

**Workforce Investment Board of Butler|Clermont|Warren (WIBBCW)
Request for Proposals**

Request for Proposals

OMJ|BCW Centers Operator
OhioMeansJobs of Butler|Clermont|Warren
(OMJ|BCW)

The RFP can be accessed at www.wibbcw.com

**Issued by the Workforce Investment Board of Butler|Clermont|Warren
(WIBBCW)**

RFP Released: Tuesday, February 18, 2020
Proposals Due: Friday, March 27, 2020 @ 5:00pm EST

WIBBCW is an equal opportunity employer.
Auxiliary aids and services are available upon request to persons with disabilities.

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Request for Proposals**

Timeline

| RFP Milestone | Date |
|---|---|
| RFP Issued | Released on: Feb. 18, 2020 |
| Notice of Intent to Propose | Received by: March 6, 2020 @ 5:00pm EST |
| Respondent Q&A admin@wibbcw.com | Received by: March 6, 2020 @ 5:00pm EST |
| Proposals Due | Received by: March 27, 2020 @ 5:00pm EST |
| Evaluation of Proposals | March 30 – April 3, 2020 |
| Announcement of Award | April 3, 2020 – <i>Full Board Meeting</i> |
| Protest Period | April 6 – April 24, 2020 |
| Transition Period | May 1 – June 26, 2020 |
| Contract Dates | July 1, 2020 – June 30, 2022 |

Respondents' Conference

All prospective Respondents should prepare as many questions as possible. Questions must be submitted via admin@wibbcw.com before March 6, 2020 at 5pm EST.

Each question should reference the applicable RFP page number and section.

Answers to all questions will be posted on the WIBBCW website by March 20, 2020.

Proposal Withdrawal

Respondents may withdraw their proposal(s) at any time before the WIBBCW makes its selection by providing written notice to the WIBBCW. Withdrawal of a proposal after the selection exposes a Respondent to legal liability for sanctions, including costs for re-procurement, or may result in a contract being awarded to the next selected Respondent.

All inquiries should be directed to:
admin@wibbcw.com

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1. OVERVIEW AND PURPOSE

The Workforce Investment Board of Butler|Clermont|Warren (a.k.a. the “WIBBCW”, “Workforce Board” or “WDB”) is soliciting proposals to act as the Operator of the BCW|Workforce Development Area. The Operator aligns the public workforce services system, its partners and career service providers, to execute a model services delivery structure through the OhioMeansJobs of Butler|Clermont|Warren (OMJ|BCW) Centers.

The OMJ|BCW Operator ensures that the entire three-county jurisdiction’s workforce system is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of employers, residents and the region’s economy¹.

1.1. Background

On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA) (Pub.L. 113-128), comprehensive legislation to reform and modernize the public workforce system. WIOA provides resources, services, and leadership tools for the workforce system to help individuals find well-paying, retainable jobs and self-sufficient career paths.

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 continuously improve the quality and performance of its services.

WIOA authorizes the workforce development system to continuously improve, to deliver a broad array of integrated services to individuals seeking employment, education and/or occupational skills training, as well as for employers seeking skilled workers, by improving the workforce system and more closely aligning it with regional economies. Services are delivered throughout the state of Ohio via the Ohio Means Jobs Centers.

Governors designate local “Workforce Development Area” jurisdictions, whose elected officials establish workforce development boards to administer workforce services. Customers benefit from a “Workforce Service Delivery System” with centrally located career centers, where they can access employment and career development solutions for job placement, employment retention and or increased wages.

1.2. 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 Workforce Board reserves the right to terminate concurrent with the notice of the policy change. If this occurs, the Workforce Board will notify the Respondents at the earliest possible time.

¹ Under the auspices of the Workforce Innovation and Opportunity Act (WIOA), 20 C.F.R. 678.620

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1.3. Addenda to RFP

During the proposal process, the Workforce Board may modify this RFP by the issuance of one or more addenda, up to ten (10) business days preceding the proposal due date. Any modification or amendment will be issued as an addendum to the RFP and will become a part of the contract document. Any addenda issued for this RFP will be posted on the WIBBCW's website.

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2. OMJ|BCW CENTERS OPERATOR

Under 20 C.F.R. 678.620, at a minimum, the Operator will coordinate the service delivery of BCW|Workforce partners and service providers. Key personnel will include, at a minimum, a Director of Operations to represent OMJ|BCW General Operations, and Intermediaries for Job Seeker Solutions and Career Development Solutions.

The Director of Operations and at least two Intermediaries will collaborate with the Area's Youth Intermediary and the Board's Intermediary for Business & Employer Solutions, to continuously engage and improve the BCW public workforce system of Southwest Ohio.

Management Structure

Through the WIBBCW, a *transactional*, top-down management structure, with *transformational* Administrative oversight, will define the BCW|Workforce Area's relationship with the Operator of *at least one* comprehensive OMJ|BCW Center and *at least two* affiliate OMJ|BCW Centers:

- A *transactional* management structure, because Workforce Development Areas exist to execute a Federal law (WIOA), as managed by the Dept. of Labor's Employment and Training Administration (DOLETA) and state policy (Ohio's Office of Workforce Development). Federal and state laws, policies and procedures are clearly defined, and states require that their workforce areas perform their roles correctly and effectively, so positive outcomes occur. How the state funds and manages its workforce areas depend greatly on if and how performance goals are met, so the jurisdiction, administration and funding of our Area is greatly influenced by the success of contracts and agreements with our federal, state and locally-elected leaders.
- *Transformational* oversight because, as a high-performing Workforce Board and the hub of workforce activity, the Workforce Board seeks to align area-specific and regionally relevant solutions and public/private partnerships that operate OMJ|BCW Centers as an integrated, collaborative, 21st Century source for public workforce (employment, education, training and business) services, with continuous quality improvements (CQI) to meet regional employer needs.

In coordination with the Workforce Board and the OMJ|BCW Center's partners and career service providers, the Operator will coordinate, align and manage the effectiveness of the OMJ|BCW Center's Job Seeker, Career Development and Business and Employer Solutions, for adult, dislocated, youth (emerging workforce) members and employers. Operator management will occur through a single point-of-contact, who will facilitate the OMJ|BCW Center's services delivery flow within each solutions area.

The Workforce Board is seeking ways to get the best performance and solutions from its OMJ|BCW Centers Operator, and its Employment and Career Service Partners and Providers. A successful public workforce services delivery structure will serve businesses and employers as their primary *Resource for Human Resources!*, while job seekers will believe that *Your Career Starts Here!* As they are efficiently triaged through the OMJ|BCW Center's employment, education and training services.

