

Request for Proposal

Program Years 2025 & 2026

**OMJ Lake County / Lake County Department of Job & Family Services / Lake
County Workforce Development Board**

Reemployment Services and Eligibility Assessment (RESEA)

Issued by:

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

Funding Source:

U.S. DOL - RESEA

Date of Issue:

October 28, 2024

This RFP and its contents are based on the terms and conditions as they stand on October 28, 2024
Any and all parts of this RFP may be amended due to changes in the terms and conditions or any other change in
state or federal law and/or a change in available funding.

IMPORTANT NOTICE

**The Lake County Department of Job & Family Services must receive four copies of the completed
Request for Proposal no later than 12:00 noon EST Friday December 2, 2024.**

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PROPOSAL INSTRUCTIONS

There will be no Bidders Conference for this procurement. Proposers should submit all questions regarding this Request for Proposal to LAKE_RFP_QA@jfs.ohio.gov until **12:00 NOON EST on November 25, 2024**. All questions and answers will be posted on the OMJ Lake County website at <https://www.lakecountyohio.gov/ohiomeansjobs/rfp/> in a timely manner.

Proposals must be received by the Lake County Department of Job and Family Services by **12:00 NOON EST, December 2, 2024**. Proposals may be mailed or delivered. The LCDJFS will not accept proposals submitted by facsimile or other electronic transmission (e.g., Internet, e-mail). Any proposals not received by the LCDJFS at the designated place and by the designated time and date will be rejected. Four copies of the proposal and attachments must be submitted. All proposals are considered public records. If a proposer believes any portion of their proposal is proprietary in nature or should otherwise be considered confidential, they must state in writing the specific area (of the proposal) of concern and the reason why they believe it should not be a public record.

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

PY 2025 & 2026 RESEA Proposal
Attention: Shawn Douglas
Lake County Department of Job & Family Services
177 Main Street
Painesville, OH 44077

LCDJFS and the Lake County Board of Commissioners reserve the right 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 LCDJFS/LCWDB and the Board of Commissioners.

PROGRAM PARAMETERS

The contract value and operational period for the services being requested will be established once funding is allocated and all applicable terms and conditions are available for review. It is currently anticipated that the initial operational/contract period will begin January 1, 2025, and run through December 31, 2025 with LCDJFS/LCWDB having the option to extend the contract for a second operational/contract period beginning January 1, 2026, and running through December 31, 2026

PURPOSE OF THIS RFP

The purpose of this RFP is to seek competitive proposals and to secure a contractor willing and able to provide the staff necessary to deliver Reemployment Services and Eligibility Assessment services for Ohio Means Jobs Lake County.

SCOPE OF WORK & SPECIFICATIONS

Under the direction of LCDJFS, the Contractor will perform the following:

Personnel:

The Contractor will supply two (2) staff persons under the terms of this contract. Those persons employed full-time by the Contractor will serve as Reemployment Specialist(s) for the purpose of fulfilling the requirements of this contract and all staff will be fully qualified and capable to do so.

Staff assigned to these positions will be expected to deliver RESEA services as specified by the U.S. Department of Labor (DOL) as interpreted by LCDJFS/LCDWB. LCDJFS/LCDWB will have final approval on all staff supplied under this contract.

The Contractor shall be the employer of record for staff supplied under this Contract and will pay all wages, fringes and statutory benefits required by law. Contractor's staff shall be subject to all state and local security and clearance agreements required for use with computers and other record keeping systems and shall be subject to all applicable policies and procedures of ODJFS, OMJ Lake County and LCDJFS/LCDWB.

Full-time staff employed under the terms of this contract will use LCDJFS as their home base of employment. Accordingly, the Contractor will pay LCDJFS the appropriate monthly fee for the appropriate Career Center shared (Vendor) cost, for the use of office space, computers, copiers, supplies and services provided by LCDJFS/LCDWB.

Performance:

The Contractor will work together with LCDJFS/LCDWB employees, OMJ-Lake Partners and Lake County's Approved Training Contractors to "Exceed" the WIOA Common Measures Performance standards, The OMJ-Lake Balanced Scorecard targets and the LCDWB's Return on Investment expectations.

