

**WORKFORCE DEVELOPMENT BOARD, INC.
REQUEST FOR PROPOSALS (RFP) for
ONE-STOP OPERATOR**

Issue Date:
December 9, 2024

Deadline for Submission
of Proposals:
January 31, 2025

Submit Proposals To:
Mary Ann Kochalko, Director
Workforce Development Board, Inc.
721 Boardman-Poland Rd., Suite 200
Boardman, OH 44512

**WORKFORCE DEVELOPMENT BOARD, INC.
REQUEST FOR PROPOSALS (RFP) for
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ONE-STOP OPERATOR**

Introduction

The Ohio Local Area 17 Workforce Development Board, Inc. (the Board) is seeking proposals from eligible organizations or a consortium of eligible entities to serve as the OhioMeansJobs (aka “One-Stop”) Center Operator (“Operator”) for Columbiana and Mahoning counties. The Board oversees two One-Stop Centers branded as OhioMeansJobs Centers. The comprehensive center is located in Lisbon, Ohio; the affiliate center is located in Boardman, Ohio.

WIOA Overview

The Workforce Innovation and Opportunity Act (WIOA) was created to provide state and local areas the flexibility to collaborate across systems in an effort to better address the employment and skills needs of current employees, jobseekers, and employers. WIOA accomplishes this by prescribing:

1. A stronger alignment of the workforce, education, and economic development systems; and
2. Improving the structure and delivery in the system to assist America’s workers in achieving a family-sustaining wage, while providing America’s employers with the skilled workers they need to compete on a global level.

Operators by the nature of their position are at the center of local workforce system activities and will have a key role in supporting the regional and local strategic vision. The operator will work with WIOA-funded and other local system partners to ensure a seamless delivery of service to individual and business customers. Focused on customer service and successful outcomes for individuals and businesses, the operator provides guidance and coordinates the service delivery activities of local partners to ensure positive outcomes for customers.

Eligible Entities

Organizations or entities (public, private, or nonprofit) or consortium of entities, located in and provide services in the local area, which may include:

- An institution of higher education
- An employment service State agency established under the Wagner-Peyser Act
- A community-based organization, nonprofit organization, or intermediary
- A private, for-profit entity
- A government agency
- Another interested organization or entity capable of carrying out the duties of the operator. Examples of such entities include a local chamber of commerce or other business organization, or a labor organization

If a consortium is comprised of one-stop partners, there must be at minimum, three (3) one-stop partners included.

Exception: Elementary schools and secondary schools shall not be eligible for designation or certification as one-stop operators, except that nontraditional public secondary schools and area career and technical education schools may be eligible for such designation or certification.

Eligible proposers must agree to adhere to WIOA legislation and regulations, federal Cost Principles and Uniform Guidance, state rules and policies, state and local WIOA plans, and any subsequent changes.

Proposal Due Date

Proposals are due by 3:00pm EST on January 31, 2025.

Funding Period

The funding period for the contract awarded from this RFP will be from July 1, 2025 through June 30, 2026, provided that performance remains acceptable during that timeframe. Any contract awarded from this RFP will include an option to renew for up to three additional one-year periods, contingent upon successful performance.

Funding Available

An estimated total of **\$65,000** for July 1, 2025 – June 30, 2026 will be available for Operator services. These funds will be used for staffing costs related to coordination and integration of all OhioMeansJobs (One-Stop) Center services.

Additional Funding

At times, the Board may be granted additional funds, and/or special funding to provide specific services or program. The award of a contract under this RFP will cover any of these additionally funded programs as it relates to the Operator.

Operator Costs Covered by the Board

The Board will pay all facilities-related and supply costs of the Operator in the OhioMeansJobs centers at the existing locations, including: rent, utilities, equipment and IT support, repairs and maintenance, office supplies, postage, and printing.

Wages, non-wage or fringe benefits, travel, relevant training, and other expenses originating outside the OhioMeansJobs Centers are not covered by the Board and should be included in the applicant's budget if needed to complete the services requested in this RFP.

Level of Board Oversight

The Board has discretion to determine the level of authority given to the operator with respect to administrative and operational functions. The level of local Board involvement will be a combination of both advisory and active roles determined by activity or function.

Fiscal Responsibilities

Any fiscal responsibilities will solely be those of the local Fiscal Agent. Examples of fiscal responsibilities include:

- Tracking and managing the costs of the OhioMeansJobs Centers.
- Quarterly budget reconciliations of costs under the MOU.
- Making routine purchases of supplies and services for the OhioMeansJobs Centers.
- Approve invoices for OhioMeansJobs Center costs.

Right to Cancel

The Board reserves the right to delay, amend, reissue, or cancel, all or any part of this RFP at any time without prior notice. The Board also reserves the right to modify the RFP process and timeline as deemed necessary. Subject to guidance being issued by the US Department of Labor and/or the Ohio

Department of Job and Family Services, this RFP and /or any subsequent sub-awards will be modified to ensure compliance.

This RFP does not commit the Board to accept any proposal, nor is the Board responsible for any costs incurred by the respondent in the preparation of responses to this RFP. The Board reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, and to award the contract in whole or in part as is deemed to be in the best interest of the Board. The Board reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interest of the Board.