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If the Operator is a Consortium of Organizations, then a “matrix organizational structure” is being created, where the reporting lines can take the form of what is known as a solid line (formal) or a dotted line (functional/informal/indirect) reporting relationship. In these situations, as a Consortium, a *functional* reporting relationship will establish a connection between different management levels, based on the employee’s Administrative, Operational and/or Career Service responsibilities. As such, the consortium leader will manage how OMJ|BCW partners and career service providers will maximize how Employment and Career Services are structured, triaged and effective for OMJ|BCW’s job seeker and business customers. The Operator will functionally supervise the OMJ|BCW Center Managers, as outlined in *Section 8.3.2.4: CQI: Execute Functional Leadership*, while their employment and *formal* supervision will be provided by a higher-level manager from their organization.

2.1. Eligible Entities: OMJ|BCW Centers Operator

The operator may be:

- A public, private or non-profit entity or a consortium of entities;
- An entity that is an OMJ|BCW local partner may serve as the Operator, however, if a partner is serving as part of a consortium, the consortium must include at least three local partner entities;
- Elementary and secondary schools are not eligible to be certified as Operators, **except** for non-traditional public secondary schools and area career and technical education schools;
- Institutions of higher education;
- State Wagner-Peyser employment agencies;
- Community-based organizations, non-profit organizations, or intermediaries;
- Private, for-profit entities;
- Government agencies; or
- Other interested organizations or entities capable of fulfilling the role of the Operator, which may include a local chamber of commerce, business, or labor organization.

If the Operator is a Consortium of Operations, but supervised by a single consortium member organization, then that member organization serves, in effect, as a single-entity Operator, with the same, functional line of accountability to the OMJ Center Managers, via the Workforce Board and the Area’s Chief Elected Officials.

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2.2. Benchmarks for Critical Success: OMJ|BCW Centers Operator

Benchmarks for critical success factors are used to certify the quality of the OhioMeansJobs system. The OMJ|BCW Centers must meet a certain level of excellence to operate. The benchmarks include:

OMJ|BCW Centers Deliver Excellent Customer Service to Job Seekers, Workers, and Businesses.

1. Reflects a welcoming environment to all customer groups;
2. Develops, offers, and delivers quality business services;
3. Improves the skills of the job seeker and worker customers;
4. Creates opportunities for individuals at all skill levels and levels of experience;
5. Provides Career Services that motivate, support, and empower customers; and
6. Values skill development.

OMJ|BCW Centers Reflect Innovative and Effective Service Design.

1. Utilizes an integrated and expert intake process for all customers entering the OhioMeansJobs centers;
2. Designs and implements practices that actively engage industry sectors;
3. Combines traditional labor exchange services with strategic talent development to employers;
4. Ensures meaningful access to all customers;
5. Includes both virtual and center-based service delivery for job seekers, workers, and employers; and
6. Incorporates innovative and evidence-based delivery models.

OMJ|BCW Centers Operate with Integrated Management Systems and High-Quality Staffing.

1. Reflects the establishment of robust partnerships among partners;
2. Organizes and integrates services by function;
3. Develops and maintains integrated case management systems;
4. Develops and implements operational policies;
5. Uses common performance indicators; and
6. Trains and equips OhioMeansJobs Center staff.

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The OMJ|BCW Centers (One-Stop) Operator is restricted² from the following activities:

- Managing or significantly participating in the competitive selection process for an Operator;
- Selecting or terminating Operators, or the providers of Career or Youth Services;
- Establishing practices that create disincentives to provide services to individuals with barriers to employment who may require longer-term services;
- Convening system stakeholders to assist in the development of the local WIOA plan;
- Preparing and submitting local WIOA plans;
- Overseeing itself;
- Negotiating local performance accountability measures;
- Developing or submitting a budget for activities of the Workforce Board.

² WIOA 20 C.F.R. 678.620

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3. THE BCW|WORKFORCE DEVELOPMENT SYSTEM



3.1. The BCW|Workforce Development Area (“BCW|Workforce” or “WDA”)

The BCW|Workforce Development Area (“BCW|Workforce” or “WDA”) is the state-designated area, or jurisdiction³, for the collaborative, public/private delivery of OhioMeansJobs workforce development services, with workforce-related resources allocated by the state. The BCW|Workforce Area aligns its services delivery structure to execute WIOA’s vision to deliver Employment and Career Services for Adult Workers, Dislocated Workers and the regional employers demanding a qualified workforce. The BCW Workforce Area is overseen jointly by three Chief Elected Officials (CEO), who represent each of the three county’s Board of County Commissioners or Local Elected Officials (LEOs).

³ Identified in WIOA sec. 106(a)(1)

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3.2. The BCW|Workforce Development Board (“WDB” or “Workforce Board”)

The **BCW|Workforce Development Board**⁴ (“WDB” or “Workforce Board”), known as the Workforce Investment Board of Butler|Clermont|Warren (WIBBCW), is appointed by the jurisdiction’s Chief Elected Officials (CEOs)⁵. The majority-business Workforce Board operates as the BCW|Workforce’s “Think Tank”, working with the CEO’s and the Area’s economic, labor and workforce leaders to promote industry and sector partnerships; perform the functions described in WIOA⁶; administer the state and local plans and; continuously improve upon the funds, policies, procedures and standards that allow the OMJ|BCW Centers to successfully connect the businesses and job seekers of the Area.

3.3. OhioMeansJobs Centers (OMJ|BCW Centers)

The **OhioMeansJobs (OMJ) Centers** are Ohio’s **American Job Centers (AJCs)**. As the cornerstone of the area’s public workforce system, the *OhioMeansJobs* Centers bring together key workforce, education, and other partners and career service providers to deliver an integrated, customer-focused workforce system to produce self-sufficient taxpayers, and continuously improve employment, education and training-related services for residents and employers.

Although the OMJ|BCW Centers operate under Federal law and rules, the state and Workforce Board are responsible for implementing the BCW|Workforce system locally and given considerable latitude to adapt the system to meets the area’s needs.

BCW|Workforce’s service delivery system includes comprehensive and affiliate OMJ|BCW Centers, as well as additional, and virtual, access points to reach a broad customer base. OMJ|BCW’s Operator, partners and career service providers contribute to the area’s economic growth, as the ‘hub’ of activity for the area’s Employment, Career Development and Business Services.

⁴ WIOA Title 20, Chapter V, Part 679, Subpart C - Local Workforce Development Boards

⁵ Appointments are in accordance with State criteria established under WIOA sec. 107(b), and certified by the Governor every 2 years, in accordance with WIOA sec. 107(c)(2).

