REQUEST FOR PROPOSAL
OHIO MEANS JOBS COLUMBUS FRANKLIN COUNTY

CAREER SERVICES PROVIDER

Issued by Workforce Development Board of Central Ohio
Area 11 – Columbus Franklin County

Issue Date: September 9, 2020
Response Deadline: November 6, 2020 at 5 pm
RFP may be accessed at [www.wdbco.org](http://www.wdbco.org)

**Timeline**

Bidders interested in submitting proposals must make their submission no later than **Monday, November 6, 2020 at 5 pm.**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 9, 2020</td>
<td>Release RFP</td>
</tr>
<tr>
<td>September 23, 2020</td>
<td>Bidders’ Conference</td>
</tr>
<tr>
<td>November 6, 2020</td>
<td>Proposal Period Closes</td>
</tr>
<tr>
<td>April 2021</td>
<td>Award Announcement</td>
</tr>
<tr>
<td>July 1, 2021 – June 30, 2023</td>
<td>Initial Contract Period</td>
</tr>
</tbody>
</table>

All inquiries should be directed to:

Jennifer Roy

Phone: 614.559.6051

Email: rfp-proposal@wdbco.org
TABLE OF CONTENTS

Section I  Purpose, Background, and Overview  4
Section II  Scope of Work  7
Section III  Bidder Experience and Qualifications  11
Section IV  Procurement Process  13
Section V  Format and Submission  16
Section VI  Evaluation and Scoring  17
Section VII  Protest Procedures  17
Section VIII  Proposal Requirements and Content  19

Proposal Cover Page
Proposal Checklists
Section I  Purpose, Background and Overview

Purpose

The Workforce Development Board of Central Ohio (WDBCO) serves Workforce Area Eleven (11), City of Columbus and Franklin County, as a leader in working with employers to maintain a skilled workforce and with job seekers to acquire and maintain the knowledge and skills necessary for meaningful employment in the Central Ohio economy. To accomplish this mission, the WDBCO establishes programs and systems to prepare the job seeker for worthwhile and sustainable employment, especially focusing on dislocated workers and adults who are economically disadvantaged, unemployed, or under-employed.

WDBCO’s primary location for coordinating these services is the OhioMeansJobs Columbus-Franklin County Center (OMJCFC), an American Job Center, currently located at 1111 East Broad Street, Columbus, Ohio. Initially, OMJCFC will remain at this location, but WDBCO retains the right to relocate the OMJCFC within Franklin County during the period of the contract.

The purpose of this Request for Proposal (RFP) is to procure an Operator of the OMJCFC. Bidders may choose to respond to this RFP alone, to the RFP for Job Center Operator, or both. If a bidder chooses to respond to both, those responses are separate and should not be combined.

Background

On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA) (Pub.L. 113-128), a comprehensive legislation that reforms and modernizes the public workforce system. WIOA provides resources, services, and leadership tools for the workforce system to help individuals find well paid jobs and stay employed. In addition, WIOA improves employer prospects for success in the global marketplace. It ensures that the workforce system operates as a comprehensive, integrated and streamlined system to provide pathways to prosperity for those it serves and continuously improves the quality and performance of its services.

The Governor has designated local “Workforce Areas” governed by local Workforce Development Boards. Customers will benefit from a “Workforce Service” delivery system with centrally located career centers, where they can access career training and employment services and be referred directly to training and/or education that is necessary for employment or other services related to job placement, employment retention and/or increased wages.
Overview

This RFP solicits proposals that detail how the following items as described in WIOA (https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf) will be implemented:

- Provide the career services described in section 134(c)(2) to adults and dislocated workers, respectively, through the one-stop delivery system
- Provide training services described in section 134(c)(3) to adults and dislocated workers, respectively

In addition, WDBCO is negotiating success measures as identified by the Ohio Department of Job and Family Services (ODJFS) related to these services. These measures have not been released as of the date of this RFP. **WDBCO will add other measures that it deems pertinent to understanding the success of the OMJCFC.**

Additional Information

The following two links provide additional information that are useful to understanding the workforce needs in Columbus, Franklin County:

Ohio Labor Market Information page on the ODJFS website:

http://ohiolmi.com/

Section II Scope of Work

Recognizing that work is integral to an individual’s dignity and sense of self within the community, and recognizing that all job seekers should expect to be treated professionally in a welcoming and accessible environment, the purpose of the OMJCF is to address the employment, re-employment, retention and workforce needs of Area Eleven (11).

