOTAL COST OF MATERIAL/SUPPLIES**

**\$9,300**

**GRAND TOTAL OF IN-KIND COSTS:**

**\$50,339**

These in-kind costs will add to the overall year-round sustainability of the TEP program by supporting costs to operate our facility that are required over and above the amounts in our budget. Our site manager and YPP instructor will be available to assist with TEP operations during the entire year. In order to operate the program in Springfield, more space and space costs are needed than the budget will allow. By having DESE and DTA funding for other programs, TRA can operate a full education lab and staff office space to be available for the TEP clients. Also, because TRA has been operating education programs in Springfield for many years, we have a complete educational lab with education curriculum to service our clients.

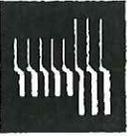
TRAINING RESOURCES OF AMERICA, INC.  
TRANSITION TO EMPLOYMENT PROGRAM (TEP)  
SOUTH END AND SIX CORNERS - IN-KIND COSTS  
12-Month Budget

IN-KIND COSTS FROM PROGRAM PARTNERS

<del>CLIENT SUPPORT COSTS</del>	<u>In-Kind</u>
<del>DRESS FOR SUCCESS</del>	
Interview and workforce apparel for approximately 30 women at \$300 per person	\$9,000
<b>UMASS EXTENSION - NUTRITION PROGRAM</b>	
Staff, fringe, materials and equipment for Nutrition training workshops given to clients.	\$2,000
<b>TOTAL CLIENT SUPPORT</b>	<b>\$11,000</b>

These inkind costs will enhance the TEP program by adding valuable services for our TEP clients.

# TRAINING RESOURCES OF AMERICA



## TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS COLLABORATIVE AGREEMENT

No. 7438  
 The following organizations/ agencies do hereby agree to collaborate for the purposes of providing a comprehensive array of support to residents of the Six Corners and South End neighborhoods via the proposed Transition to Employment Program (TEP) operated by Training Resources of America incorporated - Springfield Office.

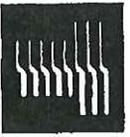
Organization Name And Address	Contact Person And Phone Number	Collaborative Services	Estimated Value of Services	Authorized Signature/Title
Training Resources of America, Inc.	Kim Harmon, President 508-797-0050	In-kind costs for staff/ fringe benefits and space, as well as materials, software, equipment (computers, printers, office machines) used for training TEP participants.	\$50,339	<i>Kim Harmon</i> Pres/CEO
Dress for Success Western Massachusetts	Doreen Fodus 413-748-9064 Past President	Interview and workforce apparel for approximately 30 women valued at \$300 person.	\$9,000	<i>Doreen Fodus</i>



## TRAINING RESOURCES OF AMERICA TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS COLLABORATIVE AGREEMENT

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Training Resources of America, Inc.	Kim Harmon, President 508-797-0060	In-kind costs for staff/ fringe benefits and space, as well as materials, software, equipment (computers, printers, office machines) used for training TEP participants.	\$50,339	<i>Kim Harmon</i> Pres/CEO
UMass Extension Transition CDH Letter Programs	Patricia Harrison 413 737-0236 ext. 121	In-kind cost for staff Fringe, Materials, equipment	\$2,000	<i>Patricia M. Harrison</i> Extension Specialist EFNep Supervisor



## TRAINING RESOURCES OF AMERICA

### TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS COLLABORATIVE AGREEMENT

P. 2

The following organizations/ agencies do hereby agree to collaborate for the purposes of providing a comprehensive array of support to residents of the Six Corners and South End neighborhoods via the proposed Transition to Employment Program (TEP) operated by Training Resources of America incorporated – Springfield Office.

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Training Resources of America, Inc.	Kim Harmon, President 508-797-0060	In-kind costs for staff/ fringe benefits and space, as well as materials, software, equipment (computers, printers, office machines) used for training TEP participants.	\$50,339	<i>Kim Harmon</i> President/CEO
Springfield Police Department Special Victims Unit 30 Pearl St Springfield, Ma 01104	Milte Vargas Domestic Violence Coordinator 413-787-6352	Safety Planning/Awareness for participants within the program regarding Domestic Violence/Sexual Assault		<i>William C. Cahane</i> DEPUTY CHIEF POLICE



July 10, 2014

Kim Harmon  
President  
Training Resources of America  
32-34 Hampden Street  
Springfield, MA 01103

Dear Ms. Harmon,

FutureWorks Career Center will support the Transition to Employment Program for residents of the South End and Six Corners areas by providing services under our universal access program.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin E. Lynn", written over a horizontal line.