⁶ WIOA sec. 107(d) and § 679.370

Request for Proposals: OMJ|BCW Centers Operator

Released: February 18, 2020

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3.3.1. Comprehensive OMJ|BCW Centers

Currently, the BCW|Workforce Area operates one **Comprehensive OMJ Center**: OMJ|Butler, an American Jobs Center located at 4631 Dixie Hwy., Fairfield, OH 45014. The Workforce Board retains the right to relocate OMJ|BCW Centers during the period of this contract. A comprehensive *OhioMeansJobs* Center is a physical location where job seekers and employer customers can access the programs and services of all BCW|Workforce partners and providers, including State employment services.

Comprehensive OhioMeansJobs Centers must provide:

1. At least one WIOA Title I staff person physically present during operating hours;
2. Access to employment, education and occupational skills training services;
3. Access to programs and activities carried out by OMJ|BCW Center partners and career service providers;
4. Workforce and labor market information and;
5. Physical and programmatic access to individuals with disabilities.

Customers must have access to programs, services, and activities during regular business days at a comprehensive OhioMeansJobs center. The Workforce Board may establish other service hours at other times to accommodate individuals who work on regular business days. Centers not open outside of the regular business hours will have a plan for how they will provide services to individuals who cannot visit OMJ|BCW Centers during regular business hours.

3.3.2. Affiliate OMJ|BCW Centers

Currently, the BCW|Workforce Area operates two Affiliate OMJ Centers: OMJ|Warren, an American Jobs Center located at 300 E Silver St., Lebanon, OH 45036, and OMJ|Clermont, an American Jobs Center located at 2400 Clermont Center Dr., Batavia, OH 45103. Affiliate OMJ|BCW Centers will remain at their location, but the Workforce Board retains the right to relocate OMJ|BCW Centers within the Area during the period of this contract.

Affiliate OhioMeansJobs Centers are access points to supplement and enhance access to employment, career and business services. OMJ|BCW Centers make one or more OhioMeansJobs partners' programs, services, and activities available to job seekers and employers. Affiliate centers do not need to provide access to every required OMJ|BCW Center partner program, but programs and services should proportionally represent the comprehensive center.

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3.3.3. Specialized OMJ|BCW Centers

Currently, the BCW|Workforce Area operates no Specialized Centers. If needed, the Workforce Board, in conjunction with the OMJ|BCW Centers Operator and partners, may determine that a specialized center is needed to serve a particular job seeking population and may choose to operate a specialized center.

Specialized centers address specific needs, including those for dislocated workers, youth, or key industry sectors, or clusters. These centers may be time-limited transition centers for rapid response activities or centers located within the prison system.

The specialized center must be connected to the comprehensive OhioMeansJobs center or any appropriate affiliate OhioMeansJobs center. Business services cannot stand alone in a specialized center but must include other programs.

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4. BCW|WORKFORCE CAREER SERVICES

Career Services are individualized employment and occupational development services provided throughout the BCW|Workforce Area. Career Services are procured through, and approved by, the Workforce Board for Adult and Dislocated Workers. Through the BCW|Workforce, Employment and Career Services are individualized and give the Area the flexibility to inform and guide residents towards retainable, in-demand career paths and self-sufficient wages.

Career Services are broken into three sets of activities, which include:

1. **Basic Career Services**, available to all individuals seeking services served in the OhioMeansJobs delivery system;
2. **Individualized Career Services** deemed necessary for an adult or dislocated worker to obtain or retain employment; and
3. **Follow-up Services**, available for an adult or dislocated worker after unsubsidized employment is obtained.

There is no required sequence of services. The delivery of services is based on the individual needs of the participant. Therefore, an individual doesn't need to show that they can't secure employment before getting education and/or occupational skills training services.

Also, while required partners provide services directly on-site at OMJ|BCW Centers, it does mean that some Career Services must be provided directly on-site at the OMJ|BCW Center. Career Services may be provided through access to OhioMeansJobs partner programs and activities in one of three ways:

1. Having a program staff member physically present at the OMJ|BCW Centers;
2. Having a staff member from a different partner program physically present at the OMJ|BCW Center and appropriately trained to provide information to job seekers about programs, services, and activities available through all partner programs; or;
3. Making available a direct linkage through technology to a program staff member who can provide meaningful information or services.

The Workforce Board, OMJ|BCW Center Operator, and BCW|Workforce Area partners and career service providers collaborate to ensure that all, needed levels of services are being provided by the OMJ|BCW Centers, to reduce duplication of services and appropriately maximize resources for universal customers. A Memorandum of Understanding (MOU) will address how BCW|Workforce's individual or assisted Career Services will be coordinated with other partner programs.

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5. PARTNERS AND PROVIDERS

The OMJ|BCW Centers Operator is the coordinator of the BCW|Workforce Area's partners and career service providers. Therefore, at a minimum, the Operator performs the following⁷:

1. Coordinate service delivery among partners as defined in the Memorandum of Understanding (MOU);
2. Coordinate service delivery among physical OhioMeansJobs centers and electronic sites;
3. Coordinate services across the BCW|Workforce Development System;
4. Implement BCW|Workforce Policies and Procedures; and
5. Report to the Workforce Board on operations, performance accountability, and continuous improvements.

5.1. Required OhioMeansJobs Center Partners

Key career service partners are available through their co-location and collaboration with OMJ|BCW Centers. Partners and providers align the jurisdiction's employment and career services and maximize workforce-related resources to present pre-screened, qualified and motivated candidates for the Area's employers.

There are 13 specific programs which are required partners in the BCW|Workforce Delivery System, unless that program is not available or provided:

1. Programs authorized under Title I of WIOA including:
 - a. Adult Workers;
 - b. Dislocated Workers;
 - c. Youth;
 - d. Job Corps;
 - e. YouthBuild;
 - f. Native American programs; and
 - g. Migrant and Seasonal Farmworker (MSFW) programs;
2. Wagner-Peyser Act Employment Services;
3. Adult Education and Family Literacy Act (AEFLA), (in Ohio, called Aspire);
4. Vocational Rehabilitation (via. Opportunities for Ohioans with Disabilities (OOD)'s Bureau of Vocational Rehabilitation (BVR);
5. Senior Community Service Employment Program (SCSEP, via Ohio's Dept. of Aging);
6. Career Technical Education (CTE) post-secondary programs, under the Carl D. Perkins Career and Technical Education Act (via Ohio's [*CTE College and Career Readiness*](#) programs);
7. Trade Adjustment Assistance (TAA) activities;
8. Jobs for Veterans State Grants (JVSG);

⁷ [WIOAPL 15-18.1 \(Local Workforce Development Area Governance\)](#)

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9. Employment and training activities under the Community Services Block Grant (CSBG);
10. Employment and training activities carried out by the Department of Housing and Urban Development (HUD);
11. Programs authorized under State unemployment compensation laws;
12. Programs authorized under the Second Chance Act and;
13. Programs authorized under Temporary Assistance for Needy Families (TANF).

