



## REQUEST FOR QUOTES

### WORKFORCE INNOVATION AND OPPORTUNITY ACT

### ONE STOP OPERATOR

**June 1, 2019 – September 30, 2020**  
**Renewable for 2 Additional 1 Year Periods through September 30, 2022**

**ISSUED: April 8, 2019**

**Deadline for Submission: May 10, 2019**

#### **Area 7**

**100 S. Limestone Street, Suite 418  
Springfield, Ohio 45502**

*Area 7 reserves the right to modify any of the enclosed specifications.*

**INTRODUCTION**

The State of Ohio has designated Area 7 comprised of the forty-three counties listed below as a workforce development area in accordance with provisions of the Workforce Innovation and Opportunity Act of 2014 (WIOA).

### The Area 7 Counties

Allen, Ashland, Champaign, Clark, Clinton, Coshocton, Darke, Defiance, Delaware, Erie, Fayette, Fulton, Gallia, Greene, Guernsey, Hancock, Henry, Highland, Holmes, Huron, Jackson, Knox, Lawrence, Licking, Logan, Madison, Marion, Miami, Montgomery, Morrow, Muskingum, Ottawa, Paulding, Preble, Putnam, Sandusky, Seneca, Shelby, Union Wayne, Williams, Wood, and Wyandot.

The chief elected officials of each member county in Area 7 formed a consortium and appointed a Council consisting of 9 chief elected officials as determined by the consortium. The consortium has appointed the individuals required to form the Area 7 Workforce Development Board in accordance with WIOA §107.

The Area 7 Workforce Development Board membership includes representatives from the private sector, education, labor, economic development, community-based, and other organizations. Together with the Council, the Board is responsible for setting policy, determining the vision and mission of the workforce system, developing a strategic plan, and selecting a one-stop operator in accordance with WIOA.

The Area 7 board oversees the operations in the 43 American Job Centers (AJC) also referred to as OhioMeansJobs Centers (OMJC) where residents and citizens of the workforce development area can access a variety of career services.

The workforce area's allocation is sub-allocated to each of the counties in the area in accordance with the same formula utilized by the State of Ohio and agreed to amongst the chief elected officials. The OMJCs provide a variety of workforce programs that vary from OMJC to OMJC and may include any combination of the following programs and one-stop partners:

- WIOA Title I Adult, Dislocated Worker and Youth programs
- Wagner-Peyser Employment Services
- Local Veterans' Employment Programs
- Disabled Veterans' Outreach Program
- Trade Adjustment Assistance Program
- Unemployment Compensation Programs
- Temporary Assistance for Needy Families (TANF)
- Family Literacy and Adult Education Act

- Vocational Rehabilitation
- Career and Technical Education (Perkins Act)
- Community Services Block Grant
- Second Chance Act
- Senior Community Service Employment Program
- YouthBuild
- Discretionary grants

**Location of the OMJCs in Area 7.**

OMJC's are located throughout Area 7. For purposes of compliance with ODJFS's certification criteria, Area 7 has identified the OMJCs in Allen and Knox counties as our comprehensive centers.

	<b>OMJC Name</b>	<b>Address</b>
<b>1</b>	Allen	<b>1501 S. Dixie Hwy Lima, OH 45802</b>
<b>2</b>	Ashland	15 W Fourth St. Ashland, OH 44805
<b>3</b>	Champaign	1512 S. US Hwy 68 Bay 14 Urbana, OH 43078
<b>4</b>	Clark	1345 Lagonda Ave. Springfield, OH 45503
<b>5</b>	Clinton	1025 S South St Suite 500 Wilmington OH 45177
<b>6</b>	Coshocton	725 Pine St. Coshocton OH 43812
<b>7</b>	Darke	603 Wagner Ave Greenville OH 45331
<b>8</b>	Defiance	1300 E. Second St., Suite 202 Defiance, OH 43512
<b>9</b>	Delaware	140 N. Sandusky St., Hayes Admin Bldg., 2 <sup>nd</sup> Floor Delaware, OH
<b>10</b>	Erie	221 W. Parish St. Sandusky, OH 44870
<b>11</b>	Fayette	1270 U.S. Rte. 62 S.W. Washington Court House, OH 43160
<b>12</b>	Fulton	604 S. Shoop, Ste. 110 Wauseon, OH 43567
<b>13</b>	Gallia	848 Third Ave. Gallipolis, OH 45631
<b>14</b>	Greene	581 Ledbetter Rd Xenia, OH 45385
<b>15</b>	Guernsey	324 Highland Ave. Cambridge, OH 43725
<b>16</b>	Hancock	7814 Cty. Rd. 140, Findlay, OH 45839
<b>17</b>	Henry	104 E. Washington St., Hahn Center, Ste 201 215, Napoleon, OH 43545

18	Highland	1575 N. High St., Ste. 100 Hillsboro, OH 45133
19	Holmes	85 N. Grant St. P.O. Box 72 Millersburg, OH 44654-0072
20	Huron	185 Shady Lane Dr. Norwalk, OH 44857-2373
21	Jackson	25 E. South St. Jackson, OH 45640
22	<b>Knox</b>	<b>17604 Coshocton Rd. Mount Vernon, OH 43050</b>
23	Lawrence	120 N. Third St Ironton, OH 45638
24	Licking	998 E. Main St Newark, OH 43055
25	Logan	211 E. Columbus Ave. Bellefontaine, OH 43311
26	Madison	200 Midway St. London, OH 43140
27	Marion	622 Leader Street Marion, Ohio 43302-2230
28	Miami	2040 N. County Rd. 25-A Troy, OH 45373
29	Montgomery	1111 S. Edwin C. Moses Blvd Dayton, OH 45422-3600
30	Morrow	619 W. Marion Rd Mt. Gilead, OH 43338-1280
31	Muskingum	445 Woodlawn Ave. Zanesville, OH 43701
32	Ottawa	8043 W. St. Rte. 163 Oak Harbor, OH 43449
33	Paulding	252 Dooley Dr., Ste. B Paulding, OH 45879
34	Preble	1500 Park Ave. Eaton, OH 45320
35	Putnam	1225 E. Third St., Ottawa, OH 45875
36	Sandusky	2511 Countryside Dr. Fremont, OH 43420
37	Seneca	900 E. Cty. Rd. 20 Tiffin, OH 44883
38	Shelby	227 S. Ohio Ave. Sidney, OH 45365
39	Union	940 London Ave., Ste. 1500, Marysville, OH 43040
40	Wayne	358 W. North St. Wooster, OH 44691
41	Williams	1425 E. High St., Suite #107 Bryan, OH 43506
42	Wood	1928 E. Gypsy Lane Rd Bowling Green, OH 43402
43	Wyandot	120 E. Johnson St. Upper Sandusky, OH 43351

WIOA requires that each local workforce development board procure a “one-stop operator” (OS Operator) whose responsibility it will be to coordinate among the one-stop partner programs.

### **Role of the One-Stop Operator**

The Area 7 vision is:

“To provide quality and effective workforce system services in coordination with our workforce partners to the jobseekers and employers of the counties comprising Ohio Workforce Development Area 7.”

It is intended that the OS Operator employ the Area 7 vision, to guide innovation, accountability efficiency and effective utilization of resources across the OMJCs in the workforce area.

Customers enter the system through various partner programs. Through assessment and the sharing of information, participants can be provided with access to programs, services and support by the appropriate program funding streams. OS Operator duties will include encouraging the OS partners to coordinate so as to provide for an integrated service delivery system resulting in more streamlined services and reduced duplication. This includes close collaboration with the WIOA Title I service provider in each county.

As Area 7 encompasses a large geographic area the OS Operator will be expected to work with the one-stop partners to find technological solutions make services available to job seekers and employers.

The one-stop operator will report to the Area 7 Board through the Area 7 Executive Director.

## **DESCRIPTION OF ONE STOP OPERATOR SERVICES**

Area 7 has determined that the roles and functions of the one-stop operator shall be that of a facilitator and coordinator. WIOA Title I services are carried out by Area 7 member counties or their sub-recipients. To carry out the one-stop operator duties, the entity should be familiar with the WIOA one-stop partner and program requirements.

<b>One-Stop Operator Roles and Responsibilities</b>	
1	Serve as a coordinator of the public one-stop partners pursuant to the strategy and direction of the Area 7 Workforce Board as communicated through its Executive Director.
2	Familiarize themselves with the mission and performance measures of all one-stop partners including WIOA Title I.

3	Familiarize themselves with the Ohio Department of Job and Families (ODJFS) one-stop certification criteria to recommend appropriate actions and ensure Area 7's compliance.
4	Organize and facilitate an annual one-stop partner meeting with the partner "decision makers" to agree on continuous improvement goals and objectives to be communicated to staff through their quarterly meetings.
5	Organize and facilitate quarterly one-stop partner meetings with staff with the goal of continuous improvement of the OMJCs.
6	Collect information on the collaborative relationships between workforce, economic development, education and community groups in each Area 7 county. Develop a report and share best practices at quarterly one-stop partner meetings, including best practices for cross-training and cross-referral.
7	Ensure that Area 7 job centers maintain required signage and ADA compliance as per Phase I certification specifications.
8	Develop an annual project plan to be approved by the Area 7 Executive Director within the first 15 days of each contract period.
9	Provide a bi-monthly report to the Area 7 Executive Director of activities and accomplishments so that they can be reported to the governing board.
10	Work with the one-stop partners to identify technological ways to connect to the partner programs with special attention to ways of connecting partners not co-located in the OMJCs.
11	Other duties as assigned relevant to local needs.

