



**Summit and Medina  
Workforce Area**  
Council of Governments



**Summit & Medina Counties**

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American Job Center network

# **REQUEST FOR PROPOSALS (RFP)**

*Issued by the  
Summit and Medina Workforce Area Council of Governments  
on behalf of the  
Summit/Medina Workforce Development Board*

## **WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ONE-STOP OPERATOR SERVICES**

*For OhioMeansJobs Medina County in Ohio Local Workforce Area 2*

**CONTRACT PERIOD STATE FISCAL YEAR (SFY) 2022**

**July 1, 2022 – June 30, 2022**

Renewal Options

July 1, 2022 – June 30, 2023

July 1, 2023 – June 30, 2024

**Proposals due by:  
4:00 p.m. EST on  
Friday, May 7, 2021**

**Letter of Intent to Propose due by:  
4:00 p.m. EST on  
Wednesday, April 21, 2021**

**Ohio Workforce Area 2 Summit and Medina Counties  
2021 WIOA One-Stop Operator Services for OhioMeansJobs Medina County**

**I. Important Dates**

4/7/21	RFP released
4/21/21	Letter of Intent to Propose due at 4:00 p.m.
4/30/21	Deadline for submitting questions at 12:00 p.m.
5/7/21	Proposals due at 4:00 p.m.
5/10/21	Check-in process complete and evaluations commence
6/4/21	Evaluations complete
6/11/21	Offers made and rejections sent
6/14/21	One-Stop Operations Committee vote to recommend to the WDB
6/24/21	Workforce Development Board approval

New contract commences on **Thursday, July 1, 2021**.

Please make note: if a provider is selected that is not the current provider then a transition period will need to be implemented; a new provider would need to be functioning at a standard operational level within 45 days.

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## II. INTRODUCTION

Summit and Medina Workforce Area Council of Governments (SAMWA COG) was established by the Chief Elected Officials (CEO) of Medina and Summit Counties to provide oversight for the delivery of Workforce Innovation and Opportunity Act (WIOA) services in Medina and Summit Counties, Ohio, known as Local Area 2. It is further represented by the Summit/Medina Workforce Development Board (WDB), a board of directors appointed by the local CEOs.

The WDB is comprised of representatives as outlined under WIOA from the area's employers, education, economic development, organized labor, community-based and workforce development agencies, and are accountable for carrying out the roles and responsibilities mandated under the WIOA. The WDB has the responsibility to oversee the entirety of Local Area 2's One-Stop delivery system, including managing and allocating federal funds for Adult, Dislocated Workers and Youth employment services, leading efforts to engage a diverse range of employers in the region, and monitoring the performance of contracted service providers. An additional function of the Board is to competitively procure said service providers for WIOA programming. The WDB is seeking competitive proposals from qualified sources to provide One-Stop Operation Services as required by WIOA.

## III. BACKGROUND AND REQUIREMENTS

### ***The Workforce Innovation and Opportunity Act (WIOA)***

On July 22, 2014, President Barack Obama signed the Workforce Innovation and Opportunity Act into law: <http://www.doleta.gov/WIOA>. WIOA is a robust piece of legislation designed to deal with crucial issues in the delivery of workforce development, and the passage of the bill represents the benefits of a bicameral and bipartisan approach in addressing the nation's need for a more modern workforce development system. The purpose of the law is to increase opportunities for individuals with barriers to employment, support alignment of workforce investment, education, and economic development systems, provide workers with the skills and credentials to secure and advance employment, and to provide well-trainline, motivated employees for local businesses and industries.

### ***Purpose***

To this end, the Summit and Medina Workforce Area Council of Governments (SAMWA COG) on behalf of Local Area 2's Summit/Medina Workforce Development Board, announces a Request for Proposals (RFP) is available. The purpose of the federally mandated One-Stop Employment Centers, nationally branded as American Job Centers (AJC), is to make available to job seekers a full range of workforce services to find employment, build upon their current skill set through training opportunities, connect with educational partners, obtain certifications/complete degrees, and receive counseling on various career pathways and labor

market trends. Additionally, the partners focus on the hiring needs of local employers and accomplish this by providing services including but not limited to job posting, vetting candidates, holding hiring events. This two-prong approach to assisting job seekers and local employers is accomplished through a partner delivery system model that the Operator coordinates by setting and maintaining a base line of partner services.