5.1.1. Roles and Responsibilities: Required Partners

Jointly funding the costs of operating and providing services within the workforce delivery system is a necessary foundation for an integrated service delivery system. Partner contributions must be proportionate (to the benefits received), reasonable, necessary, and allocable.

A required partner's initial priority in the OMJ|BCW Centers is to implement their program, while aligning shared Employment and Career Services⁸, including the co-enrollment of eligible participants. Shared services must be adequately distributed amongst all partners able to participate in each activity.

Each required partner must:

1. Provide access to its programs or activities through the OMJ|BCW Center, in addition to any other appropriate locations;
2. Use a portion of funds made available to the partner's programs to:
 - a. Provide applicable Career Services; and
 - b. Work collaboratively with the Workforce Board to establish and maintain the BCW|Workforce Area's services delivery system.
3. Enter into a Memorandum of Understanding (MOU) with the Workforce Board relating to the operation of the BCW|Workforce services delivery system;
4. Participate in the operation of the BCW|Workforce services delivery system consistent with the terms of the MOU; and
5. Participate in Workforce Board committees, as needed.

The infrastructure costs of a comprehensive OhioMeansJobs center are the responsibility of all partners, irrespective of whether a partner is physically located in the center. This proportional-use requirement is to assist in maintaining a system that meets the service needs of the BCW|Workforce Area, reduces duplication of services, and minimizes overhead.

⁸ unless prohibited from performing such roles by authorizing statute, order of selection, or other mandates specific to the partner program.

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5.2. Additional Partners

Other workforce development programs, including Federal, State, or local programs, and programs in the private sector, may serve as additional partners, as approved by the Workforce Board and the CEO Executive Board. Additional partners may include, but are not limited to:

- a. Employment and training programs administered by the Social Security Administration (SSA), including Ticket to Work and the Self-Sufficiency Program;
- b. Employment and training programs by the Small Business Administration (SBA);
- c. Supplemental Nutrition Assistance Program (SNAP) Employment and Training programs;
- d. Client Assistance Program authorized under the Rehabilitation Act of 1973;
- e. Programs authorized under the National and Community Service Act of 1990, and;
- f. Other appropriate Federal, State, and local programs, including, but not limited to, employment, education, and training programs by public libraries or in the private sector.

5.2.1. Collaboration with the Public Libraries

Public libraries provide additional access points that the BCW|Workforce Area uses as affiliate OMJ|BCW Centers. In addition to public computer and internet access, many libraries also provide space for businesses to host career fairs and networking events. As trusted institutions, libraries are often at the frontline of employment and training related inquiries. Additionally, libraries also serve school-aged youth who can use public resources for career and education planning, along with the traditional adult job seeker.

Community partnerships are critical to supporting the BCW|Workforce Area's workforce development system. WIOA explicitly identifies public library's ability to provide an expansive array of services, including boosting skills through online learning, improving individuals' English literacy and digital literacy, and helping individuals find work.

Libraries are also recognized as important providers of federally-supported training and employment for adult education and literacy. Public libraries provide and/or support employment, education, and training programs. Each OhioMeansJobs Center must collaborate with at least one public library to facilitate coordination of workforce programs and education and job training resources.

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5.2.2. Business & Employer Solutions Team

The BCW|Workforce Area must establish and develop relationships and networks with large and small employers and their intermediaries. As such, applicable OMJ|BCW Center partners develop, offer, and deliver quality Business and Employer Solutions that help employers overcome the challenges of recruiting, retaining, and developing talent for the regional economy.

The OMJ|BCW Center partners and career service provider(s) will collaborate to develop a Business & Employer Solutions Team (BEST), who will align with the Workforce Board's Business Intermediary to execute the *Business & Employer Solutions Team (BEST) Plan* that successfully connects *OMJ|Certified* (pre-screened, qualified and motivated) candidates with employers.

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6. PRIORITY POPULATIONS UNDER WIOA

WIOA consistently emphasizes the need for services targeted to persons with disabilities and individuals with barriers to employment, including individuals who receive public assistance or are otherwise low income and/or basic skills deficient.

Outreach, marketing efforts, and services shall include efforts to encourage the use of BCW|Workforce services for groups that need employment and/or career services to become more skilled and employable in the path to financial self-sufficiency. The BCW|Workforce Area partners with Opportunities for Ohioans with Disabilities (OOD) to promote programs and services specifically designed for persons with disabilities. Partners and providers are expected to help increase the awareness of OOD by distributing outreach materials designed and approved by the Workforce Board.

WIOA Sec. 3(24) defines an “individual with a barrier to employment” as a member of one or more of the following populations:

- a. Displaced Homemakers
- b. Low-Income Individuals
- c. Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in Section 166
- d. Individuals with disabilities, including youth who are individuals with disabilities
- e. Older individuals
- f. Ex-Offenders
- g. Homeless Individuals (as defined in Section 41403(6) of the Violence against Women Act of 1994 (42 U.S.C. 14043e-2(6), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)).
- h. Youth who are in or have aged out of the foster care system
- i. Individuals who are English language learners and individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- j. Eligible migrant and seasonal farm workers, as defined in Section 167(i)
- k. Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- l. Single parents (including single pregnant women)
- m. Long term unemployed individuals
- n. Such other groups as the Governor involved determines to have barriers to employment

Furthermore, Veterans and eligible spouses continue to receive priority of service among all eligible individuals.