Ethical & Conflict of Interest Requirements

1. No contractor or individual, company or organization seeking a contract shall promise or give to any member or employee of the Board anything of value that is of such character as to manifest a substantial and improper influence upon the employee with respect to his or her duties.
2. No contractor or individual, company or organization seeking a contract shall solicit any member or employee of the Board to violate any of the conduct requirements for employees.
3. Any contractor acting on behalf of the Board shall refrain from activities which could result in violations of ethics and/or conflicts of interest. Any contractor or potential contractor who violates the requirements and prohibitions defined here or of Section 102.04 of the ORC is subject to termination of the contract or refusal by the Board to enter into a contract.
4. Members and employees of the Board and contractors who violate Sections 102.03, 102.04 2921.42 or 2921.43 of the ORC may be prosecuted for criminal violations.

RFP Question/Clarification Opportunity

Potential contractors may ask clarifying questions regarding this RFP via the internet during the Question & Answer period as outlined in the Anticipated Request for Proposal Timeline. To ask a question, potential contractors must use the following Internet process:

- **Access the RFP at www.wdbinc.org**
- **Follow the instructions to send an email question**

Questions about this RFP must reference the relevant part of this RFP, the heading for the provision under question, and the page number of the RFP where the provision can be found. The potential contractor must also include the name of a representative of the potential contractor, the company name and business phone number. The Board may, at its option, disregard any questions which do not appropriately reference an RFP provision or location, or which do not include identification for the originator of the question. The Board will not respond to any questions submitted after **10:00 am EST** on the date the Q&A period closes.

The Board responses to all questions asked via the internet will be posted on the internet website dedicated to this RFP, for reference by all potential contractors. Potential contractors **will not** receive personalized or individual e-mail responses. Clarifying questions asked and the Board responses to them comprise the "Board Q&A Document" for this RFP. If possible, the Board will post an interim Q&A Document, without identifying the contractors asking questions, as well as the final version. The Board strongly encourages contractors to ask questions as early as possible in the Q&A period so that interim answers can be posted with sufficient time for the possibility of contractors' follow-up questions.

Contractor proposals in response to this RFP are to take into account any information communicated by the Board in the Final Q&A Document for the RFP. **It is the responsibility of all potential contractors to check this site on a regular basis for responses to questions, as well as for any amendments or other pertinent information regarding this RFP.**

There is an established time period for the Contractor Q&A process as noted under the Anticipated Request for Proposal Timeline. The Board will only answer those questions submitted within the stated time frame for submission of contractor questions, and which pertain to issues of RFP clarity, and which are not requests for public information. **The Board is under no obligation to acknowledge questions submitted through the Q&A process if those questions are not in accordance with these instructions.**

* Should contractors experience technical difficulties accessing the website where the RFP and its related documents are published, they may contact the Board staff at 330-747-5639 x6125 for guidance.

Communication Prohibitions

From the issuance date of this RFP until an actual contract is awarded, there may be no communications concerning the RFP between any contractor that expects to submit a proposal and any employee of the Board, or any Board member, or any other individual regardless of their employment status, who is in any way involved in the development of the RFP or the selection of the contractor.

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to the Q&A Period.
2. As necessary in any pre-existing or on-going business relationship between the Board and any contractor that could submit a proposal in response to this RFP.
3. As part of any contractor interview process or proposal clarification process initiated by the Board, which the Board deems necessary in order to make a final selection.
4. If it becomes necessary to revise any part of this RFP, the Board will post those revisions, amendments, etc., to the website dedicated to this RFP.
5. Any Public Records Request (PRR) made through the Board Office.

Important Note: Amendments to the RFP or to any documents related to it will be accessible to interested contractors through the original web page established for the RFP. All interested contractors must refer to that web page regularly for amendments or other announcements. The Board will not specifically notify any contractor of changes or announcements related to this RFP except through the website posting. It is the affirmative responsibility of interested contractors to be aware of and to fully respond to all updated information posted on this web page.

The Board is not responsible for the accuracy of any information regarding this RFP that was obtained or gathered through a source other than the Q&A process described in this RFP. Any attempts at prohibited communications by contractors may result in the disqualification of those contractors' proposals.

Anticipated Procurement Timeline – *The Board reserves the right to make changes to the timeline.*

DATE	EVENT/ACTIVITY
December 9, 2024	Request for Proposal (RFP) Released on www.wdbinc.org ; Q&A Period Opens
December 27, 2024	RFP Q&A Period Closes (10:00am EST)
January 13, 2025	The Board provides final Q&A document (estimated)
January 31, 2025	Deadline to Submit Proposals (3:00 pm EST)
February 20, 2025	Review of Proposals
March 20, 2025	Possible Proposal Presentations
April 8, 2025 & April 15, 2025	Contractor Recommendation Presented to the Local Elected Officials and Board for Approval
May 2025	Negotiations for Sub-Award Agreement
July 1, 2025	Contract Begin Date
June 30, 2026	Contract End Date

Reference Information

Workforce Innovation and Opportunity Act – Final Rules and Resources from U.S. Department of Labor – <https://www.dol.gov/agencies/eta/wioa>.

