

REQUEST FOR PROPOSAL

OHIO MEANS JOBS COLUMBUS FRANKLIN COUNTY

JOB CENTER OPERATOR

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

Issue Date: November 20, 2024
Response Deadline: January 10, 2025, at 5 pm

RFP may be accessed at www.aspyrworkforce.org

Timeline

Bidders interested in submitting proposals must make their submission no later than **Friday, January 10, 2025, at 5 pm.**

November 20, 2024	Release RFP
December 4, 2024. 11:30 am	Bidders' Conference
January 10, 2025	Proposal Period Closes
March 26, 2025	Award
July 1, 2025 – June 30, 2029	Announcement Contract Period

All inquiries should be

directed to:

Jennifer Roy

Phone: 614.559.6051

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

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Section I Purpose, Background and Overview

Purpose

Aspyr is an innovative workforce organization serving Workforce Area Eleven (11), which includes the City of Columbus and Franklin County. Our mission is to support employers in building a skilled workforce and assist jobseekers in acquiring the skills necessary for sustained, meaningful employment in Central Ohio. Aspyr administers programs that create pathways to high-quality, well-paying jobs for emerging talent, displaced workers, and adults facing economic hardship, unemployment, or underemployment.

Aspyr operates primarily out of the OhioMeansJobs Columbus-Franklin County Center (OMJCFC) at 1111 East Broad Street, Columbus, Ohio, with additional virtual and in-person access points. Aspyr reserves the right to adjust the Job Center's location within Franklin County or adapt its design to meet any new state or federal mandates. Through this Request for Proposal (RFP), Aspyr seeks to procure a Career Services Provider (CSP) to operate out of OMJCFC. Bidders may respond to this RFP, the Job Center Operator RFP, or both. Responses should remain separate if bidding on both.

Background

The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, modernized the public workforce system, providing resources to help individuals secure well-paying jobs and career advancement opportunities, while supporting employers in competing in a global marketplace. WIOA encourages a streamlined, integrated workforce system that serves as a pathway to economic prosperity. In addition, in Fiscal Year (FY) 2018, amendments to the Social Security Act permanently authorized the Reemployment Services and Eligibility Assessment Grant Program (RESEA) and implemented several significant changes including formula-based funding and a series of requirements intended to increase the use and availability of evidence-based reemployment interventions and strategies. Area 11 also administers RESEA for its area.

The State of Ohio has designated local Workforce Areas governed by Workforce Development Boards to serve the public. In Workforce Area 11, jobseekers have access to career training and employment services through centrally located career centers, ensuring they receive necessary training, education, and support to secure and retain employment.

Overview

This RFP invites proposals that detail the operation of the Ohio Means Jobs Center Columbus Franklin County as described in WIOA

(<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>) -establishing a one-stop delivery system as described in section 121 (e).

Evidence-Based Contracting Requirements

Aspyr is committed to selecting Bidders that implement evidence-based practices and approaches, ensuring that services provided are effective and produce measurable outcomes. Proposals should reflect the Bidder's ability to utilize data, research, and proven methods to meet the objectives outlined below.

1. Demonstration of Evidence-Based Practices

- **Requirement:** Bidders must demonstrate that the services or interventions they propose are grounded in evidence-based practices. This includes:
 - Utilizing programs, interventions, or models that have been validated through research studies or evaluations.
 - Citing peer-reviewed research, governmental studies, or evaluations that support the effectiveness of proposed services.
 - Providing case studies or examples of successful implementation from past contracts.
- **Evaluation Criteria:** Proposals will be assessed based on the extent to which the proposed strategies are backed by high-quality evidence. Bidders with strong evidence of success will receive higher scores.

2. Use of Data and Performance Evidence

- **Requirement:** Bidders must use data and performance evidence to track the success of their interventions. This includes:
 - Developing a data collection and reporting plan that outlines key metrics, data sources, and reporting frequency.
 - Using evidence from previous projects to inform service delivery and continuously improve outcomes.

