Request for Proposal:
Skills Match Application Transformation

Table of Contents

1.   Overview

ISANS recognizes the key role of immigrants in Canadian society. We work with newcomers to help them build a future in Canada. We provide a wide range of services to immigrants, from refugee resettlement to professional programs, Language, employment, business and employer support programs.

ISANS seeks proposals from third-party vendors for the technical and functional transformation of an e-recruitment tool, ISANS *Skills Match* application. A growing number of employers fulfill their recruiting needs through internet matching websites. ISANS *Skills Match* helps immigrant job seekers connect with employers in Nova Scotia and employers to hire employees with skill sets they require. ISANS maintains a database of employers who have hired or have considered hiring immigrant job seekers. They can post jobs and actively search *Skills Match* for job-ready, qualified candidates. Simultaneously, immigrant clients are empowered to actively participate in their own job search by searching jobs in their field through *Skills Match*.

The existing platform was developed using CakePHP framework 1.0. and the majority of the original code was created using the best practices at the time it was initially developed. Some of the additional coding was created outside of the framework, and the data captured is somewhat outdated. Furthermore, the front-end interface is out of date and is not compatible with mobile devices.

The intent of this project is to build a new platform using current versions of open source code, with the same general functionality as the existing ISANS *Skills Match*, additional functionality to address changing organizational priorities, and an updated user interface.

2.   Audience

- Employers looking for job seekers
- Immigrants searching for jobs
- ISANS Business and Workforce Integration and Employment and Bridging Services teams
- Volunteer mentors for immigrant business clients and immigrant job seekers
- ISANS IT & Online team

3.   Goals

We require an application rewrite from scratch of *ISANS Skills Match* platform to:

- Update the software code
- Modify features and functionality to reflect ISANS current programming needs
- Enable the application to be updated as programming needs evolve

Specific goals include:

Skills Match

- Modify how job candidates are matched to suitable job postings

For Candidates

- Modify how candidates create and upload resumes
- Modify how clients search posted jobs and filter these according to a number of fields
- Addition of a new resume indexing feature for candidates to match their resumes with employer job postings

For Employers

- Modify how employers post jobs
- Addition of a new job posting site scraping function to obtain results from other websites and index the results

Mentorship

- Addition of a mentorship service to encourage and support entrepreneurship

4.   Technical Considerations/Topology

ISANS *Skills Match* will:

- Be on a cloud-hosted service
- Use a platform based on PHP/MySQL
- Most likely be built using Ruby on Rails, Django etc.
- Have a branded platform in accordance with ISANS policies
- Have a flexible platform in terms of configurable items
- Have training documentation provided by the vendor
- Use Open Source technologies as needed with the code remaining the sole intellectual property of ISANS.

Training for *Skills Match* will include:

- An embedded training system for clients and employers featuring documents and video
- The ability to update the platform to maintain currency, ongoing tech support will be provided by ISANS

5.   Service Area

Employment & Bridging Services

Skills Match supports ISANS clients in their job search, interview preparation, provides information about regulated professions and profession-specific bridging programs for professionals to get licensed and employed in their field.

Business & Workforce Integration

Skills Match helps clients understand requirements to start and grow their business in Nova Scotia. The team provides clients with connections to the business community to give opportunities to build networks. The team provides support programs to employers who want to diversify and grow their workforce by hiring immigrants.

Business Mentorship

The *Skills Match* platform will promote a new feature, an online business mentorship component to facilitate collaboration and individual mentoring between community partners, and established and retired business owners across the province.

6.   Scope and Deliverables

The scope of the services offered must be comprehensive to meet the current and future needs of all key groups. At a high level, the scope and deliverables are enhancements to Employment and Bridging Services and Business & Workforce Integration areas of the *Skills Match* application and the introduction of the e-Mentoring service and portal for employer and candidate resource tools and information.

Detailed Scope and Deliverables

For Employment & Bridging Client Services

- The client can e-sign a print-friendly information sharing consent form saved on the platform
- The client has two checkboxes (IG and TFW) + calendar to identify Work Permit expiry date
- The client has another checkbox – AIPP Candidate
- The client can complete their profile based on the resume they created with an Employment Specialist, and the platform will create a WORD or PDF resume
- The client can edit their profile
- The clients can create a targeted resume based on their profile which won't be shared until approved by client coordinator
- The client can search for job postings on the platform

- The client can apply for jobs posted by employers on the platform and jobs scraped from other sites
- The client can upload documents (e.g. certificates, CLBA score etc.) to the platform
- The client can be matched to relevant jobs and gets an alert when matched
- The client has the option to have more than one profile linked to a single email
- The client can access employment support programs (e.g. START, Loan Application Fund and other employment support programs)
- The client can access employment-related links (e.g. regulatory bodies in Nova Scotia for regulated occupations)
- The client immigration type must be indicated
- The client can communicate with mentorship coordinator and mentor (if paired with a mentor)
- The client can have an e-meeting with a mentor
- The client can add LinkedIn account details to their profile once created and approved by Client Coordinator

For Employment & Bridging Client Coordinators

- Can create an account on the platform
- Must be able to sign-up client accounts on the platform
- Must be able to activate and archive client's account.
- Change status of client account when archived
- Can search for a client based on account status (e.g. active, archived, employed, moved etc.)
- Can search client based on profession and NOC Code (both primary and secondary NOC codes)
- Must have access to e-signed Information sharing consent form for each client
- Must have access to contact details of Employment specialist working with the client
- Can communicate with clients (one at a time or in groups) with the option of copying the same message to client's Employment Specialist
- Gets an alert once client uploads any document
- Gets an alert when there is a client/employer match
- Gets an alert when a client applies for a job on the platform
- Gets an alert if a client's profile has not been completed within three (3) weeks
- Gets an email with a list of clients that have been active for 6-months on the platform
- Has the option to decide the frequency of the alerts (single alerts, daily or weekly multiple in a digest email)