Training and Employment Guidance Letter 04-15: Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA)
https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=6455

Scope of Services

A. Operator Services

The intent of the Operator is to ensure the coordination of seamless services delivery activities at the OhioMeansJobs Centers. The Operator will not have authority over the partner staff but will serve as the coordinator for ensuring the services listed below are implemented by partner staff.

1. Program Facilities

- a. A comprehensive OhioMeansJobs Center is currently operated at 7989 Dickey Dr., Suite 4, Lisbon, OH 44432 (OhioMeansJobs Columbiana County), and an affiliate site at 127 Boardman-Canfield Rd., Boardman, OH 44512 (OhioMeansJobs Mahoning County). The successful proposer will be expected to maintain operations and enhance the delivery of services at these locations. Occupancy and related costs for each location will be funded with Workforce Innovation and Opportunity Act (WIOA) funds and OhioMeansJobs Center Resource Sharing funds indicated within the MOU.
- b. Operate OhioMeansJobs Centers that are professional and inviting in appearance with easy customer flow and courteous, professional staff.
- c. Comply with all state and local policies governing the operations of OhioMeansJobs centers.
- d. Schedule staff in the resource area for use by the public to maintain consistent services and provide quality internet access and equipment for use by customers and partner staff of the OhioMeansJobs Centers.

- e. Ensure that the OhioMeansJobs centers are in compliance with WIOA Section 188 and all applicable Americans with Disabilities Act (ADA) guidelines and are easily accessible to individuals with disabilities.
- f. Comply with all Equal Employment Opportunity requirements. Any practices that create disincentives to provide services to individuals with barriers to employment must not be established.
- g. Encourage that all partners co-located at the OhioMeansJobs centers implement and execute a priority of service for qualifying veterans that complies with the State's WIOAPL 15-20.2 – Priority of Service for Veterans and Eligible Spouses and the Area 17 Workforce Development Board Administrative Policy 4 – Local Veteran Priority of Service.
- h. Maintain a referral system for partners.
- i. Offer resource room services, with staff assistance, in both locations Monday through Friday, with normal business hours from 8:00am to 4:30pm. Hours may be extended or adjusted as necessary. Holidays recognized for closure are the holidays recognized by the State of Ohio agencies.
- j. Ensure safety and security protocols are in place.
- k. Utilize designated state and local systems as appropriate.

2. Outreach

- a. The Operator will be responsible for outreach to job seekers and customers seeking services. All outreach will be done utilizing Board guidelines and policy, with the state and federal branding “OhioMeansJobs, a proud partner of the American Job Center network.” No individual agency logos or webpages will be utilized.
- b. Ensure the OhioMeansJobs website is updated for accuracy and follows required guidelines.

3. Services for Job-Seeking Customers

- a. Each OhioMeansJobs Center will coordinate integrated services of partners in a seamless and streamlined fashion. Adaptations will be available for specialized populations, such as those with language and cultural barriers, people with disabilities, as well as people with other challenges.
- b. Services available to customers will include the following:
 - Orientation to the OhioMeansJobs Center and to the system of partner services. This can be accomplished via print, videotape, and workshop, or one-on-one with a customer service representative through in-person and/or virtual services.
 - Job search and employment assistance.
 - Offer “meaningful assistance” to help individuals navigate Ohio’s unemployment application and claims filing processes and provide the individual with general information on their responsibilities as a claimant.
 - A resource room in each OhioMeansJobs Center with self-service tools and information to help customers with career planning, job searching, job matching, placement, retention, and advancement through computers, print, video, and other media. The resource room is designed for ease of customer use and staffed with technologically proficient professionals who can answer questions and assist in information searches, decisions, and connections to services.

The resource rooms must provide access to:

- The OhioMeansJobs.com website for the State of Ohio for customers to post resumes, job search, complete practice assessments, and access other job-hunting resources.
 - Labor market information including job vacancy listings, skill requirements for job listings, information on wages, employment trends, career options, and available training.
 - Information on resume writing, interview techniques, and application completion.
 - Performance and cost information on eligible training providers and information on financial aid.
 - Performance information on the local OhioMeansJobs delivery system.
 - Information on partner services.
- Information on supportive services, including how to obtain them via print, online, or a partner representative.
 - Information and assistance regarding filing for unemployment compensation. State merit staff members are required to deliver services at the OhioMeansJobs centers under the provisions of Wagner-Peyser Act or services from other programs that require merit staffing requirements.
 - Help with establishing eligibility for WIOA services and for other training and education programs.
 - Access to employability workshops, including those that develop “professional and soft skills”, such as, effective communication, planning and self-management, and the use of technology for job search.

4. Customer Data Collection

- a. Secure basic information as required by the USDOL, ODJFS, and the Board on each business and jobseeker customer using OhioMeansJobs Center services, and track repeat customers.
- b. Register all job-seeking customers using OhioMeansJobs Center services in the appropriate system.
- c. Enter information into designated state and local systems as needed to comply with Board requirements and comply with all applicable confidentiality rules and protocol.
- d. Collect and maintain customer satisfaction information reviewing same with the Board on a quarterly basis. Inform the Board director of complaints within five days of receipt.