Through the proposal selection process, the SAMWA COG to intends enter into "Purchase of Service Agreement" with an entity who is interested in providing One-Stop Operator Services for Medina County's One-Stop employment center, known as OhioMeansJobs Medina County. OhioMeansJobs Medina County (OMJMC) is located at 72 Public Square, 1<sup>st</sup> Floor, Medina, Ohio 44256.

### ***Eligible Respondents***

In accordance with rules and regulations under WIOA, proposals will be accepted and considered from for-profit entities and non-profit organizations, including but not limited to governmental entities, community agencies, educational institutions, and faith-based organizations. Under this scenario, the consortium's proposal must clearly delineate the lead organization and the roles and functions it will provide.

### ***Board's Discretion***

The WDB and the SAMWA COG may decide not to fund part or all a proposal even though it is found to be in the competitive range, if in the opinion of the Board, the services proposed are not needed or the costs are higher than the Board finds reasonable. Further, the WDB and the SAMWA COG may choose not to award a contract to the Respondent with lowest cost or highest rating when considering other factors in balancing services to customers. Any proposal approved for funding might be contingent on the results of a panel interview that may be conducted by the WDB One-Stop Operations Committee, SAMWA COG staff and/or representatives. This interview will establish, whether the selected Respondent is capable of conducting and carrying out the provisions of the proposed contract. If the results of the interview indicate, in the opinion of the WDB, that the Respondent may not be able to fulfill contract expectations, the Board reserves the right not to contract with the organization.

### ***Civil Rights Compliance***

All Respondents must ensure equal opportunity to all individuals. No individual in Area 2 shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA-funded program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.

All Respondents must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act. All grievances arising out of WIOA or this RFP must be filed according to the WDB's established grievance procedures.

**Confidentiality and Security**

Any selected Provider or subcontractor engaging in any service for WDB requiring them to come into contact with confidential information will be required hold confidential such data.

**Policy Changes**

This RFP is conditioned upon federal, state, and/or local policy and regulation. If, during any stage of this RFP and resulting contracting process, policy changes occur that would impact how and what services are provided, the WDB reserves the right to terminate concurrent with the notice of the policy change. The WDB will notify the Respondents at the earliest possible time if this occurs

**IV. FUNDING**

**Funding Overview & Contract Term**

The funding for the Operator is provided through the shared budget that the partners agree to contribute under a Memorandum of Understanding following a negotiation process lead by the WDB. For the purposes of this RFP, Respondents should base their budgets on the current operating budget:

Operating Budget Medina County One-Stop Operations State Fiscal Year 2021 July 1, 2020 – June 30, 2021	\$25,000.00
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The award will be a contract with a time period commencing upon passage of a Resolution by the SAMWA COG, and the first term shall end on June 30, 2022 with two (2) one-year optional renewals at the discretion of the WDB and the SAMWA COG. Renewals are contingent upon adequate coverage of funding by the partners. The WDB and the SAMWA COG reserve the right to modify contracts to add new contract requirements at any time during the contract period. The funding amount may increase or decrease during the subsequent years of operation based on the funds available based on the rates negotiated by the partners. Award levels of funding shall not be considered final until all Respondent appeals, if any, are decided. Respondents will be notified of an award in writing as soon as the decision is known.

**Budget Period & Amount**

The total project expenses of the Respondents’ line-item budget for the first year of services beginning upon execution, must be less than or equal to the estimated total funding available for this RFP as outlined above. Budget forms are provided with this packet.

### ***Administrative and Program Costs***

The selected OMJ center Operator will be responsible for tracking and reporting all costs per WIOA regulations and the OMB Uniform Guidance for federal grants.

#### Administrative costs include the following:

- General administrative functions such as accounting, financial and cash management, procurement, property management, personnel management, and payroll;
- Audit functions and those duties associated with coordinating the resolution of findings originating from audits, monitoring, incident reports, or other investigations;
- General legal services;
- Oversight and monitoring of administrative functions;
- Goods and services used for administrative functions;
- Developing systems, including information systems, related to administrative functions; and
- The costs of awards made to subrecipient or vendor organizations for administrative services of the awarding agency (for example, a payroll service for staff or participants).