WDBCO is soliciting proposals from qualified bidders to provide the services described in this RFP. Bidders must possess strong linkages with employers and mandated partners, demonstrate a willingness and ability to collaborate with WDBCO and OMJCF staff, and be committed to match job-ready individuals with employers in real-time. Bidders may choose to partner with other potential bidders and submit a joint proposal to offer services to the eligible job seeker populations.

Bidders may bid on:

- Option 1 – Job Center Operator
- Option 2 – Career Services
- Option 3 – Both Option 1 & 2

Career Services

The selected Career Services Provider(s) will:

1. Provide the following services for the customer, some of which will require WIOA program registration:
   a. Outreach, intake, and orientation to the Center and to the system of partner services available
   b. Assist customers with setting up an account in OhioMeansJobs.com and provide an orientation to the resources available on the site
   c. Initial assessment of skill levels, aptitudes, abilities and need for supportive services
   d. Development of an employment plan, including job search assistance
   e. As with existing policy at the federal level through the Jobs for Veterans Act, with all things being equal, veterans receive priority over non-veterans for access to any and all program services.

2. Staff the resource room and provide direct assistance to customers.
   a. All staff who provide staff-assisted services for job seekers and employers must have access to the labor exchange functions in OhioMeansJobs.com. Staff performing the job order taking functions must be trained and knowledgeable in the use of the
OhioMeansJobs.com system. OhioMeansJobs Center staff providing labor exchange services will advise employers on the best methods when using the labor exchange system to maximize their efforts in hiring qualified applicants. It is critical that staff ensure job orders meet federal and state laws and requirements since this is a publicly funded labor exchange system.

b. Career Services staff must ensure all job seekers will be able to obtain meaningful and equivalent access to job matching services, (including individuals with disabilities or individuals who have limited English proficiency or are computer-illiterate), in posting a resume, obtaining information on job openings posted in the job matching system, labor market information, and employment and training opportunities by one or more of the following methods:
   - Viewing and using online information available on the Internet
   - Registering directly over the Internet using the Internet-based job matching system at http://www.ohiomeansjobs.com or its successor website
   - Calling, visiting, or interacting virtually with the OhioMeansJobs Center; or
   - Through any other means approved by the local Workforce Development Board in consultation with OhioMeansJobs Center and labor exchange staff located in its local workforce investment area.

3. **Collect necessary data from customers by:**
   a. Securing basic information as required by the Federal Department of Labor (DOL), ODJFS, and WDBCO on each customer using the Center
   b. Registering all customers in the state of Ohio database system and OhioMeansJobs.com
   c. Collecting client satisfaction information, complaints, and conflict of interest declarations for review with WDBCO

4. **Provide the following services in collaboration with WDBCO’s Business Solutions Team:**
   a. Recruit customers (both from WIOA enrolled pool and partner agencies) with skills required by employers, tailoring services to meet specific employer or identified industry sector immediate hiring needs.
   b. Market OMJCFC services to employers including:
      i. Recruiting and programming for employers that may not fall in key industry sectors as identified by WDBCO; and,
      ii. Identifying employers willing to hire veterans, dislocated
workers, people with disabilities, restored citizens, people with significant language or cultural barriers, and people without significant work history

iii. Brokering the provision of support services to WIOA customers who are new and incumbent employees of participating businesses, including retention services

iv. Assisting employers that access the Center’s physical location and virtual presence with making full use of the resources and services of OhioMeansJobs.com, including job matching

v. Offering on the job and customized training for new employees with WIOA funding or other resources/grants pursued by WDBCO

vi. Developing survey tools for the collection of employer satisfaction data on services and employment referral, including employees who received WIOA funded training

Size of Funding Requests

The WDBCO will determine funding amounts based on the needs of the local area and the availability of funds at the time of award. Funding amounts may increase or decrease during the contract period based on the funds available, bidder performance and/or local needs.