Kevin E. Lynn

Lead Manager

1 Federal St. Bldg 103-3  
Springfield, MA 01105-1160  
Phone: (413) 858-2800  
Fax: (413) 858-2610  
getajob.cc



TRAINING RESOURCES OF AMERICA, INC. (TRA)  
RESPONSE TO CITY OF SPRINGFIELD INVITATIONS FOR BID # 14-262  
WORKFORCE DEVELOPMENT & TRAINING SERVICES

**TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS**

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**G. Performance Measures & Outcomes**

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**1) Employment/ Re-entry:**

Of the 25 enrollees, we anticipate that a minimum of 18 (72%) will either enter the workforce for the first time or re-enter the workforce as a direct result of TEP activities.

**2) Employment Retention:**

We anticipate that 5 (20%) of TEP participants will be employed prior to enrolling in the program. Of those, we expect a minimum of 4 (80%) will remain employed by the end of the program. We expect that the remaining 20 (80%) enrollees will be unemployed prior to entering TEP. Of those, we anticipate a minimum of 14 (70%) will enter the workforce and remain employed until the end of the program.

**3) Credential Rate:**

Additionally, we anticipate that a minimum of 19 (76%) of participants will achieve NRF Customer Service or ServeSafe® Food Handler certificates.

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**Incentives:**

Incentives will be provided to encourage achievement of credentials and employment retention: \$50 for a NRF Customer Service, ServeSafe®, and HiSET™ credential and \$100 each for a 30 day, 4 month, and 7 month retention in employment.



BIDDERS REFERENCE FORM

List a minimum three (3) business references whom you have done volume business and service for in the past five (5) years.

COMPANY: Massachusetts Department of Transitional Assistance (DTA)

Reference Name: Kimberly Rowe-Cummings, Assistant Director, Employment Services Program (ESP)

Description: TRA has operated the DTA-funded Young Parents Program since 1992. YPP provides pregnant and parenting out-of-school youth, aged 14-21, who have not achieved a high school diploma, with a variety of services including: basic education, English as a Second Language and training in parenting, life, and work skills. The program directs young parents toward long term economic self-sufficiency. While full-time, unsubsidized job placement is the ultimate goal of the program, short term objectives include increased grade or MELT levels, achievement of a High School Equivalency, return to high school, enrollment in a community college or certificate program, or placement into skills training, on-the-job training or paid worksite experience.

Location: TRA operates YPP at 8 locations including: Brockton, Fitchburg, Holyoke, New Bedford, Quincy, Salem, Springfield, and Worcester, MA.

Contract Amount: \$681,100.00

Completion Date: June 30, 2015

Contact: Kimberly Rowe-Cummings, Asst. Dir., ESP Phone: 617.348.5957

Owner & Address: Massachusetts Department of Transitional Assistance, 600 Washington St., 5<sup>th</sup> FL, Boston, MA 02111

COMPANY: Central Massachusetts Workforce Investment Board

Reference Name: Jeffrey Turgeon, Executive Director

Description: ACHIEVE! Youth Opportunity Program provides a comprehensive array of services for youth between the ages of 16 and 21 who reside in the Worcester area. Services include: Adult Basic Education/ HiSET™ preparation, customer service vocational skills training resulting in a National Retail Federation Customer Service certification, job readiness/ employability development training, non-paid work experiences/ internships, occupational computer and clerical skills training, leadership development training/ opportunities, adult mentoring, summer and permanent job development/ placement assistance, supportive/ follow-up services, and comprehensive guidance, counseling including and referral services. The overall intent of the program is to provide a continuum of services that will ensure that a young

person's education and workforce needs are addressed throughout his/ her youth years. TRA has been operating the program since FY'05.

