

**REQUEST FOR PROPOSAL**

**OHIO MEANS JOBS COLUMBUS FRANKLIN COUNTY**

**JOB CENTER OPERATOR**

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**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  
**Friday, November 6, 2020 at 5 pm.**

September 9, 2020	Release RFP
September 23, 2020	Bidders' Conference
November 6, 2020	Proposal Period Closes
April 2021	Award Announcement
July 1, 2021 – June 30, 2023	Initial Contract Period

All inquiries should be directed to:

Jennifer Roy

Phone: 614.559.6051

Email: [rfp-proposal@wdbco.org](mailto:rfp-proposal@wdbco.org)

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## **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, envisions economic prosperity for all through a thriving workforce prepared to meet the needs of today's employers and tomorrow's opportunities. To accomplish this vision, WDBCO is a forward-thinking workforce system providing job seekers the essential skills for work and employers with the necessary talent to be successful

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 WIOA Career Services Provider, 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 authorizes the Workforce System to deliver a broad array of integrated services to individuals seeking jobs and skills training, as well as employers seeking skilled workers by improving the workforce system, more closely aligning it with regional economics. These services are delivered through Ohio Means Jobs centers throughout the state of Ohio.

The Governor of Ohio has designated local "Workforce Areas" with established local Workforce Development Boards. Jobseekers 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:

- Establish a one-stop delivery system described in section 121 (e)

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 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/>

2022 Job Outlook Columbus Metropolitan Statistical Area

Report <http://ohiolmi.com/proj/projections/MSA/Columbus.pdf>

## **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 OMJCFC 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 OMJCFC 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

Please see the RFP for WIOA Career Services if Option 3 is the bidder's choice.

### **Job Center Operator**

The selected Job Center Operator will:

1. Provide MOU partner and resource management over the OhioMeansJobs Center Columbus-Franklin County at the current location of 1111 East Broad Street, including internet access, as designated by the WDBCO; occupancy and related costs will be managed and paid by WDBCO directly with WIOA funds, state OMJ Center Resource Sharing funds, and contributions collected from other partners, and will be reflected in the contract resulting from this RFP; WDBCO reserves the right to relocate the Center at its discretion, but will include the chosen Operator in the process. The Operator will also assist WDBCO in creating the Memorandum of Understanding (MOU) that governs how the partners will make services available at the Job Center and identifies any shared services the partners will provide.
2. Operate the Job Center as defined in WIOA legislation in a manner that is professional and inviting in appearance, with human centered design principles and courteous, professional staff, serving the continuum of customer needs -from those customers with barriers to work to the Universal customer with established education and skills.
3. The Operator will cooperate with the Center partners and WDBCO to ensure the OMJ Center remains compliant with the Americans with Disabilities Act.

4. Maintain operations to assure and exceed State Center certification requirements as required in current or future state, federal, and WDBCO guidelines.
5. Ensure the resource area in each Job Center is staffed to assist the public with their use of the technology.
6. Manage data entry into the *County Finance and Information System* (CFIS).
7. Maintain hours convenient to customers and appropriate to the number of customer visits to include extended hours as necessary – especially access through the use of the internet for selected evenings. This may also involve collaborating with community partners such as the Library system to provide additional access to Job Center services virtually.
8. Cooperate with WDBCO and ODJFS on property management to assure space is available for partner services per agreement between the Operator, the partners, the Chief Elected Officials and WDBCO. Use of space for full time equivalents (FTEs) is detailed in the Memorandum of Understanding on which the Operator will advise WDBCO. WDBCO will retain the responsibility to negotiate with the mandated partners designated in WIOA and other non-mandated partners.
9. Support and promote the visibility of the OMJCFC brand, logo, and tagline for the workforce system, including using the name and logo on all paper and electronic media.
10. Market the services of the Center in conjunction with WDBCO staff to job seekers and customers seeking job advancement and training, including to such priority target groups as veterans, the unemployed, restored citizens, persons with disabilities, persons experiencing personal barriers to employment, youth and young adults, and older workers. The Operator will use specialized methods and marketing to non-traditional and hard-to-reach or –serve groups. Special emphasis will be made on targeting neighborhoods and communities in Franklin County and the city of Columbus with high unemployment.
11. Collaborate with WDBCO to market, promote and advertise the Center to educate employers, training institutions, and the general public about what services are available.
12. Implement a plan to use the Job Mobile (owned by WDBCO) to promote OMJCFC and its services.

