

**REQUEST FOR PROPOSAL
OHIO MEANS JOBS COLUMBUS- FRANKLIN COUNTY**

CAREER SERVICES PROVIDER

Issued by Aspyr Area 11 – Columbus Franklin County
Issue Date: November 20, 2024 Response Deadline: January 10, 2025, at 5pm

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 December 11, 2024	Bidders' Webinar Questions Due to Aspyr
January 10, 2025	Proposal Period Closes
March 26, 2025	Award
July 1, 2025 – June 30, 2029	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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Aspyr Workforce Innovation Proposal: 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 for implementing career and training services as described under WIOA and RESEA. Specifically, the selected CSP will provide the following:

- Career services for adults and dislocated workers as outlined in WIOA Section 134(c)(2).
- Training services as per WIOA Section 134(c)(3) for the same populations.
- RESEA program services as outlined in the Social Security Act amendments of 2018
- Career services to qualifying emerging talent as part of Aspyr's High School Job Initiative, as per WIOA Section 129.
- Collaboration with Comprehensive Case Management and Employment providers, designated as AMP in Franklin County, to expand employment opportunities for emerging talent

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

The OhioMeansJobs Columbus-Franklin County Center (OMJCFC) addresses the employment needs of Workforce Area 11 by supporting jobseekers and employers alike. Aspyr seeks proposals from qualified providers capable of delivering these services, with strong partnerships with employers, mandated partners, and community groups. The applicant may submit proposals for the following options:

1. **Job Center Operator**
2. **Career Services and RESEA**
3. **Both Options 1 & 2**

Career Services Expectations

The Career Services Provider selected will be responsible for delivering the following:

1. **Customer Service**
 - Conduct outreach, intake, and orientation.
 - Guide customers in setting up accounts and utilizing OhioMeansJobs.com resources.
 - Assess skill levels, develop employment plans, and offer job search support.
 - Provide priority access to veterans for services as per federal policy.
2. **Resource Room Support**
 - Staff the resource room, assist jobseekers, and help employers leverage the OhioMeansJobs.com system.
3. **Data Collection**
 - Collect necessary data, register clients, and gather feedback for continuous improvement.
4. **Employer Collaboration and Business Services**
 - Recruit jobseekers for employer needs, market OMJCFC services, and assist employers with hiring and training.
5. **Special Initiatives**
 - Support Aspyr's grant-funded projects, collaborating with partners to track outcomes.
6. **Emerging Talent Support**
 - Collaborate on youth programs for career readiness and support Emerging Talent initiatives as appropriate.
7. **Reemployment Services**
 - Administer RESEA for Area 11.

Contract and Funding

Funding requests will be based on local area needs, with adjustments possible based on performance or changing requirements. The contract period runs from July 1, 2025, to June 30, 2027, with an option for two additional one-year extensions based on funding and performance. Aspyr reserves the right to modify program scope, funding, or duration in response to federal, state, or local requirements, with 90-day advance notice where possible.

Section III Bidder Experience and Qualifications

Eligible Entities who may submit a proposal:

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

Minimum Bidder Qualifications

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

Consortiums and Sub-contractors

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

If the bidder uses any sub-contractors, the proposal must identify and detail the

responsibility of each. Aspyr reserves the right to approve of sub-contractors.

Responsibilities of the Lead Agency

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, programs, and special initiatives
3. Oversight and monitoring of all program activities, including collaborative partners
4. Administering and reporting all funds paid to the program
5. Assisting in the collection of grant-funded eligibility documentation; reviewing and entering appropriate service information into the ARIES (state administered) and/or other data collection system determined by Aspyr and submitting all performance documentation to Aspyr.
6. Maintaining participant files in accordance with Aspyr policies and federal, state, and local laws
7. Collaborating with the organizations identified in the proposal, other service Bidders, and those mandated by WIOA and 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, One Columbus, the Columbus Chamber of Commerce, other chambers of commerce, and economic development agencies
 - Business/Industry
 - Organized Labor
 - Employer Service Team
 - Mandatory partners
 - Other WIOA contract awardees
8. Coordinating with partners in program design, implementation, and capacity building/staff development and ensuring that the program meets performance outcomes
9. Conducting customer satisfaction surveys of participants and employers and using the results to develop and implement a culture of continuous improvement

Section IV

Procurement Process

RFP Contact

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

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, 2024 at 11:30 am. The bidder will be required to register by noon on Tuesday, December 3rd at the contact email 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

Aspyr reserves the right to issue an addendum 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 in producing the required services on time and within budget.

Withdrawal of Proposals

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

Response Property of the Aspyr

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

No Obligation to Buy

The Aspyr 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

Aspyr 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.

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, 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 decision 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, Aspyr may terminate negotiations with the bidder and negotiate a contract with another bidder.

Contract Processing

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

To protect the interests of Aspyr, a Letter of Intent must be executed before the goods or services as set forth in this RFP specification can be provided.