Note for all Respondents: The maximum for administrative costs is **10%** of the total funding requested.

#### Program costs are defined as the following:

All other costs related to the "direct provision of workforce investment services, including services to participants and employers."

### ***Allocated Costs***

Respondents are required to describe their "allocation base" (e.g. direct hours worked, square footage usage, etc.) in the budget narrative. This allocation base describes the existing or anticipated methodology that will be used to prorate common or shared operating costs among projects. Examples of shared operating costs are infrastructure/operating costs (e.g., rent and copier machines), as well as personnel (e.g., receptionist, fiscal staff, senior management) providing benefits to multiple funding sources.

### ***Indirect Costs***

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. Any indirect costs budgeted must be supported by an indirect cost rate agreement with a federal or state cognizant agency, or a cost allocation plan approved by the WDB 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.



### ***Profit/Management Fee***

Only commercial for-profit organizations may incorporate profit or a management fee into their budget. Profit must be contained in a single line item on the budget.

Note for all Respondents: The maximum for profit is **5%** of the total funding requested.

### ***Financial Requirements***

The selected Provider shall comply with the Administrative Rules and Costs Limitations of the Federal Register, Department of Labor, Workforce Innovation and Opportunity Act upon release of the Final Rules. Provider will be required to have an OMB A-133 or applicable audit completed annually, pursuant to WIOA rules and regulations, if they have expended \$500,000 or more in federal grants or funds in a year.

## **V. SCOPE OF SERVICES**

### ***Duties***

Duties associated with the operation of OMJMC include, but are not limited to, the following:

- Make routine purchases of supplies and services to ensure the proper levels of equipment, tools, and materials for the OMJMC Resource Room services as provided for under the partner budget;
- Work with WDB staff to ensure implementation of partner shared services as defined by WIOA to maintain the center's certification status;
- General coordination of all partner personnel at OMJMC to ensure adequate staffing to meet customer needs/ensure coverage;
- Determine OMJMC workshop needs and identifying partner resources to deliver them;
- Implement consistent Operational Procedures, subject to WDB approval, for Area OMJ centers (e.g., days/hours of operation, dress code, safety and security protocol, etc.);
- Establish a methodology for regularly gathering and reporting customer feedback;
- Foster a multi-agency team approach between partners to promote accountability that recognizes system outcomes in addition to individual partner program outcomes;
- Maintain Equal Employment Opportunity (EEO) and Americans with Disabilities Act (ADA) compliance;
- Ensure that all partners co-located at OMJMC implement and execute a priority of service for qualifying veterans and/or their eligible spouses, as mandated by USDOL;
- Coordinate staff training to ensure the ability to adequately perform assigned roles, functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency;
- Maintain technological resources in the Resource Room and computer labs and make recommendations to the WDB Staff if updates are needed to said equipment and/or software;

- Assist the WDB staff when asked for information that helps develop the State of Ohio's Memorandum of Understanding (MOU) between required partners – the MOU is the tool that specifies how system costs are being shared, how costs are allocated, and which organizations are contributing in-kind services or other resources;
- Track and report center usage which may be required to be reported at WDB meetings;
- Help the WDB staff to identify and recruit additional partners and/or in-kind or other resources to support OMJMC, or alternative access points;
- Approve for OMJMC costs and forwarding to the Area 2 Fiscal agent to pay;
- Comply with sections 8301 through 8303 of the Buy American Act;
- Ensure data integrity and maintain confidentiality of job seekers, employers and partners;
- Participate in the WDB's One-Stop Operations Committee meetings when requested;
- Understand the key provisions of the lease agreement for OMJMC entered into by the SAMWA COG;
- Make recommendations to purchase/rent furniture and/or equipment to the WDB staff;
- Secure insurance for the facilities; and
- Establish safety and security protocol, emergency procedures, and maintain safety standards that all partners are trained to understand.

***Prohibited Activities***

The OMJ center Operator is prohibited from the following activities under WIOA:

- Convening system stakeholders to assist in the development of the local WIOA plan;
- Preparing and submitting local WIOA plans;
- Overseeing the workforce system;
- Managing or participating in the competitive selection process for the OMJ center Operator;
- Selecting or terminating the OMJ Operator, Career Services Provider, or Youth Services Provider;
- Negotiating local performance accountability measures; and
- Developing or submitting a budget for activities of the WDB.

