

**Clark County Department of Job and Family Services**  
**Request for Proposals (RFP)**  
**Job Placement and Retention**

**Section I. General Purpose and Provider Information**

**1.1 Purpose of this Request for Proposals**

The Clark County Department of Job and Family Services (hereinafter called the Department) is seeking a provider of Job Placement and Retention services for participants who meet eligibility guidelines and who could benefit from such services.

**1.2 Limitations**

This RFP does not commit the Department to award a contract or to pay any cost incurred in the preparation of a proposal. The Department reserves the right to accept or reject any or all proposals received, to negotiate services and cost with proposers, and to cancel in part or in its entirety this RFP.

The Department will review each proposal with respect to price, provider's administrative and programmatic capabilities, job placement/work retention experience, and conformance to the RFP criteria. The Department may reject all responses if proposed rates are unreasonable or if the proposers do not meet the RFP acceptance criteria.

All proposals submitted in response to this RFP will become the property of the Department.

**1.3 Contract Period**

The Department is seeking to contract with a Provider for services to be delivered from July 1, 2007, through June 30, 2008. Two extensions of one-year each may be then negotiated without the release of another RFP.

**1.4 Anticipated Procurement Timetable**

<u>Date</u>	<u>Activity</u>
April 5	RFP Released
April 12	Prospective Proposer's Conference
May 4	DEADLINE FOR SUBMISSION OF PROPOSALS
May 7	Proposal Review Begins
May 21-25	Time reserved for possible meetings with final candidates.
May 29-31	Education & Training Committee meets to make final recommendation.
June 13	Recommendations of the Education & Training Committee considered by the Work <i>Plus</i> Board
June 14	Letter of intent to award contract issued by the Clark County Department of Job & Family Services. Request for authorization of a contract submitted for approval to the Board of Clark County Commissioners. All applicants notified.

June 15-30	Final contract negotiated with the Department.
July 1	Service provision begins.

The Department reserves the right to revise this schedule after providing reasonable notice.

### 1.5 Pre-Proposal Briefing

A meeting for potential proposers has been scheduled for 2 – 2:45 p.m. on Thursday, April 12, 2007, at the Clark County Department of Job and Family Services, 1345 Lagonda Ave., Springfield, Ohio. The meeting will be held in the Snyder Room. (Enter the four-story building and ask the receptionist to direct you to the Snyder Room).

## Section II. Scope of Work

### 2.1 Definitions

“Job Placement” means placing a participant in paid employment.

“Retention” means the set of services and supports that are provided with the goal of helping the participant maintain employment. Successful job retention is defined as being continuously employed for six consecutive months.

“The WorkPlus Center” means the facility located at 1345 Lagonda Avenue that serves employers and job seekers in their efforts to attain employment-related goals of businesses, individuals, and community partners.

### 2.2 Number of Participants

The prospective Provider should demonstrate the capacity to provide employment/job support services on a full-time basis for approximately 50 eligible participants at any one time. It is expected that approximately 125 job seekers/employees will be served by the Provider during the contract year. To be “served,” the individual must be engaged in significant job search activities and/or have secured a job interview with an employer.

### 2.3 Target Population

Participants will be low-income (less than 200% FPG) job seekers with multiple barriers to successful job retention. Participants may be referred by the Department of Job and Family Services, other partners in the WorkPlus Center, or may be recruited directly by the Provider from the population at large. Eligibility determination will be conducted by the Provider in accordance with the rules established by the State of Ohio and the Clark County Department of Job and Family Services.

#### 2.4 Job Placement

The prospective Provider will (a) describe any minimum qualifications that an eligible participant must have to be accepted into the Provider's program, (b) describe the process through which participants will be assessed and screened, and (c) demonstrate the capacity to place participants in paying jobs in a large and varied number of settings. Because participants may not succeed with an initial job placement, the Provider is encouraged to develop creative opportunities for ongoing employment success.

#### 2.5 Retention

The prospective Provider must describe strategies and techniques that will be employed to enhance job retention, including follow-along support.

#### 2.6 Documentation of Performance

The prospective Provider must demonstrate the capacity to evaluate and document performance of participants, including but not limited to dates of employment, attendance, feedback from supervisors, reasons for missing work, and barriers that are encountered and overcome. The prospective Provider should also describe experiences in partnerships with government agencies, including successes in responding to reporting requirements, working with workforce development oversight bodies, and collaboration with other governmental bodies and community social service organizations.

#### 2.8 Employer Relationships

The prospective Provider must provide documentation that shows successful client/employer relationships with companies in Clark County. The Provider must describe strategies that will be implemented to encourage employers to create an environment most conducive to successful performance by participants.