5. Collaboration

- a. Under the direction of the Board, negotiate with the partners and execute a local WIOA Memorandum of Understanding (MOU) that describes how the Board, operator, and partners will provide and share services and resources in the OhioMeansJobs centers and through the local workforce development system, in accordance with WIOA and the corresponding federal regulations.
- b. Improve customer access to partner services through a referral process as required under WIOA. Strive to streamline services and minimize duplication.
- c. Ensure partner staff members are informed about other partner programs and services.
- d. Ensure virtual access to partner services is in place and made available.
- e. Work with the WIOA youth service providers to familiarize youth with the full array of OhioMeansJobs Center services.

- f. Collaborate with other organizations in the community that offer services to meet any additional needs of customers.
 - g. Identify new partners that may contribute to shared costs.
 - h. Collaborate with the Board to implement the workforce development system initiatives and comply with specific grant requirements.
 - i. Collaborate with the State, Board, and partners as necessary to implement state-generated initiatives related to services.
 - j. Collaborate with the Board to generate various reports as needed.
6. Performance Measurement and Continuous Improvement
- a. Be familiar with all WIOA performance measures included in WIOA and state and local WIOA plans, and subsequent regulatory decisions.
 - b. Ensure on-going improvement of OhioMeansJobs Center services. Improvement should focus on but is not limited to: program utilization, performance outcomes, customer satisfaction, and cost effectiveness. Report improvements in a monthly report to the Board.
 - c. Provide policy recommendations as appropriate.
 - d. Implement an internal process for review and analysis of performance data with partners, identify areas to target for improvement, diagnose causes of failure to meet performance standards, plan and implement changes for improvement, and monitor results. Promptly develop solutions to address any identified problems in day-to-day operations and continue to apply corrective action until performance meets standards.
 - e. Work with the Board on any monitoring or measurement and continuous improvement activities or site visits to maximize learning and improvements from these processes.
 - f. Complete the One-Stop certification process required under WIOA legislation and ODJFS policy and guidelines.

The Board reserves the right to institute additional local performance standards and/or other performance measurement systems to ensure quality programs or to meet measures under WIOA. The State may also implement other measures at any time during the contract to ensure the programs and measures are being met under WIOA regulations.

B. Service Revisions

1. The roles and responsibilities of the Operator may be refined and changed as:
 - a. Federal, state, and local law or requirements are enacted and implemented covering the workforce development system, including reauthorization or lapse in funding of the Workforce Innovation and Opportunity Act;
 - b. Regulations and procedures are developed or changed by the U.S. Department of Labor;
 - c. The Local Elected Officials and the Board adopt local direction and procedures; and
 - d. The Board develops and coordinates mandatory strategic initiatives for the local workforce area.

SUBMISSION REQUIREMENTS

Proposals should be clear, concise, and compelling. The narrative should demonstrate an understanding of the Board's philosophy, goals and objectives. Program activities should be focused on innovation and the collective impact on participants and their success. Verbatim reiteration of language contained in this RFP, the Workforce Innovation and Opportunity Act, federal regulations and/or state and local policy, is discouraged.

Demonstrated Ability

- A. Respondents must provide a description of their organization in the following areas:
- a. The total number of years in existence. (A proposer must be in existence for a minimum of 7 years, 10 years preferred.)
 - b. Knowledge and understanding of the Workforce Innovation and Opportunity Act (WIOA), as well as workforce or other related laws.
 - c. Past or current experience serving in the role of an Operator for a comprehensive One-Stop/American Job Center, including any contracts in other states or geographic regions;
 - d. Experience implementing resource sharing agreements among all mandatory partners outlined in WIOA;
 - e. Past or current experience leveraging and/or bringing in additional resources (beyond WIOA Title I Adult and Dislocated Worker funds) to the One-Stop system;
 - f. Expertise in coordinating comprehensive workforce development services to customers, including those with significant barriers to employment (e.g., veterans, ex-offenders, individuals with disabilities, individuals with basic skills deficiencies, etc.) specifically addressing the employment and training needs of customers.
 - g. Experience of your organization's key staff who will be involved in implementing and overseeing the One-Stop Operator services.
 - i. Job descriptions for each position and resumes for each staff funded in whole or in part in your organization's proposed budget must be provided as attachments to your proposal. Job descriptions must specifically indicate, in addition to position duties, the staff skills, knowledge, and training needed for the position.
 - ii. Key staff members are preferred to have a Bachelor's Degree in Business, Public Administration or related field, a minimum of five (5) years experience in business, public administration, social work or an acceptable combination of education, training and experience.
- B. If applying as a consortium, the lead agency must be identified, and a memorandum of understanding amongst the consortium partners must be included as an attachment.

Operator Services

In discussion of your service delivery, explain how you intend to provide the services described under Scope of Services to Be Provided –Operator Services Items 1-6 identified on Page 6. Also plan to address and include information referencing the items listed below:

1. Identify and discuss the services to be overseen as the Operator. How will services be integrated, seamless, and customer-focused?
2. Discuss the data collection, as well as compliance with confidentiality rules and protocol regarding the data, and flow of job seeking customers into the OhioMeansJobs Center.
3. Discuss how services will be provided through the Resource Rooms and hours of Resource Room services in each location. How will customers be connected to program specific services? What workshops will be provided for customers?
4. Identify strategies to ensure continuous improvement of service delivery.
5. Identify outreach and recruitment strategies, reiterating the branding requirement.