Other:

The Contractor and their staff assigned to OMJ-Lake will strive to work in a seamless manner with LCDJFS/LCDWB employees and the OMJ-Lake Partners. Contractor's staff may need to travel to partner locations and to events and activities in and around Lake County as needed. The Contractor understands that their primary goal is to assist jobseekers, employers, LCDJFS staff and OMJ-Lake Partners as an integral part of OMJ-Lake and in pursuit of OMJ-Lake's strategic and performance goals.

INDEPENDENT COST ESTIMATE

Cost estimates for key items specified in this RFP include the following: Approximate wage rate not to exceed \$21.25 per hour plus comprehensive fringes and benefits. A mileage reimbursement should be included in the proposal for limited staff duties taking place outside of the OMJ Lake Career Center. The OMJ Lake Cost Sharing Occupancy Cost per FTE should be budgeted at \$ \$14,927 per annum. In-direct and over-head costs (in total) should be limited to 15% of the total of other costs. For-profit proposers may add a profit factor not to exceed 10%.

EVALUATION OF PROPOSALS

Proposals will be rated on the following:

- 20% – Reasonableness and necessity of proposed costs based on the Cost/Price Analysis.
- 50% – Previous successful experience in performing similar activities within Ohio’s One-Stop System.
- 10% – Completeness and thoroughness of proposal.
- 20% – Proposer’s administrative and fiscal responsibility, record of integrity and business ethics, financial resources and compliance with public policy practices.

The LCDJFS/LCWDB may request clarification or additional documentation to fairly and properly evaluate proposals.

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:

- The organization’s most recent full audit, staff personnel policy, organizational chart, and client disciplinary and dispute resolution policies.
- Labor organization concurrence, if applicable
- Detailed narratives for each program element and service
- Details and documentation of referral policies and procedures
- Client evaluation process and documentation
- Orientation process and content
- Additional, as may be requested.

DISPUTE RESOLUTION PROCEDURES

This process is established to provide a formal means of dispute resolution for any provider or potential provider of workforce services (hereinafter “provider”) who is not satisfied with a decision of the LCDJFS/LCWDB, and/or Lake County Board of Commissioners concerning the award of a contract, or the termination of a contract, for workforce activities.

1. 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 LCDJFS and 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; 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 LCWDB.. 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 (or designee) 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/LCWDB;
 - A member of the Lake County Board of Commissioners;
 - A member of the LCWDB; or an affiliate.

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 the WIOA Act, WIOA Regulations, or the law.
 - 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 LCDJFS/LCWDB, 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 LCDJFS and the Lake County Board of Commissioners.

10. 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.

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

12. 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.

13. 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.

14. The decision of the hearing officer is final.

15. 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
OMJ Lake RESEA
Proposal Summary**

Proposer Name			
Street Address			
City, State, ZIP			
Telephone Number		FAX Number	
Chief Executive Officer			
Contact Person			
Total Amount of Funding Requested			

Is Organization Government/Public Sector, Private Non-Profit, or Private-for-Profit?	
List other agencies you have provided with similar services:	

Attachment B

Program Narrative

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

1. Executive summary.
2. Budget justification narrative: Include the financial information that was used to determine costs charged for the program and explain how costs were calculated. Justify costs as reasonable.
- 3.
4. Explain the strategy you will utilize to recruit and hire the staff positions required to deliver the services specified in this RFP. Submit your organization's job descriptions for the positions you intend to fill if selected to provide this service. If staff is now in your employ, submit resumes and/or a skills inventory for each staff matched up to the position profiles outlined in the RFP specifications.
5. Provide significant detail on same or similar services that your organization has provided at One-Stops. Include examples of your work including significant contributions your staff has made to the good of the cause.