## CONTRACT TERM

### Contract Term

A contract will be entered into with the selected individual or entity. The contract will be for three renewable one-year terms, to be approved by the Area 7 Board based on service, outcomes, and performance.

## FUNDS AVAILABLE

### Funds Available:

\$75,000 is available to fund this initiative depending upon the entity's experience and capability.

## ONE STOP OPERATOR QUALIFICATIONS

### Qualifications for the One Stop Operator:

1. To meet the WIOA requirements, Area 7 is seeking an entity that will fulfill the role of a coordinator and facilitator among the one-stop partners.
2. Area 7 requires that entities submitting proposals be able to identify a single individual or position who will be identified as the operator and who can be held accountable for accomplishing the deliverables.
3. Area 7 reserves the right to approve the individual selected to serve as the operator.
4. The following entities may respond to this RFQ:
  - a. A public entity such as a governmental entity including a single one-stop partner listed in WIOA section 121. A consortium of three one-stop partners meets the requirements of this category of applicant.
  - b. A private for-profit entity.
  - c. A private nonprofit entity.
  - d. Another interested organization or entity such as an independent consultant or consulting firm.
  - e. The entity may not be a traditional school system providing elementary or high school education.

5. Entities submitting a response to this RFQ must be capable of carrying out the duties of the one-stop operator as described above and have a history of demonstrated effectiveness.
6. The entity selected to serve as the operator should:
  - a. Be experienced in public relations.
  - b. Identify staff that will serve as the operator. The individual should have a Bachelor's Degree or higher in Human Services, Communications, Project Management, Business Operations or a related field.
  - c. Have mediation or negotiation experience.
  - d. Have experience bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align.

A defined schedule will be established for the individual or entity selected.



## PROPOSAL APPLICATION INSTRUCTIONS

1. **Dates** – All dates are subject to change by the Area 7 workforce development board.

EVENT	DATE/TIME
RFQ Release	April 8, 2019
Deadline for submitting questions	May 6, 2019 at 4:00 p.m.
RFQ Due Date	May 10, 2019 at 4:00 p.m.

- a. **Inquiries, Questions and Updates to the Proposal**

All updates or modifications to the Proposal Requirements will be posted at: [www.area7workforce.org](http://www.area7workforce.org).

All questions regarding this RFQ should be emailed to [area7@clarkstate.edu](mailto:area7@clarkstate.edu). The responses will be posted at [www.area7workforce.org](http://www.area7workforce.org).

Questions are generally answered within two (2) business days or sooner if possible. Area 7 will not respond individually to questions or send out updates on an individual basis. It is proposer's responsibility to visit the [area7workforce.org](http://www.area7workforce.org) website to access this information.

- b. Proposals must be submitted on or before **4:00 p.m., May 10, 2019** after which date, Area 7 will not accept additional proposal responses. Proposals must be mailed or delivered to the Area 7 Workforce Development Board office at 100 S. Limestone Street, Suite 418, Springfield, Ohio, 45502, or emailed to [area7@clarkstate.edu](mailto:area7@clarkstate.edu).

**The subject line for all submissions should be marked: Response to Area 7 One-Stop Operator Request for Quotes.**

2. **The RFQ Response Package**

- a. Please include a cover letter and a copy of the attached cover sheet.
- b. The RFQ is written in MS Word. Complete the attached Application by responding to all the questions immediately below the question. The space will expand to accept proposer's response.
- c. Responses must be single-spaced, single-sided on 8.5" inch x 11" inch paper. Complete all responses in Arial pitch, 12-point type. Maintain 1-inch margins.
- d. Respond to every question asked. Do not omit any questions. If a question asks for a yes or no answer, place the yes/no response at the beginning of your answer and provide the narrative information requested on the next line.

- e. Do not reorder the question numbers as the rating sheet is keyed to the question numbers. Do not respond to a question by cross-referring to another question.
- f. Please do not use special bindings. Clip or staple your proposal.
- g. Include a resume (or job description) for the individual (or position) who will serve as the one-stop operator.
- h. Number each page of the response sequentially. The page number should be in the footer with the name of the organization submitting the response, and OS - RFQ. Footers should be printed in a font size 8. Page numbers should be consecutive from beginning to end. Proposals are not to be paginated by sections. The order of the RFQ response is as follows:

- I. Cover Letter on Company or Firm Letterhead
- II. The Cover Sheet
- III. The application for **the Area 7 One-Stop Operator**
- IV. The Cost Schedule
- V. A project management schedule showing when various activities including performance will occur.
- VI. The resume of the one-stop operator and/or job description.
- VII. If proposer is not a single consultant or there are is more than one employee in proposer's organization, proposer must include an organizational chart showing the chain of command for the individual who will serve as the one-stop operator.
- VIII. Reference Form

- 3. It is Area 7's intention to award a contract as a result of this RFQ to one entity. Contracts will be cost reimbursement. There will be no advances. Proposer will be considered a sub-recipient pursuant to 2 CFR 200 et al. and will be required to execute required federal forms as a part of the contracting process including but not limited to:
  - a. Certificate Regarding Lobbying
  - b. Certification Regarding Conflict of Interest
  - c. Certification regarding Debarment Suspension
  - d. Certification regarding Drug Free Workplace

#### 4. **Cure Process**

Area 7 has established a discretionary cure process to cure minor omissions in submitted proposals within forty-eight (48) hours of notification by Area 7 via email to the proposer's contact named in the application. Failure to provide the requested information within the allotted time shall result in a "fatal flaw." This process is provided as a courtesy, and as such, Area 7 is not responsible for notification of any omissions or errors in any documentation submitted by the applicant agency in response to the RFQ.

All applying entities are solely responsible for contact availability via e-mail during this cure period and failure to receive Area 7 notification of cure issues is not subject to appeal.

Minor inconsistencies or revisions may be addressed during the negotiation process, at the sole and complete discretion of Area 7.

## **5. Selection Criteria**

- a. All submitted proposals will be evaluated against all other proposals using the rating criteria, which is a part of this RFQ package. Proposals will be rated and then ranked by an RFQ Review Committee appointed by the Area 7 Executive Director.
- b. Proposals may not be funded at the funding levels requested.
- c. The highest-ranking numerical score does not assure a funding recommendation. Other factors which may be considered include, but are not limited to: a risk assessment, cost, the likelihood of the proposed services resulting in successful outcomes of proposal deliverables, relevant experience and qualifications, financial viability and stability of the agency.
- d. Area 7 reserves the right, at its sole and complete discretion, to invite proposer(s) to make a presentation to the RFQ Review Committee as a step in the selection process.
- e. Proposals will be reviewed for responsiveness and substance.
- f. Proposer(s) are advised not to contact Area 7 employees, board members or elected officials charged with oversight of these programs during the review process to avoid conflicts, the appearance of conflicts, or undue influence over the process. This could result in the disqualification of the proposal response submitted.

## **6. Administrative Requirements**

- a. Cost

- i. If the entity responding is a for-profit entity, profit must be separately identified in the proposal Cost Section. Profit may only be earned by for-profit entities and is capped at 10% percent.
  - ii. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities' usual and customary rates in the community for purposes of determining reasonableness.
  - iii. Area 7 will reimburse for mileage or travel related to the work of this contract. Travel costs should not be incorporated into the salary or hourly rate proposed. Clark State Community College's travel reimbursement rate and policy will be utilized.
  - iv. All organizations funded whether public or private, commercial or not-for-profit, receiving at least \$750,000.00 annually through federal grants regardless of the funding source will be required to conduct and submit an annual audit.
- b. Insurance Requirements - The proposer will be required to submit Certificates of Insurance applicable to the project, including all required endorsements to Area 7 prior to the provision of services under this RFQ. Governmental entities may elect to self-insure for the insurance coverage required for this agreement. The required insurance shall be determined at contract negotiation. The types of insurance which may be requested include:

<b><u>Coverage</u></b>	<b><u>Minimum Limits</u></b>
Commercial General Liability to include a Broad Form Property Damage Endorsement and Contractual Liability	\$1,000,000 combined single limit per occurrence \$2,000,000 Aggregate
Automobile Liability including all owned and non-owned and hired vehicles	\$1,000,000 combined single limit per occurrence
Workers' Compensation	Statutory
Employer's Practices Liability	\$1,000,000 per occurrence
Professional Liability	\$1,000,000 per claims made
Intellectual Property	To cover any patent, copyright or trademark infringement claims including the cost of the defense of any action brought against Area 7, its governing Boards and Contractor

- c. This RFQ does not commit or obligate Area 7 to pay for any costs incurred in the preparation of a response or in advance of the execution of a contract.
- d. In the event of a conflict or ambiguity between the rules, terms, and conditions set forth in the RFQ and the statutes, laws, ODJFS policies and regulations, the

statutes, laws, ODJFS policies and regulations shall prevail. Area 7 shall be responsible for making all determinations in this regard.

- e. Proposer(s) will assure that all records pertaining to this agreement, including financial, statistical, property, and supporting documentation, shall be retained for a period of five (5) years from the date of: 1) final payment of under this agreement, and/or 2) when all audits and litigation are complete and resolved.
- f. Any and all work performed or expenses involved in the preparation and submission of proposals shall be borne by the applicant(s). No payment will be made for any efforts or expenses prior to commencement of work as defined by a fully executed contract.

## **7. Subcontracts**

This RFQ does not allow for subcontractors.

## **8. Grievance and Procedures**

In the event a proposer wishes to file a grievance in connection with the process, a grievance procedure is available and may be obtained from Area 7 staff.

## **9. Conflict of Interest**

All applicants must disclose the name of any officer, director or employee who is a member of the Area 7 Board. All applicants must disclose the name of any Area 7 employee who owns, directly or indirectly, any interest in the applicants' business or any of its branches.