#### 2.9 Collaboration and Interaction with Agency Staff and Partners

The Provider will establish a full-time presence at the Clark County WorkPlus Center located at 1345 Lagonda Avenue in Springfield. Space will be made available at the WorkPlus Center for the Provider's employee(s) to interact with staff of the Department and other community partners who share in the responsibilities of assisting participants to reach the goal of self-sufficiency. The prospective Provider should demonstrate existing collaborative relationships that will benefit participants and assist the Department and the WorkPlus Center in reaching its goals for workforce development in Clark County. The Provider will serve as an active member of the Partner Council and Business Services Team.

#### 2.10 Reporting Requirements

The Provider will provide adhere to the following requirements:

- a. The Contracting Office requires monthly program reports, attached to the invoice, quarterly reports, and monthly PRC Soft Services Reports. The monthly program reports shall include the names of the individuals served, the total number served, and number of new individuals served, the number of individuals entering employment, and the number of employed individuals reaching 6 month job retention. The quarterly reports should show progress toward achieving the measurable outcomes, which will be included in the contract, once awarded. The PRC Soft Services reports shall be submitted on a monthly basis and include the amount expensed and the total number of individuals served during the month of service.
- b. Finally, events such as enrollment, termination, referrals, and other information (yet to be determined) must be reported in G\*Stars, the online customer tracking system of the WorkPlus Center.

### **Section III    Responsibilities of the Department**

#### 3.1    Role of the Clark County Department of Job and Family Services

1. Department staff will recognize the Provider as a fully participating member of the WorkPlus Center. The Department will also provide space in the WorkPlus Center for the Provider's employee(s).
2. Department staff will make appropriate referrals and generate the necessary releases of confidential information to facilitate effective communication and collaboration that will result in successful employment for its participants.
3. The Department will provide training in eligibility determination.
4. The Department will perform both program and fiscal monitoring functions.

### **Section IV    Proposal Submission Requirements**

#### 4.1    Potential Service providers should develop and submit a proposal that addresses each of the following:

1. *Identifying Information:* The name of the proposing organization, address, name of contact person, telephone number, and e-mail address should be clearly identified.
2. *Previous Experience:* The proposer's previous experience in providing similar or related services should be demonstrated. In addition, proposers should submit references from at least three Clark County employers.
3. *Services to be Provided:*
  - a. Describe your plan and capacity to provide employment/job support services on a full-time basis for 125 job seekers/employees during the contract year.
  - b. Describe your plan and capacity to link participants with job readiness training.

- c. Describe your plan and capacity to provide job placement assistance to participants.
  - (a) Describe any minimum qualifications that an eligible participant must have to be accepted into the Provider's program; (b) describe the process through which participants will be assessed and screened; and (c) demonstrate the capacity to place participants in paying jobs in a large and varied number of settings. Describe your plan to develop creative opportunities for ongoing employment in the instances that participants are not successful with their initial job placement.
- d. Describe your strategies and techniques that will be employed to enhance job retention, including follow-along support.
- e. Describe your plan and capacity to evaluate and document performance of participants. Include in your description experiences in partnerships with government agencies, including successes in responding to reporting requirements, working with workforce development oversight bodies, and collaboration with other governmental bodies and community social service organizations.
- f. Provide documentation that shows successful client/employer relationships with companies in Clark County. Describe strategies that will be implemented to encourage employers to create an environment most conducive to successful performance by participants.

4. *Collaboration with other WorkPlus Partners:* Describe your plan and capacity to establish a full-time presence at the WorkPlus Center. Include in your description demonstration of existing collaborative relationships that will benefit participants and assist the Department and the WorkPlus Center in reaching its goals for workforce development in Clark County. Also include your willingness to serve as an active member of the Partner Council and Business Services Team.
5. *Other pertinent information:* This section may include additional information not requested elsewhere.
6. *Budget:* A budget utilizing the format that appears as Appendix I must also be included. Contribution of other funds or in-kind support is encouraged and should be documented in the budget.
7. *Reporting:* Provide assurances with regard to the ability to meet all reporting requirements.
8. *Assurances and Certifications:* The proposer must provide assurances regarding the items contained in Appendix II.

#### 4.2 Proposal Submission

One copy of the proposal should be submitted to:

Geoffrey Steele, Assistant Director  
Clark County Department of Job and Family Services  
1345 Lagonda Ave., P.O. Box 967A  
Springfield, OH 45501-1037  
Telephone: (937) 327-1717

In addition, an electronic copy of the proposal should be sent to Erin Thomas-Brodine at [ebrodine@clarkdjfs.org](mailto:ebrodine@clarkdjfs.org). No attachments will be accepted in the proposal packet that cannot be emailed. The hard copy should duplicate the electronic copies in its entirety.

One hard copy should be submitted before 4:00 p.m., Friday, May 4, 2007. Faxed copies are not acceptable.