<b>VI. SYSTEM AND FISCAL ADMINISTRATION COMPONENTS</b>
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***Insurance Certification***

The Respondent must provide a current certificate of professional insurance and commercial general liability insurance with limits of not less than one million dollars (\$1,000,000) per claim and three million dollars (\$3,000,000) in the annual aggregate per occurrence to cover loss, liability or damage committed by agency or agency's agents or employees.

Prior to the effective date of the contract, selected Provider shall give the WDB the certificate(s) of insurance completed by Provider's duly authorized insurance representative, with effective dates of coverage at or prior to the effective date of the contract, certifying that at least the minimum coverage required is in effect; specifying the form that the liability coverage's are written on; and, confirming liability coverage's shall not be cancelled, non-renewed, or materially changed by endorsement or through issuance of other policies of issuance without thirty (30) days advance written notice. Waiver of subrogation shall be maintained by Provider for all insurance policies applicable to this contract, as required by ORC 2744.05.

During the contract and for such additional time as may be required, the selected Provider shall provide, pay for, and maintain in full force and effect the insurance specified in the contract, for coverage at not less than the prescribed minimum limits covering Provider's activities, those activities of any and all subcontractors or those activities anyone directly or indirectly employed by Provider or subcontractor or by anyone for whose acts any of them may be liable.

### ***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. It is the responsibility of the Respondent to redact tax identification numbers from all documents prior to submission.

### ***Assurances and Certifications***

The Respondent shall agree to the items listed in in **Exhibit F** of this RFP - Assurances and Certifications. This Assurances and Certifications document shall be signed and dated and attached to the Respondent's proposal as indicated.

### ***Conflict of Interest and Other Disclosures***

The Respondent shall submit a Conflict of Interest Statement, Non-Collusion Affidavit, Declaration of Property Tax Delinquency, and a Proprietary Statement in order for their proposal to be considered. These disclosure documents are attached as **Exhibit G**.

### ***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 or state cognizant agency, or a cost allocation plan approved by the WDB 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.

***Subcontracting or Consortium Arrangements***

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 entities' roles and responsibilities must be clearly listed. The lead organization must be identified.

***Annual Expenditure and Obligation Requirements***

Timely investment of funds in the local area is of key importance to the Area 2. Therefore, the selected Respondent will be required to comply with the Area's requirement to adhere to the State's policy regarding funding obligations and expenditures. Upon a contract award the Area Fiscal Agent can supply this information to the awardee.

**VII. PROPOSAL INFORMATION**

**Proposals due 4:00 p.m. EST on Friday, May 7, 2021**

***Contract Period***

The contract period for State Fiscal Year (SFY) 2022 begins July 1, 2021 and runs through June 30, 2022.

***Renewals***

The first term shall end on June 30, 2022 with two (2) one-year option renewals at the discretion of the WDB and the SAMWA COG. Renewals are contingent upon adequate funding. The WDB and the SAMWA COG reserve the right to modify contracts to add new contract requirements at any time during the contract period. The funding amount may increase or decrease during the subsequent years of operation based on the funds available. Award levels of renewal funding shall not be considered final until all Respondent appeals, if any, are decided. Respondent will be notified of an award in writing as soon as the decision is known.

***RFQ Questions***

Any prospective Respondent desiring an explanation or interpretation of the RFP or its specifications, must email their questions. Each question should include a reference to the applicable page number and section of the RFP. Answers to questions will be posted on website and the questioner will be notified to check the website for the response. When

possible responses to the questions will be made within 48 hours of receipt. No telephone contact regarding this RFP shall be allowed from potential Respondents and the WDB office staff. Questions related to the proposal packet will not be accepted by phone. Any questions should be in a written format and directed to:

**Grace Glaubman**  
**Policy, Procurement & Performance Administrator, SAMWA COG**  
[grace.glaubman@workforcearea2.org](mailto:grace.glaubman@workforcearea2.org)

Questions must be received by **4:00 p.m. on Friday, April 30, 2021**. Responses will be posted on [www.summitomj.org/rfps](http://www.summitomj.org/rfps).