## **10. Interference with the Procurement Process**

Applicants are hereby advised that, Area 7 will not award funding to an organization, person, or entity which has hired a person, whether directly or indirectly, or consented to or acquiesced in the employment of a person, whose principal responsibility is to lobby a member of the Area 7 Board, or the Area 7 Elected Officials on behalf of the organization, person, or entity which seeks funding from the Area 7.

Any applicant or lobbyist for an applicant, paid or unpaid, is prohibited from having any private communication concerning any procurement process or any response to a procurement process with any Area 7 staff or rating committee members or the Elected Officials who comprise the Consortium of Elected Officials after the issuance of a funding opportunity and until completion of a contract award. A proposal from any organization will be disqualified if the applicant or a lobbyist for the applicant, paid or unpaid, violates this condition of the procurement process.

## **12. Compliance**

The proposer(s) will fully comply with the applicable requirements of the Acts under which funds are received. It will comply with applicable directives issued by ODJFS. The proposer also assures that it will comply with other federal statutes applicable to this agreement.

**13. Area 7 Right to Reject or Accept**

Area 7 retains the right to accept, modify, reject entirely, or partially reject any and all proposals if, in its judgment, the work proposed will not accomplish the objectives of this project or does not meet all of the requirements of this RFQ.

## APPLICATION

Download or paste the application pages into MS Word and respond to each question by entering your response into the box provided or directly under the numbered question, as appropriate.

Include this cover sheet checking the boxes below to assure you have included all required sections

✓		
	ATTACHMENT A	ASSURANCES AND CERTIFICATION
	ATTACHMENT B	CONFLICT OF INTEREST
	ATTACHMENT C	DRUG-FREE WORKPLACE
	ATTACHMENT D	DEBARMENT & SUSPENSION
	ATTACHMENT E	ENVIRONMENTAL TOBACCO SMOKE
	ATTACHMENT F	CERTIFICATION REGARDING LOBBYING
	ATTACHMENT G	INSTRUCTIONS FOR COMPLETION OF SF-LLL
	ATTACHMENT H	WIOAPL 16-10 CERTIFICATION OF THE WORKFORCE DELIVERY SYSTEM

## PROPOSAL INFORMATION SHEET

Organization Name: _____
Address _____
Telephone _____ FAX _____
Cell for Contact Person _____
E-mail _____ DUNS Number _____
Contact Person _____
Total Amount of Funds Requested \$ _____
Federal ID # _____
Minority Business Owner _____
Certifying Agency _____

Check the applicable category:

	Corporation		Sole Proprietorship
	Partnership		For Profit
	State Agency		Other Public Agency (Specify)
	Labor Organization		Community-based Organization
	Not for Profit		Business Organization
	Other		



## PROPOSAL APPLICATION

### A. Proposer Qualifications

1. Describe proposer's familiarity with the Workforce Innovation and Opportunity Act (WIOA) and with the other one-stop funding streams and programs identified in the specifications.
2. Describe proposer's experience with respect to:
  - a. Public relations
  - b. Mediation or negotiation experience.
  - c. Bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar but do not directly align.
3. Provide the resume or job description of the individual who will serve as the one-stop operator as an attachment to proposer's response. The resume should include the one-stop operator's level of educational attainment and areas of concentration in Human Services, Communications, Project Management, Business Operations or a related field.

In 75 words or less explain why this individual is suitable to serve as the one-stop operator.

4. Provide two (2) examples of proposer's history of demonstrated effectiveness in any of the activities to be assigned to proposer to evidence proposer's capability to fulfill the role of one-stop operator.

### B. One Stop Operator Duties and Responsibilities

1. What strategies and methods will be used to understand and operationalize job center certification per WIOA law and State of Ohio criteria?
2. What strategies will be employed to identify workforce best practices and promising interventions and share these with job center leaders?
3. Describe what techniques the proposer would use to assist one-stop partners who have no experience with joint planning and integration of services.
4. How would proposer define continuous improvement in a one-stop system environment? Describe the interactive process of plan-do-check-act as it would apply to the one-stop system continuous improvement.

5. Often integration and coordination of services is delayed by internal miscommunication or conflict. How will proposer address partner disagreements or conflict in job centers when needed?
6. How will proposer encourage coordination of the one-stop partners through the use of technology?

### **C. OMJ Center / One-Stop Certification**

1. OMJ Center Phase 2 Certification guidance from ODJFS are attached to this Request for Quotes. In 150 words or less describe how proposer, as the one-stop operator, assist the Area 7 comprehensive OMJ Centers in Allen and Knox counties with the certification process.

#### **Comprehensive Site**

Must attain a minimum score of 64 on the Benchmark and Critical Success Factor Scorecard by **June 30, 2019 (date may be subject to change)**. If the minimum score is not obtained the local workforce development board must enter into a corrective action plan with ODJFS - Office of Workforce Development to identify issues and timelines for meeting requirements.

#### **Affiliate Site(s)**

Must meet all of the requirements of the Standards Checklist by **June 30, 2019**. Any site that does not meet these requirements will not be recognized as an OhioMeansJobs System site. For sites that do not meet the requirements, the OhioMeansJobs center Operator may re-request certification for that site after **July 1, 2020**.

2. In 75 words or less describe what success would look like for the one-stop operator.

## **PROPOSED COST SCHEDULE**

### **1. Cost Guidelines**

- a. If the entity responding is a for-profit entity, profit must be separately identified in the proposal Cost Section. Profit may only be earned by for-profit entities and is capped at 10 percent.
- b. Professional organizations charging an hourly rate should be prepared for their rate to be compared to other entities' usual and customary rates in the community for purposes of determining reasonableness.

- c. Area 7 will reimburse for mileage or travel related to the work of this contract. Travel costs should not be incorporated into the salary or hourly rate proposed. Clark State Community College's travel reimbursement rate and policy will be utilized.

2. Proposer's Cost:

\$\_\_\_\_\_.

- 3. How many hours per week on average will proposer dedicate to this endeavor?
- 4. If proposer is a consultant entity, what is proposer's hourly rate?
- 5. If proposer is a for profit entity, please (a) separately state proposer's profit rate and the amount of profit budgeted for this project and (b) provide a list of the other line items to be charged against this endeavor on an annual basis.
- 6. If proposer is a not for profit or governmental entity, please detail all line items to be charged to this project on an annual basis. Profit or excess revenues are not allowable costs.

**PROPOSER REFERENCES**

**ATTACHMENT I**

Provide the following reference information:

	<b>Reference 1 (required)</b>	<b>Reference 2 (required)</b>	<b>Reference 3 (Required)</b>
<b>Organization Name</b>			
<b>Contact Person</b>			
<b>Address 1</b>			
<b>Address 2</b>			
<b>City</b>			
<b>State, Zip Code</b>			
<b>Contact Phone</b>			
<b>Contact E-Mail</b>			
<b>Description of Project or Assignment</b>			

Area 7 staff may contact one or all of the references listed.

**RATING FORM**

**REQUEST FOR PROPOSALS (RFQ)  
RATING AND EVALUATION FORM**

**TO**

**PROVIDE ONE-STOP OPERATOR SERVICES**

Proposer	Rater's Name
Proposed Program/Service <b>ONE STOP OPERATOR</b>	Date Rated

**POINTS SUMMARY**

RFQ Sections	One-Stop Operator Qualifications	One-Stop Operator Duties & Responsibilities	One-Stop Certification	Cost	TOTAL
<b>Rating</b>					
<b>Possible Points</b>	<b>15</b>	<b>35</b>	<b>15</b>	<b>35</b>	<b>100</b>

TOTAL RFQ POINTS: \_\_\_\_

A. ONE-STOP OPERATOR QUALIFICATIONS AND ADMINISTRATIVE COMPLIANCE	15 POINTS
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<p>Proposer's has sufficient qualifications to conduct the scope of services and satisfy these deliverables, so as to fulfill the role of a coordinator among the one-stop partners.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>• Proposer met the following required elements: <ul style="list-style-type: none"> <li>➤ Understands the type of coordination that must be facilitated</li> <li>➤ Is an eligible entity that can respond to the RFQ</li> <li>➤ The resume of the individual who will serve as the one-stop operator is included and indicates the proposed operator has the appropriate background and experience to serve as the one-stop operator</li> <li>➤ Can provide a single staff person that can be identified as the operator at a capacity of 20 to 40 hours per week and who can be held accountable for accomplishing the outlined deliverables and tasks</li> <li>➤ Individual to be assigned has an appropriate level of education with a concentration in Human Services, Communications, Project Management, Business Operations or a related field</li> <li>➤ Has a history of demonstrated effectiveness and provided 2 examples</li> <li>➤ Has experience in public relations, mediation, and/or negotiation</li> <li>➤ Has a knowledge of WIOA and the other one-stop funding streams</li> <li>➤ Has experience in relationship building and in bringing disparate groups together, facilitating agency interactions where the goals and objectives may be similar, but do not directly align</li> <li>➤ Proposer submitted the proposal with a cover letter on form letterhead</li> <li>➤ Conflict Form is Signed</li> <li>➤ References were provided</li> <li>➤ Organizational Chart attached if applicable</li> <li>➤ All required attachments were included</li> </ul> </li> </ul>	Max Pts. 15
RFQ Section: Information Sheet, Qualifications for the One-Stop Operator	Rater's Pts: ____

COMMENTS:

B. ONE-STOP OPERATOR DUTIES AND RESPONSIBILITIES	35 POINTS
<p>Proposer sufficiently addressed how to accomplish their duties and responsibilities.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>• Proposer states how they will accomplish one-stop delivery system duties and responsibilities, which includes the following elements: <ul style="list-style-type: none"> <li>➤ Proposer’s strategies for cross training show promise of being effective</li> <li>➤ Proposer’s plan to utilize one-stop partner program goals and objectives will lead to more efficient and effective services for job seekers</li> <li>➤ Proposer’s plan to engage one-stop partner staff seems reasonable</li> <li>➤ Demonstration of continuous improvement principles, which include the iterative process of “Plan, Do, Check, Act”</li> <li>➤ Proposer’s plans to incorporate technology into the one-stop will add to the effectiveness of the one-stop system.</li> </ul> </li> </ul>	Max Pts. 35
RFQ Section :	Rater’s Pts: ____

COMMENTS

C. ONE-STOP OPERATOR CERTIFICATION	15 POINTS
<p>Proposer sufficiently addressed expected one-stop operator deliverables.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>➤ Proposer’s plan to meet the Ohio one-stop certification criteria appears reasonable and effective.</li> <li>➤ Proposer’s plan to get a passing score on the balanced scorecard appears reasonable and effective.</li> <li>➤ Proposer’s description of success for the one-stop operator is aligned with the Area 7 vision of success</li> </ul>	Max Pts. 15
RFQ Section: Deliverables	Rater’s Pts: ____

COMMENTS:



D. ONE-STOP OPERATOR COST	35 POINTS
<p>Proposer's compensation is reasonable, according to their qualifications, such as experience, skills, abilities, and education.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>➤ Proposer's cost seems reasonable.</li> <li>➤ Proposer's cost is between \$50,000 and \$ 80,000.</li> <li>➤ The number of hours a week proposer will dedicate to this endeavor is reasonable for the cost proposed.</li> <li>➤ If proposer is a for-profit entity, profit is separately stated and does not exceed 10%, or Proposer is a Professional organizations charging an hourly rate that compared to other usual and customary rates in the community is reasonable.</li> <li>➤ Other than public or not for profit organizations, the quoted rate is an inclusive rate.</li> </ul>	Max Pts. 35
RFQ Section: One-Stop Operator Cost	Rater's Pts: ____

STAFF COMMENTS:

RFQ—TOTAL POINTS: \_\_\_\_\_

## ASSURANCES AND CERTIFICATIONS

By executing the foregoing contract, contractor also assures compliance with the following federal requirements:

1. Buy American

Pursuant to P.L. 115-31, Division E, Title VI, Section 606, Contractor agrees that it will comply with sections 8301 through 8303 of title 41, United States Code (commonly known as the "Buy American Act").

2. Health Benefits Coverage for Contraceptives

Pursuant to P.L. 115-31, Division E, Title VII, Section 726, Contractor will not use any Federal funds to enter into or renew a contract that includes a provision providing drug coverage unless the contract includes a provision for contraceptive coverage. Exemptions to this requirement apply to contracts with 1) the religious plans of Personal Care's HMO and OSF Health Plans, Inc. and 2) any existing or future plan if the carrier for the plan objects to such coverage on the basis of religious beliefs. In implementing this section, any plan that enters into or renews a contract may not subject any individual to discrimination on the basis that the individual refuses to prescribe or otherwise provide for contraceptives because such activities would be contrary to the individuals' religious beliefs or moral convictions. Nothing in this term shall be construed to require coverage of abortion or abortion related services.

3. Privacy Act

Pursuant to P.L. 115-31, Division E, Title VII, Section 732, no funds can be used in contravention of the 5 USC 552a (Privacy Act) or implementing regulations implementing of the Privacy Act.

4. Prohibition on Contracting with Corporations with Felony Criminal Convictions

Pursuant to P.L. 115-31, Division E, Title VII, Section 746, Contractor may not knowingly enter into a contract, memorandum of understanding, or cooperative agreement with, make a grant to, or provide a loan or loan guarantee to, any corporation that was convicted of a felony criminal violation under any Federal law within the preceding 24 months.

5. Prohibition on Contracting with Corporations with Unpaid Tax Liabilities

Pursuant to P.L. 115-31, Division E, Title VII, Section 745, the recipient may not knowingly enter into a contract, memorandum of understanding, or cooperative agreement with, make a grant to, or provide a loan or loan guarantee to, any corporation that has any unpaid Federal tax liability that has been assessed, for

which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.

6. Prohibition on Procuring Goods Obtained Through Child Labor

Pursuant to P.L. 115-31, Division H, Title I, Section 103, no funds may be obligated or expended for the procurement of goods mined, produced, manufactured, or harvested or services rendered, in whole or in part, by forced or indentured child labor in industries and host countries identified by DOL prior to December 18, 2015. DOL has identified these goods and services here: <http://www.dol.gov/ilab/reports/child-labor/list-of-products/index-countrv.htm>.

7. Prohibition on Providing Federal Funds to ACORN

Pursuant to P.L. 115-31, Division H, Title V, Section 522, these funds may not be provided to the Association of Community Organizations for Reform Now (ACORN), or any of its affiliates, subsidiaries, allied organizations or successors.

8. Reporting of Waste, Fraud and Abuse

Pursuant to P.L. 115-31, Division E, Title VII, Section 743, no entity receiving federal funds may require employees or contractors of such entity seeking to report fraud, waste, or abuse to sign internal confidentiality agreements or statements prohibiting or otherwise restricting such employees or contractors from lawfully reporting such waste, fraud, or abuse to a designated investigative or law enforcement representative of a Federal department or agency authorized to receive such information.

9. Requirement for Blocking Pornography

Pursuant to P.L. 115-31, Division H, Title V, Section 521, no Federal funds may be used to maintain or establish a computer network unless such network blocks the viewing, downloading, and exchanging of pornography.

10. Requirement to Provide Certain Information in Public Communications

Pursuant to P.L. 115-31, Division H, Title V, Section 505, when issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with Federal money, all non-Federal entities receiving Federal funds shall clearly state: (1) the percentage of the total costs of the program or project which will be financed with Federal money; (2) the dollar amount of Federal funds for the project or program; and (3) the percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources. The requirements of this part are separate from those in the 2 CFR 200 and, when appropriate, both must be complied with.

#### 11. Restriction on Health Benefits Coverage for Abortions

Pursuant to P.L. 115-31, Division H, Title V, Sections 506 and 507, Federal funds may not be expended for health benefits coverage that includes coverage of abortions, except when the abortion due to a pregnancy that is the result of rape or incest, or in the case where a woman suffers from a physical disorder, physical injury, including life-endangering physical conditions caused by or arising from the pregnancy itself that would, as certified by a physician, place the women in danger of death unless an abortion is performed. This restriction does not prohibit any non-Federal entity from providing health benefits coverage for abortions when all funds for that specific benefit do not come from a Federal source. Additionally, no funds made available through this award may be provided to a State or local government if such government subjects any institutional or individual health care entity to discrimination on the basis that the health care entity does not provide, pay for, provide coverage of, or refer for abortions.

#### 12. Restriction on the Promotion of Drug Legalization

Pursuant to P.L. 115-31, Division H, Title V, Section 509, no Federal funds shall be used for any activity that promotes the legalization of any drug or other substance included in schedule I of the schedules of controlled substances established under section 202 of the Controlled Substances Act except for normal recognized executive-congressional communications or where the grant agreement provides for such use because there is significant medical evidence of a therapeutic advantage to the use of such drug or other substance.

#### 13. Restriction on Purchase of Sterile Needles or Syringes

Pursuant to P.L. 115-31, Division H, Title V, Section 520, no Federal funds shall be used to purchase sterile needles or syringes for the hypodermic injection of any illegal drug.

#### 14. Salary and Bonus Limitations Pursuant to P.L. 115-31, Division H, Title I, Section 105, no funds shall be used to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II. The Executive Level II salary may change yearly and is located on the OPM.gov website (<http://www.opm.gov/policy-data-oversight/pav-leave/salaries-wages/2016/executive-senior-level>). The salary and bonus limitation does not apply to contractors (vendors) providing goods and services as defined in 2 CFR 200.330.

#### 15. Coordination with Federal Agencies Federal Emergency Management Agency (FEMA) - In accordance with WIOA Section 170 (d)(1)(A), funds made available for Disaster NDWGs "shall be used in coordination with FEMA, as applicable..." As a result, in order to ensure non-duplication and maintenance of effort, recipients of NDWG funding must coordinate the activities funded under this grant with those

funded by and/or performed under the auspices of FEMA if FEMA has issued an appropriate declaration. Other Federal Agencies -If another federal agency (outside of FEMA) with authority or jurisdiction over the federal response declares or otherwise recognizes an emergency or disaster that meets the definition at WIOA 170(A)(1)(B), NDWG funds made available for that disaster must be used in coordination with that agency, as applicable in order to ensure non- duplication and maintenance of effort. The grantee must have in place a plan to recover WIOA funds that have been expended for activities or services for which other funds are available. This includes, but is not limited to: FEMA, other federal agencies, public or private insurance, donated time and construction workers employed by private for profit firms where resources are available to provide for such employment.

