

**SFY 2017**

**Request for Proposal (RFP)**

**Comprehensive Case Management and Employment Program  
Work Experience Payroll Services**

**Issued by:**

The Lake County Workforce Development Board (LCWDB) for  
Lake County Department of Job & Family Services (LCDJFS)  
177 Main Street  
Painesville, OH 44077

**Funding Source:**

Workforce Innovation & Opportunity Act (WIOA)  
Temporary Assistance for Needy Families (TANF)

**Date of Issue:**

April 15, 2016

This RFP and its contents are based on terms and conditions as they stand on March 28, 2016. Any and all parts of this RFP may be amended due to changes to terms and conditions and available funding.

**IMPORTANT NOTICE**

**The Lake County Workforce Development Board must receive four copies of the completed proposals no later 12:00 noon EST May 6, 2016.**

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## **PROPOSAL INSTRUCTIONS**

Submit all questions regarding this Request for Proposal to [LAKE\\_RFP\\_QA@jfs.ohio.gov](mailto:LAKE_RFP_QA@jfs.ohio.gov) until **12:00 Noon EST, Wednesday May 4, 2016**. All questions and answers will be posted in a timely manner on the OMJ Lake website at <http://www.lakecountyohio.gov/omjlake/home.aspx>.

Proposals must be received by the Lake County Workforce Development Board (LCWDB) at the Lake County Department of Job and Family Services (LCDJFS) office by **12:00 noon EST, Friday May 6, 2016**. Proposals may be mailed or delivered. Proposals submitted by facsimile or other electronic transmission (e.g., Internet, e-mail) will not be accepted. Any proposals not received at the designated place by the designated time and date must be rejected. Four copies of the proposal and attachments must be submitted.

**All copies of the completed proposal must be submitted in sealed packaging addressed to:**

**Robert J. Dawson  
Executive Director  
Lake County Workforce Development Board  
177 Main Street  
Painesville, OH 44077  
ATTN: SFY 17 CCMEP PROPOSAL**

The LCWDB, LCDJFS and the Lake County Board of Commissioners reserve the rights to:

- **Accept or reject, in whole or in part, any or all proposals received as a result of this request, or to cancel in part or in its entirety this RFP;**
- **Fund proposals/contracts at any level deemed appropriate. Final awards may differ from amounts requested. Any organization submitting a proposal may choose not to accept an award if the full amount requested in the proposal is not awarded;**
- **Negotiate price, technical, or other revisions to a proposal before a contract is awarded;**
- **Request additional information in order to clarify specific items; however, all proposals are considered final upon receipt;**
- **Waive informalities in proposals;**
- **Negotiate with all qualified sources if in the best interest of the LCWDB, LCDJFS and the Board of Commissioners.**

**There will be a Bidders Conference on Friday, April 22, 2016 at 1:30 P.M. at the Lake County Department of Job and Family Services, 177 Main Street, Painesville, Ohio. The Bidders Conference is not mandatory but may be helpful in responding to this Request for Proposal.**

## **Background and Program Parameters**

The purpose of this RFP is to procure program service proposals for the Comprehensive Case Management and Employment Program (CCMEP) to be operated in Lake County effective July 1, 2016.

### **What is CCMEP?**

CCMEP is a combination Title IV-A (TANF) program and workforce development (WIOA) activity authorized by Ohio HB 64 (June 30, 2015) providing employment and training services and other supportive services to mandatory and voluntary participants based upon a comprehensive assessment.

### **Who will participate?**

**Mandatory** - Individuals who are at least sixteen but not more than twenty-four years of age and are:

- Work Eligible Participants of Ohio Works First (OWF) who are at least sixteen but not more than twenty-four years of age;
- Low-income Adult, In-School or Out-of-School your registered in a Workforce Innovation and Opportunity (WIOA) program considered to have a barrier to employment under WIOA.

**Voluntary** - Individuals who are at least sixteen but not more than twenty-four years of age and are:

- any OWF participant who has not been determined to be work eligible;
- an individual receiving benefits and services from a Prevention, Retention and Contingency (PRC) program and who volunteers for CCMEP within thirty days of the date that PRC benefits are received.