***Mandatory Letter of Intent to Propose***

Any agency wishing to bid must submit a Letter of Intent (LOI) in the required format **(Exhibit A)** by **4:00 p.m. on Wednesday, April 21, 2021**. Failure to submit this letter will preclude your organization from submitting a proposal. Send LOIs to:

**Grace Glaubman**  
**Policy, Procurement & Performance Administrator, SAMWA COG**  
[grace.glaubman@workforcearea2.org](mailto:grace.glaubman@workforcearea2.org)

**VIII. PROPOSAL PROCEDURE**

***Proposal Submission***

By submitting a proposal, the Respondent will be held accountable to know the specifications and conditions under which the resulting contract will be accomplished, including, but not limited to the contents of all proposal documents, regulations and applicable laws. Materials received constitute public information as a matter of statutory law and will be made available for public inspection and copying upon request by members of the public pursuant to Ohio Revised Code (ORC) 149.43. Any portion of the proposal to be held confidential should be marked "PROPRIETARY" in the upper right corner and will not be considered public record if it clearly falls within an exemption enumerated in ORC 149.43. Cost proposal pages of the document shall be considered public information.

Please prepare your response to the RFP in the manner appropriate to the level of service you are offering, providing accurate, valid and full disclosure of information. If you fail to follow instructions and/or fail to respond to all necessary parts of the RFP, your response shall be deemed non-responsive and will not be considered for funding.

Responses must be received by the stated deadline. In the interest of fairness to all competing responses, this deadline is firm as to date and exact time stated herein several places. The WDB will deem any response that is received after the deadline as ineligible to be considered for funding.

**Proposals and all attachments must be submitted electronically via electronic mail to:**

**Grace Glaubman**  
**Policy, Procurement & Performance Administrator, SAMWA COG**  
[grace.glaubman@workforcearea2.org](mailto:grace.glaubman@workforcearea2.org)

***Proposal Receipt***

Only proposals received by 4:00 p.m. EST on Friday, May 7, 2021 will be reviewed and considered for funding. All proposals are time and date stamped based on the time and date the email containing the proposal was received. After receipt, all proposals undergo a cursory review to check the format and other potential disqualifiers. Proposal mistakes may be modified or withdrawn electronically prior to the proposal due date. No corrections shall be made after the proposal due date.

***Evaluation Process and Selection***

Members of the WDB One-Stop Operator Committee, as well as Board staff, will form an evaluation committee and review each proposal. Evaluation committee members will review and score responses according to the assigned points cited in this packet. The committee members' scores will be tabulated. Scores will be used as a guide for discussion and approval of provisional providers. If no response adequately addresses the services and outcomes requested, the committee may recommend that no approvals be made. The Respondent should make note they may be asked to attend a panel interview to assist the committee with clarifications of the proposed program and provide additional information. The WDB retains the right to request additional information from any Respondent.

A proposal may not be recommended for funding, regardless of the merits of the response submitted, if there is a history of contract/agreement non-compliance with the WDB or another local agency. The selected Respondent may be given provisional approval with the stipulation that special terms and conditions regarding the areas of concern will be a part of the agreement. If recommended for funding, the selected Respondent will receive notice regarding submission of a final budget and any related program adjustments. All approved Providers must agree, in advance, to modify their service delivery, if necessary, to comply with changes in WIOA regulations and/or available funds during the contract term. The Providers will be notified to agree to the funding recommendations prior to submission for approval by the governing body to the WDB. Once the legislative process is complete, the awardee will be contacted to review and sign a Purchase of Service Agreement.

### ***Protests of Approved Providers***

Unsuccessful Respondents may protest the approval of eligible providers. Unsuccessful Respondents may appeal the decision that their proposal was rejected. A Respondent may not be recommended for funding regardless of the merits of the proposal submitted, if they have a history of contract non-compliance and/or poor past or current contract performance within Local Workforce Area 2. If a proposal is rejected, written notice will be given. The process for protesting the approval or appealing a rejection:

Protests must be filed in writing and mailed within five (5) days of being notified that the proposal was not selected to the attention of:

**Deborah S. Matz, Esq.**  
**Legal Counsel for SAMWA COG**  
175 S. Main Street, 8<sup>th</sup> Floor, Akron, OH 44308

Upon final determination of the protest outcome, all protest information is public record. All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a state or federal contracting law, rule or regulation, which is applicable to the contracting process. All protests must include contact information and a signature of the protestor. 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 reasonable time. In the event a protester fails to respond; the protest will be dismissed and no further protest will be accepted relative to this RFP. The CLEOs/WDB staff, through the attorney listed above, issue a written response that is intended as a complete and final answer to the protest.