Location: Worcester, MA

Contract Amount: \$106,270.00

Completion Date: June 30, 2015

Contact: Jeffrey Turgeon, Executive Director

Phone: 508.799.1509

Owner & Address: Central Massachusetts Workforce Investment Board, 44 Front St. Suite 300, Worcester, MA 01608

COMPANY: Massachusetts YouthBuild Coalition

Reference Name: Mark Showan, Chair, MA YouthBuild Coalition

Description: TRA is a member of the MA YouthBuild Coalition comprised of 11 YouthBuild programs statewide. TRA operates 2 programs; one in Quincy and one in Worcester, MA. Each program annually receives funding via a line item in the MA State Budget under the Department of Elementary & Secondary Education earmarked for YouthBuild programming. YouthBuild provides comprehensive training to young people between the ages of 16 and 24 who meet low-income guidelines, are not in school, have not received a high school diploma or GED, and demonstrate a willingness to work hard to change their lives and their community. Program components include High School Equivalency Certification preparation; self-esteem, life skills and job readiness training; leadership skills development including a variety of community service projects; counseling/case management; mentoring; job development and placement assistance; job retention/ follow-up services; and construction skills training utilizing an actual housing rehab project or new construction site in the community which helps to create quality low-income housing.

Location: TRA has operated YouthBuild Programs in Quincy since 2001 to the present and Worcester since 1999 to the present.

Contract Amount: \$371,136.00

Completion Date: June 30, 2015

Contact: Mark Showan

Phone: 508-894-2816

Owner & Address: Mark Showan, Executive Director, Old Colony YMCA YouthBuild Fall River & Brockton, 60 Skinner Street, Brockton, MA 02302



TRAINING RESOURCES OF AMERICA, INC. (TRA)  
RESPONSE TO CITY OF SPRINGFIELD INVITATIONS FOR BID # 14-262  
WORKFORCE DEVELOPMENT & TRAINING SERVICES

**TRANSITION TO EMPLOYMENT PROGRAM (TEP) FOR SOUTH END AND SIX CORNERS**

**A. Organizational Background**

Training Resources of America Incorporated (TRA) is a private, non-profit organization that provides education, skills training, employment, and workforce development services throughout Massachusetts.

Founded in 1975, TRA's mission is to help educationally/economically disadvantaged youth/ adults improve the quality of their lives by increasing education levels; improving English speaking capabilities; obtaining a High School Equivalency credential; learning new skills; developing self-confidence; finding/retaining gainful employment; transitioning to post-secondary education; increasing earnings/job advancement opportunities; and becoming active and productive citizens. Dedicated to providing skilled people for today and tomorrow, TRA currently operates eight (8) training sites throughout the Commonwealth.

**City of Springfield, Massachusetts  
Office of Procurement**

**Invitation and Instructions to Bidders**

Proposals shall be typewritten or written in ink on the enclosed forms. Officials of Corporations shall designate their official titles. Partners or Sole Owners shall so state, giving names of all Interested Parties. Bids must be submitted in a sealed container and shall be guaranteed for thirty (30) days. Bidder shall not base Proposals on verbal information from any employee of the City. The City reserves the right to reject any or all bids.

**Invitation for Bid for: Workforce Development & Training Services**

**Bid No. 14-262**

**For: Office of Planning and Economic Development**

**Opening Date: July 11, 2014 at 2:00 PM**

**Submission Requirement Checklist**

**Bids must be received on or before the due date and must include the following, signed, & notarized as required. Failure to submit the following may be cause for immediate rejection:**

- (1) Invitation to Bid Form (Cover Page) Completed & Signed
- (2) Non-Collusion Statement Completed
- (3) Tax Certification Affidavit Signed & Notarized
- (4) Affirmative Action Form, Completed and Signed
- (5) Provide Clear Budget, to be submitted with bid
- (6) Reference Form Completed
- (7) Section 3 Resident Application must be Completed and Signed (Attachment-A)  
\*TRA will ensure that the Resident Application is included in our intake pkg.
- (8) One (1) Original and Three (3) Copies of Complete Bid
- (9) All other Requirements as requested in the bid documents
- (10) Receipt of all addenda if issued

Questions regarding the bid must be directed in writing to the Chief Procurement Officer no later seven (7) working days (July 2, 2014) before the day on which the bids are due. All communications should include reference to the bid number and opening date. Facsimile communications are acceptable.