Section V

Format and Submission

A. Proposal Format:

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 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. Proposals must arrive electronically at or before the 5:00 pm deadline on the designated due date. If an applicant encounters any technical issues, it is the responsibility of the applicant to notify Aspyr before the 5:00 pm deadline. Aspyr encourages applicants to not wait until the last minute to submit.

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, each complete application must be submitted separately.

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 Aspys staff and 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.

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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 a ruling by Aspys
5. A statement as to the form of relief requested from Aspys, 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 Aspys. 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, CEO, Aspyr
1650 Lake Shore Drive, Suite 110
Columbus, Ohio 43204
lpattmcdaniel@Aspyrworkforce.org

Aspyr will review the protest, shall issue written decisions on all timely protests, and shall notify any proposer who filed an untimely protest. 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. The proposal must confirm that the organization will comply with all provisions of this RFP. It must be signed by an agency officer authorized to bind the agency to all commitments made in the proposal and be accompanied by a copy of the Board Resolution, or other corporate actions, authorizing the agency officer to submit the proposal. **If bidders are applying as a consortium, each bidder must complete a proposal Cover Page.**

B. Executive Summary

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

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

C. Table of Contents

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

PROGRAM DESIGN

50 Points

15-Page Limit

A. Program Design Narrative

- Briefly describe the organization's mission and/or vision. Why is the organization in the best position to deliver the proposed services? **If the organization has previously delivered workforce services or similar programs with training and career-related goals, or has managed**

delivery of comparable services, provide performance data for the most recent two program years.

- What does the bidder understand to be the best practice in providing Career Services as defined in WIOA and RESEA? 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? **Aspyr wants WIOA and RESEA delivery to be integrated as much as possible, with additional plans for how both will work with Wagner Peyser service delivery. The integration should be based on principles of Human Centered Design.**
- How will the bidder train career coaches and business services representatives to ensure they are knowledgeable about key industry sectors and in demand occupations and opportunities within the Central Ohio economy? How will business services representatives ensure that they have a pool of job opportunities in key industry sectors and in demand occupations?
- Aspyr’s goal is to establish a Workforce Delivery System that serves as a community resource for both jobseekers and employers to increase the efficiency with which the right person is matched with the right job, and to offer an abundance of career exploration and job readiness resources in a user-friendly, human-centered design, results-driven environment, **with an emphasis on access through technology.** This system is based on the following principles:
 - Streamlining services
 - Empowering Individuals
 - Economic Inclusion
 - Career pathways and livable wages
 - Universal access
 - Increased accountability
 - Strong role for Aspyr and the private sector
 - Flexibility
- How would the bidder incorporate human centered design principles into providing services to customers? How would the bidder propose maximizing the availability of services for customers at nontraditional business times (for example, until 7 pm during the weekdays, or between 10am and 2pm on Saturdays)?
- How would the bidder approach connecting services with other in-person, secondary “Access Points” as may be designated by Aspyr?

Program Methodology

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

- Specific details of outreach and recruitment activities to enroll target populations; define understanding of target populations
- Identification of criteria used for eligibility determination and enrollment, including the development of an Individual Employment Plan
- Identification of pipeline referrals, including geographic location (Area 11 includes all of Franklin County), community service partners, and business partners
- Description of detailed jobseeker assessment activities including methods, tools, and instruments
- Description of methods used for gathering documentation to support eligibility determination
- Description of how recruitment strategies will transition to retention strategies
- Description of strategies and approaches to connecting underemployed and unemployed jobseekers with job opportunities and career pathways that lead to a livable wage
- Probability of achieving desired outcomes: e.g. placement, retention and wages, or career credentials and/or degrees, including interim measures
- Monitoring of staff retention, performance, and outcomes
- Evaluating quality of service and satisfaction by jobseekers
- Process for referring customers for Adult Training Services – how will training be approved, process for documenting training, monitoring of completion and success

(Please note that longer term, strategic Business Services will be handled by Aspyr Business Solutions staff, except for those activities detailed below)

- Describe how the organization will strategically recruit employers consistent with the goals of the RFP and Aspyr policy, and subsequent regional and local strategic plans under WIOA.
- Describe how the organization will coordinate with key Job Center required and optional partners and Aspyr Business Solutions Team relative to business services to avoid the perception of duplication of services by employers who are approached by various personnel associated with the Job Center.
- Describe how the organization's team plans to outreach to employers to engage them in the Job Center and system, specifically to which employer organizations the team will market.
- Describe how the organization will engage and involve employers in identification of needs at the Job Center from their perspective; collection of survey data about

their participation and satisfaction with the Job Center referrals, and participation in reaching customers with employer-perspective information and training.

- Describe what informational sessions or training the organization will provide to employers to better inform and engage them as robust users of the public workforce system and the Job Center
- Describe how the organization will track and document, for each employer, services planned and provided, outcomes of the services, and customer satisfaction.