Budget Information

Contractors must complete only one budget detail form for both OhioMeansJobs Centers.
(Attachment A)

For each line item included on the budget detail form, contractors must also provide a detailed justification for the amount requested.

Please Note: Only commercial, for-profit organizations may incorporate profit into their budget. Profit must be contained in a single line item in the budget, and may not exceed 10% of the total expenses.

a. Financial Statement Requirements

At the time of proposal submission, proposers must provide a complete financial statement, prepared in conformity with Generally Accepted Accounting Principles (GAAP), based upon an audit that is not more than eighteen (18) months old by the time of the proposal submission deadline. This statement must be certified by an independent Certified Public Accountant (CPA). A complete un-audited statement, also prepared in accordance with GAAP, that is not more than three (3) months old by the time of the proposal submission deadline must also be included. These statements should clearly identify the financial condition of the contractor's business entity as well as that of its corporate structure, if applicable. The financial statement will be used in determining the contractor's financial condition, including the working capital position that would permit the contractor to perform a contract of the size indicated by this RFP.

b. Certification of Financial Support

If the proposer intends that another corporation(s) and/or parent organization will provide financial support in any way to the contract, the other organization(s) involved must file a binding certification as to the extent of its (their) support. Such certification must be dated and signed by a corporate officer authorized to make such a commitment.

Optional Materials

Contractors may include materials describing qualifications not addressed in this request, not to exceed 10 pages.

CONDITIONS AND OTHER REQUIREMENTS

Through this section of the RFP, the Board notifies contractors seeking award of a contract of certain conditions and requirements which may affect their eligibility or willingness to participate in any procurement (RFP, RLB, etc.) process; or their eligibility to be awarded a contract; and of requirements that would be in effect should they be awarded a contract.

Interview

Contractors submitting proposals may be required to participate in an in-depth interview as part of the evaluation process. The interview, if necessary, may include members of the Board and/or county agency staff or other representatives it may appoint, as appropriate. The Board reserves the right to select from responding contractors for interviews and may not interview all contractors submitting proposals. The contractor shall bear all costs of any scheduled interview and will not be the Board's responsibility.

Start Work Date

The selected contractor must be able to begin work on July 1, 2025. **Any work begun by the contractor prior to this date will NOT be paid by the Board.**

Branding

All activities conducted by the program operator and funded by the Board will be branded as regulated by WIOA or the State of Ohio. All outreach and other internal and external communication (including but not limited to presentations, materials, documents and forms used in recruiting, worksite development and orientation to students, parents, businesses, as well as specialty items) must use the OhioMeansJobs brand, American Job Center brand tagline, or any other brand indicated by the State or as mandated under WIOA. Any co-branding with provider organizations will be negotiated prior to contract signing.

Trade Secrets Prohibition; Public Information Disclaimer

Contractors are prohibited from including any trade secret information as defined in ORC 1333.61 in their proposals in response to any procurement efforts by the Board. The Board shall consider all proposals voluntarily submitted in response to any Board RFP (or etc.) to be free of trade secrets and such proposals shall, in their entirety, be made a part of the public record.

All proposals and any other documents submitted to the Board in response to this RFP shall become the property of the Board. This RFP and, after formal announcement by the Board of the results of this RFP project (e.g., notices provided to responding contractors regarding contractor selection, notice of project cancellation, etc.), any proposals submitted in response to the RFP are deemed to be public records pursuant to R.C. 149.43. For purposes of this section, "proposal" shall mean both the technical proposal and the proposal budget submitted by the contractor, any attachments, addenda, appendices, or sample products.

Any proposals submitted in response to this or any RFP issued by the Board which make claims of trade secret information shall be disqualified from consideration immediately upon determination that such unallowable claim has been made.

Contractual Requirements

1. Any contract resulting from the issuance of this RFP is subject to the Board Assurances and Certifications (**Attachment B**).
2. Many of the terms and conditions contained in the contract are required by state and federal law; however, once a contractor has been selected, the contractor may propose changes to the contract by annotating the contract and returning to the Board for review and approval.
3. Funding for any and all services provided pursuant to the contract is contingent upon the availability of state and federal funds.
4. All aspects of the contract apply equally to work performed by any and all subcontractors.
5. The contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. The contractor, and any subcontractor(s), agrees to be bound by the same standards of confidentiality that apply to the employees of the Board. Any violation of confidentiality will result in an immediate termination of the contract, and may result in legal action.
6. The selected contractor shall be required to comply with prevailing wage standards, as established in ORC 4115.03 to 4115.16.

Subcontractor Identification and Participation Information

Any contractors proposing to use a subcontractor for any part of the work described in this RFP must clearly identify the subcontractor(s) and their tasks in their proposals. The proposal must include a letter from the proposed subcontractor(s), signed by a person authorized to legally bind the subcontractor, indicating the following:

1. The subcontractor's legal status, federal tax ID number, and principle business address.
2. The name, phone number, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations.
3. A complete description of the work the subcontractor will do.
4. A commitment to do the work, if the vendor is selected.
5. A statement that the subcontractor has read and understands the RFP, the nature of the work, and the requirements of the RFP.