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As described in TEGL 10-09, priority must be provided in the following order:

| Priority | Mandatory Priority Group |
|-----------------|---|
| 1 st | Covered persons (veterans and eligible spouses) who are recipients of public assistance, other low-income individuals ⁹ , or are basic skills deficient. |
| 2 nd | Non-covered persons who are recipients of public assistance, other low-income individuals, or are basic skills deficient. |
| 3 rd | Covered persons who are not recipients of public assistance, not other low-income individuals, and not basic skills deficient. |
| 4 th | Non-covered persons who are not recipients of public assistance, not other low-income individuals, and not basic skills deficient, but who are determined to need individualized career, supportive, and/or training services to obtain or retain employment. |

⁹ An individual with a disability can be considered a family of one for low-income determinations

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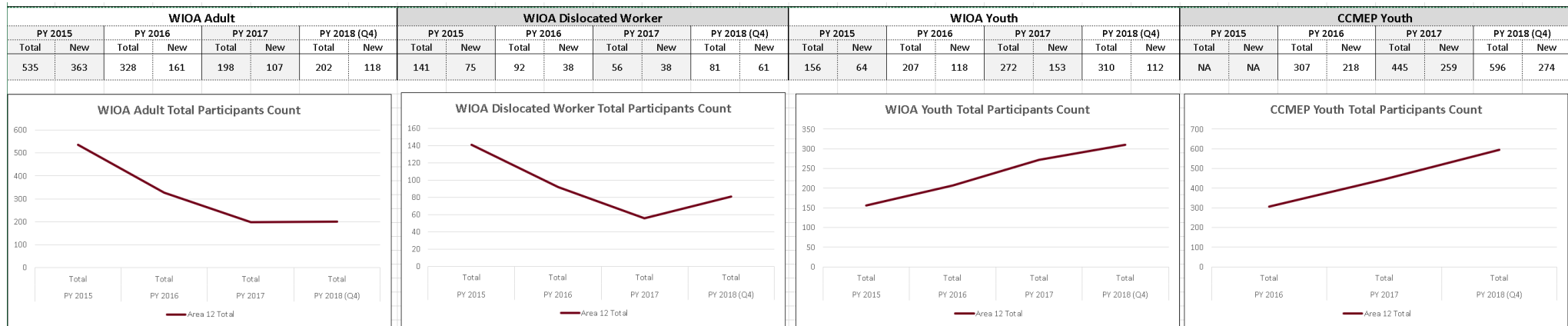
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6.1. OMJ|BCW Traffic Information

This information is included to give bidders an idea of Career Services traffic in the BCW|Workforce Area's OMJ Centers. Career Service enrollees, from:

- 9,467 OMJ|BCW Registered Members (PY2017)
 - 254 Adult/Dislocated Worker Participants in Career Services
 - 272 WIOA-eligible Youth Participants
- 10,638 OMJ|BCW Registered Members (PY 2018, +12%)
 - 283 Adult/Dislocated Worker Participants in Career Services (+12%)
 - 310 WIOA-eligible Youth Participants (+10%)



6.2. Labor Market Information

The Following links provide additional information to understand Southwest Ohio's BCW|Workforce Area:

- [Labor Market Information in Review: 2018 Annual Economic Report](#)

Economic Profiles:

- 2026 Job Outlook ([Southwest Ohio](#))
- [Butler County](#) Economic Profile (2019)
- [Clermont County](#) Economic Profile (2019)
- [Warren County](#) Economic Profile (2019)

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7. CONTRACT AND FUNDING

Services must be proposed for the entire three-county workforce area. One or two county proposals will not be considered.

This will be a two-year contract beginning July 1, 2020, with two (2) one-year option renewals at the discretion of the WDB and the CEO Executive Board. The funding amount may increase or decrease during the subsequent years of operation, based on Federal/State funds available and/or Operator performance goal. 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.

7.1. Budget Period and Amount

Please complete the attached budget forms (*Attachment 3*), detailing your proposed cost for the services to be rendered.

7.2. Availability of Funds

This RFP is conditioned upon the availability of federal, state, or local funds which are appropriated or allocated for payment of the proposed services. If, during any stage of this RFP and resulting contracting process, funds are not allocated and available for the proposed services as projected here within, the contract will terminate concurrent with the notice of reduction/termination of funding. The Workforce Board will notify the Respondents at the earliest possible time if this occurs.

If additional funding becomes available during the term of the contract, at the Workforce Board's discretion, the selected Operator's contract may be revised to increase the contract value.

7.3. Financial Requirements

The selected Operator shall follow the OMB Uniform Administrative Final Rule for Cost Principles, and Audit Requirements, with annual audits completed, pursuant to WIOA rules and regulations.

7.4. Other Contract Requirements

7.4.1. Civil Rights Compliance

All Respondents must ensure equal opportunity to all individuals. No individual in the area will 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 WIOA Complaint Procedures Manual.

7.4.2. Confidentiality and Security

Any selected Operator or subcontractor engaging in any service for the Workforce Board, requiring them to encounter confidential information, will be required to hold confidential such data.

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8. PROPOSAL CONTENTS AND SCORING

The following pages layout the format a 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. The proposal must be organized into six (6) separate sections, outlined in the chart below:

| Introduction | |
|--|--|
| Cover Page | Cover Page form is provided as <i>Attachment 1</i> . The form must be signed and dated. |
| Executive Summary | A brief description of the organization, its history, its current approach towards delivering services, distinguishing characteristics and the significance of this program to the bidder's overall operation. |
| Table of Contents | The organization's Table of Contents will show reviewers how each section of the proposal is organized. |
| Program Design – 20 Points | |
| Program Design Narrative | Describe your organization's ability to provide, the services offered in the proposal. Include the current and proposed organizational structure, financial management, corrective actions, resources, transition plan and resumes. |
| Methodology – 40 Points | |
| Benchmarks for Critical Success | How the organization will assess and continuously improve customer services, service design, management and staffing. |
| Deliverables | Detailed outcomes within each quarter. |
| Qualifications & Experience – 20 Points | |
| Bidder Qualifications | The experience and competence of providing similar services to those being proposed. |
| Prior Experience | Description of the past performance of the Operator. |
| Customer References | Three (3) Customer References. |
| Contract Performance | Description, if applicable, of contract(s) terminated due to non- or poor performance. |

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| | |
|---------------------------------------|--|
| Subcontractors | Letter(s) of Commitment from Subcontractors or Consortium Partners. |
| Conflict of Interest | Conflict of Interest Statements. |
| Program Management – 10 Points | |
| Management Approach | Describe the Organization’s management approach. |
| Risk Management | Identify organizational risks and problems. |
| Proposed Budget – 10 Points | |
| Budget / Budget Narrative | Budget template and questions. “N/A” for any item that is not applicable to the Respondent’s proposal. |
| Audits | Copies of Previous Two Years’ Audits |
| Indirect Costs | As applicable |
| | |
| Insurance Certification | Current certificate of professional insurance and commercial general liability. |
| Assurances and Certifications | <i>Attachment 2</i> |

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8.1. INTRODUCTION

8.1.1. Cover Page

The Cover Page is included with 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 a board resolution, or other corporate actions, authorizing the agency officer to submit the proposal. If bidders are applying as a consortium, each bidder must complete a proposal Cover Page.