- Using evidence from previous projects to demonstrate the ability to meet desired results in performance-based contracts.
- **Evaluation Criteria:** Bidders will be evaluated on their capacity to leverage data to inform decision-making, continuously monitor performance, and adjust services to achieve better outcomes.

3. Adoption of Evidence-Based Models and Frameworks

- **Requirement:** Proposals should adopt recognized models and frameworks that have been shown to be effective in workforce development and job placement. These could include:
 - **Sector-Based Strategies:** Targeting specific high-demand industries and aligning training with employer needs, a model supported by evidence from various workforce development studies.
 - **Ex. Healthcare Career Collaborative of Central Ohio ([Link](#))**
 - **Skills-Based Hiring Models:** Proposals that emphasize skills over credentials, supported by research showing improvements in job placement and retention.
 - **Ex. SkillsFWD ([Link](#))**
 - **Work-Based Learning Models:** Proposals that emphasize WBL models, such as apprenticeships, internships, and on-the-job training (OJT), allow individuals to gain hands-on experience while learning valuable skills. These programs are typically employer-driven and tailored to the specific needs of an industry or company.
- **Evaluation Criteria:** Proposals will be evaluated on the use of proven models or frameworks in designing interventions, and Bidders are expected to cite sources or evaluations showing their effectiveness.

4. Continuous Use of Evidence for Improvement

- **Requirement:** Bidders must outline how they continuously use data and evidence to refine and improve their programs. This includes:
 - Developing a continuous improvement plan that integrates real-time performance data to adjust service delivery as needed.
 - Using evidence from other similar projects to implement mid-course corrections or improvements.

- Demonstrating a feedback loop where evidence is regularly reviewed and used to enhance client outcomes, particularly for hard-to-serve populations.
- **Evaluation Criteria:** Proposals should provide detailed plans on how evidence will be used in an ongoing manner to adapt and optimize service delivery.

5. Independent Evaluation of Results

- **Requirement:** Bidders must agree to participate in independent evaluations of their programs if requested. These evaluations will assess the effectiveness of the proposed services and process and provide transparency around outcomes.
- Proposals should describe the Bidder's experience with independent evaluations or third-party assessments and how they have used such evaluations to improve their services.
- **Evaluation Criteria:** Bidders that can demonstrate experience with independent evaluations or that propose to work with external evaluators to assess the efficacy of their services will be scored favorably.

For reference, WIOA performance indicators can be found here: [WIOA Performance Measures](#). Current performance measures for Job Center and WIOA Career Services are detailed here: <https://jfs.ohio.gov/job-services-and-unemployment/job-services/job-programs-and-services/workforce-innovation-and-opportunity-act/program-performance/program-performance-report-sa>

Additional Resources

To further understand workforce needs in Columbus and Franklin County, we recommend the following resources:

- [Ohio Labor Market Information](#)
- [2022 Job Outlook Report for the Columbus Metropolitan Statistical Area](#)
- [Comprehensive Economic Development Strategy by MORPC](#)
- [Aspyr Data Dashboard](#)
- [Rise Together Report](#)
- [Brookings Metro Monitor 2024](#)
- <https://aspyrworkforce.org/wioa-south-central-ohio-regional-plan/>

Section II Scope of Work

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

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

Bidders may bid on:

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

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

Job Center Operator

The selected Job Center Operator will:

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

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

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

Bidders may apply for both RFPs. **If a bidder applies for both options, the bidder**

must specify how the bidder will fulfill dual roles, with each role clearly defined and a clear description of how monitoring and oversight will be conducted for the Career Services role in the proposal.

If a bidder applies for both options, both RFPs must be completed for both roles, and two budgets must be submitted- one for each RFP.