There may be no dollar amounts of any kind included with sub-contractor information; inclusion of dollar amounts will result in the disqualification of the primary contractor's entire proposal.

Public Release of Records

Public release of any evaluation or monitoring reports funded under this agreement will be made only by the Board. Prior to public release of such reports, the Board must have at least a 30-day period for review and comment.

Confidentiality

All contracts will require that the contractor maintain the confidentiality of information and records which state and federal laws, rules, and regulations require to be kept confidential.

Key Personnel

The Board will require a clause in the resulting contract regarding key personnel in that any person identified as critical to the success of the project may not be removed without reasonable notice to the Board, and replacements will not be made without the Board's approval.

Mandatory Contract Performance Disclosure

Each proposal must disclose whether the contractor's performance, or the performance of any of the proposed subcontractor(s), under contracts for the provision of services that are the same or similar to those to be provided for the project which is the subject of this RFP has resulted in any "formal claims" for breach of those contracts. For purposes of this disclosure, "formal claims" means any claims for breach that have been filed as a lawsuit in any court, submitted for arbitration (whether voluntary or involuntary, binding or not), or assigned to mediation. If any such claims are disclosed, contractor shall fully explain the details of those claims, including the allegations regarding all alleged breaches, any written or legal action resulting from those allegations, and the results of any litigation, arbitration or mediation regarding those claims, including terms of any settlement. While disclosure of any formal claims in response to this section will not automatically disqualify a contractor from consideration, at the sole discretion of the Board, such claims and a review of the background details may result in a rejection of the contractor's proposal. The Board will make this decision based on its determination of the seriousness of the claims, the potential impact of the behavior that led to the claims could have on the contractor's performance of the work, and the best interests of the Board.

Mandatory Disclosures of Governmental Investigations

Each proposal must indicate whether the contractor and any of the proposed subcontractor(s) has been the subject of any adverse regulatory or adverse administrative governmental action (federal, state, or local) with respect to contractor's performance of services similar to those described in this RFP. If any such instances are disclosed, contractor must fully explain, in detail, the nature of the governmental action, the allegations that led to the governmental action, and the results of the governmental action including any legal action that was taken against contractor by the governmental

agency. While disclosure of any governmental action in response to this section will not automatically disqualify a contractor from consideration, such governmental action and a review of the background details may result in a rejection of the contractor's proposal at the sole discretion of the Board. The decision by the Board on this issue will be based on a determination of the seriousness of the matter, the matter's potential impact on the contractor's performance of the work, and the best interests of the Board.

Contractor Selection Restriction

Any contractor deemed not responsible, or submitting a proposal deemed not to be responsive to the terms of this RFP, shall not be awarded the resulting contract.

Audit Information

Any contractor responding to a procurement opportunity issued by the Board is required to provide copies of any audits completed within the last year. If there were findings within the audit report, the Board requests a copy of any corrective action plan that has been implemented in response to the finding. A non-Federal entity that expends \$1,000,000 or more during the non-Federal entity's fiscal year in Federal awards must have a single or program-specific audit conducted for that year in accordance with the provisions of Uniform Guidance 2 CFR part 200, subpart F.

Ohio Presence Consideration

The contractor that is awarded the contract resulting from this RFP is required to maintain a physical presence in Ohio throughout the term of the contract, including all renewal periods. Therefore, each contractor must either demonstrate in its proposal that it currently has a physical presence in Ohio or demonstrate concrete plans for establishing a physical presence, to include the actual or proposed location of the contractor's presence. Contractor proposals must identify the work to be performed for this project at that location and identify contractor personnel, either by staff name or function that will operate from the Ohio location. The Board reserves the right, at its sole discretion to reject any proposals which fail to comply with this requirement.

PROPOSAL FORMAT & SUBMISSION

Required Contractor Information

The Board requires the following information on contractors who submit proposals in response to any procurement opportunity in order to facilitate the development of the contract with the selected contractor:

1. Contractor Name (legal name of the contractor – person or organization – and the name of the individual who will be signing the agreement.)
2. Contractor Federal Tax ID # or Social Security #.
3. Contractor Corporate Address
4. Contractor Remittance Address (if different from Contractor Corporate Address)
5. The name, title, address, phone number, and email of the contractor representative/contact person authorized to answer questions on the proposal and address contractual issues.

Contractors must provide the required information on their letterhead as the cover page of their proposal. It is mandatory that the information provided is certified with an original signature, in blue ink, from a person with authority to represent the contractor. If submitting a proposal as a consortium, the lead agency must provide the required contractor information.

The Board reserves the right to reject any proposal if this information is not provided fully, accurately, and by the deadline.

Format for Organization of the Proposal

The contractor's proposal **must contain the components**, at minimum, in the order described below. Any other information thought to be relevant, but not applicable to a specific RFP section must be provided as an appendix to the proposal and so marked. The Board reserves the right not to review submitted appendices which includes information/materials not required in the RFP. All pages beyond the cover page containing the contractor's required information must be sequentially numbered.

