

**State of Maine
Department of Education
PROPOSAL COVER PAGE**

RFP# 201507118

Adult Education Integrated Education and Training Pilot Grant

Adult Education Program Name: Lewiston Adult Education		
Adult Education Director: Eva M. Giles		
Tel:207-795-4141	Fax:207-795-4173	E-mail:egiles@lewistonpublicschools.org
Program Street Address: 156 East Avenue		
Program City/State/Zip: Lewiston, Maine 04240		
<i>(provide information requested below if different from above) Same</i>		
Lead Point of Contact for Proposal - Name/Title:		
Tel:	Fax:	E-mail:
Street Address:		
City/State/Zip:		

Proposed Cost:	\$70,000
<i>The proposed cost listed above is for reference purposes only, not evaluation purposes. In the event that the cost noted above does not match the Bidder's detailed cost proposal documents, then the information on the cost proposal documents will take precedence.</i>	

- This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder's proposal.
- No attempt has been made or will be made by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.

By: *William Webb*
Superintendent

7/23/15

Section I Program Overview

1. Abstract: Provide a **one page**, single-spaced overview of the proposed project. Describe the proposed integration of education and training and address how educational supports will be combined in a skills training program to meet employer needs. Include a timeline for the proposal and the number of participants to be served as well as expected participant and program outcomes.

Argo Marketing is a key employer in the south-central region of Maine. This employer has an opportunity to partner with iYogi Technical Support based in Gurgaon, India adding 300 new positions over the coming year in Lewiston. This exciting investment in our community creates a pathway of employment opportunities in the call-center industry: new hires will replace incumbent workers who are promoted internally, incumbent employees will transition to new iYogi tech support positions, incumbent employees will be promoted to supervisory and team-lead positions, and there will be opportunities for new on-site iYogi training specialists.

Potential applicants for entry-level positions must demonstrate reading at a CASAS level 241 or above, keyboarding at 20 wpm, clear oral communication skills, the ability to navigate throughout multiple computer screens, provide excellent customer service, be a strong team player, and demonstrate thorough work readiness proficiency. Applicants looking to advance in this career pathway would need more advance technology skills, keyboarding at 30-35 wpm, ability to communicate effectively about technology, and demonstrate leadership skills within the team. This career pathway provides entry-level positions that currently pay \$8.50 per hour plus 3% commission, customer service positions that pay \$10.15 per hour, iYogi tech support positions that pay \$11.00 per hour, and team-lead positions that pay up to \$15.00 per hour.

Argo Marketing has requested integrated education and training support from Lewiston Adult Education (LAE) to create a pipeline of qualified workers to meet their labor need.

LAE will provide intense reading and speaking instruction to trainees with reading skills below a CASAS score of 241. Simultaneously, integrated with the language instruction, all participants will receive keyboarding and computer literacy to achieve a rate of at least 20 wpm. We will provide a Ready2Work program including all components of the WorkReady program and include twenty hours of technology training along with twenty hours of foundational customer service training focusing on conflict resolution and problem solving using an anticipatory mindset. Through completion of this training, participants will demonstrate the proficiency with the entrance criteria for the CMCC Quality Center training which is the gateway to the iYogi tech support training. For incumbent employees preparing for team-lead positions, LAE will provide forty hours of leadership training that will integrate more advance communication strategies with supervision and evaluation. For the on-site iYogi trainers, LAE will integrate adult learning and training strategies with their technology skill building to create a train-the-trainer program that will allow the iYogi training to be continued throughout the company.

Lewiston Adult Education will partner with the Lewiston Career Center, Central Maine Community College, and Argo Marketing to create a year-long continuum from training to employment. This integrated employment and training model will allow 300 un/under employed individuals to establish a path to sufficiency with family-sustaining wages and benefits, a win-win for employees, the employer, and the community