Contract Period

The funding period for this RFP is July 1, 2021 through June 30, 2023, with an option to extend for up to two (2) succeeding additional twelve (12) month periods through June 30, 2025. The option to extend will be based on available funds and on the performance of each bidder for each option. **WDBCO reserves the right to modify the scope, funding, and length of the program to any extent necessary to ensure compliance with federal, state and/or local laws, regulations, policies, guidelines, or directives. In any event, WDBCO will make a good faith effort to notify the bidder 90 days in advance of any such change.**
Section III  Bidder Experience and Qualifications

Eligible Entities who may submit a proposal:

- Entities may choose to form a consortium and submit a joint proposal to offer services to job seekers. The consortium must include at least three (3) local partners.
- Examples of eligible entities include:
  - Institutions of higher education
  - Community-based organization, non-profit organization or intermediary
  - Private, for-profit entity
  - Government agency
  - Other interested organization or entity capable of providing career services such as the chamber of commerce, business, or labor organization

Minimum Bidder Qualifications

Bidders must have at least five (5) years of documented, successful experience in providing skills-based workforce development services to adults, dislocated workers, and/or special populations, as well as providing services to employers. A bidder’s failure to meet these minimum qualifications will cause their proposal to be considered nonresponsive and the proposal will be rejected.

Consortiums and Sub-Contractors

WDBCO encourages organizations to form collaborations if they enhance service delivery and performance outcomes. These partnerships should maximize available resources and a range of services in order to better meet the needs of customers. **A lead organization must be identified if the proposal is being submitted by a consortium.** That organization must submit the proposal under its name and will be responsible for managing all relationships with participating partners. The submitted proposal must be clear on the roles and responsibilities of each of the partners. In addition, all proposals submitted as a consortium must include letters of agreement between the partners detailing the commitment of each partner.

If the bidder uses any sub-contractors, the proposal must identify and detail the responsibility of each. WDBCO reserves the right to approve of sub-contractors.
Responsibilities of the Lead Agency

1. Contracting with WDBCO and complying with all terms and conditions of that agreement for the delivery of services
2. Cooperating with the WDBCO and the appropriate board committees in the development and implementation of the local workforce system
3. Oversight and monitoring of all program activities, including collaborative partners
4. Administering and reporting all funds paid to the program
5. Assisting in the collection of grant-funded eligibility documentation; reviewing and entering appropriate service information into the Ohio Workforce Case Management System (OWCMS) and/or other data collection system determined by WDBCO and submitting all performance documentation to WDBCO.
6. Maintaining participant files in accordance with WDBCO policies and federal, state, and local laws
7. Collaborating with the organizations identified in the proposal, other service Bidders, and those mandated by WIOA and WDBCO, and/or the state of Ohio, including:
   - Local education agencies
   - Social service agencies, the Columbus Metropolitan Housing Authority (CMHA), and the Franklin County Department of Job and Family Services Columbus 2020, the Columbus Chamber of Commerce, other Chambers of Commerce, and economic development agencies
   - Business/Industry
   - Organized Labor
   - Employer Service Team
   - Mandatory partners
   - Other WIOA contract awardees
8. Coordinating with partners in program design, implementation, and capacity building/staff development and ensuring that the program meets performance outcomes
9. Conducting customer satisfaction surveys of participants and employers and using the results to develop and implement a culture of continuous improvement
Section IV  Procurement

Process RFP Contact

All bidder communications concerning the RFP must be directed to the contact person listed below. Any oral communication will be considered unofficial and non-binding on the agency. Bidders should only rely on written statements issued by the WDBCO.

Name: Lisa Patt-McDaniel  
Agency: WDBCO  
Address: 1650 Lake Shore Drive, Suite 110 
Columbus, Ohio 43204  
E-Mail: lpattmcdaniel@wdbco.org

Bidders Conference

WDBCO will hold a virtual Bidders Conference on Wednesday, September 23, 2020 at 11:30 am. The bidder will be required to register by noon on September 22nd and in return will receive a link unique to each participant for a Zoom meeting. Individual links may not be shared.

Question & Answer Posting

Questions pertaining to the RFP must be submitted in writing to WDBCO via email beginning September 9, 2020 through September 24, 2020. All inquiries are to be directed to Jennifer Roy at rfp-proposal@wdbco.org with subject line: “Question – Job Center Operator”.

All written questions must be received by close of business (5:00pm EST) on September 24th, 2020. All responses to questions and answers will be posted on www.wdbco.org within 24 hours of the conclusion of the Bidders Conference.

RFP Presentations

WDBCO may choose to have Bidders make an oral presentation and respond to questions as part of the review process. Bidders will be notified three (3) business days prior to making a presentation.

