

Request for Information- Employment Agencies
January 2013

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Introduction

This document was created in 2013 as Microsoft's Real Estate and Facilities Supported Employment Program's initial request for information when seeking information from agencies with potential to support the program.

Executive Summary

Microsoft's Real Estate and Facilities (RE&F) organization and its vendor partners are working together to increase the number of jobs available to individuals with developmental disabilities within the Puget Sound region campus. This program has the potential to provide employment to a significant number of individuals who otherwise might be overlooked. In 2013, the Executive Sponsor for this program was Chris Owens, General Manager of Microsoft's Real Estate and Facilities organization. The Microsoft program leader was Rob Towne. This program is a high priority for RE&F and supports Microsoft's values of diversity and inclusion along with corporate social responsibility.

Our goal is to implement a self-sustaining supported employment program on the Microsoft campus that results in significant growth in the hiring of individuals with developmental disabilities as vendor partner employees. This program is focused on our vendor partner roles, these will not be Microsoft employee jobs. Microsoft vendor partners include but not limited to: CBRE, Pitney Bowes and Compass Group. Microsoft and its vendor partners would like to start filling supported employment positions by July 1, 2013.

Microsoft is seeking information from agencies who can demonstrate that they possess the business expertise and organizational capabilities to perform the services, supply the resources, and meet or exceed the service levels.

Supported Employment RFI Objective

Microsoft is issuing this Request for Information (RFI) to all King County employment agencies to find partners to support the aggressive hiring goals of the Supported Employment Program.

The purpose of this Request for Information is to identify an initial pool of employment agencies focused on employment for people with developmental disabilities. This includes becoming part of our program team to source and support additional positions for this population on the Microsoft Puget Sound campus.

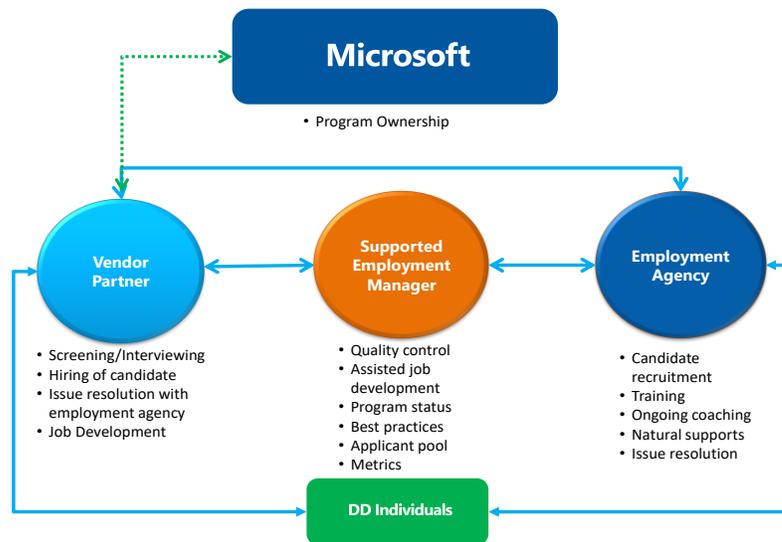
Supported Employment Program Approach

Microsoft and its vendor partners have agreed on a program approach for Supported Employment moving forward. Now it is time to identify and team with employment agencies to start bringing on additional resources.

Key items impacting employment agencies include:

- A 3rd Party Supported Employment Manager (SEM) will be the single point of contact for Employment Agencies for the Supported Employment program.
- Employment agencies will not be working directly with Microsoft vendor partners on job opportunities without oversight by the SEM.
- Job development will be handled by the vendor partners and the SEM. Agencies may be asked to participate on a case by case basis, particularly for job customization.
- Job opportunities may include: reception, janitorial, office cleanup and organizing, landscaping, warehouse, moving and delivery, food prep, dishwasher, office administration, mail room.
- Coaching for both individuals with disabilities as well as the vendor partner employees including management is expected from the employment agency.
- Microsoft and its vendor partners have high quality expectations. Agencies will be held to the quality levels they have defined in their RFI response. Microsoft also reserves the right to put Service Level Agreements (SLAs) in place with the selected employment agencies in the future.
- The SEM is responsible for monitoring and reporting the quality of services provided by the Supported Employment Program and will work directly with agencies when quality issues are identified.