### **Who is responsible for administering CCMEP?**

The Lake County Board of Commissioners has designated LCDJFS as the Lead Agency for CCMEP for Lake County and Workforce Area #5. The Lead Agency is required to:

- submit a local CCMEP program plan (by May 31, 2016);
- administer the program in accordance with federal and state laws;
- collaborate with other local participating agencies;
- insure the utilization of the Ohio Workforce Case Management System (OWCMS) for administering CCMEP;
- meet (state and where applicable federal) Performance Standards;
- insure the proper expenditure of funds;
- insure that the 14 CCMEP/WIOA service elements are made available and delivered via the 32 CCMEP activities; and
- be responsible for all CCMEP duties whether the Lead Agency performs the duty or a contractor.

The initial funding and operational period is effective July 1, 2016 through June 30, 2017. The number of clients to be served shall be dependent on the number of mandatory and voluntary participants enrolled in CCMEP. Based on current data and best available calculations, the participant count will run between 125 and 150 at any given time. It is estimated that 75% of the participants could utilize the Paid Work Experience element for an average of 4- 6 weeks.

### **PURPOSE OF THIS RFP**

The purpose of this RFP is to seek competitive offerings for weekly payroll services for individuals participating in paid work experience under the Comprehensive Case Management and Employment Program. These activities will be funded by WIOA or TANF allocations. The Payroll Contractor will be the Employer of Record for the paid Work Experience part of this program. Approved time sheets will be forwarded to the Payroll Contractor who will process the payroll as required. Participants age 16 and 17 years of age shall be paid at the rate of \$8.25 per hour. Participants age eighteen (18) years of age and older will be paid at the rate of \$9.00 per hour. Participants will receive work assignments based on their individual needs and work requirements typically ranging between 20 – 30 hours a week. Participants will not be permitted to work in excess of 40 hours in a given week.

### **SCOPE OF WORK**

Payroll Services under this activity shall consist of the following:

- The Payroll Contractor shall be the Employer of Record for Paid Work Experience under this program.
- The Payroll Contractor shall perform new hire orientation programs as need. The orientation(s) must be take place prior to the time participants begin their work experience and should explain the entire payroll process, assist participants with their application to the employer (payroll contractor) and assist participants in completing all necessary new hire paperwork including but not limited to Form I-9 (with required documentation), federal and state withholding forms and any applicable local jurisdictional tax forms.
- The Payroll Contractor shall maintain a complete employment file on each participant and make the same available to Lake County Job and Family Services and any other related parties needing the information to monitor, audit or otherwise review for any and all compliance that may be applicable to this program.
- The Payroll Contractor shall process all time sheets weekly. Time sheets will be reviewed and approved by program operator(s) prior to their submission to the Payroll Contractor.
- The Payroll Contractor shall pay program participants on a weekly basis not later than the next Thursday following the close of a weekly work experience period. A weekly experience period will be scheduled Monday-Sunday.
- Weekly payroll shall me made by check, direct deposit **and** pay cards as determined. The Payroll Contractor shall be responsible for all costs related to any method of

delivering the payroll.

- The Payroll Contractor shall be responsible for processing and paying any required tax withholdings of the participants.
- The Payroll Contractor shall be responsible for processing and paying any and all statutory benefits such as workers compensation and unemployment compensation as may be required by law.
- The Payroll Contractor shall provide an Employee Handbook to the payrolled Youth. The handbook shall include information of importance to those payrolled including contact phone numbers, office hours, time ticket procedures and reminders on changes that might occur to their addresses, withholding, etc.

### **UNIT OF PAYMENT AND INVOICING**

The Unit of Payment to the Payroll Contractor shall be the number of hours paid to participants multiplied by the appropriate agreed upon and contracted hourly rate. Proposers responding to this RFP should do so by submitting two fully loaded hourly rates: one for participants earning \$8.25 per hour and one for participants earning \$9.00 per hour. The predominant wage rate to be paid will be \$9.00 per hour. In limited situations, other rates of pay could apply. In those cases a Unit Rate will be established using the same “add on” factor as is used to determine the two primary rates. No other fees or payments will be made under the terms and conditions arising from this RFP.