### ***Conditions***

- This RFP does not commit Ohio Local Workforce Area 2/WDB to award a contract, to pay any cost incurred in the preparation of a proposal, or to procure or to contract for services or supplies;
- Purchases or contracts made by the selected Provider, made in anticipation of funding hereunder, repayment of any disallowed cost, and delivery of services are solely the responsibility of the selected Provider;
- WDB reserves the right to accept or reject any or all proposals received in response to the RFP;
- The RFP solicitation may be canceled and any proposal may be rejected in whole or in part when it is in the best interest of Ohio Local Workforce Area 2 and OhioMeansJobs Medina County. Notice of cancellation shall be sent to all entities which submitted a proposal;
- All organizations submitting proposals must agree to operate programs in compliance with all federal, state, and local guidelines;

- All proposed programs and services must have the flexibility to increase or decrease the proposed number of persons to be served, based upon funding regulations;
- The selected Provider agrees to accept full responsibility for payment of all unemployment compensation, contributions or reimbursements, insurance premiums, all income tax deductions, social security deductions and any and all other employee taxes and payroll accounting required for all employees; and
- The selected Provider agrees to hold the SAMWA COG, WDB, its officers, agents and staff harmless from any and all liabilities or claims caused or resulting from the Providers' obligations for activities described in their proposal.

### **Communications**

In order to assure that the proposal review/evaluation process is conducted in a fair and competitive manner for all potential providers, ex-parte communication regarding this RFP between any Respondent and WDB member, WDB staff, SAMWA COG members, or other person serving as a proposal evaluator is prohibited. Violation of this provision will disqualify the Respondent's proposal.

## **IX. PROPOSAL FORMAT**

Pages must be numbered, and sections clearly identified. Your proposal should include:

- Completed Proposal Signature/Cover Page (**Exhibit B**);
- Provider Contact Information Worksheet (**Exhibit C**);
- Table of Contents;
- Written responses to Section X in the order presented;
- Budget (separate Excel spreadsheet);
- **Attachments** as requested; and
- **Appendices** (completed as required).

When electronically submitting your proposal, please submit the actual proposal and budget as two separate files.

## **X. PROGRAM DESCRIPTION**

### **Program Narrative** *LIMIT TO TWO (2) PAGES*

This section of the proposal is a description of your organization's actual program structure. In no longer than two (2) pages, and prior to answering the specific questions related to the proposed program, provide a project summary which clearly and concisely describes your model to deliver One-Stop Operator services.



### **Organizational Overview (21 points)**

1. Describe your organization – including a brief history of your organization as well as a description of any activities similar to or relevant to providing Operator type services. Be specific and identify dates services were performed. Respondent must describe its ability to provide, at a reasonable cost, the services offered in the proposal. The Respondent must address at a minimum the following criteria to be eligible for selection:
  - a) Effective prior performance in the specific services to be provided;
  - b) The capability to adequately administer and report expenditures;
  - c) The capability to adequately track and report delivered services; and
  - d) The experience and qualifications of staff assigned to the proposal plan.
2. State whether your organization intends to subcontract any services under this proposal. If so, the same information provided in response to item #1 above, must be given for any subcontractor(s). Additionally, a letter of commitment from the proposed subcontractor(s) must be included as an attachment.
3. Describe your organization's structure. List the name(s) and title(s) of all the owners, members of the board of directors, and other officers of the agency, corporation or business. Indicate owners, or members, or officers who are present members of the WDB or employed by an organization currently participating in any workforce development service or OMJ Center in Area 2; or are related to such individuals.
  - Include your organization's efforts to ensure transparency with the proposed services and to avoid conflict of interest. The same information must be provided for any proposed subcontractor(s).
4. Describe if your organization was ever placed under a corrective action plan using federal funds within in the past five (5) years.
5. Describe any alternative or leveraged resources, or in-kind contributions that your organization will commit to Area 2 OhioMeansJobs Medina County One-Stop Operator services. Include the source and the dollar value.
6. Describe your organization's training, supervision and support provided to ensure the growth of your staff.
7. If selected, describe your organization's role in the public workforce system as the Operator of the OMJ center.