RFP Addenda

WDBCO reserves the right to issue addenda to the RFP at any time. Any addenda will be posted on www.wdbco.org, and it is the responsibility of the bidder to check the site. WDBCO also reserves the right to cancel or reissue the RFP. If an addendum is issued less than seventy-two hours prior to the proposal due date, the closing date will be modified accordingly.
**Multiple Proposals**

The submission of multiple proposals for the same service from the same bidder will be considered non-compliant and those proposals will be disqualified. WDBCO is relying on the bidder as expert, to identify in its proposal the approach which the bidder believes will be the most effective to produce the required services on time and within budget.

**Withdrawal of Proposals**

Bidders may withdraw a proposal that has been submitted at any time up to the proposal closing date and time, by submitting a written request to the RFP contact listed above.

**Response Property of the WDBCO**

All materials submitted in response to this RFP become the property of the WDBCO. Selection or rejection of an RFP does not affect this right.

**No Obligation to Buy**

The WDBCO reserves the right to refrain from contracting with any bidder. The release of this RFP does not compel the WDBCO to purchase. The WDBCO may rescind this RFP and choose to re-procure.

**Cost of Preparing Proposals**

The WDBCO is not liable for any costs incurred by bidders in the preparation and presentation of proposals submitted in response to this RFP.

**Acceptance of Terms**

All the terms and conditions of this RFP are deemed to be accepted by the bidder and incorporated in its proposal except those conditions and provisions that are expressly excluded by the bidder in the proposal.

**Disclosure of Proposal Contents**

All documents submitted to the WDBCO as part of the proposal become public information after the contract is awarded, and available for review and inspection by anyone requesting to do so. The WDBCO does not encourage the submission of confidential/proprietary information in response to this proposal; however, written requests for confidentiality can be submitted to the RFP contact. Neither a proposal in its entirety, nor proposal price information, will be considered confidential or proprietary. Under Ohio Revised Code Section 149.43, the WDBCO will make a determination of application for disclosure on an ad hoc basis.

**Equal Opportunity**

Prospective bidders must comply with the applicable contract compliance
procedures for equal employment opportunity. It is the policy of WDBCO to assure equal employment opportunity. Discrimination against any person in the recruitment, training, examination, appointment, promotion, retention, discipline, or any other aspect of personnel administration because of race, religion, national origin, sex, ancestry, age, disability, sexual orientation, or veteran status is prohibited.

Words of the masculine gender used in proposals shall be deemed and construed to include correlative words of all genders.

**Contract Negotiations**

The option of whether or not to initiate contract negotiations rests solely with the WDBCO. If the WDBCO elects to initiate contract negotiations, these negotiations cannot involve changes in the RFP requirements or the bidder’s proposal which would, by their nature, affect the basis of the selection and the competition previously conducted. The bidder is responsible for their travel and per diem expenses during contract negotiations.

**Failure to Negotiate**

If any contract cannot be negotiated within ten (10) business days – or a reasonable time as determined by WDBCO – of notification to the designated bidder, the WDBCO may terminate negotiations with the bidder and negotiate a contract with another bidder.

**Contract Processing**

The WDBCO shall prepare the contractual agreement required by this RFP specification. This contractual agreement shall be fully responsive to the requirements defined in these RFP specifications.

**Proposal as Part of the Contract**

Part or all of the successful proposal may be incorporated into the contract.

**Commencement of Contract Performance**

In order to protect the interests of WDBCO, a Letter of Intent must be executed before the goods or services as set forth in this RFP specification can be provided.
Section V  Format and Submission

A. Proposal Format:

WDBCO discourages overly lengthy and costly proposals. In order for WDBCO to evaluate proposals fairly and completely, bidders should follow the format set forth herein and provide all of the information requested.

General Guidelines

1. Each narrative must contain a heading that clearly indicates the narrative category to which the bidder is responding, i.e., program design, program objectives, etc. Keep narratives as concise as possible while providing all the information requested.

2. Each page of the proposal must be numbered sequentially at the bottom of the page. These page numbers will then be inserted into the Table of Contents (Proposal Checklist).

3. The proposal will be submitted electronically by email. WDBCO will not accept paper copies or flash drives. Proposals must arrive electronically at or before the 5:00 pm deadline on the designated due date.