8.1.2. 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 review of the approach, the distinguishing characteristics of the proposal, its current approach towards delivering services, distinguishing characteristics and the significance of this program to the bidder's overall operation.

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 Workforce Board or employed by an organization currently participating in any workforce development service or OMJ|BCW Center in the BCW|Workforce Area; 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).

8.1.3. Table of Contents

The organization's Table of Contents will identify all narratives and forms reflecting how the proposal is assembled.

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8.2. PROGRAM DESIGN

20 POINTS

WIBBCW's goal is to establish a Workforce Services Delivery System that provides a primary resource for both job seekers and employees to *Successfully Connect the Business and Job Seekers of the Area* in a friendly, professional, solutions-focused, results driven environment, utilizing the most effective tools and technology.

The system is guided by the following principles:

- Increase access to and opportunities for the employment, education, training, and support services for individuals, especially those with barriers to employment;
- Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system;
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts;
- Promote improvement in the structure and delivery of services;
- Increase the prosperity of workers and employers, and;
- Provide workforce development activities that meet the skill requirements of employers, enhance productivity and competitiveness, increase employment, retention, earning, credentials, self-sufficiency, while reducing welfare dependency.

As such, proposals that will be considered represent the supportive elements of information management, marketing and public relations, services integration and collaboration, and facilities coordination.

The hiring or use of outside services, subcontractors, or consultants; or the use of consortium arrangements in connection with the work presented in 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.

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8.2.1. Program Design Narrative

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

1. Include two organizational charts as attachments to the original proposal: (1) the Respondent’s overall organizational structure and (2) the Respondent’s proposed structure for BCW|Workforce Operations.
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 experience with managing federal funds, including the experience that fiscal staff employed by the organization have in administering federal funds, and how the organization ensures compliance with federal financial management standards.
4. Describe how the situation was remedied if your organization was ever placed under a correction action plan under WIOA in the past five (5) years.
5. Describe any alternative or leveraged resources, or in-kind contributions that your organization will commit to BCW|Workforce Area services. Include the source and the dollar value.
6. Describe a 60-day transition plan for your organization to begin services on July 1, 2020. Include items such as staffing, logistics, customer caseloads, etc. Include any past experiences with similar transitions.
7. Include resumes and job descriptions for key personnel as attachments to the original proposal. Stress background, skills and abilities of staff related to the requirements of this RFP. Any substitutions in staff or material changes in the amount of staff time to be devoted to the project, including specific program elements, may not be made without prior written authorization.
8. Attach three (3) references to the original proposal for current or past projects that are similar in scope and size to the services your organization is applying for under this RFP. Include organization name, location, key representative’s name and contact info and a brief description of services provided.

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8.3. METHODOLOGY

40 Points

8.3.1. Benchmarks for Critical Success

From [Section 2.2: Benchmarks for Critical Success](#), describe how the organization, as an OMJ|BCW Operator, will assess and continuously improve upon:

1. Excellent Customer Service to Job Seekers, Workers, and Businesses
2. Innovative and Effective Service Designs Reflected by the OhioMeansJobs Centers
3. Operating OhioMeansJobs Centers with Integrated Management Systems and High-Quality Staffing.

Below is a link to Ohio Policies and Guidelines for implementing WIOA programs, which may assist in responding to [Section 9.2.: Methodology](#):
http://jfs.ohio.gov/owd/WorkforceProf/policy_info.stm

8.3.2. Deliverables

Identify the percentage of completion for the deliverables in each category, which will be reviewed quarterly to assess to progress achieving [Benchmarks for Critical Success](#). The bidder will be accountable for the integrity of the data and responsible for ensuring that staff is appropriately trained to use information systems.

8.3.2.1. Performance

- Report to the Workforce Board on operations, performance and continuous improvement recommendations;
- Oversee the successful attainment of the Area's performance goals;
- Ensure that the OMJ|BCW Centers follow all relevant Equal Employment Opportunity (EEO) and Americans with Disabilities Act (ADA) guidelines; and
- Comply with sections 8301 through 8303 of the Buy American Act;

8.3.2.2. Productivity

- Implement Workforce Development Board policy;
- Assist the Workforce Board in developing and executing Memorandums of Understanding (MOUs) with OMJ|BCW Partners and Providers, which specify how system costs will be shared and how costs and other resources are allocated;
- Maintain an effective customer triage and referral system;

8.3.2.3. Projects/Tasks

- Optimize existing OMJ|BCW Center sites (*Comprehensive, Affiliate and/or Specialized*) within the jurisdiction or identify optimal alternatives;
- Manage daily operations in coordination with the WIOA Fiscal Agent for the lease, utilities and other activities to support the Centers;

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- Adhere to all federal and state regulations and policies;
- Align the BCW|Workforce Area's programs and services to maximize the awareness of, and successful engagement with, the OMJ|BCW Center's solutions and resources for employment, career and business services that drive the Area's economic growth, as defined and described in Area 12's Regional and Local Plans¹⁰;
- Identify days/hours of operation that best accommodate residents and employers;
- Ensure that Basic Career Services are available for universal customers, including adult workers, dislocated workers and youth;
- Accommodate the required co-location of Wagner-Peyser's state merit staff providing employment services within the OMJ|BCW Centers;
- Disclose any potential conflicts of interest that arise from Operator relationships with particular training or other career service providers.

8.3.2.4. Continuous Quality Improvements (CQI)

- Solicit customer/participant feedback;
- Integrate Certified Workforce Development Professionals (CWDP);
- Recommend new, or improvements to existing, policies and procedures;
- Meet regularly with the OMJ|BCW Center Managers, to establish, sustain and/or improve how the OMJ|BCW Centers Operator and Career Service Partners and Providers align to facilitate WIOA's Public Workforce Services, meet or exceed performance goals;
- At least monthly, the OMJ|BCW Operator will meet with the WDB Executive Director to address performance and improvements/solutions for Job Seeker, Career Development, Business & Employer and Youth (Emerging Workforce) Service Solutions;
- From these meetings, the OMJ|BCW Operator will develop and present a bi-monthly *OMJ|BCW Solutions Report*, that highlights performance, productivity, projects/tasks & resource issues related to Job Seeker, Career Development, Youth (Emerging Workforce) and Business & Employer Service Solutions;
- Participate in the *OMJ|BCW Center Operations Solutions Group*, where Workforce Board Members, Administration, the OMJ|BCW Operator and the OMJ Center Manager's higher-level managers will participate;
- Make policy recommendations for consideration and/or adoption by the WDB's *Policy and Legislative Solutions Group*.
- Execute Functional Leadership
 - As the *functional* leader in the OMJ|BCW Centers, the Operator will provide tactical management to OMJ|BCW Center MOU Partners and Career Service Providers, without regard to the program that formally