Attachment C

Employment and Training Provider Budget Summary Sheet

Provider	County
I. Staff	
A. Salaries	Estimated Amount
B. Payroll-Related Expenses	
Total Staff Costs	
II. Operations	
A. Staff Travel and Short-Term Training	
B. Occupancy Costs	
C. Other – Miscellaneous	
Total Operational Costs	
Total of All Costs	

Salaries Detail				
Position Title	Number of Positions Requested	Annual Salary	Percent of time to Program*	Reimbursable Salary
Total Salaries				

*Percent of time to purchased program, not percent of time to LCDJFS.

Payroll-Related Expenses Detail	
Social Security or Other Retirement System (PERS, SERS, STRS)	
Worker's Compensation/Unemployment Insurance	
Retirement Expense	
Hospitalization Insurance Premium	
Other (<i>identify</i>)	
Total Payroll-Related Expenses	

Travel and Short-Term Training for Provider Staff	
Mileage Reimbursement	
Short-Term Training	
Total Travel and Short-Term Training	

Occupancy Costs		
Number of FTEs	Cost per FTE	Total
Total Occupancy Costs		

Other - Miscellaneous	
(Identify)	Amount
Total Miscellaneous Costs	

Attachment D 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:

(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 Innovation & Opportunity Act, the Regulations implementing the Act, and state and local policies and plans applicable to the Act.

SIGNATURE OF CHIEF EXECUTIVE OFFICER/AUTHORIZED REPRESENTATIVE

(Signature)

(Typed Name and Title)

(Typed Date)

Attachment E

Position Description for a RES Delivering RESEA

Under general supervision, performs one or more of the following duties at an OhioMeansJobs Center location as a representative of the Department of Job and Family Services (DJFS) as a partner agency:

Conducts Workshop Sessions when RESEA participants are present: plans (i.e., establishes frequency and length of workshop; sets up training room; identifies presentation style {small groups, classroom, conference, U-shapes}); identifies communication style; prepares workshop schedule and agenda); develops and compiles workshop hand-outs and materials using personal computer and applicable software (e.g., word processing; spreadsheet; presentation software); identifies and notifies participants and/or guest speakers; distributes workshop notifications; tracks participant attendance; tracks evaluation process and training outcomes; coordinates with other OhioMeansJobs Center partners to create goals and strategies for workshop delivery; facilitates training to meet customer needs; evaluates workshop effectiveness and identifies trends in learning and workshop improvement opportunities; distributes and ensures needs assessment is completed by job seeker, if appropriate; collects data on training needs of participants and suggested workshop topics.

Delivery of Program Services: Reemployment Service and Eligibility Assessment (RESEA) program services: (e.g., sends letters to applicants; schedules and records attendance and/or supplemental activities in the Advancement through Resources, Information, & Employment System (ARIES); assists applicant in development of an individual employment plan to identify barriers to employment; refers applicant to support services [e.g., community and/or OhioMeansJobs Center partner services]); follows-up to ensure subscribed supplemental activities are completed.

Services RESEA Job Seeker Accounts: using personal computer, registers new applicants or updates previous applications for employment using ARIES; interviews job seeker to determine personal and work history to assess skills, aptitude, physical limitations, job interest and readiness, develops mutually agreed upon employability plan to access employment/training opportunities and to address barriers which may negatively impact successful job search outcomes; instructs and informs job seekers on labor market information and how to access employment opportunities; using OhioMeansJobs.com match job seeker and employers based on needs and requirements; contacts job seekers via telephone and/or electronic mail regarding job referrals to employment opportunities; responds to job seeker concerns regarding appropriateness, quality and number of job referrals; contacts job seeker direct or use other means to track and enter appropriate placement information in ARIES; records and maintains on-going account of service activities provided to job seeker on appropriate screens in ARIES (e.g., case management); identifies post-employment training opportunities; provide guidance to customers: (e.g., registration to OhioMeansJobs.com; create, post and/or upload resumes; completes Career profile assessment in the system).

Provides General Orientation to RESEA customers: acts as initial greeter to RESEA customers and provides general information and reference materials regarding OhioMeansJobs Center partner services; schedules customers for group orientation sessions and/or refers to Resource Room and/or refers to OhioMeansJobs Center partner for services; assists in-group presentation to orient RESEA customers to OhioMeansJobs partner services.