## **Section V      Proposal Evaluation**

All proposals will be forwarded to a proposal review committee comprised of a representative of the Education and Training Committee of the *WorkPlus* Board and staff from the Department. Proposals will be rated utilizing the rating sheet which appears as Appendix II. Face-to-face meetings with some proposers may be requested. The recommendation of the proposal review committee will be forwarded for consideration by the *WorkPlus* Board and final approval by the Clark County Board of Commissioners.

## **Appendix I**

### **Budget**

Please submit a budget that includes all expected costs. Include other funding or in-kind support, if applicable. Suggested budget line items are, but not limited to, as follows:

Salaries (list each position and % FTE separately)

Fringe Benefits

Consultants/Professional Fees/Purchased Services

Telephone

Printing/Publications/Postage

Staff Training/Travel/Mileage Reimbursement

Consumable Supplies and Equipment

Insurance

Memberships/Professional Fees

Administrative/Indirect Expense (Methodology for assigning administrative or indirect costs must be described.)

## **Appendix II** **Insurance and Indemnification**

### **INSURANCE**

The following are the standard requirements of insurance and indemnification for Contractors who hold contracts with Clark County. Certificates are to be on file before a contract is signed. Any variations from the items listed must be analyzed and have advance approval of the County's Risk Manager.

- a. Worker's Compensation Insurance as required by Ohio law and any other state in which work will be performed, or letter of exemption.
- b. Commercial General Liability insurance for a minimum of \$1,000,000 per occurrence with an annual aggregate of at least \$2,000,000, including coverage for subcontractors, if any are used.
- c. Umbrella or Excess Liability insurance (over and above Commercial General Liability) with a limit of at least \$2,000,000.
- d. Auto Liability Insurance covering all owned, non-owned and hired vehicles used in connection with the work of Clark County, or its departments, with limits of at least \$300,000 (Combined Single Limit) or, \$100,000 per person and \$300,000 per accident for Bodily Injury and \$100,000 per accident for property damage.
- e. The Board of Clark County Commissioners must be named as "Additional Insured" on the policies listed in paragraphs b, c, and d above.
- f. Professional liability or errors and omissions insurance (if applicable) for a minimum of \$1,000,000 per incident. Note: The type of coverage will vary based on the profession or service of the contractor. Normally, at least errors and omissions coverage should be obtained with a minimum of \$1,000,000 per incident liability limit with the County named as additional insured. ("Additional insured" designation may be unavailable for some professions.)

### **OTHER REQUIREMENTS**

1. The Contractor agrees that it will submit to the Department the latest completed financial audit of all funding sources used in the project as prepared by a Certified Public Accountant or auditor approved by the State as part of the Single Audit Act.
2. The Contractor agrees to complete and submit a Declaration Regarding Material Assistance questionnaire.

### **INDEMNIFICATION**

A. The Contractor understands and agrees that it is an independent Contractor and agrees to indemnify and hold the County harmless from liability of any and all claims, demands, or suits, in contract or in tort, actual or threatened, and from damages or payments including, but not limited to, costs and expenses arising out of breach of contract or the acts or omissions of the Contractor.

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B. The Contractor shall assume full responsibility for and shall indemnify the County for any damage to or loss of any County property, including building, fixtures, furnishings, equipment, supplies, accessories or parts resulting in whole or part from any negligent acts or omissions of the Contractor or any employee, agent or representative of the Contractor.

## Appendix III

<b>Proposal Evaluation Sheet</b>	
<b>PROPOSING ORGANIZATION:</b>	<b>REVIEWER'S COMMENTS</b>
<b>EXPERIENCE:</b> Proposer demonstrated prior experience in delivering the services requested.	
<b>CONTENTS OF PROPOSAL:</b> Proposer created a realistic and comprehensive plan for executing each deliverable.  <b>DELIVERABLE:</b> Plan and capacity to provide employment/job support services on a full-time basis to 125 participants.  <b>DELIVERABLE:</b> Ability to link participants with job readiness training.  <b>DELIVERABLE:</b> Plan and capacity to provide job placement assistance to participants.  <b>DELIVERABLE:</b> Strategies and techniques that will be employed to enhance job retention, including follow-along support.  <b>DELIVERABLE:</b> Plan and capacity to evaluate and document performance of participants.  <b>DELIVERABLE:</b> Proposal demonstrates collaboration/relationships with the employer community of Clark County.  <b>DELIVERABLE:</b> Ability to meet all reporting requirements.  <b>DELIVERABLE:</b> Process through which the Contractor will collaborate with other WorkPlus Center partners to help participants obtain employment.	
<b>ASSURANCES:</b>	
<b>BUDGET:</b> Budget is realistic and maximizes use of limited resources.	
<b>REVIEWER'S NAME:</b>	<b>DATE:</b>