16. Fish and Wildlife Service (FWS) To ensure compliance with the National Environmental Policy Act (NEPA) and the Endangered Species Act (ESA) and to protect valuable habitats and endangered species, all disaster projects where participants will be entering or impacting natural areas must ensure that activities are not negatively affecting endangered species or their habitats. In accordance with NEPA and ESA Contractor agrees that for this NDWG projects they will either affirm to FWS that there are no endangered species or habitats within the project area, or will consult with FWS to mitigate negative impacts where there are endangered species or protected habitats before beginning any work in those areas. Contact may be made with a local FWS field office ([www.fws.Rov/officesl](http://www.fws.Rov/officesl)).
17. Architectural Barriers Contractor shall comply with the Architectural Barriers Act of 1968, 42 U.S.C. 4151 et seq., as amended, the Property Management Regulations (see 41CFR102-76), and the Uniform Federal Accessibility Standards issued by GSA (see 36 CFR 1191,Appendixes C and D) which set forth requirements to make facilities accessible to, and usable by, the physically handicapped and include minimum design standards. All new facilities designed or constructed with grant support must comply with these requirements.
18. Drug-Free Workplace Contractor shall comply with the Drug-Free Workplace Act of 1988,41 U.S.C. 702 et seq., and 2 CFR 182 requiring that all organizations receiving grants from any Federal agency maintain a drug-free workplace.
19. Executive Orders Contractor shall take note of the following Executive Orders and comply as appropriate: Pursuant to Executive Order 12928, the recipient is strongly encouraged to provide subcontracting/sub-granting opportunities to Historically Black Colleges and Universities and other Minority Institutions such as Hispanic-Serving Institutions and Tribal Colleges and Universities; and to Small Businesses Owned and Controlled by Socially and Economically Disadvantaged Individuals. 13043: Pursuant to Executive Order 13043, Increasing Seat Belt Use in the United States, dated April 16,1997, recipients are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating company-owned, rented, or personally owned vehicles. 13166: As clarified by Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, dated August 11,2000, and resulting agency guidance, national origin discrimination includes

discrimination on the basis of limited English proficiency (LEP). To ensure compliance with Title VI, recipients must take reasonable steps to ensure that LEP persons have meaningful access to programs in accordance with DOL's Policy Guidance on the Prohibition of National Origin Discrimination as it Affects Persons with Limited English Proficiency (05/29/2003] Volume 68, Number 103, Page 32289-32305, meaningful access may entail providing language assistance services, including oral and written translation, where necessary. Recipients are encouraged to consider the need for language services for LEP persons served or encountered both in developing budgets and in conducting programs and activities. For assistance and information regarding your LEP obligations, go to <http://www.leo.gov>. 13513: Pursuant to Executive Order 13513, Federal Leadership On Reducing Text Messaging While Driving, dated October 1,2009, recipients and sub-recipients are encouraged to adopt and enforce policies that ban text messaging while driving company-owned or -rented vehicles or GOV, or while driving POV when on official Government business or when performing any work for or on behalf of the Government. Recipients and sub-recipients are also encouraged to conduct initiatives of the type described in section 3(a) of this order.

20. Flood Insurance The Flood Disaster Protection Act of 1973, as amended, 42 U.S.C. 4001 et seq., provides that no Federal financial assistance to acquire, modernize, or construct property may be provided in identified flood-prone communities in the United States, unless the community participates in the National Flood Insurance Program and flood insurance is purchased within 1 year of the identification. The flood insurance purchase requirement applies to both public and private applicants for DOL support. Lists of flood-prone areas that are eligible for flood insurance are published in the Federal Register by FEMA.
21. Hotel-Motel Fire Safety Pursuant to 15 U.S.C. 2225a, all space for conferences, meetings, conventions or training seminars funded in whole or in part with federal funds complies with the protection and control guidelines of the Hotel and Motel Fire Safety Act (P.L. 101-391, as amended) and as listed in the Hotel Motel National Master List at <https://apps.usfa.fema.gov/hotel>
22. Prohibition on Trafficking in Persons
  - (1) Trafficking in persons.
    - a. Provisions applicable to a private entity
      1. Contractor's employees, may not
        - i. Engage in severe forms of trafficking in persons during the period of time that the award is in effect;
        - ii. Procure a commercial sex act during the period of time that the award is in effect; or
        - iii. Use forced labor in the performance of this contract.

2. This Agreement may be unilaterally terminated, without penalty, if you or a sub-recipient that is a private entity;

i. Is determined to have violated a prohibition in paragraph a.1. of this award term; or

ii. Has an employee who is determined by the agency official authorized to terminate the award to have violated a prohibition in paragraph a.1 of this award term through conduct that is either

A. Associated with performance under this award; or

B. Imputed to you or the sub-recipient using the standards and due process for imputing the conduct of an individual to an organization that is provided in 2 CFR part 180, "OMB Guidelines to Agencies on Government wide Debarment and Suspension

b. Provision applicable to other than private entities. This Agreement may be terminated if Contractor:

1. Is determined to have violated an applicable prohibition in paragraph a.1 of this award term; or

2. Has an employee who is determined to have violated an applicable prohibition in paragraph a.1 of this paragraph through conduct that is either

i. Associated with performance under this award; or

ii. Imputed to Contractor using the standards and due process for imputing the conduct of an individual to an organization that is provided in 2 CFR part 180, "OMB Guidelines to Agencies on Government-wide Debarment and Suspension.

c. Contractor agrees to inform CSBD immediately of any information received from any source alleging a violation of a prohibition in this sub section. The right to terminate unilaterally implements section 106(g) of the Trafficking Victims Protection Act of 2000 (TVPA), as amended (22 U.S.C. 7104(g)), and is in addition to all other remedies for noncompliance that are available to us under this award.

d. Definitions. For purposes of this award term:

1. "Employee" means either:

i. An individual employed by you who is engaged in the performance of the project or program under this award; or

- ii. Another person engaged in the performance of the project or program under this award and not compensated by you including, but not limited to, a volunteer or individual whose services are contributed by a third party as an in-kind contribution toward cost sharing or matching requirements.

2. "Forced labor" means labor obtained by any of the following methods: the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

3. "Private entity": means any entity other than a State, local government, Indian tribe, or foreign public entity, as those terms are defined in 2 CFR 175.25 including a nonprofit organization, including any nonprofit institution of higher education, hospital, or tribal organization other than one included in the definition of Indian tribe at 2 CFR 175.25(b), and a for-profit organization.

4. "Severe forms of trafficking in persons," "commercial sex act," and "coercion" have the meanings given at section 103 of the TVPA, as amended (22 U.S.C. 7102).

- 23. Veteran's Priority Provisions Pursuant to The Jobs for Veterans Act (Public Law 107-288) Contractor shall enforce a priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services in any job-training program directly funded, in whole or in part, by DOL 20 CFR part 1010. In circumstances where a grant recipient must choose between two qualified candidates for a service, one of whom is a veteran or eligible spouse, the veterans priority of service provisions require that the grant recipient give the veteran or eligible spouse priority of service by first providing him or her that service. To obtain priority of service, a veteran or spouse must meet the program's eligibility requirements. (Ref. Training and Employment Guidance Letter (TEGL) No. 10-09)
- 24. Davis Bacon Contractor shall comply as applicable with the provisions of the Davis-Bacon Act, as amended (40 U.S.C. 276).
- 25. Copeland "Anti-Kickback" Act (40 U.S.C. 3145), Contractor shall comply with the Copeland Anti-Kickback Act.
- 26. Contract Work Hours and Safety Standards Act (40 U.S.C. 3701- 3708). Contractor shall comply with the Contract Work Hours and Safety Standards Act (40.327-333), regarding labor standards for federally assisted construction sub-agreements.
- 27. Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR § 401.2 (a) and the recipient or sub-recipient wishes to enter into a contract with a small business firm or nonprofit



organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or sub-recipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

28. Clean Air Act Contractor shall comply with the Clean Air Act ( 42 U.S.C. 7401- 7671q.) and the Federal Water Pollution Control Act ( 33 U.S.C. 1251- 1387), as amended pursuant to the Clean Air Act ( 42 U.S.C. 7401- 7671q) and the Federal Water Pollution Control Act as amended ( 33U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).
29. Debarment and Suspension Contractor certifies that they are not on the Federal Debarment and Suspension (Executive Orders 12549 and 12689).
30. Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) Contractor certifies that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352.
31. Hatch Act Contractor will comply with the provisions of the Hatch Act (U.S.C. 1501- 1508 and 7328) that limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
32. Equal Employment Opportunity Contractor will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. 1681-1683, and 1685-1686), which prohibits discrimination on the basis of handicaps; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. '794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. 6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255) as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616) as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) Sections 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd.3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights act of 1968 (42 U.S.C. 3601 et seq.) as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made;

and (j) the requirements of any other non-discrimination statute(s) which may apply to the application.

As a condition to the Grantee the Grantee assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

(1) Section 188 of the Workforce Innovation and Opportunity Act of 2014 (WIOA) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex national origin, age disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I B financially assisted program or activity;

(2) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;

(3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

(4) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

(5) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The Grantee also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I - financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I - financially assisted program or activity. The Grantee understands that DEO and the United States have the right to seek judicial enforcement of the assurance.

33. Environmental Standards Contractor shall comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in flood plains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. 1451 et. seq.); (f) conformity of Federal actions to State (Clear Air) Implementation Plans under Section 176(c) of the Clear Air Act of 1955, as amended (42 U.S.C. 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended, (P.L. 93-205).

#### 34. Contractor Sub Recipients

One-Stop Operator RFQ

a. Contractors that are sub-recipients will cause to be performed the required financial and compliance audits in accordance with the single Audit Act Amendments of 1996 and 2 CFR 200 Part F "Audits of States, Local Governments, and Non-Profit Organizations," and

b. Will comply with all applicable requirements of all other Federal laws, executive order, regulations and policies governing this program.