Contractors **must** organize their proposals in the following order:

1. Cover Page – all required contractor information included and signed in blue ink from the person with authority to represent the contractor.
2. Table of Contents
3. Demonstrated Ability – must provide narrative to fully address each numbered item in the order listed.
4. OhioMeansJobs Operator Services – must provide narrative to fully address each numbered item in the order listed.
5. Budget Detail Form and Budget Narrative – must utilize the budget form provided with this RFP and include narrative for the line items.
6. Most recent financial statement (as of the date of submission.)
7. If a subcontractor will be used, the required information requested in the RFP.
8. Copies of audit reports (Single Audit, if applicable) completed this past year, and if necessary, corrective action information.
9. Additional supporting information – not to exceed 10 pages.

A sample proposal score sheet is provided as **Attachment C** of this RFP. **Contractors are strongly encouraged to use the proposal score sheet to check their proposals for quality, compliance, and completeness prior to submission.**

Proposal Submission Information

The Board requires proposal submissions in both paper and electronic format. The proposal must be prepared and submitted in accordance with instructions provided below.

All narratives must be printed in 12-point font (type), and printed on 8 ½" x 11" white paper with 1" margins on each side. Each narrative must contain a heading that indicates the narrative category/item to which you are responding. Keep narratives as concise as possible while providing all the information requested.

Each page of the proposal must be numbered sequentially at the bottom of the page. These page numbers will be inserted into your Table of Contents.

5 paper copies (one (1) signed original and four (4) unstapled, non-bound copies) and one electronic copy (saved on a USB flash drive) of the proposal AND the budget form provided with this RFP. Contractors' proposal and budget must contain all the information and documents specified under the Format for Organization of the Proposal. All copies (both paper and electronic) of the original proposal must include copies of ALL information, documents, and pages in the original proposal.

The electronic copy must include all components of the proposal, including any required or voluntary attachments to it, as well as the budget form and identified budgetary items that are necessary to complete the requested services. The file(s) on the USB flash drive must be named clearly, representing what is contained within the file(s).

The USB flash drive must be labeled with the Contractor's name, the RFP name, and the proposal submission date or proposal due date, at minimum. The requested electronic copy will be used by the Board for archiving purposes and for fulfillment of Public Records Requests. Failure to include or to properly label the USB flash drive and files may, at the Board's discretion, result in the rejection of the contractor from any consideration.

The contractors' total proposal submission (all copies and electronic copy) must be received by the Board complete no later than **3:00pm EST on January 31, 2025**. Faxed or e-mailed submissions will not be accepted.

Proposals must be addressed to:

**Mary Ann Kochalko, Director
Workforce Development Board, Inc.
721 Boardman-Poland Rd., Suite 200
Boardman, OH 44512**

All proposal submissions must be received, complete, at the specified address, via mail or hand delivery by the specified date and time. Materials received separately from a contractor's proposal submission (e.g., letters of recommendation from past customers of the contractor's services) will not be added to the proposal nor considered in the review and scoring process. Materials received after the date and time as stated above will not be included in any previous submissions, nor will they be considered. The Board is not responsible for proposals incorrectly addressed or for proposals delivered to any location other than the address specified above. No confirmation of mailed proposals can be provided. For hand delivery on the due date, contractors are to allow sufficient time for parking considerations.

Submission of a proposal indicates acceptance by the contractor of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Board and the contractor selected.

CRITERIA FOR PROPOSAL EVALUATION & SELECTION

Evaluation Criteria

Proposing organizations are advised that the selection of a contractor for contract award will be made after a careful evaluation of the proposals reviewed by a panel comprised of Board members. This review panel of has no fiduciary interest in bidding for funding under this RFP. Each panelist will evaluate the proposals for acceptability with emphasis on the various factors enumerated on the score sheet (Attachment C), assigning to that factor a numerical weight. The scores will then be used to select a preferred contractor or develop a list of preferred contractor(s) with whom negotiations can be conducted if necessary.

The Board will contract with a contractor that best demonstrates the ability to meet requirements as specified in this RFP. Contractors submitting a response will be evaluated based on the capacity and experience demonstrated in their proposal and budget.

Contractors should not assume that members on the review panel are familiar with any current or past work activities with the Board. Proposals containing assumptions, lack of sufficient detail, poor organization, lack of proofreading, and unnecessary use of self-promotional claims will be evaluated accordingly.

Contractors are to complete and submit an accurate budget indicating the costs of services requested. Contractors are to use their professional comprehension of the effort required to perform those services. The costs proposed in the contractor's budget will be the costs in effect throughout the contract period.

At the contractor's discretion, additional documentation may also be included with the completed budget as explanatory information; however, when making the contractor selection and when executing the contract, the Board will consider only the dollar amounts displayed within the budget form provided with the RFP.

In calculating their total proposed cost, contractors must consider costs resulting from all costs, primary and incidental, necessary to complete all activities (whether explicitly identified by the Board in this RFP or not).

Any proposals not meeting the stated requirements within this RFP will not be scored or may be held pending receipt of required clarifications. The Board reserves the right to reject any and all proposals, in whole or in part, received in response to this request.

Review Process Caveats

The Board may, at its sole discretion, waive minor errors or omissions in contractors' proposal and/or budgets when those errors do not unreasonably obscure the meaning of the content.