Size of Funding Requests

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

Contract Period

The initial funding period for this RFP is July 1, 2025 through June 30, 2027, with an option to extend for up to two (2) succeeding additional twelve (12) month periods through June 30, 2029. The option to extend will be based on available funds and on the performance of each bidder for each option. **ASPYR reserves the right to modify the scope, funding, and length of the program to any extent necessary to ensure compliance with federal, state and/ or local laws, regulations, policies, guidelines, or directives. In any event, ASPYR will make a good faith effort to notify the bidder within 90 days in advance of any such change.**

Section III

Bidder Qualifications

Eligible Entities who may submit a proposal:

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

Minimum Bidder Qualifications

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

Responsibilities of the Job Center Operator

1. Contracting with ASPYR and complying with all terms and conditions of that agreement for the delivery of services.
2. Cooperating with the ASPYR and the appropriate board committees in the development and implementation of the local workforce system, including active participation in the Central Ohio Workforce Development Network.
3. Oversight and monitoring of all program activities, including collaborative partners.
4. Assisting in the collection of grant-funded eligibility documentation; reviewing and entering appropriate service information into the designated data collection system.
5. Maintaining participant files in accordance with ASPYR policies and federal, state and local laws.
6. Collaborating with the organizations identified in the proposal, other service providers, and those mandated by WIOA and ASPYR, and/or the state of Ohio, including:
 - Local education agencies
 - Social service agencies, the Columbus Metropolitan Housing Authority (CMHA), and the Franklin County Department of Job and Family Services OneColumbus, the Columbus Chamber of Commerce, other Chambers of Commerce and economic development agencies, and the library systems in the County
 - Business/Industry
 - Organized Labor
 - Employer Service Team
 - Mandatory partners
 - Other WIOA contract awardees
 - Adjacent designated workforce areas (7 & 20)
7. Coordinating with partners in program design, implementation, and capacity building/staff development and ensuring that the program meets performance outcomes
8. Conducting customer satisfaction surveys of participants and employers and using the results to develop and implement a culture of continuous improvement
9. Ensuring that the Job Center provides services in a culturally appropriate manner for diverse backgrounds and ethnicities
10. Collaborating with ASPYR Business Solutions Team to host businesses at the

job center physical or virtual location for engagement activities such as hiring events, customized interviews, or other special activity to serve the talent acquisition or engagement needs of employers

11. Coordinating with the Career Services Provider, Business Solutions Team, and state Rapid Response (RR) Team for coordination of RR services to employers
12. Collaborating with the ASPYR Communication and Outreach team to promote the services of the Job Center through social media, community events, and other opportunities.
13. Operating the Jobs Mobile as an outreach and service delivery tool

Section IV Procurement Process RFP

Contact

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

Name: Jennifer Roy
Agency: ASPYR
Address: 1650 Lake Shore Drive, Suite 110
Columbus, Ohio 43204
E-Mail: rfp-proposal@aspyrworkforce.org

Bidders Conference

ASPYR will hold a virtual Bidders Conference on Wednesday, **December 4th at 11:30 am. The bidder will be required to register by noon on Tuesday, December 3rd and in return will receive a link unique to each participant for a Zoom meeting. Individual links may not be shared.**

Question & Answer Posting

All inquiries are to be directed to Jennifer Roy at jroy@aspyrworkforce.org with subject line: “Question – Career Services”.

All written questions must be received by the close of business (5:00pm EST) on December 11th, 2024. All responses to questions and answers will be posted on www.aspyrworkforce.org within 24 hours of that deadline.

RFP Presentations

ASPYR may choose to have Bidders make an oral presentation and respond to questions as part of the review process. Bidders will be notified five (5) business days prior to making a presentation.

RFP Addenda

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

Multiple Proposals

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

Withdrawal of Proposals

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

Response Property of the ASPYR

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

No Obligation to Buy

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

Cost of Preparing Proposals

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

Acceptance of Terms

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

Disclosure of Proposal Contents

All documents submitted to ASPYR as part of the proposal become public information after the contract is awarded, and available for review and inspection by anyone

requesting to do so. ASPYR does not encourage the submission of confidential/proprietary information in response to this proposal; however, written requests for confidentiality can be submitted to the RFP contact. Neither a proposal in its entirety, nor proposal price information, will be considered confidential or proprietary. Under Ohio Revised Code Section 149.43, ASPYR will make a determination of application for disclosure on an ad hoc basis.