I, \_\_\_\_\_ (name), \_\_\_\_\_ (title) of  
\_\_\_\_\_ (name of proposer's entity), am  
authorized to make the above Assurances and Certifications and to submit this proposal  
on behalf of \_\_\_\_\_ (name of proposer's entity).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

ATTACHMENT B

**CONFLICT OF INTEREST CERTIFICATION**

Proposer certifies that:

- a. They have not offered or cause to have offered or provided any gratuities, favors, or anything of monetary value to any member or individual employed by the Area 7 Workforce Board or Consortium of Elected Officials for the purpose of influencing the selection of their proposal or any other proposal submitted hereunder.
- b. They have not engaged in any activity to restrict or eliminate competition.
- c. No manager, employee or paid consultant of proposer's company or spouse or child of any manager, employee of paid consultant is a member of the Area 7 Board or Consortium of Elected Officials.
- d. They have disclosed any interest, fact or circumstance which does or may present a potential conflict of interest below:

\_\_\_\_\_

If the answer to any of the above certifications is yes, proposer has disclosed the relationship or action below:

Violation of this provision may cause a proposer's bid to be rejected. This does not preclude partnerships, consortiums or subcontracts.

I, \_\_\_\_\_ (name), \_\_\_\_\_ (title) of  
\_\_\_\_\_ (name of proposer's entity), am  
authorized to make the above Certifications and to submit this proposal on behalf of  
\_\_\_\_\_ (name of proposer's entity).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## ATTACHMENT C

### CERTIFICATION REGARDING DRUG-FREE WORKPLACE

Pursuant to the Drug-Free Workplace Act of 1988 and its implementing regulations codified at 29 CFR 98, Subpart, F., the undersigned, the Contractor, attests and certifies that the Contractor will provide a drug-free workplace by the following actions.

- A. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition.
- B. Establishing an ongoing drug-free awareness program to inform employees concerning:
1. The dangers of drug abuse in the workplace.
  2. The policy of maintaining a drug-free workplace.
  3. Any available drug counseling, rehabilitation and employees assistance programs.
  4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
- C. Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by paragraph A.
- D. Notifying the employee in the statement required by paragraph A that, as a condition of employment under the contract, the employee will:
1. Abide by the terms of the statement.
  2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.
- E. Notifying the agency in writing ten (10) calendar days after receiving notice under subparagraph D.2. from an employee or otherwise receiving actual notice of such conviction. We will provide such notice of convicted employees, including position title, to every Grant officer on whose Grant activity the convicted employee was working. The notice shall include the identification number (s) of each affected contract/Grant.

F. Taking one of the following actions, within thirty (30) calendar days of receiving notice under subparagraph D.2., with respect to any employee who is so convicted.

1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended.

2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State or local, health, law enforcement or other appropriate agency.

G. Making a good faith effort to continue to maintain a drug-free workplace through implementation of this entire certification.

### CERTIFICATION

I declare, under penalty of perjury under the laws of the United States and under the penalties set forth by the Drug-Free Workplace Act of 1988, that this certification is true and correct.

I, \_\_\_\_\_ (name), \_\_\_\_\_ (title) of  
\_\_\_\_\_ (name of proposer's entity), am  
authorized to make the above Certifications and to submit this proposal on behalf of  
\_\_\_\_\_ (name of proposer's entity).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

ATTACHMENT D

Certification Regarding Debarment, Suspension, and Other Responsibility Matters  
Primary Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension 20 CFR Part 98, Section 98.510 Participants' responsibilities.

NOTE: PLEASE READ INSTRUCTIONS BEFORE SIGNING CERTIFICATION

1. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
- (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

I, \_\_\_\_\_ (name), \_\_\_\_\_ (title) of  
\_\_\_\_\_ (name of proposer's entity), am  
authorized to make the above Certifications and to submit this proposal on behalf of  
\_\_\_\_\_ (name of proposer's entity).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

ATTACHMENT E

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103227, Part C Environmental Tobacco Smoke, also known as the Pro Children Act of 1994, requires that smoking not be permitted in any portion of any indoor routinely owned or leased or contracted for by an entity and used routinely or regularly for provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity by signing and submitting . this application the applicant/grantee certifies that it will comply with the requirements of the Act The applicant/grantee further agrees that it will require the language of this certification be included in any sub-awards which contain provisions for the children's services and that all sub-grantees shall certify accordingly.

I, \_\_\_\_\_ (name), \_\_\_\_\_ (title) of  
\_\_\_\_\_ (name of proposer's entity), am  
authorized to make the above Certifications and to submit this proposal on behalf of  
\_\_\_\_\_ (name of proposer's entity).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**CERTIFICATION REGARDING LOBBYING  
CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE  
AGREEMENTS**

**ATTACHMENT F**

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an Officer or Employee of the Agency, a Member of Congress, an Officer or Employee of Congress, or an Employee or a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of the Congress, an Officer of Employee of Congress, or an Employee of a Member of Congress, in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL. "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that sub-recipients shall certify and disclose accordingly.

This certification is a material representative of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

I, \_\_\_\_\_ (name), \_\_\_\_\_ (title) of  
\_\_\_\_\_ (name of proposer's entity), am  
authorized to make the above Certifications and to submit this proposal on behalf of  
\_\_\_\_\_ (name of proposer's entity).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\*Note: In these instances, "all", in the Final Rule is expected to be clarified to show that it applies to covered contract/grant transactions over \$100,000 (per OMB). Lobbying Certification (29 CFR Part 93).

## INSTRUCTIONS FOR COMPLETION OF SF-LLL DISCLOSURE OF LOBBYING ACTIVITIES

### ATTACHMENT G

This disclosure form shall be completed by the reporting entity, whether sub-awardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C., section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Use the SF-LLL-A Continuation Sheet for additional information if the space on the form is inadequate. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Include but are not limited to subcontracts, sub grants, and contract awards under grants.
5. If the organization filing the report in item 4 checks "Sub-awardee", then enter the full name, address, city, state and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number, Invitation for Bid (IFB) number, grant announcement number, the contract, grant, or loan award number, the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."

9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, state and zip code of the lobbying entity engaged by the reporting entity identified in item 4 to influence the covered Federal action.  
  
(b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. Enter the amount of compensation paid or reasonably expected to be paid by the reporting entity (item 4) to the lobbying entity (item 10). Indicate whether the payment has been made (actual) or will be made (planned). Check all boxes that apply. If this is a material change report, enter the cumulative amount of payment made or planned to be made.
12. Check the appropriate box(es). Check all boxes that apply. If payment is made through an in-kind contribution, specify the nature and value of the in-kind payment.
13. Check the appropriate box(es). Check all boxes that apply. If other, specify nature.
14. Provide a specific and detailed description of the services that the lobbyist has performed, or will be expected to perform, and the date(s) of any services rendered. Include all preparatory and related activity, not just time spent in actual contact with Federal officials. Identify the Federal official(s) or employee(s) contacted or the officer(s), employee(s), or Member(s) of Congress that were contacted.
15. Check whether or not a SF-LLL-A Continuation Sheet(s) is attached.
16. The certifying official shall sign and date the form; print his/her name, title, and telephone number.

Enter the full name, address, city, state and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or sub award recipient. Identify the tier of the sub-awardee, e.g., the first sub-awardee of the prime is the 1<sup>st</sup> tier. Sub awards<sup>1</sup>. Type of Federal Action: \_\_\_\_\_ 2. Status of Federal Action: \_\_\_\_\_ 3. Report Type: \_\_\_\_\_

- |                          |                          |                           |
|--------------------------|--------------------------|---------------------------|
| a. contract              | a. bid/offer/application | a. initial filing         |
| b. grant                 | b. initial award         | b. material change        |
| c. cooperative agreement | c. post-award            | For Material Change Only  |
| d. loan                  |                          | year _____ quarter _____  |
| e. loan guarantee        |                          | date of last report _____ |
| f. loan insurance        |                          |                           |

4. Name and Address of Reporting Entity: \_\_\_\_\_ Prime \_\_\_\_\_ 5. If Reporting Entity in No. 4 is Sub-awardee, Enter Name and Sub-awardee Tier \_\_\_\_\_ if known: \_\_\_\_\_ Address of Prime: \_\_\_\_\_

Congressional District, if known: \_\_\_\_\_ Congressional District, if known: \_\_\_\_\_

6. Federal Department/ Agency: \_\_\_\_\_ 7. Federal Program Name/Description: \_\_\_\_\_

CFDA Number, if applicable: \_\_\_\_\_

8. Federal Action Number, if known: \_\_\_\_\_ 9. Award Amount, if known: \_\_\_\_\_

10. a. Name and Address of Lobbying Entity Services (including address if (If individual, last name, first name, MI)	b. Individuals Performing different from No. 10a.) (Last name, first name, MI)
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(Attach Continuation Sheet(s) SF-LLL-A, if necessary) (Attach Continuation Sheet(s) SF-LLL-A, if necessary)

11. Amount of Payment (check all that apply): 13.Types of Payment (check all that apply):  
\_\_\_\_\_ actual \_\_\_\_\_ planned \_\_\_\_\_

12. Form of Payment (check all that apply):

- a. cash
- b. In-kind, specify: nature \_\_\_\_\_  
value \_\_\_\_\_

- a. retainer
- b. one-time fee
- c. commission
- d. contingent fee
- e. deferred
- f. other, specify: \_\_\_\_\_

14. Brief Description of Services Performed or to be Performed and Date(s) of Service, Including officer(s), employee(s), or Member(s) contacted, for Payment Indicated in item 11.

<sup>2</sup> (Attach Continuation Sheet(s) SF-LLL-A, if necessary)

15. Continuation Sheet(s) SF-LLL-A attached: \_\_\_\_\_ YES \_\_\_\_\_ NO

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, D.C. 20503.