4. Addendum or attachments not specifically requested will be accepted and used at the discretion of the reviewing committee for scoring purposes. Please do not include information that can be viewed on the organization’s website (i.e. annual reports, board membership, etc.)

B. General Proposal Conditions:

WDBCO will only accept proposals for the program activities requested. Proposals submitted for services/training not included in the RFP will be rejected. Note: Contract funding levels for individual proposals will be based on data, the needs of WDBCO to meet program goals, participant needs, industry training needs, etc.

The proposal submitted in response to this solicitation is not a legally binding document; however, the contract, which is based on the proposal after negotiation, becomes legally binding once both parties have signed it.

If a bidder applies for both options, all sections must be completed for both roles, and two budgets must be submitted- one for each role.
Section VI  Evaluation and Scoring

All proposals will be initially reviewed to determine if all required sections and documents have been submitted. They will then be evaluated by an Evaluation Team made up of WDBCO Board Members from among the Business Representatives, Franklin County, and the city of Columbus. The Team will evaluate and numerically score each proposal:

<table>
<thead>
<tr>
<th>Category</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Design &amp; Methodology</td>
<td>50</td>
</tr>
<tr>
<td>Qualifications and Program</td>
<td>30</td>
</tr>
<tr>
<td>Management</td>
<td></td>
</tr>
<tr>
<td>Cost Plan</td>
<td>20</td>
</tr>
</tbody>
</table>

The evaluation process is designed to award the contract to the bidder with the best combination of attributes based upon the evaluation criteria, not necessarily to the bidder with the lowest cost.

The Evaluation Team will rank proposals, and negotiations may be undertaken with the top ranked bidder. If agreement cannot be reached by a mutually agreed upon date, negotiations may commence with the next highest ranked bidder.

The bidder selected may be given a provisional award with the stipulation that special terms and conditions regarding the areas of concern will be a part of the contract.

Section VII  Protest Procedures

Bidders who have submitted a proposal may protest the award of the contract setting forth both factual and legal grounds for the protest. The basis of the protest must be in violation of a state or federal contracting law, rule, or regulation which is applicable to the contracting process. The protest shall be in writing and shall contain the following information:

1. The name, address, and telephone number of the protester.
2. The name of the RFP being protested.
3. A detailed statement of the legal and factual grounds for the protest, including copies of relevant documents.
4. A request for ruling by WDBCO.
5. A statement as to the form of relief requested from WDBCO, and any other factual and legal questions at issue in the written protest.

During any part of the review or consideration, the protester may be asked to clarify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within a reasonable time designated by the WDBCO. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this request for proposal.
Protests shall be filed no later than 5:00 pm EST. on the seventh (7) business day after the issuance of formal letters sent to proposers regarding WDBCO’s intent to make an award. The date of the intent to award letter(s) responding to proposers is the date used to determine if a protest regarding the intent to award is submitted by the end of the protest period.

Protests must be sent via email to the address below and a hard copy sent by Certified U.S. Mail to the attention of:

Lisa Patt-McDaniel, President and CEO WDBCO
1650 Lake Shore Drive, Suite 110
Columbus, Ohio 43204
lpattmcdaniel@wdbco.org

WDBCO will review the protest, shall issue written decisions on all timely protests, and shall notify any proposer who filed an untimely protest. The WDBCO written response shall be the protest ruling and is intended as a complete and final answer to the protest.
Section VIII Proposal Requirements and Contents

The following pages lay out the format and narrative that make up the Proposal. Failure to address any item will render the Proposal to be incomplete, and it will not be further reviewed. Bidders will not be allowed to make additions or deletions once the deadline for submission has passed.

INTRODUCTION

A. Cover Page
The Cover Page is included with this RFP. This must include the RFP Title and complete name and address for bidder(s). Proposals must include the phone number and email for the person who should be contacted regarding the proposal. Proposal must confirm that the organizations will comply with all provisions of this RFP. It must be signed by an agency officer authorized to bind the agency to all commitments made in the proposal and be accompanied by a copy of the Board Resolution, or other corporate actions, authorizing the agency officer to submit the proposal. If bidders are applying as a consortium, each bidder must compete a proposal Cover Page.

B. Executive Summary
The bidder must provide a brief description of the organization including history, number of years the organization has been in business, type of services provided, legal status, and Federal Tax ID number.