**Important Information for those bidders choosing Option 3 – Job Center Operator and Career Services**

Bidders may apply for both RFPs. **If a bidder applies for both options, the bidder must specify how the bidder will fulfill dual roles, with each role clearly defined and a clear description of how monitoring and oversight will be conducted for the Career Services role in the proposal.**

**If a bidder applies for both options, both RFPs must be completed for both**

**roles, and two budgets must be submitted- one for each RFP.**

### **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 initial 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 within 90 days in advance of any such change.**



## **Section III                      Bidder Qualifications**

### **Eligible Entities who may submit a proposal:**

- The Operator may be a public, private or non-profit entity
- Entities may choose to form a consortium and submit a joint proposal to offer services to job seekers; however, if one of those local partners applies to serve as the Operator, the consortium must include at least three (3) local partners total for the Career Services RFP
- Elementary or secondary schools will not be eligible to be an Operator, with the exception of nontraditional public secondary schools and area career and technical education schools
- 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 fulfilling the role of the Operator, which may include the chamber of commerce, business or labor organization
- Operator must have financials that support the ability of the bidder to operate on a reimbursement invoice.

### **Minimum Bidder Qualifications**

- Bidders applying to operate the Job Center must demonstrate five (5) years' experience in operating a similar facility where services are provided to individuals.
- Bidder should demonstrate deep knowledge of WIOA and other federal workforce services funded through the Wagner Peyser Act and the Reemployment Services and Eligibility Assessment (RESEA) Grants.
- Bidder should demonstrate knowledge of Franklin County's economy and good working relationships with business partners, community organizations and institutions (especially mandated MOU partners), and local governments. If Bidder does not have a local operation at this time, the bidder should provide a detailed plan for how they would establish these relationships locally, and how they have done so in other workforce areas.

## **Responsibilities of the Job Center Operator**

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. Assisting in the collection of grant-funded eligibility documentation; reviewing and entering appropriate service information into the designated data collection system.
5. Maintaining participant files in accordance with WDBCO policies and federal, state and local laws.
6. Collaborating with the organizations identified in the proposal, other service providers, 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, and the library systems in the County
  - Business/Industry
  - Organized Labor
  - Employer Service Team
  - Mandatory partners
  - Other WIOA contract awardees
  - Adjacent designated workforce areas (7 & 20)
7. Coordinating with partners in program design, implementation, and capacity building/staff development and ensuring that the program meets performance outcomes
8. Conducting customer satisfaction surveys of participants and employers and using the results to develop and implement a culture of continuous improvement
9. Ensuring that the Job Center provides services in a culturally appropriate manner for diverse backgrounds and ethnicities
10. Collaborating with WDBCO Business Solutions Team to host businesses at the job center physical or virtual location for engagement activities such as hiring events, customized interviews, or other special activity to serve the talent acquisition or engagement needs of employers
11. Coordinating with the Career Services Provider, Business Solutions Team, and state Rapid Response (RR) Team for coordination of RR services to employers

12. Collaborating with the WDBCO Communication and Outreach team to promote the services of the Job Center through social media, community events, and other opportunities.
13. Operating the Jobs Mobile as an outreach and service delivery tool

## **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: Jennifer Roy  
Agency: WDBCO  
Address: 1650 Lake Shore Drive, Suite 110  
Columbus, Ohio 43204  
E-Mail: [rfp-proposal@wdbco.org](mailto:rfp-proposal@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](mailto: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 24<sup>th</sup>, 2020. All responses to questions and answers will be posted on [www.wdbco.org](http://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](http://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 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, gender identification, 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 issued by WDBCO 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. Proposal 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:

Program Design & Methodology	50 points
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### Qualifications and Program Management 30 points

Cost Plan 20 points

**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](mailto: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/ organization 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 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 AND METHODOLOGY**

**50 Points**

#### **A. Program Design Narrative**

**3-page limit**

- 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 operated a Job Center, provide performance data related to customer traffic and the breakdown of demographics (gender, race/ethnicity, age, education levels) for the most recent two

program years.