**Information requested through this form is authorized by title 31 U.S.C. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.<sup>3</sup>**

I, \_\_\_\_\_ (name), \_\_\_\_\_ (title) of  
\_\_\_\_\_ (name of proposer's entity), am  
authorized to make the above Certifications and to submit this proposal on behalf of  
\_\_\_\_\_ (name of proposer's entity).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

ATTACHMENT H

Policy Letter No. 16-10

May 30, 2017

TO: Chief Elected Officials, Local Workforce Development Board Chairpersons, Local Workforce Development Board Directors, and OhioMeansJobs Center Operators

FROM: Cynthia C. Dungey, Director

SUBJECT: Certification of the Workforce Delivery System

I. Purpose

The purpose of this policy is to outline the requirements for certifying the workforce delivery system in the local workforce development area.

II. Effective Date

Immediately

III. Background

The workforce delivery system is the cornerstone of the public workforce development system. It is designed to increase access to, and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. The workforce delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving services.

The Workforce Innovation and Opportunity Act (WIOA) requires the State and local workforce development areas (local areas) to create and maintain a workforce delivery system that enhances the range and quality of education and workforce development services that employers and individuals can access. The system must include at least one comprehensive physical American Job Center (in Ohio, called OhioMeansJobs center) in each local area. The system may also have additional arrangements to supplement the comprehensive center. These arrangements include an affiliate center, a network of affiliate centers and/or specialized centers.

Section 121(g) of WIOA and 20 C.F.R. 678.800 requires the local workforce development board (WDB) to certify the OhioMeansJobs center every three years. Per section 121(g) of WIOA, the State, in conjunction with chief elected officials and local WDBs, must establish objective criteria and procedures for local WDBs to use when certifying the OhioMeansJobs centers. 20 C.F.R. 678.800 allows the local WDB to establish additional criteria, or set higher standards for service coordination, than those established by this policy. If the local WDB elects to do so, the local

WDB must review and update the criteria every two years as part of the local plan update process established in WIOAPL No. 16-03, Regional and Local Planning.

The certification criteria sets standard expectations for the provision of seamless customer-focused employment, training, and related services that help individuals overcome barriers to employment and job retention. The certification process is important in establishing a minimum level of quality and consistency of services in OhioMeansJobs centers across Ohio.

As it is the responsibility of the local WDB to certify the OhioMeansJobs centers within the local area, the local WDB must evaluate the centers to ensure the local area's workforce system is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of the local area's and planning region's economies. A high-quality workforce system is only accomplished by providing all customers access to OhioMeansJobs centers that connect them with the full range of services available in their communities, whether they are looking for jobs, building basic educational or occupational skills, earning a postsecondary certificate or degree, or obtaining guidance on how to make career choices, or if they are businesses and employers seeking skilled workers. It is the local WDB's responsibility to ensure their workforce system is of high quality. Furthermore, local WDBs must certify OhioMeansJobs centers in order to be eligible to use infrastructure funds in the state funding mechanism as outlined in Workforce Innovation and Opportunity Act Policy Letter (WIOAPL) No. 16-06, State Mechanism for Funding OhioMeansJobs Center Infrastructure Costs.

#### IV. Definitions

**Affiliate OhioMeansJobs center:** A site that makes available to job seeker and employer customers one or more of the programs, services, and activities of the OhioMeansJobs center's partners.

**Comprehensive OhioMeansJobs center:** A physical location where job seeker and employer customers can access the programs, services, and activities of all required OhioMeansJobs center partners.

**OhioMeansJobs center operator:** One or more entities designated or certified under section 121(d) of WIOA.

**OhioMeansJobs center partner:** An entity described in section 121(b)(1) or (b)(2) of WIOA that participates in the operation of the workforce delivery system.

**Specialized centers:** Centers that address specific needs, including those for dislocated workers, youth, or key industry sectors, or clusters.

**Workforce delivery system:** A system under which entities responsible for administering separate workforce development, education, and other human services programs collaborate to create a seamless system of service delivery that will enhance access to the programs' services and improve long term employment outcomes for individuals and businesses.

#### V. State Requirements

##### A. Establishment of Certification Criteria



Per section 121(g) of WIOA, the State, in conjunction with chief elected officials and local WDBs, shall establish objective criteria and procedures for local WDBs to use when certifying the OhioMeansJobs centers. Local WDBs shall use this criteria to evaluate the OhioMeansJobs centers and workforce delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

The established criteria used to conduct certification reviews is based on:

1. Standards relating to service coordination among partners within the OhioMeansJobs centers and the workforce delivery system;
2. Factors relating to effectiveness, accessibility, and improvement of the workforce delivery system;
3. Achievement of negotiated federal performance measures;
4. Integration of available services; and
5. Meeting the needs of local employers and participants.

All OhioMeansJobs centers must comply with applicable physical and programmatic accessibility requirement, as set forth in 29 C.F.R. Part 38, the implementing regulations of section 188 of WIOA.

#### B. Phases of Certification

The workforce delivery system and the OhioMeansJobs center certification will be conducted in 3 phases:

1. "Must Meet" Standards;
2. Quality Assurance Review; and
3. Ongoing Continuous Improvement Review.

##### 1. Phase 1 - "Must Meet" Standards:

The certification review of the 9 categories of standards will be conducted using the JFS 08044, OhioMeansJobs One-Stop System Certification Phase 1 Measures Checklist (renamed to OhioMeansJobs System Certification Standards Checklist). The standards are applied to one comprehensive center in each local workforce development area. These standards include:

American with Disabilities Act (ADA) requirements, including completion of the ADA checklist and the OhioMeansJobs center operator's participation in training specific to serving individuals with disabilities, such as "Windmills" training or "At Your Service" web-based training at <http://jfs.ohio.gov/owd/WorforceProf/Serving-with-Disabilities.stm>;

Postings and plans, including Civil Rights postings, Emergency Action plan, and Limited English Proficiency (LEP) plan;

The physical site of the OhioMeansJobs center and its staff;

One-Stop Operator RFQ

The functionality of the resource room;

OhioMeansJobs and American Job Network branding;  
Operations of the center, including registration and referral process, accessibility, and employer services team;

Coordination with partner programs;

Customer services, including center hours of operation, customer feedback process, and website; and

Notification, identification, and accessibility of Veteran programs.

For the comprehensive center to be certified, all standards must have been met.

## 2. Phase 2 - Quality Assurance Review:

### Comprehensive OhioMeansJobs Center(s)

Benchmarks for critical success factors are used to review the quality of the OhioMeansJobs system for each comprehensive OhioMeansJobs center in the local area. These benchmarks support the certification criteria. The comprehensive center(s) within the local area must meet a certain level of excellence to attain phase two certification. The benchmarks include:

OhioMeansJobs Center Provides Excellent Customer Service to Job Seekers, Workers, and Businesses.

1. Reflects a welcoming environment to all customer groups who are serviced by the OhioMeansJobs centers;
2. Develops, offers, and delivers quality business services;
3. Improves the skills of the job seeker and worker customers;
4. Creates opportunities for individuals at all skill levels and levels of experience;
5. Provides career services that motivate, support, and empower customers; and
6. Values skill development.

OhioMeansJobs Center Reflects Innovative and Effective Service Design.

1. Utilizes an integrated and expert intake process for all customers entering the OhioMeansJobs centers;
2. Designs and implements practices that actively engage industry sectors;
3. Combines traditional labor exchange services with strategic talent development to employers;

4. Ensures meaningful access to all customers;
5. Includes both virtual and center-based service delivery for job seekers, workers, and employers; and
6. Incorporates innovative and evidence-based delivery models.

OhioMeansJobs Center Operates with Integrated Management Systems and High-Quality Staffing.

1. Reflects the establishment of robust partnerships among partners;
2. Organizes and integrates services by function;
3. Develops and maintains integrated case management systems;
4. Develops and implements operational policies;
5. Uses common performance indicators; and
6. Trains and equips OhioMeansJobs center staff.

Within each of the 18 benchmarks are a total of 33 critical success factors. The JFS 08029, OhioMeansJobs System Certification Benchmarks Metrics, will be used to score the center against the 18 benchmarks and 33 critical success factors.

In order for the local WDB to certify the comprehensive OhioMeansJobs center, the center must have attained a score of 64 on the JFS 08029, meaning the center meets at least 80% of the critical success factors. . If the minimum score is not obtained, the comprehensive center is not certified, and the OhioMeansJobs center operator, in collaboration with the local WDB, must develop a corrective action plan to identify issues and timelines for meeting requirements.

Affiliate OhioMeansJobs Center(s)

Also part of this certification phase, a review of all affiliate OhioMeansJobs centers in the local area will be conducted using the JFS 08044. The center(s) must meet all the standards.

### 3. Phase 3 – Ongoing Continuous Improvement:

Comprehensive OhioMeansJobs Center(s)

Progress for obtaining quality assurance and continuous improvement is reviewed in Phase 3. Additionally, the 18 benchmarks and 33 critical success factors, using the JFS 08029, will be assessed.

In order to be certified, the comprehensive center must have attained a score of 64 on the JFS 08029. If the minimum score is not obtained, the comprehensive center is not certified, and OhioMeansJobs center operator, in collaboration with the local WDB, must develop a corrective action plan to identify issues and timelines for meeting requirements.

## Affiliate OhioMeansJobs Center(s)

All affiliate OhioMeansJobs centers in the local area are reviewed by using the JFS 08044. The center(s) must meet all the standards. Any center not meeting these standards will not be recognized as an OhioMeansJobs center within the Ohio workforce delivery system.