Equal Opportunity

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

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

Contract Negotiations

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

Failure to Negotiate

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

Contract Processing

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

Proposal as Part of the Contract

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

Commencement of Contract Performance

In order to protect the interests of ASPYR, a Letter of Intent issued by ASPYR must be executed before the goods or services as set forth in this RFP specification can be provided.

Section V Format and Submission

A. Proposal Format:

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

General Guidelines

1. Each narrative must contain a heading that clearly indicates the narrative category to which the bidder is responding, i.e., program design, program objectives, etc. Keep narratives as concise as possible while providing all the information requested.
2. Each page of the proposal must be numbered sequentially at the bottom of the page. These page numbers will then be inserted into the Table of Contents (Proposal Checklist).
3. The proposal will be submitted electronically by email. ASPYR will not accept paper copies or flash drives. Proposal must arrive electronically at or before the 5:00 pm deadline on the designated due date.
4. Addendum or attachments not specifically requested will be accepted and used at the discretion of the review committee for scoring purposes. ***Please do not include information that can be viewed on the organization's website (i.e. annual reports, board membership, etc.)***

B. General Proposal Conditions:

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

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

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

Section VI Evaluation and Scoring

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

Program Design & Methodology	50 points
Qualifications and Program Management	30 points
Cost Plan	20 points

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

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

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

Section VII Protest Procedures

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

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

During any part of the review or consideration, the protester may be asked to clarify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within a reasonable time designated by the ASPYR. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this request for proposal.

Protests shall be filed no later than 5:00 pm EST. on the seventh (7) business day after the issuance of formal letters sent to proposers regarding ASPYR's intent to

make an award. The date of the intent to award letter(s) responding to proposers is the date used to determine if a protest regarding the intent to award is submitted by the end of the protest period.

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

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

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

Section VIII Proposal Requirements and Contents

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

INTRODUCTION

A. Cover Page

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

B. Executive Summary

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

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

C. Table of Contents

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

PROGRAM DESIGN AND METHODOLOGY

50 Points

A. Program Design Narrative

3-page limit

- Briefly describe the organization's mission and/or vision. How does it align with this opportunity and its goals? Why is the organization in the best position to deliver the proposed services? If the organization has previously operated a Job Center, provide performance data related to customer traffic and the breakdown of demographics (gender, race/ethnicity, age, education levels) for the most recent two program

years.

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

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

- What does the bidder understand to be the best practice in operating a Job Center as defined in WIOA? What best practices has the bidder implemented? What challenges has the bidder faced in reaching specific populations, collaborating with MOU mandated partners, coordinating between programs and services for customers? How were those challenges resolved?
- How would the bidder incorporate human centered design principles into providing services to customers? How would the bidder propose maximizing the availability of services for customers at nontraditional business times (for example, until 7 pm during the weekdays, or between 10am and 2pm on Saturdays)?

B. Deliverables

2-page limit

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

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

Prepare a timeline for full operation of services, assuming full operation of a

contract by July 1, 2025. At a minimum, include: **1)** hiring of staff; **2)** training of staff; **3)** preparation of space that includes electronic access for all staff, email accounts assigned, moving time and readiness to begin functions; and, **4)** full operation in place, all services functional, and all agreements in place. Describe how the organization will track and document, for each employer, services planned and provided, outcomes of the services, and customer satisfaction.

Program Methodology 5-page limit

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

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

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

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

PROGRAM DESIGN OBJECTIVES

A. Program Schedule

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

B. Evaluation Plan**2-page limit**

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

C. Innovation**2-page limit**

What innovation and evidence based best practices will the organization bring to Area 11's workforce system? What is the plan for AI to be used to supplement and achieve outcomes?

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

http://jfs.ohio.gov/owd/WorkforceProf/policy_info.stm

QUALIFICATIONS & EXPERIENCE 20 Points**5 page limit****A. Bidder Qualifications**

This category will evaluate the experience and competence of an organization in providing services similar to those being proposed, including the ability to achieve, track and report performance in the state's database, ARIES.