Invoices for reimbursement may be submitted on a weekly, semi-monthly or monthly basis. Invoices must be itemized by participant, supported by time sheets and submitted in a format agreed upon by LCDJFS. Payments for invoices are made twice each month, usually within 30 – 35 days of their approval

### **EVALUATION CRITERIA**

Proposals will be evaluated using the following criteria:

- 30% – Determination of Proposer’s ability to provide the specified services
- 30% – Cost of service
- 20% – Previous successful experience in operating the same or similar activities
- 10% – Completeness of proposal
- 10% – Proposer’s administrative and fiscal responsibility, record of integrity & business ethics, financial resources and compliance with public policy

## **CONTRACT AWARDS**

Prior to receiving a final and binding contract, the successful proposer will be required to provide documentation including, but not limited to, the following:

- Your organization's most recent full audit
- Your organization's organizational chart
- Your organization's employee dispute resolution policy
- Your organization's orientation process and content
- Your organization's status as a Legal Entity (Proof of Incorporation, 501© (3), etc.)
- Your organization's proven fiscal capacity to provide the specified services
- Your organizations proof of current Workers Compensation coverage
- Current certificate of \$1,000,000.00 minimum General Liability Insurance

## **DISPUTE RESOLUTION PROCEDURES**

This process is established to provide a formal means of dispute resolution for any provider or potential provider of activities or programs (hereinafter "provider") who is not satisfied with a decision of the Lake County Youth Committee, Lake County Workforce Development Board, and/or Lake County Board of Commissioners concerning the award of a contract, or the termination of a contract, for the Comprehensive Case Management and Employment Program (CCMEP) or the Workforce Innovation and Opportunity Act (WIOA).

1. Through the CCMEP Lead Agency or the WIOA Fiscal Agent, the Lake County Department of Job & Family Services (LCDJFS) the Lake County Board of Commissioners shall issue written notice to a provider when:
  - A potential provider has submitted a written program proposal to the Lake County Youth Committee, Lake County Workforce Development Board (LCWDB), and/or Lake County Board of Commissioners in response to a formal Request for Proposal solicitation, and such proposal has not received a contract award; or
  - The Lake County Board of Commissioners has determined to terminate an existing contract with a provider of CCMEP or WIOA Services however, this appeal process may not be utilized if the reason for the termination is lack of available funding to operate the contract.

Such written notice shall state the basis for denying the contractual award or for terminating the contract, as applicable.

2. All informal means of dispute resolution shall be utilized before a formal appeal is filed.
3. If informal means of dispute resolution fail to satisfy the provider, the provider shall file a written appeal with LCDJFS.
  - The written appeal must be filed within ninety calendar days of the date of the issuance of the written notice of contract denial or contract termination.
  - The written appeal shall be filed with LCDJFS at 177 Main Street, Painesville, Ohio 44077, by mail or in person.

- The written appeal must be signed by the provider or authorized representative.
4. If at any time during the process a resolution occurs or the provider wishes to withdraw the appeal, the provider must give written and signed notice of resolution or withdrawal to LCDJFS.
  5. Where the provider continuously fails to cooperate or is unavailable, the appeal may be dismissed on written notice (certified mail, return receipt requested) to the last known address of the provider. LCDJFS shall document all attempts to resolve the appeal and indicate the circumstances for a dismissal of the matter.
  6. Within ten calendar days of the date when the appeal was received by LCDJFS, an informal conference will be held by the Chair (or designee) of the Youth Committee. The purpose of the informal conference is for the provider and other involved parties to discuss the situation and, if possible, agree on a mutually satisfactory resolution. The Chair will provide written notice, by certified mail, of the date, time, and place of the informal conference.
  7. If resolution has not been achieved at the conclusion of the informal conference, the provider may request a hearing before a hearing officer. This hearing must be held within twenty calendar days of the date when LCDJFS received the appeal.
  8. The Lake County Board of Commissioners will appoint an individual to serve as hearing officer. Such individual shall be an impartial third party who will have complete independence in obtaining facts and making decisions, and who is in no way involved with the issue giving rise to the appeal. The individual shall not be any of the following:
    - The attorney representing LCDJFS;
    - A member of the Lake County Board of Commissioners;
    - A member of the LCWDB; or
    - A member of the Lake County Youth Committee.
  9. Responsibilities of the hearing officer will include to:
    - Receive and review a complete case file prior to the hearing.

Identify the nature of the action to determine if there is an alleged violation of CCMEP or WIOA rules and regulations.

- Permit resolution at any point in the proceedings if requested by the provider.
- Provide a hearing agenda.
- Define rights of the provider and of the Lake County Youth Committee, Lake County Workforce Development Board, and Lake County Board of Commissioners.
- Direct parties to appear by certified mail, return receipt requested.
- State the purpose of the hearing.
- Receive evidence and reserve the right to exclude irrelevant or immaterial matters from evidence.
- Dispose of procedural questions.
- Elicit testimony from witnesses, but shall not act as an advocate for any party.