B. Deliverables

5-page limit

Area 11 PY 2023 WIOA Performance Measures may be found 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> . Based on this information, respond to the following prompts:

☒ **Target Population for WIOA Enrollment:** The total number of individuals expected to enroll in the Workforce Innovation and Opportunity Act (WIOA) program.

☒ **RESEA to WIOA Conversion Rate:** The percentage of referrals from the Reemployment Services and Eligibility Assessment (RESEA) program that transition into WIOA enrollment.

☒ **Service Duration and Outcomes:** The average time required to complete services and achieve workforce-related outcomes.

☒ **Performance Monitoring:** Methods and tools used to track and monitor program performance.

☒ **Ongoing Program Evaluation:** Approaches for regularly assessing program effectiveness and implementing continuous improvement practices.

☒ **Personalized Services:** Processes and tracking for tailoring services to meet the unique needs and goals of individual jobseekers.

☒ **Jobseeker Satisfaction:** Techniques used to evaluate satisfaction with services, employment referrals, and job matches.

☒ **Employer Satisfaction:** Strategies for assessing employer satisfaction and improving recruitment and retention outcomes for employers.

☒ **Job Placements:** The total number of successful job placements achieved through the program.

☒ **High-Demand Credentials:** Focus on awarding credentials aligned with occupations in high-demand sectors.

If the organization is applying for **both the Job Center Operator and CSP**, 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. Programming Schedule

Provide a chart showing program flow for different types of clients and include the achievement milestones upon which progress will be assessed.

B. Evaluation Plan

2-page limit

Aspyr is a performance driven organization, and every funded contract is based on pay-for-performance that is negotiated annually. The expectation is that the awarded organization is also performance driven and uses data to inform progress and improvements.

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

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

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

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?

QUALIFICATIONS & EXPERIENCE 20 Points

5-page limit

A. Bidder Qualifications

This category will evaluate the experience and competence of an organization in providing services like 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 systems 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.

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

C. Customer References

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

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, indicate that.

D. Subcontractors

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

E. 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. 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 (All Options) 10 Points

3 page limit

A. Management Approach

Describe the organization's management approach, including:

- Management organizational structure, including reporting levels and lines of authority
- What precautions are taken to determine whether staff is suitable to work with diverse and 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, the most recent single audits, if applicable, and the most recent Form 990s (Federal Tax Return of Organization Exempt from Income Tax). For a sole proprietor or for-profit entities, include copies of the two (2) most recent year's federal income tax returns and the most recent year-end balance sheet and income statement. If no audited statements are available, Respondent must supply equivalent financial statements certified by Provider to reflect the Bidder's financial status fairly and accurately. Respondent's failure to provide these documents may result in rejection of the proposal and subsequently a contract will not be awarded.

B. Indirect Cost Plan

Indirect costs are costs incurred by an organization that do not directly benefit any one program or project, but indirectly support all aspects of the organization. For organizations awarded funds, any indirect costs budgeted must be supported by an indirect cost rate agreement with a federal cognizant agency or a cost allocation plan

that describes how indirect and common operating costs are distributed to the different funding sources. If the bidder does not have an approved indirect cost plan, then the bidder is capped at a 10% de minimus rate as described in 2CFR 200. The extent to which an applicant can meet performance objectives while minimizing indirect costs will be a factor in the evaluation process. A copy of the Bidder's indirect cost plan must be included along with the proposal.

Budget and Budget Narrative 5-page limit

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

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

- 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 \$54,000 annually.
- Aspyr intends to negotiate a portion of payment (profit) for the contract based on results. An example of potential results in addition to the WIOA Common measures is:
 - Number of customers enrolled in training in "high priority sectors"
 - Number of Customers enrolled in WIOA from high need zip codes
 - Number of customers employed in high priority sectors
 - Number of customers engaged in employer-based training

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

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

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

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

5. Describe the type of accounting system your organization uses.
6. Describe what internal controls are in place to compare actual expenditures with the contract budget and to ensure required expenditure levels are met.
7. Describe how your organization will handle costs that may be disallowed.
8. Direct administrative costs (management fee) is capped at 10%.
9. If applicable, list all federally funded programs, including funding levels that your organization has administered since January 1, 2020. 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

**WORKFORCE DEVELOPMENT BOARD OF CENTRAL OHIO REQUEST FOR
PROPOSAL**

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

- _____ Applying as a Consortium Member

Name of Organization

Address, City, State, Zip 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 assure that I have the authority to commit the above-named organization to submit this proposal and will abide by all of the conditions and assurances implied or required herein.

SIGNATURE OF AUTHORIZED CHIEF EXECUTIVE OFFICER OF ORGANIZATION

Signature

Date

Printed Name

Title

PROPOSAL CHECKLIST – CAREER SERVICES RFP

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