**EXHIBIT C: PROVIDER'S APPROVED BUDGET**

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TRAINING RESOURCES OF AMERICA, INC.  
 TRANSITION TO EMPLOYMENT PROGRAM (TEP)  
 SOUTH END AND SIX CORNERS- BUDGET NARRATIVE  
 12-Month Budget

		25 Clients
PERSONNEL- SALARIES -see job description page		<u>TOTALS</u>
1. Site Manager	\$22.00 per hr x 40 hrs per week x 52 weeks x 10%	\$4,576
2. Instructor/Case Manager	\$16.00 per hr x 30 hrs per week x 52 weeks	\$24,960
3. Employment Specialist	\$16.00 per hr x 20 hrs per week x 52 weeks	\$16,640
<b>TOTAL SALARIES</b>		<b>\$46,176</b>
<b>FRINGE BENEFITS</b>		
	FICA	7.65%
20.00%	Unemployment insurance	3.00%
	Worker's Compensation	0.50%
	Health, Dental, Life Ins., Tuition, Parking	8.85%
Rates are based on % of salaries and determined by actual costs from previous period data.		
<b>TOTAL FRINGE BENEFITS</b>		<b>\$9,235</b>
<hr/>		
<b>GRAND TOTAL SALARIES AND BENEFITS</b>		<b>\$55,411</b>
<hr/>		
<b>TRAVEL</b>	Staff travel for TEP Staff 750 miles x \$.40 per mile per site	\$300
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<b>TOTAL COST OF TRAVEL</b>		<b>\$300</b>
<hr/>		
<b>BUILDING SPACE</b>	Training facilities located at 32-34 Hampden Street, Springfield client educational training, work experience counseling, job development, case management, occupational skills training and workshops for TEP clients 1,997 sq ft x \$12.69 per ft x 40%	\$10,137
<hr/>		
<b>TOTAL COST OF SPACE</b>		<b>\$10,137</b>
<hr/>		
<b>OFFICE EXPENSE</b>		
<b>TELEPHONE</b>	\$50 per month x 12 months for TEP training	\$600
<b>POSTAGE</b>	\$6 per month x 12 months is charged for postage: recruitment, operations and reporting	\$72
<b>REPRODUCTION</b>	\$25 per month x 12 months is charged for copier	\$300
<b>ADVERTISING</b>	Advertising costs for staff and to recruit TEP clients	\$120
<b>PAYROLL SERVICES</b>	ADP Charges for staff payroll for TEP program	\$270
<b>OTHER: LIABILITY INS.</b>	Liability insurance - staff, participants, space/equip.	\$550
<hr/>		
<b>TOTAL COST OF OFFICE EXPENSE</b>		<b>\$1,912</b>

<b>INSTRUCTIONAL MATERIALS/SUPPLIES</b>	Books/software, disks, toner, paper, pens, staples, tape, white-out, pads, notebooks, dictionaries, TABE and other educational supplies: \$100/month x 12 months	\$1,200
	HiSET test fees 8 x \$100	\$800
	ServSafe Food Handler certification course 12 x \$15 per on-line test	\$180
	Customer Service test vouchers for certification: 12 x \$55 per test	\$660
	<b>TOTAL COST OF MATERIAL/SUPPLIES</b>	<b>\$2,840</b>
<hr/>		
<b>TEPCLIENT WAGES &amp;FRINGE</b>	Wages: Paid Internships for TEP clients \$9 per hour x 20 hours per week 15 participants x 3 wks x \$180 per wk (average)	\$8,100
	Internships will be up to 20 hours per week and paid at \$9.00 per hour. Wages will be based on attendance (hours worked).	
	TEP Client Fringe: FICA and Worker's Compensation- 8.65%	\$700
	<b>INCENTIVES</b>	
	\$50 per certificate earned- 24 x \$50	\$1,200
	30-day Job Retention Incentive - 18 x \$100	\$1,800
	4-month Job Retention Incentive- 18 x \$100	\$1,800
	7-month Job Retention Incentive - 9 x \$100	\$900
<b>TOTAL CLIENT COSTS</b>		<b>\$14,500</b>
<hr/>		
<b>SUBTOTAL EXPENSES</b>		<b>\$85,100</b>
<hr/>		
<b>GRAND TOTAL OF REQUESTED COSTS</b>		<b>\$85,100</b>