The bidder must provide a high-level overview of the approach, the distinguishing characteristics of the proposal, and the importance of this program to the bidder’s overall operation. This should be no longer than one (1) page.

C. Table of Contents
The Table of Contents shall serve as the Proposal Checklist, and identify all narratives and forms reflecting how the proposal is assembled.

PROGRAM DESIGN 50 Points 15-Page Limit

A. Program Design Narrative
- Briefly describe the organization’s mission and/or vision. How does it align with this opportunity and its goals? Why is the organization in the best position to deliver the proposed services? If the organization has previously delivered workforce services or similar programs with training- and career-related goals, or has managed delivery of
comparable services, provide performance data for the most recent two program years.

- What does the bidder understand to be the best practices in providing Career Services as defined in WIOA? What best practices has the bidder implemented? What challenges has the bidder faced in reaching specific populations, collaborating with MOU mandated partners, coordinating between programs and services for customers? How were those challenges resolved?

- How will the bidder train career coaches and business services representatives to ensure they are knowledgeable about key industry sectors and in demand occupations and opportunities within the Central Ohio economy? How will career coaches work with customers to increase skills and gain credentials that will result in jobs that are well paid? How will business services representatives ensure that they have a pool of job opportunities in key industry sectors and in demand occupations?

- WDBCO’s goal is to establish a Workforce Delivery System that serves as a community resource for both job seekers and employers to increase the efficiency with which the right person is matched with the right job, and to offer an abundance of career exploration and job readiness resources in a user-friendly, customer-focused design, results-driven environment, with an emphasis on access through technology. This system is based on the following principles:
  - Streamlining services
  - Empowering Individuals
  - Universal access
  - Increased accountability
  - Strong role for WDBCO and the private sector
  - Flexibility

How would the bidder incorporate human centered design principles into providing services to customers? How would the bidder propose maximizing the availability of services for customers at nontraditional business times (for example, until 7 pm during the weekdays, or between 10am and 2pm on Saturdays)?

Program Methodology

Describe the degree to which the services proposed will enhance the attainment of the WIOA Performance Outcomes. Include the following details:

- Specific details of outreach and recruitment activities to enroll target populations
- Identification of criteria used for eligibility determination and enrollment, including the development of an Individual Employment Plan
- Identification of pipeline referrals, including geographic location (Area 11 includes all of Franklin County), community service partners, and business
partners

• Description of detailed assessment activities including methods, tools, and instruments

• Description of methods used for gathering documentation to support eligibility determination

• Description of how recruitment strategies will transition to retention strategies

• Probability of achieving desired outcomes: e.g. placement, retention and wages, or career credentials and/or degrees, including interim measures

• Monitoring of staff retention, performance, and outcomes

• Evaluating quality of service and satisfaction

• Process for referring customers for Adult Training Services – how will training be approved, process for documenting training, monitoring of completion and success

(Please note that Business Services will be handled by board staff, except for those activities detailed below)

• Describe how the organization will strategically recruit employers consistent with the goals of the RFP and WDBCO policy, and subsequent regional and local strategic plans under WIOA.

• Describe how the organization will coordinate with key Job Center required partners and the WDBCO Business Solutions Team relative to business services to avoid the perception of duplication of services by employers who are approached by various personnel associated with the Jobs Center.

• Describe how the organization's team plans to outreach to employers to engage them in the Job Center and system, specifically which employer organizations the team will market.

• Describe how the organization will engage and involve employers in identification of needs at the Job Center from their perspective; collection of survey data about their participation and satisfaction with the Job Center referrals, and participation in reaching customers with employer-perspective information and training.

• Describe what informational sessions or training the organization will provide to employers to better inform and engage them as robust users of the public workforce system and the Job Center

• Describe how the organization will track and document, for each employer, services planned and provided, outcomes of the services, and customer satisfaction.
B. Deliverables

Identify detailed processes and outcomes, as well as a minimum level of accomplishments. Deliverables may include, but are not limited to:

- Total number of target population to be enrolled in WIOA
- Average length of time expected for services to be completed and outcomes achieved in the delivery of workforce services
- Description of how performance will be monitored and tracked
- Description of how program effectiveness will be evaluated on an ongoing basis and how continuous improvement will be ensured
- Number of Job Placements
- Credentials in High Demand Occupations

If the organization is applying for both the Job Center Operator and Career Services Provider, explain what measures the organization will put in place to separate the roles of Operator and Career Service Provider. How will the organization ensure proper monitoring of performance and customer satisfaction? How will the organization handle conflict between partners and the staff providing Career Services?