A quality workforce delivery system means that all OhioMeansJobs centers in the local area are committed to the provision of quality service delivery. Therefore, in addition to the review of the JFS 08044, the local WDB may choose to assess the affiliate OhioMeansJobs centers within the local area by completing the JFS 08029.

### C. Tools and Resources Provided for Assistance in the Certification Process

Due to the comprehensive nature of phases 2 and 3, and in the interest of ensuring all OhioMeansJobs center partners have input, the following tools will be made available to the local WDBs for use in gathering and receiving data pertinent to the JFS 08029.

#### Mystery Shopping:

ODJFS will coordinate random mystery shopping training and activities around the state. The shoppers will come from partner agencies, third party entities, and available staff. For reference the Mystery Shopping standard feedback form can be found at: <http://jfs.ohio.gov/owd/WIOA/implementation.stm>. This activity will be an ongoing effort and results will be distributed quarterly to those local areas affected.

Partner Assessment: A partner assessment feedback document is available for use by state and local partner agencies to solicit anonymous feedback from staff to share with local areas throughout phase 2 and 3 certification periods. The partner assessment will be available at <http://jfs.ohio.gov/owd/WIOA/implementation.stm>. The certification review team may use this qualitative information when rating the JFS 08029.

#### Website Review:

A review of each OhioMeansJobs center website(s) in the local area should be conducted. Items to be reviewed include, but are not limited to, whether the website:

1. Contains updated information;
2. Is easy to navigate;
3. Has proper branding per WIOAPL No. 16-07, OhioMeansJobs and American Job Center Branding;
4. Adheres to WIAPL No. 13-04, Mandated Use of OhioMeansJobs.com for Job Placement and Referral Activities in Ohio or any future version of this policy;
5. Includes all required information pertaining to the provision of services to veterans per WIOAPL No. 15-20, Priority of Service for Veterans and Eligible Spouses; and
6. Contains information on all programs.

A standard website review tool will be available at: <http://jfs.ohio.gov/owd/WIOA/implementation.stm> for use by review teams. This tool is also being planned to be used by state partners to provide feedback to the local areas.

## VI. Local Workforce Development Area Requirements

### A. Certification Review Team

Each local WDBs will establish a certification review team that is comprised of members from the local workforce development community.

This certification review team is responsible for managing the certification process through desk and on-site reviews of the local system and making a recommendation to the local board regarding certification. The local WDB has the discretion in forming the review team as far as size and membership. Suggestions for a review team composition are:

1. Selecting individuals with the following backgrounds:
  - a. A representative from the local WDB;
  - b. A workforce professional in the local area;
  - c. A business representative from the local WDB; and
  - d. A peer workforce professional reviewer from another local area; or
2. Contracting with an independent third party with workforce development knowledge and experience.

The OhioMeansJobs center operator shall not be a member of the certification review team. As the contracted overseeing entity of the OhioMeansJobs center, it will be a conflict of interest to serve on the review team or participate in any part of the certification review process.

A representative from the local WDB should be identified as the primary contact person for the OhioMeansJobs center operator to coordinate certification activities and lead the review team.

OhioMeansJobs center partner programs may participate in the certification process by providing relevant data and activities to be used by the local certification review teams.

### B. Phases of Certification

The workforce delivery system and the OhioMeansJobs center certification will be conducted in 3 phases.

1. Phase 1 – "Must Meet" Standards:

The phase 1 review was due by June 30, 2016 and has been completed by all local WDBs.

## 2. Phase 2 – Quality Assurance Review:

### Comprehensive Center(s)

The local WDB and the certification review team conducts a review of each comprehensive OhioMeansJobs center in the local area using benchmarks for critical success factors established by the State, in conjunction with the local WDBs.

Prior to the on-site review of the comprehensive OhioMeansJobs center(s), the certification review team may conduct the following activities as part of the quality assurance review:

A desk review of initial materials prior to the on-site visit; and

Review of information from any additional tools that are provided by the State.

During the on-site visits, the certification review team will review benchmarks and critical success factors used to review the quality of the OhioMeansJobs center. The JFS 08029 will be used to score the center against these benchmarks and critical success factors.

The certification review team will also complete the JFS 08028, OhioMeansJobs System Balanced Scorecard. This balanced scorecard summarizes the ratings of the benchmarks and critical success factors that were analyzed during the on-site visit.

In order for the local WDB to certify the comprehensive OhioMeansJobs center, the center must have attained a score of 64 on the JFS 08029, meaning the center meets at least 80% of the critical success factors.

If the minimum score is not obtained, the comprehensive center is not certified, and the local WDB must develop a corrective action plan to identify issues and timelines for meeting requirements.

### Affiliate Center(s)

The certification review team will also review of all affiliate OhioMeansJobs centers in the local area by using the JFS 08044. The center(s) must meet all the standards. Any center not meeting these standards will not be recognized as an OhioMeansJobs center within the Ohio workforce delivery system.

The local WDB and the certification review team must take into consideration the number of OhioMeansJobs center in the local area. For those local areas with a large number of centers, the quality assurance review will take more time to complete. Local WDBs may resolve this issue with the establishment of multiple certification review teams or staggering the on-site reviews over a period of time.

Phase 2 certification must be completed by June 30, 2019.

## 3. Phase 3 – Ongoing Continuous Improvement:

### Comprehensive Center(s)

The JFS 08028, the JFS 08029, and corrective action plan, if previously completed, are used to monitor progress on addressing any deficiencies identified in the previous certification. They are also used to assess progress on quality assurance and continuous improvement for each comprehensive OhioMeansJobs center in the local area.

The JFS 08029 and JFS 08028 should be completed by summarizing the ratings of the benchmarks and critical success factors for the certification period. In order to be certified, the comprehensive center must have attained a score of 64 on the JFS 08029.

If the minimum score is not obtained, the comprehensive center is not certified, and the local WDB must develop a corrective action plan to identify issues and timelines for meeting requirements.

#### Affiliate Center(s)

The certification review team will also review of all affiliate OhioMeansJobs centers in the local area by using the JFS 08044. The center(s) must meet all the standards.

If the local WDB choses to do so, the certification review team may assess the affiliate OhioMeansJobs centers within the local area by also completing the JFS 08029.

Phase 3 certification must be completed by June 30, 2022 and every three years thereafter.

#### C. Certification by the Local Workforce Development Board

The local WDB will review and the recommendation from the certification review team regarding certification of the comprehensive center(s) and affiliate center(s).

Once the comprehensive and/or affiliate center is certified, the local WDB will issue a written notice to the OhioMeansJobs center operator(s) indicating that the certification requirements have been met.

If either a comprehensive or an affiliate OhioMeansJobs center is not certified by the local WDB, the local WDB will issue a written reason for non-certification and the actions expected from the OhioMeansJobs center operator(s) to become certified. The certification review team will follow up with the OhioMeansJobs center operator(s) to ensure activities are completed to become certified and report results back to the local WDB.

#### D. Submission of Certification to the State

The local WDB notifies the Ohio Department of Job and Family Services upon completion of each certification phase by sending the completed JFS 08028 for the comprehensive center(s), the JFS 08044 for the affiliate center(s), and documentation of the local WDB's approval of the review to [OWDPOLICY@jfs.ohio.gov](mailto:OWDPOLICY@jfs.ohio.gov).

The JFS 08028 for each comprehensive center in each local area will be posted on the Office of Workforce Development (OWD) website to provide customers with information and to track certification progress.

If an affiliate center is not certified, OWD will indicate such and will not recognize the center on the OWD website.

E. Changes in the location of the OhioMeansJobs center

The local WDB and the certification review team must conduct a review of the OhioMeansJobs center using the JFS 08044 if there is any change in the location of the OhioMeansJobs center regardless of the certification phase and the type of center.

The local WDB will submit the JFS 08044 and documentation of local WDB approval to OWD at [OWDPOLICY@jfs.ohio.gov](mailto:OWDPOLICY@jfs.ohio.gov).

VII. Technical Assistance

Ongoing support, guidance, training and technical assistance on the development of the workforce system as well as the maintenance of the system and the certification of the system are available to all local areas.

Requests for technical assistance may be sent to ODJFS, Office of Workforce Development: [WIOAQNA@jfs.ohio.gov](mailto:WIOAQNA@jfs.ohio.gov).

VIII. References

Workforce Innovation and Opportunity Act, §§ 106, 121, and 188, Public Law 113-128.

ADA Amendments Act of 2008 (ADAAA), Public Law 110-325.

20 C.F.R. §§ 678.300-440, 678.600-635, 678.800, and 683.295.

2 C.F.R. Parts 200 and 2900.

USDOL, Training and Employment Guidance Letter No. 4-15, Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA), (August 13, 2015).

ODJFS, Workforce Innovation and Opportunity Act Policy Letter No. 16-07, OhioMeansJobs and American Jobs Center Branding, (November 14, 2016).

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ODJFS, Workforce Innovation and Opportunity Act Policy Letter No. 16-03, Regional and Local Planning, (October 21, 2016).

ODJFS, Workforce Innovation and Opportunity Act Policy Letter No. 15-20, Priority of Service for Veterans and Eligible Spouses, (December 21, 2015).

ODJFS, Workforce Investment Act Policy Letter No. 13-04, Mandate Use of OhioMeansJobs.com for Job Placement and Referral Activities in Ohio, (December 26, 2013).

Attachment A: Phase One Instructions and JFS 08044, OhioMeansJobs System Certification Standards Checklist

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Attachment B: Phase Two Instructions and JFS 08029, OhioMeansJobs System Certification Benchmark Metrics

Attachment C: JFS 08028, OhioMeansJobs System Balanced Scorecard