

**16187**

DATE: December 3, 2010

TO: Board of Acquisition and Contract

FROM: Grant E. Mitchell, Acting Commissioner  
Department of Social Services

SUBJECT: Authority to enter into Agreements with Hospitality Resource Group, Inc. and Pace University for the purpose of providing sector-based incumbent worker training in English as a Second Language and Sales Essentials for Home Performance Skills for Building Analysts in accordance with the provisions of Title I of the Workforce Investment Act of 1998 for the period December 1, 2010 through June 30, 2011 in the total aggregate not to exceed amount of \$75,200 pursuant to an approved budget

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Attached for your consideration is a resolution which, if approved by your Honorable Board, would authorize the County of Westchester, acting by and through the Department of Social Services, Office of Workforce Investment (the "Department"), acting on behalf of the Westchester-Putnam Local Workforce Investment Board, to enter into agreements with Hospitality Resource Group, Inc. ("HRG") and Pace University ("Pace") for the purpose of providing sector-based incumbent worker training in accordance with Title I of the Workforce Investment Act of 1998, for the period December 1, 2010 through June 30, 2011, in the total aggregate not to exceed amount of \$75,200 pursuant to an approved budget.

Under WIA, employers are allowed to provide "customized training services" to incumbent workers who meet the eligibility requirements to receive such services. The employer is responsible for not less than fifty percent (50%) of the total cost of the training. The County will pay for the balance of the training, using funds received under WIA.

Pursuant to the agreement with HRG, HRG will provide customized training in English as a Second Language ("ESL") for seventy-five (75) incumbent workers employed at various hotels throughout the county. In consideration for services rendered, the County will pay HRG an amount not-to-exceed \$55,000 pursuant to an approved budget, which sum represents 50% of the cost of said training services.

Pursuant to the agreement with Pace, Pace will provide training to twenty-four (24) incumbent workers employed at two energy-retrofitting companies in Westchester in the field of

Sales Essentials for Home Performance Skills for Building Analysts (“SEHPS”). In consideration for services rendered, the County will pay Pace an amount not-to-exceed \$20,200 pursuant to an approved budget, which sum represents 50% of the cost of said training services.

The Department has complied with the Westchester County Procurement Policy. A Request for Proposals (“RFP”) was issued on October 4, 2010 on behalf of the Westchester-Putnam Local Workforce Investment Board to solicit proposals from industry sectors, including those in the Healthcare, Hospitality, Finance, Green/Construction and Life Sciences to provide skills training for current employees that will result in the upgrade of these employees’ skill sets and competencies. An informational meeting was held on Friday, October 8, 2010 and proposals were due on October 22, 2010.

The RFP was posted publicly in the newspaper, on the County and Westchester Putnam One Stop Center’s websites and distributed among business organizations and Workforce Investment Board members and partners. As a result, proposals were received from the following:

- Westchester Community College
- Hospitality Resource Group, Inc.
- Pace University
- Bowman Becker Consultancy, LLC

The proposals were reviewed by the following:

- Claire Healy, Department of Social Services
- Katrina Alexander, Department of Social Services
- Patricia White, Department of Mental Health
- Aro Edwers, Westchester County Youth Bureau

The proposals were rated as follows:

<b>Proposers</b>	<b>Rater 1</b>	<b>Rater 2</b>	<b>Rater 3</b>	<b>Rater 4</b>	<b>Average Score</b>
Hospitality Resource Group	68	100	95	95	89
Pace University	69	100	87	94	87
Westchester Community College	76	94	61	83	78
Bowman Becker Consultancy, LLC	2	53	26	15	24

In the RFP, the County explained that “the WIB is using a ‘Sector Partnership Strategy’ to engage local employers and to help businesses with their workforce needs. ... The sector strategy requires the recruitment of employers in industry sectors.” The RFP specified that those sectors involved here include healthcare, hospitality, finance, green/construction, and life sciences. Accordingly, the County selected the proposals listed below, as they related to those sectors and thereby fulfilled the needs of the County and the purpose of the RFP.