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

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

- Satisfactory record of integrity, business ethics and fiscal accountability

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

B. Prior Experience

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

C. Personnel

Provide an organizational chart, resumes of proposed key staff, and a description of roles and responsibilities with emphasis on key positions charged with facilitating and overseeing operations. List Board members and number of years on board.

All proposed key personnel, including subcontractor staff, must be identified in the proposal. Each person's role should be identified:

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

D. Customer References

The bidder must submit three (3) references, names and phone numbers, for similar services that the bidder has provided them. Also submit two (2) references from other organizations who have partnered with the bidder.

E. Contract Performance

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

F. Subcontractors

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

G. Conflict of Interest

Each bidder shall include a statement indicating whether or not the organization or any of the individuals working on the contract has a possible conflict of interest and, if so,

the nature of that conflict. ASPYR reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program to be developed by the bidder.

PROGRAM MANAGEMENT 10 Points

3 page limit

A. Management Approach

Describe the organization's management approach, including:

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

B. Risk Management

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

COST Plan

20 Points

A. Audits

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

B. Indirect Cost Plan

Indirect costs are costs incurred by an organization that do not directly benefit any one program or project, but indirectly support all aspects of the organization. For organizations awarded funds, any indirect costs budgeted must be supported by an indirect cost rate agreement with a federal cognizant agency or a cost allocation plan that describes how indirect and common operating costs are distributed to the different funding sources. The extent to which an applicant can meet performance objectives

while minimizing indirect costs will be a factor in the evaluation process. A copy of the Respondent's indirect cost plan must be included along with the proposal.

C. Budget and Budget Narrative **5 page limit**

Respondents must include responses to the following items. Use the category titles and listed numbering schemes and include each question/statement prior to the response. Please list "n/a" for any item that is not applicable to the Respondent's proposal. Two important items related to budget should be considered when providing costs to provide service:

- ASPYR believes that we must work to place jobseekers in jobs that pay a living wage. To be consistent with this, ASPYR will only fund contracts where the minimum salary for any proposed position is set at \$42,000 annually.
- ASPYR intends to negotiate a portion of payment for the contract based on results. An example of those results is:
 - Number of Unique Visitors
 - Number of Customers that convert to WIOA enrollment
 - Number of Customers satisfied with services

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

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

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

4. Discuss how your organization's fiscal control and accounting procedures are in accordance with generally accepted accounting procedures.
5. Describe the type of accounting system your organization uses.
6. Describe what internal controls are in place to compare actual expenditures with the contract budget and to ensure required expenditure levels are met.
7. Describe how your organization will handle costs that may be disallowed.
8. Describe how WIOA funds will not supplant other state or federal funds. The organization's administrative costs must be limited to 10% per WIOA.
9. If applicable, list all federally funded programs, including funding levels that your organization has administered since January 1, 2013. Briefly state whether all funds were spent in a timely manner and in accordance with program purposes and requirements. List the dollar amount of any disallowed costs and how they were reimbursed.

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

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

PROPOSAL COVER PAGE
REQUEST FOR PROPOSAL

_____ Option 1 Job Center Operator

_____ Option 2 Career Services Provider

_____ Applying as a Consortium Member

Name of Organization

Address, City, State, Zip Code

Name of Person Preparing Proposal

Phone Number

Assurances

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

SIGNATURE OF AUTHORIZED CHIEF EXECUTIVE OFFICER OF ORGANIZATION

Signature

Date

Printed Name

Title

PROPOSAL CHECKLIST – JOB CENTER OPERATOR RFP

- _____ Proposal Cover Page
- _____ Executive Summary
- _____ Table of Contents
- _____ Program Design
 - A. Program
 - Design No
 - Section B
- _____ Methodology
 - A.1 Job Center Operator
 - B. Program Schedule
 - C. Evaluation Plan
- _____ Qualifications &
 - Experience Bidder
 - Qualifications
 - Organizational Chart
 - Resumes of Key Staff
- _____ Program Management
- _____ Cost Plan
 - Audits
 - Indirect Cost Plan
 - Excel Spreadsheet
 - Budget

 - Budget Narrative