PROGRAM DESIGN OBJECTIVES

A. Program Schedule

Provide a chart showing program activities and include the achievement milestones upon which progress will be assessed.

B. Evaluation Plan

Include a detailed description of interim measures, both quantitative and qualitative, that will be used to indicate successful progress towards program goal attainment. The bidder will be accountable for the integrity of the data presented and responsible for ensuring that staff is appropriately trained in the use of these systems. Explain what role the organization will play in how accountability and integrity will be assured.

Below is a link to policies and guidelines for implementing WIOA programs to assist in responding to the Methodology Section:

http://jfs.ohio.gov/owd/WorkforceProf/policy_info.stm
QUALIFICATIONS & EXPERIENCE   20 Points   5-page limit

A. Bidder Qualifications

This category will evaluate the experience and competence of an organization in providing services similar to those being proposed, including the ability to achieve, track and report performance in the state’s database, Ohio Workforce Case Management System (OWCMS).

Evaluation of the performance and management capability of the bidder will include:

- Experience participating in workforce service system or comparable systems with a history of serving diverse populations and a demonstrated ability to meet the needs of individuals served.
- Experience in tracking and reporting performance data, including experience with the OMJ system and/or internet-based case management and reporting systems.
- Demonstrated ability to meet goals (e.g. placements, retention, wages) in the delivery of workforce services or comparable services.
- Demonstrated knowledge of the business community in Central Ohio.
- Demonstrated experience in forming and sustaining partnerships, collaborations, and employer networks.
- Ability to adapt to changes in the work volume or approach when events like labor market changes, new grants or programs, pilot projects, new technologies, and/or revised priorities occur.
- Satisfactory record of integrity, business ethics and fiscal accountability.

Identify the qualifications the organization will bring to this RFP. Explain what differentiates the organization’s services and abilities from other bidders.

B. Prior Experience

Describe the adequacy of staff, research tools and administrative resources, quality, and appropriateness of technical or support staff, and past performance of the organization relative to the Operator role or the Provider of Career Services.

C. Personnel

Provide an organizational chart, resumes of proposed key staff, and a description of roles and responsibilities with emphasis on key positions charged with facilitating and overseeing operations. List Board members and number of years on board.
All proposed key personnel, including subcontractor staff, must be identified in the proposal. Each person’s role should be identified:

- Name
- Position in organization
- Role
- Experience with the specific tasks proposed
- Work history on similar projects/programs

D. Customer References

The bidder must submit three (3) written references, names, emails, and phone numbers, for similar services that the bidder has provided them.

Contract Performance

If a bidder has had a contract terminated due to non-performance or poor performance during the past five years, all such incidents must be described, including the other party’s name address and phone number. If no such terminations have been experienced by the bidder, so indicate.

E. Subcontractors

All subcontractors and their roles must be identified and approved by WDBCO.

F. Conflict of Interest

Each bidder shall include a statement indicating whether or not the organization or any of the individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict. WDBCO reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program to be developed by the bidder.
PROGRAM MANAGEMENT (All Options) 10 Points 3 page limit

A. Management Approach

Describe the organization’s management approach, including:

- Management organizational structure, including reporting levels and lines of authority
- What precautions are taken to determine whether staff is suitable to work with vulnerable populations
- How will the organization manage staff communications and staff satisfaction?
- How will the organization manage the process for addressing grievances both internal and external?
- Provide an overview of how the organization will address staff-turnover and training. How will staff development plans be created managed?

B. Risk Management

Identify the potential risks and problems which, in the organization’s experience, may occur in either being the Operator or providing Career Services. Identify steps that can be taken to avoid or mitigate these risks and steps to be taken should a problem occur. What activities would the organization incorporate to reduce the occurrence, severity, and impact of events or situations that can compromise the attainment of objectives and performance?

COST Plan (All Options) 20 Points

A. Audits

Respondent must include a copy of its two (2) most recent independent annual audit reports, most recent single audits, if applicable, and the most recent Form 990s (Federal Tax Return of Organization Exempt from Income Tax). For a sole proprietor or for-profit entities, include copies of the two (2) most recent year’s federal income tax returns and the most recent year-end balance sheet and income statement. If no audited statements are available, Respondent must supply equivalent financial statements certified by Provider to reflect the Bidder’s financial status fairly and accurately. Respondent’s failure to provide these documents may result in rejection of the proposal and subsequently a contract will not be awarded.