Contractor	Sector/Training	Business Partners	No. of Employees	Total Funding Requested	Recommended Funding
Hospitality Resource Group	Hospitality/ESL	Doral Arrowwood, Ritz Carlton, Westchester Marriott, Renaissance Westchester & Rye Town Hilton	75	\$144,000 (\$28,800 per hotel (5 hotels))	\$55,000 (\$11,000 per hotel for 5 hotels)
Pace University	Green/Construction/Sales Training	Bright Home Solutions/Comfort Save Solutions.	24	\$30,200	\$20,200
<b>Total</b>			<b>139</b>	<b>\$174,200</b>	<b>\$75,200</b>

In addition, an interdepartmental agreement will be developed between the third proposer, Westchester Community College, and the Department of Social Services to provide sales training related to the green/construction sector for up to 40 workers for up to \$9,600. However, the fourth proposer, Bowman Becker, was not chosen because of its low score.

The sector-based incumbent worker training will serve **the public purpose** of improving the job retention and employability prospects for these workers.

**The goals and objectives** of the ESL training will be to improve the English language proficiency skills of those eligible workers employed by various hotels in Westchester. The goals and objectives of the SEHPS training will be to train eligible employees of two energy-retrofitting companies in the county in the area of sales essentials for home performance skills for building analysts. This training will enable the employees to provide homeowners with a thorough assessment of the energy systems in their homes in order to reduce energy costs. The trained workers will provide an educational experience for the homeowner and an opportunity to upgrade the home, reduce its utility bills and increase overall energy efficiency.

**The goals and objectives of the ESL training are in the best interest of the County in terms of fiscal responsibility** as the financial impact of ESL training may be measured in terms of enhanced opportunities for promotions, transfers, and for new employment opportunities for incumbent workers. The goals and objectives of the SEHPS training are in the best interests of the County as such training will provide homeowners with valuable energy efficient information about their homes and will assist county-based Green/Construction firms to earn revenue.

**The goals and objectives for these performance-based contracts will be monitored and tracked** through the contractors and program staff who will provide monthly reports that will indicate program success or failure based on the following measures:

English as a Second Language:

- A maximum of 75 pre-ESL assessment tests will be administered to determine ESL level and training need
- No less than 60 post-ESL assessment tests will be administered to measure gain in ESL level
- No less than 60 employees will participate and complete the training

Sales Essentials for Home Performance:

- A maximum of 24 employees will be administered a pre test on sales competencies
- A maximum of 24 employees will complete a needs assessment before actual training begins
- No less than 20 employees will receive a post test evaluation
- A course evaluation will be completed by each employee
- Post-class meetings with participating companies will be scheduled after one month and after three months to receive feedback and track sales figures

As the programs are newly initiated, there are no outcomes to report at present.

Approval of the attached resolution by your Honorable Board is respectfully requested.

APPROVED BOARD OF ACQUISITION & CONTRACTS 1-20-2011, JOMARY VIEIRA, SECRETARY

## RESOLUTION

Upon a communication from the Acting Commissioner of the Department of Social Services, be it hereby

**RESOLVED**, that the County of Westchester, acting on behalf of the Westchester-Putnam Local Workforce Investment Board, is hereby authorized to enter into an agreement with the Hospitality Resource Group, Inc. for the purpose of providing customized training in English as a Second Language to seventy-five (75) incumbent workers employed at various hotels throughout the county who are eligible to receive such training in accordance with Title I of the Workforce Investment Act of 1998 (“WIA”) for the period December 1, 2010 through June 30, 2011, in an amount not-to-exceed \$55,000 to be paid pursuant to an approved budget; and be it further

**RESOLVED**, that the County of Westchester, acting on behalf of the Westchester-Putnam Local Workforce Investment Board, is hereby authorized to enter into an agreement with Pace University for the purpose of providing customized training in the field of Sales Essentials for Home Performance Skills for Building Analysts to twenty-four (24) incumbent workers employed at two energy-retrofitting companies in the county who are eligible to receive such training in accordance with WIA for the period December 1, 2010 through June 30, 2011 in an amount not-to-exceed \$20,200 to be paid pursuant to an approved budget; and be it further

**RESOLVED**, that the County Executive or his duly authorized designee is empowered to execute all documents and take all actions necessary to effectuate the purposes hereof.

Account to be Charged/credited	Fund	Dept	Unit	Object/ Sub Object	Trust Account	Dollars
	275	22	402K	7338	T402	\$75,200

Budget Funding Year(s) 2010 Start Date 12/01/2010 End Date 6/30/2011  
(must match resolution)

Funding Source	Tax Dollars _____
	State Aid _____
<u>\$75,200</u> (must match resolution)	Federal Aid <u>100%</u>
	Other _____