¹⁰ <http://jfs.ohio.gov/owd/WIOA/Plans.stm>

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funds an individual staff member, and focus on the OMJ|BCW Center's services delivery goals and strategies. The Operator ensures that the laws, policies, procedures and practices that drive the compliance and success of the BCW|Workforce Area are represented;

- *Formal* leaders (e.g. *Dept. of Labor/Education-related programs, ODJFS Lead Agencies, MOU Partners and/or Career Service Provider(s)*) will have responsibilities as a Career Advisor's employer of record. The Operator will collaborate with formal leaders to continuously improve how Career Advisor's meet and/or exceed performance goals, proficiencies and project/task management skills;

As Ohio's workforce leaders collaborate to continuously improve how federal, state and local workforce entities integrate to meet economic, labor and workforce demands, the BCW|Workforce Area's Administration will respond to any challenges with executing the Area's *formal* vs. *functional* leadership strategies.

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8.4. QUALIFICATIONS & EXPERIENCE

20 POINTS

8.4.1. Bidder Qualifications

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

An evaluation of the performance and management capability of the bidder will include:

1. Knowledge of the Workforce Innovation and Opportunity Act (WIOA), the [Public Workforce System](#), Workforce Development Boards, One-Stop Career Centers and/or Economic, Labor and/or Workforce Development-related programs and services.
2. Possesses a strong business acumen and professional presence.
3. Experience participating in workforce services delivery or compatible systems with a history of serving diverse populations and a demonstrated ability to meet the needs of individuals served.
4. Experience with Employment, Education and/or Training programs with online management of cases, performance data and reporting systems.
5. Demonstrated ability to meet goals (e.g. placements, retention, wages) in the delivery of workforce or comparable services.
6. Experience in facilitating distinct groups whose goals and objectives may be similar, but do not directly align.
7. Demonstrated knowledge of the demographics and business community of Southwest Ohio, the three-county workforce development jurisdiction (specifically Butler, Clermont and Warren counties), the four-county workforce region and the Cincinnati, OH-KY-IN metropolitan statistical area.
8. Demonstrated experience in forming and sustaining partnerships, collaborations and employer networks.
9. Ability to adapt to changes in the work of volume or approach when events like labor market changes, new grants or programs, pilot projects, new technologies comma and/or revised priorities occur.
10. Satisfactory record of integrity, business ethics and fiscal accountability.
11. Representatives (including their Intermediaries, if applicable) must have a completed bachelor's level education in Business, Public Administration, Political Science or a closely-related degree. Certified Workforce Development Professionals (CWDP) are desired. A Master's degree is preferred.

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8.4.2. Prior Experience

Describe the background, skills and abilities of staff, existing research tools, administrative resources and, past performance to adequately execute the role of OMJ|BCW Centers Operator.

1. Describe any activities similar or relevant to your proposed program design. Be specific and identify projects, dates, services performed and results. Respondent must describe its ability to provide, at a reasonable cost, the services offered in the proposal. At a minimum, the respondent must address the following:
 - a. Effective prior performance in OMJ Center Operations or similar operational, employment, career development and/or business services;
 - b. The capability to adequately administer and report the expenditure of funds;
 - c. The capability to adequately track and report on participant progress and outcomes; and
 - d. The experience and qualifications of staff assigned to each program component.

8.4.3. 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.

8.4.4. 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.

8.4.5. Subcontractors

All subcontractors and their roles must be identified and approved by the Workforce Board.

8.4.6. Conflict of Interest

Each bidder shall include a statement indicating whether 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. The Workforce Board 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.

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8.5. PROGRAM MANAGEMENT

10 POINTS

8.5.1. Management Approach

Describe your 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 period how will staff development plans be created and managed.

8.5.2. Risk Management

Identify the potential risks and problems which, in the organization's experience, may occur in being the OMJ|BCW Centers' Operator. Identify the steps that will avoid or mitigate these or potential risks.

How will the organization reduce the occurrence, severity, and impact of events and situations that might compromise the attainment of objectives and performance?

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8.6. PROPOSED BUDGET

10 POINTS

8.6.1. Budget and Budget Narrative

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.

1. Use the Budget Forms included in this RFP (*Attachment 3*) to provide a Cost Proposal for the Operation of the OMJ|BCW Centers, as proposed in the Proposal Narrative.
2. Provide a narrative, describing each line item in the budget, including a description of the how costs were calculated.
3. Discuss your organization's primary funding sources and how existing cash flow is sufficient to act as Operator on a cost reimbursement basis. Discuss the adequacy of the primary funding so that the organization is not dependent on WIOA funds alone for ongoing operations.
4. Discuss how your organization's fiscal control and accounting procedures comply 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 program expenditures with the contract budget and to ensure required program expenditure levels are met.
7. Describe how your organization would handle disallowed costs.
8. 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.
9. Describe how WIOA funds will budgeted, so as not to supplant or leverage other state or federal funds, or vice-versa.

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

<https://www.govinfo.gov/content/pkg/FR-2013-12-26/pdf/2013-30465.pdf>

8.6.2. 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. 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 Workforce Board 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.

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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 Workforce Board 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.

The maximum for indirect costs is 10% of the total funding requested.

8.6.3. 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.

The maximum for profit is 10% of the total funding requested.

8.6.4. 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.

8.6.5. 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, the selected Provider shall give the County and the Workforce Board 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 the issuance of other policies without thirty (30) days advance written notice. Waiver

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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 Operator 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.

8.6.6. Assurances and Certifications

The Respondent shall agree to the items listed in in Attachment 2 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 in [Section 9: Proposal Contents and Scoring.](#)

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9. SUBMISSION OF PROPOSAL

9.1. Proposal Submission

By submitting a proposal, the Respondent certifies the proposal and pricing will remain in effect for 180 calendar days after the proposal submission date.

Additionally, 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.

9.1.1. Preparation and Copies

Respondents must deliver one (1) bound original, with an included flash drive with a .pdf of the same proposal. The original proposal must be marked "Original" on the cover and must bear the actual original signature(s) of the person(s) authorized to sign the proposal.

Note: Only one copy of the Respondent's previous two years audited financial statements is required. This should be attached to the original proposal.

Narratives must be on 8.5"x11" plain white paper, with margins of 1" on each side. All narratives must be created in single space with Arial (or similar) font, 12-point type. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness, and clarity of content.