- 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

To this end, proposals that will be considered include the supportive elements of information management, marketing and public relations, service integration and coordination, and facility coordination.

Describe how the bidder would manage these elements.

- What does the bidder understand to be the best practices in operating a Job Center 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 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)?

## **B. Deliverables**

### **2-page limit**

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

- Total number of target population projected to be served, including how the Operator will attract and engage jobseekers
- Description of how performance will be monitored and tracked
- Description of how program effectiveness will be evaluated on an on-going basis and how continuous improvement will be ensured

Prepare a timeline for full operation of services, assuming full operation of a contract by July 1, 2021. At a minimum, include: **1)** hiring of staff; **2)** training

of staff; **3)** preparation of space that includes electronic access for all staff, email accounts assigned, moving time and readiness to begin functions; and, **4)** full operation in place, all services functional, and all agreements in place. Describe how the organization will track and document, for each employer, services planned and provided, outcomes of the services, and customer satisfaction.

## **Program Methodology                      5-page limit**

**The hiring or use of outside services, subcontractors, or consultants; or the use of consortium arrangements in connection with the work presented within this RFP shall be specifically described in the response. Each entity's roles and responsibilities must be clearly listed. The lead organization must be identified.**

Describe how the organization, as the Operator, will ensure that the Job Center will operate in accordance with the above principles. In addition, how will the Operator handle:

- Hours of Operation
- Access to services through the Internet
- Language and Cultural Diversity
- ADA Accommodations
- Coordination of other "Access Points" as may be designated by WDBCO
- Interaction with mandated and non-mandated partners
- Budgeting and staffing for shared services in the center
- Monitoring staff performance and outcomes
- Evaluation of quality of services to customers and businesses

If the organization is applying for **both roles**, 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**

**2 page limit**

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](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) references, names and phone numbers, for similar services that the bidder has provided them. Also submit two (2) references from other organizations who have partnered with the bidder.

### **E. 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.

### **F. Subcontractors**

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

### **G. 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 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****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 fairly and accurately reflect the Respondent's financial status. 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. 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 Respondent's indirect cost plan must be included along with the proposal.

### **C. 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 for the contract based on results. An example of those results is:
  - Number of Unique Visitors
  - Number of Customers that convert to WIOA enrollment
  - Number of Customers satisfied with services

**1. Use the Budget Excel Spreadsheet posted on the WDBCO website posted 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. Describe how WIOA funds will not supplant other state or federal funds.

The organization's administrative costs must be limited to 10% per WIOA.

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:

<http://www.gpo.gov/fdsys/pkg/FR-2013-12-26/pdf/2013-30465.pdf>



**PROPOSAL COVER PAGE**  
**REQUEST FOR PROPOSAL**

\_\_\_\_\_ Option 1    Job Center Operator

\_\_\_\_\_ Option 2    Career Services Provider

\_\_\_\_\_ Applying as a Consortium Member

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Name of Organization

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Address, City, State, Zip Code

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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

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Signature

Date

---

Printed Name

Title

## PROPOSAL CHECKLIST – JOB CENTER OPERATOR RFP

- \_\_\_\_\_ Proposal Cover Page
- \_\_\_\_\_ Executive Summary
- \_\_\_\_\_ Table of Contents
- \_\_\_\_\_ Program Design
  - A. Program Design No
  - Section B
- \_\_\_\_\_ Methodology
  - A.1 Job Center Operator
  - 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