### **Program Description (90 points)**

1. What is your understanding of the role of the WDB to the MOU partner system and what is the role of the selected center Operator?

2. Describe customer flow at the OMJ center and provide your strategy to incorporate the services of other partners into the overall customer flow at the OMJ center, as required by WIOA.
3. Describe your partner staffing plan; include partner responsibilities and how and when is the plan is shared by partners.
4. Describe how your organization would develop and coordinate onboarding of new partners or new personnel at the OMJ center and ongoing training of partner staff and who would perform the onboarding and ongoing trainings.
5. How will you maintain a record of partner staff trainings and ensure it is available during monitoring reviews? What is the process to engage a partner who misses training or does not participate in general?
6. How will your various partner meetings comply with WIOA's intent to promote system-wide goal achievements and what method will be used to document identification to implementation during monitoring reviews?
7. Describe how appropriate staffing for the OMJ center, including for the resource room and workshops, will be ensured to meet customer needs.
8. Describe how operational policies for the center, including policies for health and safety, will be developed and implemented with all partners.
9. Describe how you, as the Operator, will support the development and delivery of virtual services for OMJ customers.
10. Describe how customer foot traffic (physical and virtual) and feedback will be captured and reported to the WDB each month.
11. Describe how your organization will develop and implement a referral tracking process for the OMJ center, both between partners and outside agencies.
12. What points of data will your monthly partner referral process report contain for the WDB office each month?
13. What is the process for ensuring veteran priority of service? How are all partners educated on this WIOA requirement?
14. How is feedback received from job seekers and businesses at job fairs and recruitment events and shared with the WDB office?

15. What will be your complete process for sharing information sent to the WDB office by the State for partner distribution?
16. Describe what workshops, including virtual workshops, will be provided at the OMJ center and how the content will be updated and reviewed with partners and the WDB.
17. Describe how partners determine when feedback results in change to the delivery of customer service.
18. How will your report monthly report sent to the WDB office describe in detail all community outreach/engagements (meetings, speeches, virtual events, etc.) the Operator participated in, including all tours provided at the facility?
19. Describe how your organization will coordinate partner trainings to ensure staff is adequately able to perform assigned roles and retain functional knowledge of center policies and procedures.
20. Describe how your organization will seek partner and WDB approval on purchases such as supplies, services, or equipment.
21. What is your process for obtaining necessary partner buy-in and WDB approvals for changes to customer flow?
22. How will customer feedback involving general use of the center be shared with the WDB office each month? Include how it will ensure data integrity and maintain confidentiality.
23. Describe how you will have partner meetings/interactions that promote an all over environment for continuous improvement for center operations and activities vs. a reaction to customer/partner complaints or suggestions?
24. What is your understanding of the customer complaint resolution process and what roles all parties (WDB, Operator, partners, complainant) have? Also, describe your understanding of each step of:
  - the general customer complaint process;
  - the process when the complaint involves a possible civil rights violation; and
  - the process when the complaint involves a possible ADA violation.
25. Describe how your organization will identify any new and alternative access points for customers.

26. How are any interactions or services provided at the libraries documented and shared with the WDB?
27. What will be your process for determining a physical change to the facility from idea to leasehold approval?
28. What will be your process for determining both policy and procedural changes to operating the facility including approval and implementation?
29. How will you make sure safety protocols are maintained by all partners?
30. Demonstrate knowledge of all the requirements for and maintaining full One-Stop center certification.

## IX. PROGRAM BUDGET

### ***Budget (27 Points)***

The budget packet is posted with this RFP packet in an Excel file entitled SAMWA COG Medina County One-Stop Operator Services Budget Packet. See Budget Instructions Medina County One-Stop Operator Services **EXHIBITS D & E** instructions attached.