B. Indirect Cost Plan

Indirect costs are costs incurred by an organization that do not directly benefit any one program or project, but indirectly support all aspects of the organization. For organizations awarded funds, any indirect costs budgeted must be supported by an indirect cost rate agreement with a federal cognizant agency or a cost allocation plan that describes how indirect and common operating costs are distributed to the different funding sources. If the bidder does not have an approved indirect cost plan,
then the bidder is capped at a 10% de minimus rate as described in 2CFR 200. The extent to which an applicant can meet performance objectives while minimizing indirect costs will be a factor in the evaluation process. A copy of the Bidder’s indirect cost plan must be included along with the proposal. Budget and Budget Narrative 5-page limit

Respondents must include responses to the following items. Use the category titles and listed numbering schemes and include each question/statement prior to the response. Please list “n/a” for any item that is not applicable to the Respondent’s proposal.

Two important items related to budget should be considered when providing costs to provide service:

- WDBCO believes that we must work to place jobseekers in jobs that pay a living wage. To be consistent with this, WDBCO will only fund contracts where the minimum salary for any proposed position is set at $42,000 annually.
- WDBCO intends to negotiate a portion of payment (profit) for the contract based on results. An example of potential results in addition to the WIOA Common measures are:
  - Number of customers enrolled in training in “high priority sectors”
  - Number of Customers enrolled in WIOA
  - Number of customers employed in high priority sectors
  - Number of customers engaged in employer-based training
  - Number of Workforce Recruitment Assistance Activities

1. Use the Budget Excel Spreadsheet posted on the WDBCO website with the RFP to provide a Cost Proposal for the services proposed in the Narrative Proposal. Providers bidding on both OMJ Center Operator and Career Services must submit a separate, standalone budget for OMJ Center Operator only, and Career Services only.

2. Provide a narrative which describes each line item included in the budget. Include a description of the how costs were calculated.

3. Discuss your organization’s primary funding sources and how cash flow is sufficient to operate the program on a cost reimbursement basis.

4. Discuss how your organization’s fiscal control and accounting procedures are in accordance with generally accepted accounting procedures.

5. Describe the type of accounting system your organization uses.
6. Describe what internal controls are in place to compare actual expenditures with the contract budget and to ensure required expenditure levels are met.

7. Describe how your organization will handle costs that may be disallowed.

8. Direct administrative costs (management fee) is capped at 10%.

9. If applicable, list all federally funded programs, including funding levels that your organization has administered since January 1, 2013. Briefly state whether all funds were spent in a timely manner and in accordance with program purposes and requirements. List the dollar amount of any disallowed costs and how they were reimbursed.

Below is the link to OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements, Federal Awards Final Rule:

PROPOSAL COVER PAGE
WORKFORCE DEVELOPMENT BOARD OF CENTRAL OHIO
REQUEST FOR PROPOSAL

_____ Option 1  Job Center Operator
_____ Option 2  Career Services Provider
_____ Option 3  Both Option 1 and Option 2

_____ Applying as a Consortium Member

Name of Organization

Address, City, State, Zip Coe

Name of Person Preparing Proposal  Phone Number

Assurances

I hereby attest that I have reviewed this proposal and I am in full agreement with its content and cost and that the cost and price information submitted is accurate, complete, and based on available information. I further assure that I have the authority to commit the above-named organization to submit this proposal and will abide by all of the conditions and assurances implied or required herein.

SIGNATURE OF AUTHORIZED CHIEF EXECUTIVE OFFICER OF ORGANIZATION

Signature  Date

Printed Name  Title
PROPOSAL CHECKLIST – CAREER SERVICES RFP

_____ Proposal Cover Page
_____ Executive Summary
_____ Table of Contents
_____ Program Design
   A. Program Design
   B. Deliverables
_____ Methodology
   A. Career Services
   B. Program Schedule
   C. Evaluation Plan
_____ Qualifications & Experience
   Bidder Qualifications
   Organizational Chart
   Resumes of Key Staff
_____ Program Management
_____ Cost Plan
   Audits
   Indirect Cost Plan
   Excel Spreadsheet Budget
   Budget Narrative