Figure 1: Supported Employment Program Approach



RFI Timeline 2013

Event	Date
Issue RFI to Agencies	May 3, 2013
Agencies submit questions	May 7, 2013
Answers to questions provided to Agencies	May 9, 2013

Reponses due	May 20, 2013 by 9am Pacific
Final selection of initial agency pool	May 31, 2013

Microsoft reserves the right to change the foregoing timeline at its sole discretion. Microsoft may ask agencies for reference information in the future.

Confidentiality / Non-Disclosure

This RFI is confidential and must not be discussed outside of agency's company. All materials that Microsoft provides to agency's must be treated as proprietary and confidential, whether labeled as such until the final agency selection process is complete.

Microsoft will not disclose or share one agency's response to this RFI with another competing Agency or other similar organizations, but will share the responses with other Microsoft employees, vendor partners and/or contract professionals working with Microsoft on this project.

Submittal Instructions

Submit one electronic copy to the RFI Coordinator.

Submittal Maximum Size

The submitted response to this RFI must not be more than 10 pages (your CARF report is not included in this page limit). Please be as concise as possible in your responses.

Agency Renewal Process

The Microsoft vendor team with representation from our vendor partners will review all RFI responses. The goal is to learn more about the agency pool in the Puget Sound region and each agency's capabilities. Microsoft intends to identify agencies that will be able to support the program scalability while maintaining high quality levels of support for individuals with developmental disabilities. There is no preset number of agencies that we are looking to work with, we will determine that based on the number of quality responses received from the RFI.

Information Request

Please respond to all items below. If an item is not applicable, please mark it as N/A.

General Information

- Agency name
- Agency address
- Agency phone number
- Agency webpage URL

- Agency contact (name, title, and contact information)
- Do you have an existing relationship with Microsoft and/or one of its vendor partners on the Microsoft Campus? If so, please explain the relationship.
- Are you a qualified and contracted County Individual Employment Agency/Provider?
Yes/No
- With which counties are you contracted? (King/Snohomish/Pierce only)
- How many years has your agency developed individual employment jobs for people with developmental disabilities in community businesses?

Agency Approach and Philosophy

Describe the qualifications, experience, and philosophy of agency personnel who will provide services to adults with developmental disabilities through this program.

Job Supports

- Describe how your agency develops, implements, and reviews job coaching supports to address a person's strengths and support needs along with the employer's needs.
- Describe how information is gathered to develop a support plan for the individual with developmental disabilities, how the plan is implemented, how goals that are identified in the plan are reviewed and revised depending on plan outcomes.
- What primary services do you provide to the employer to assure the individual's success on the job and development of relationships/natural supports between the individual, their coworkers and supervisors?
- Describe the various issues that may arise in the worksite and how your agency is able to address them. Please provide examples that show a good cross-section of the types of issues and the ways in which your agency addresses the issues.
- Give some examples that demonstrate the variety of and creative approaches to jobs that your agency has developed for individuals with developmental disabilities.
- Agencies selected for this program will work with a Supported Employment Manager who will oversee job development and with all the employment agencies selected for this program. Describe how your agency collaborates with others to assure job success and good working relationships. Provide examples.
- Describe your agency's experience in/or knowledge of the services provided to individuals with developmental disabilities in the jobs listed below. Please limit each response to one paragraph.
 - Reception
 - Janitorial
 - Office cleanup and organizing
 - Landscaping
 - Furniture warehouse
 - Moves and delivery
 - Food prep

- Dishwasher
- Office administration
- Mail delivery services

Agency Profile

Please break out responses by County if you do work in more than one county (King/Snohomish/Pierce Counties only)

- Number of individuals with developmental disabilities employed versus the number served by your agency.
- Number of people with developmental disabilities listed with your agency who are unemployed and average length of time to employment.
- Number of FTEs (staff) working with individuals with developmental disabilities
- Number of people working less than 20 hours who would be interested in a job with more hours, higher wages and the jobs indicated
- Number of job starts in the last 12 months.
- Number of new job starts per month on the Microsoft campus that your agency is comfortable supporting while providing high-quality support services
- Number of job terminations in the last 12 months. Please explain the circumstances that led to the termination(s).
- Number of School to Work students with whom you are working to develop jobs? Please list numbers by school.
- Number of individuals you serve that need a highly customized job – those requiring restructuring of the number of duties performed, the number of hours of work, the way in which work is performed, or any other significant factor in the workplace.

Agency Selection

- What is the ultimate benefit your services provide to the employer?
- Why should your agency be selected to participate in the program?
- Please provide a copy of your CARF (Commission on Accreditation of Rehabilitation Facilities) report as an appendix to your response (not included in the 10-page response limit)