Each page of the proposal must be numbered sequentially at the bottom of the page. Any narrative must contain a heading which clearly indicates the subject matter.

9.1.2. Cost of Developing Proposal

No costs will be paid to the Respondent to cover the cost of preparing a proposal or procuring a contract for services or supplies pursuant to this RFP. All materials submitted in response to the RFP will become the property of the Workforce Board and may be returned only at the Workforce Board's option and at the Respondent's expense.

9.1.3. False or Misleading Statements

If, in the opinion of the Workforce Board, information in Respondent's proposal was intended to mislead the Workforce Board in its evaluation of the proposal, the proposal will be rejected.

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9.2. Deadline for Submittal

In order to be considered valid, the entire proposal must be received by the Workforce Board no later than 5:00pm EST on March 27, 2020.

The email address is: admin@wibbcw.com

The mailing address is:

RFP Selection Committee: OMJ|BCW Operator

c/o WIBBCW

406 Justice Dr, Suite 301

Lebanon, Ohio 45036

Proposal packets are to be sealed and each shall bear on its face the Name and Address of the Respondent. Timely submission is the sole responsibility of the Respondent. Late proposals will not be considered for contract award. No email, fax or telephone proposals will be accepted.

It is essential that the Respondent carefully review all elements in its final proposal. Once received, proposals cannot be altered; however, the WIBBCW reserves the right to request additional information as may be required for clarification purposes.

9.2.1. Acceptance and Rejection of Proposals

WIBBCW reserves the right to

- A. Award a contract for one or more of the proposed services;
- B. Award a contract for the entire list of proposed services;
- C. Reject any proposal, or any part thereof; and
- D. Waive any informality in the proposals.

The decision by the full Workforce Board, as ratified by the Chief Elected Officials, shall be final. Waiver of an immaterial defect in the proposal shall in no way modify the RFP documents or excuse the Respondent from full compliance with its specifications if Respondent is awarded the contract.

9.2.2. Existing or Pending Legal Action Disclosures

Respondent must disclose any existing or pending or threatened court actions and/or claims against the Respondent, parent company, or subsidiaries. This information will not necessarily be cause for rejection of the proposal; however, withholding the information may be cause to reject the proposal and/or contract.

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9.2.3. Prohibited Contacts

The integrity of the RFP process is very important to the WIBBCW and its Administrative Entity, as the jurisdiction is responsible to the residents of its communities, and to the Respondents who participate in the process in good faith. Behavior by Respondents which violate or attempt to manipulate the RFP process in any way is taken very seriously. Neither Respondent nor their representatives should communicate with individuals associated with the RFP process. If the Respondent attempts any unauthorized communication, the Respondent's proposal is subject to rejection.

Individuals associated with this program include, but are not limited to the following:

- A. Public officials; including but not limited to the Butler, Clermont and Warren County Commissioners;
- B. Workforce Board members and employees; and
- C. Any BCW|Workforce and/or Ohio Dept. of Job and Family Service employee.

Examples of unauthorized communications are:

- A. Telephone calls;
- B. Letters and faxes regarding the RFP process, interested Respondents, the program, or its evaluation made to anyone other than the RFP Contacts listed on Page 2;
- C. Visits, in person or through a third party, attempting to obtain information regarding the RFP.

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9.3. Proposal Evaluation

The review process shall be conducted in four steps. Although it is hoped and expected that a Respondent will be selected as a result of this process, the Workforce Board reserves the right to discontinue the procurement process at any time.

9.3.1. Step 1: Preliminary Review

All responses received by the required due date will be reviewed to ensure the Respondent submitted all required proposal documents and attachments, as specified in the RFP. All Proposal Evaluations completed by the Review Committee will be maintained by the WIBBCW.

Proposals missing any of the required paperwork will not be considered. Additionally, proposals that offer services for only one or two counties will not be considered. Moreover, proposals that were not received at the designated location by the specified due date will not be considered.

9.3.2. Step 2: Evaluation Committee Review

Proposals will be evaluated and rated by a Review Committee established by the WIBBCW. Review Committee members will determine if additional information is required to complete the evaluation process.

9.3.3. Step 3: Other Information

Review Committee members will determine if additional information is required to complete the evaluation process. Any information obtained during Step 3 will be evaluated using the scale set forth in the Step 2 Evaluation Committee Review and incorporated into the overall rating for the proposal. The Review Committee may request information from sources other than the written proposal to evaluate a Respondent's programs or to clarify its proposal. Examples of other information may include but are not limited to the following:

- A. Written responses from Respondent to clarify questions posed by Review Committee. Such information requests by Review Committee and Respondent's responses must always be in writing.
- B. Oral presentations to ensure the Workforce Board's interests or concerns are adequately addressed. Such presentations must include the Respondent's key program personnel.
- C. Site visits.
 - a. Any proposal approved for funding is contingent on the results of a pre-award site visit that may be conducted by the Board staff and/or representatives to establish, to the Board's satisfaction, whether the selected Respondent is capable of conducting and carrying out the provisions of the proposed contract.
 - b. If the results of the site visit indicate, in the opinion of the Board, that the Respondent may not be able to fulfill contract expectations, the Board reserves the right not to contract with the organization.

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To be considered for award, Respondents must achieve a minimum acceptable score of 75% of the point total within each evaluation category.

9.3.4. Step 4: Recommendation to the Board

The Review Committee will make its recommendation to the Workforce Board on April 3, 2020.

9.4. Proposal Selection

Proposal selection does not guarantee that a contract for services will be awarded. The selection process includes:

- A. All proposals will be evaluated in accordance with [Section 9.3.: Proposal Evaluation](#).
- B. Based upon the results of the evaluation and the Review Committee's recommendation(s), the Workforce Board will select the Operator for the services that it determines are most advantageous, with cost and other factors being considered.
- C. On behalf of the Workforce Board, the BCW|Workforce Administration will work with the selected Operator to finalize details of the contract to be executed.
 - a. If the Workforce Board and the selected Operator are not able to successfully agree with the contract terms, the Workforce Board has final authority to approve and award contracts. The contract is not final until the Workforce Board has approved the document through public review and resolution through quorum vote.
 - b. If the Workforce Board and the selected Operator are unable to come to terms regarding the contract in a timely manner as determined by Workforce Board, then the Workforce Board will terminate the contract discussions with the Operator. In such event, the Workforce Board reserves the right to (1) select another Operator from the RFP process, (2) cancel the RFP altogether, or (3) reissue the RFP as deemed necessary.