For Employment & Bridging Employment Specialists

- Can sign-up for an account on the platform
- Can access client profile
- Can communicate with client

For the Employment & Bridging Manager

- Can sign-up for an account on the platform
- Can communicate with every role on the platform

- Can access client, client coordinator, employment specialist, employer information, employer coordinator and client coordinator accounts
- Can run reports to find how many active clients, matches, searches on clients and employer profiles, the total number of clients, number of jobs posted, number of clients employed

For Business & Workforce Integration Employer Services

- Confidential e-login
- Create job posting, manage postings
- Job closing dates, so that job posting expires
- Scrape jobs from other NS job search sites
- The search function for client profiles is by industry sector
- Employment Specialist contact information available to the employer (on each client profile)
- Clients uploaded resumes available for employers to preview
- Direct support to the Atlantic Immigration Pilot project – profiling pre-screened, job-ready, eligible candidates, with the ability to distinguish Temporary Foreign Workers and International Graduates Direct support to filter job postings; offer resume screening, target group selection (e.g. immigrant women, immigrant youth, etc.)
- Communication vehicle for alerting employers on immigration-related events, opportunities available (event calendar)
- Can be matched with a client and gets an alert once there is a match

For Business & Workforce Integration Employer Coordinators

- Gets an alert once an employer signs up
- Can activate employer's account.
- Can communicate with the employer
- Gets an alert when there is an employer/client match
- Can identify a client by immigration program type (Atlantic Immigration Pilot, Work Permit clients, International Graduates, Temporary Foreign Workers)
- Can decide the frequency of the alerts (single alerts, daily or weekly multiple in a digest email)

For the Business & Workforce Integration Manager

- Can sign-up for an account on the platform
- Can communicate with every role on the platform
- Can access client, employer, mentor, employer coordinator and client coordinator accounts
- Can run reports to find how many active clients, matches, searches on clients and employer profiles, the total number of clients, number of jobs posted, number of clients employed, mentors and employer location (e.g. HRM, Outside HRM)

For eMentoring Program Mentorship Coordinators

- Can sign-up for an account on the platform.
- Can communicate with client and mentor.
- Can access client and mentor accounts.
- Can communicate with client and mentor
- Can set up a meeting room for client and mentor

- Gets an alert to send an evaluation to a client and mentor ever 3 – 6 months

For eMentoring Program Mentors

- Mentors can sign-up for an account on the platform.
- Mentors communicate with business development services team, mentorship coordinator, manager Business and Workforce Integration
- Overview of the new eMentoring program that will launch as part of the *Skills Match* application transformation project:

By establishing an e-tool Mentorship program, we will facilitate collaboration and individual mentoring with community partners and established and retired business owners across the province, building understanding on immigrant issues, capacity, community and the economy. The e-tool Mentorship program will help clients have a better understanding of the process of becoming an entrepreneur. This program will provide:

- Perspective – mentors with their experience, provide context and perspectives that may not previously been considered 'because they've been there'
- Advice/Support – mentors support areas to build work/life balance, self-confidence and how the personal influences the professional
- Networking – mentors provide valuable connections to the business world (supply chain, potential customers, industry connections)
- Direction – mentors will be able to support the work of the business division by providing 'shared experiences' of the Nova Scotia business culture
- Coaching – mentors will help clients focus on business management issues – labour, business professional language, thinking strategically, etc.

Mentors potentially could grow their own business through the relationship; support the growth of NS economic base with support to starting/growing new businesses, and contribute to the success of helping immigrants build their future in NS through self-employment income.

For the Promotional/Information Portal

Promotion of all the ISANS employer support services to all employers and clients (including the Atlantic Immigration Pilot):

- Direct, confidential e-login to access *Skills Match* to post jobs and search profiles. Eligible clients will be identified in *Skills Match*
- Embedding recorded webinars on Atlantic Immigration Pilot information session for employers
- Embedded recorded webinars on Workplace Culture for all employers
- Direct email access to all employer and employment support programs
- Introducing a mentorship component – connecting business owners/mentors with immigrants seeking employment or looking to start or grow their business
- Instructional videos for clients (videos will be made by ISANS)
- Employment-related links (e.g. regulatory bodies in Nova Scotia for regulated occupations)
- Other support programs available to client and employer (e.g. START, Loan Application Fund and other employment support programs)

For the IT & Online Team Administrator and Employer Liaison

- Possesses the same rights as each role above
- Complete access to the platform (front and back-end)
- Can create, update and delete any account (client/employer/counsellor/coordinator)
- Can update and run reports
- Training manual for the platform

7.   Timeline

- Project to be complete three to five months from the date of contract signature
- July to November 2018

8.   Budget

- $25,000-$45,000

9.   Criteria for Selection

- Submissions will be evaluated based on vendor experience, approximate cost, timeline and comprehension of the goals and audience for the new ISANS *Skills Match* platform
- Examples of similarly-complex projects
- Client references
- Project timeline with major tasks and milestones
- Project budget by line item
- Indicate any use of sub-contractors
- Agreement ISANS owns the copyright of the code
- Please see the ISANS Procurement Policy and Procedures for further details

10.   Responses

- Email a PDF with the subject line *ISANS Skills Match Application Transformation RFP* to mmacfarlane@ISANS.ca

11.   Due Date

- June 8, 2018