The Board reserves the right to request clarifications from contractors on any information in their Research Proposals and/or Proposal Budgets, and may request such clarification as it deems necessary at any point in the proposal review process. Any such requests for proposal clarification when initiated by the Board, and contractors' verbal or written response to those requests, shall not be considered a violation of the communication prohibitions contained in this RFP. Such communications are expressly permitted when initiated by the Board, but are at the sole discretion of the Board.

Should the Board determine a need for interviewing contractors prior to making a final selection, results to interview questions shall be scored in a manner similar to the original proposal. Such scored results may be either added to those contractors' proposal scores, or will replace certain criteria scores, at the discretion of the Board. The standards for scoring the interviews and the method used for considering the results of the interviews shall be applied consistently for all contractors participating in the interview process for that RFP.

The Board reserves the right to negotiate with contractors for adjustments to their proposals should the Board determine, for any reason, to adjust the scope of services for which this RFP is released.

If budgets of all technically qualifying contractors are in excess of the available funding for this project, the Board may, at its sole discretion, negotiate with all technically qualifying contractors for a revised budget. Contractors may then submit one last and best offer, or may request that the Board view its original cost proposal as its last and best offer, or may formally withdraw from further

consideration, and shall formally indicate its choice according to directions provided by the Board at that time. Upon receipt of all last and best offers, and assuming that one or more have submitted a budget that is within project budget, the Board will then consider those contractors' revised proposal budgets which are within the budget.

Such communications are not violations of any communications prohibition, and are expressly permitted when initiated by the Board, but are at the sole discretion of the Board.

Any contractor deemed not responsible, or any submitting a proposal deemed not to be responsive to the terms of this RFP, shall not be awarded the contract.

Final Contractor Recommendation

The review panel will recommend to the Board the technically qualified contractor offering the proposal most advantageous to the Board, as determined by the processes and requirements established in this RFP.

Following selection of a contractor, the Board will negotiate specific program and budgetary details and expectations with the selected contractor. Should the parties be unable to agree to the terms, the Board has full authority and discretion to discontinue negotiations and conduct negotiations with an alternative contractor.

PROTEST PROCEDURE

Protests

Any potential, or actual, contractor objecting to the award of a contract resulting from the issuance of this RFP may file a protest of the award of the contract, or any other matter relating to the process of soliciting the proposals. Such a protest must comply with the following guidelines:

1. A protest may be filed by a prospective or actual bidder objecting to the award of a contract resulting from this RFP. The protest shall be in writing and shall contain the following information:
 - a. The name, address, and telephone number of the protestor;
 - b. The name of the RFP being protested;
 - c. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 - d. A request for a ruling by the Board;
 - e. A statement as to the form of relief requested from the Board; and
 - f. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest.
2. A timely protest shall be considered by the Board, if it is received by the Board within the following periods:
 - a. A protest based on alleged improprieties in the issuance of the RFP or any other event preceding the closing date for receipt of proposals which are apparent or should be apparent prior to the closing date for receipt of proposals shall be filed no later than 3:00 p.m. EST the closing date for receipt of proposals, as specified under the Anticipated Procurement Timeline of this RFP.
 - b. If the protest relates to the announced intent to award a contract, the protest shall be filed no later than 3:00 p.m. EST of the eighth (8th) calendar day after the issuance of the Letter of Intent to Award the contract.

3. An untimely protest may be considered by the Board if the Board determines that the protest raises issues significant to the procurement system. An untimely protest is one received by the Board after the time periods set forth in Item 2b of this section.
4. All protests must be filed at the following location:
Workforce Development Board, Inc.
721 Boardman-Poland Rd., Suite 200
Boardman, OH 44512
Attn: Mary Ann Kochalko, Director
5. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless the Board determines that a delay will severely disadvantage the project. The contractor(s) who would have been awarded the contract shall be notified of the receipt of the protest.
6. The Board shall issue written decisions on all timely protests and shall notify any contractor who filed an untimely protest as to whether or not the protest will be considered.

Caveats

The Board is under no obligation to issue a contract as a result of this solicitation if, in the opinion of the Board and the review panel, none of the proposals are responsive to the objectives and needs of the RFP.

The Board reserves the right to accept or reject any or all proposals, in whole or in part, for any reason whatsoever.

The Board reserves the right to not select any contractor should the Board decide not to proceed. Changes in this RFP of a material nature will be provided via the website. All contractors are responsible for obtaining any such changes without further notice by the Board.

All awards are contingent on the availability of funds.

The contractor agrees to adhere to all legislative provisions and regulations as well as all state and local policies.

Any contract awarded under this RFP must comply with the WIOA regulations and any other WIOA implementation policies or other guidance documents that will be subsequently issued by DOL or the State of Ohio. In that regard, the Board reserves the right to include any such requirements into an initial contract that may be entered into as a result of this RFP and modify any such contract at a later date, accordingly.

The contract may be supported by WIOA funds in conjunction with other federal, state, and local funds.

ATTACHMENTS

- A. Budget Detail Form** – *For submission*
- B. Assurances and Certifications** – *For contractor review – do not submit*
- C. Proposal Score Sheet** – *For contractor self-evaluation purposes – do not submit*

Thank you for your interest in this project.