- Consider and evaluate facts, evidence, and arguments to determine credibility.
- Determine appropriate remedies.
- Make a complete record of the hearing.
- Render and disseminate the hearing decision to the provider, the Lake County Youth Council, the Lake County Workforce Investment Board, and the Lake County Board of Commissioners.

The hearing shall be conducted in a manner that avoids unnecessary technicalities (e.g. legal requirements such as would be appropriate in court proceedings). Technical rules of procedure and of evidence need not be strictly observed.

Any involved party has the right to representation by an attorney, at the party's own expense.

10. Parties to the hearing will have the opportunity to:
  - Bring documentary evidence and witnesses;
  - Have records or documents relevant to the issue(s) to be decided at the hearing produced by their custodian;
  - Present testimony and oral arguments; and
  - Question all parties and witnesses.
11. The hearing officer must produce a written decision within thirty calendar days from the date when LCDJFS received the appeal. The decision shall include the following:
  - A statement that a hearing was held on a specific date and time at which the involved parties, their representatives, and/or witnesses appeared and were heard;
  - A list of those in attendance;
  - A synopsis of facts based on the entire record disclosed at the hearing;
  - The opinions and statements of reasons for the decision;
  - The conclusions based on the findings of fact;
  - The signature of the hearing officer and date of the decision.
12. The decision of the hearing officer is final.
13. Deadlines for holding the informal conference and the hearing may be extended on the written and signed request of the provider filing the appeal.

Any protest or complaint which alleges discrimination on the basis of race, color, gender, religion, national origin, age, disability, or political affiliation or belief, shall be processed in accordance with the procedures prescribed by the Ohio Department of Job and Family Services and the U.S. Department of Labor Center for Civil Rights. These procedures require a written complaint to be filed within 180 days of the event giving rise to the complaint.

More information about the State and Federal formal complaint procedures can be obtained by contacting the LCDJFS Complaint Officer, Shawn Douglas, at the above address or by calling (440) 350-4228, 918-4228, or 428-4838 ext. 4228. TDD/TTY users should call via the Ohio Relay Service at (800) 750-0750.

**Attachment A**

**Proposal Summary**

<b>Proposer Name</b>			
<b>Street Address</b>			
<b>City, State, ZIP</b>			
<b>Telephone Number</b>		<b>FAX Number</b>	
<b>Chief Executive Officer</b>			
<b>Contact Person</b>			

<b>Fully loaded price per hour for participants paid at the rate of \$8.25/hour</b>	
<b>Fully loaded price per hour for participants paid at the rate of \$9.00/hour</b>	

<b>Is Organization Government/Public Sector, Private Non-Profit, or Private-for-Profit?</b>	
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## **Attachment B**

### **Program Narrative**

Please provide a summary narrative of your program. Include the following **minimum** information:

1. Executive summary of your organization's history and services. Include brief descriptions of where and for whom you have provided the same or similar services in the past. Please describe your organizations organizational and financial capacity to perform the services specified in this RFP. Include a brief description on how you would approach the new employment orientation requirement and the number of people that would be available to assist with the process.

## **Attachment C Signature Page**

I hereby certify the following:

- I have reviewed the completed Request for Proposal and am in full agreement with its content, including all Specifications.

I possess the legal authority to represent:

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(Typed Name of Proposer Organization)

- The Proposer possesses legal authority to submit the Request for Proposal and to enter a contract with the Lake County Board of Commissioners.
- A resolution, motion, or similar action has been duly adopted or passed as an official act of the Proposer's governing body, authorizing the submission of the Request for Proposal, including all understandings and assurances contained therein, and directing and authorizing the person(s) identified as the official representative(s) of the Proposer to act in connection with the Request for Proposal, to provide such additional information as may be required, and to bind the Proposer to this Request for Proposal and to future contracts, agreements, provisions, and/or conditions relating to the Request for Proposal and any subsequent contract.
- All information presented in this Request for Proposal is true and correct, and shall be open to verification by the Lake County Department of Job and Family Services.
- All projected costs are reasonable and necessary for the proposed program, activity, and/or service, and the WIA funds requested do not duplicate other funds already available, or which will be available, to pay the projected costs. All cost and price information submitted with the Request for Proposal is accurate, complete, and based on current data at the time of submission.
- Should this Request for Proposal be approved, the Proposer agrees to abide by the Workforce Investment Act, the Regulations implementing the Act, and state and local policies and plans applicable to the Act.

SIGNATURE OF CHIEF EXECUTIVE OFFICER/AUTHORIZED REPRESENTATIVE

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(Signature)

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(Typed Name and Title)

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(Typed Date)