



# REQUEST FOR QUOTATION

## MOBILE TECHNOLOGY SOFTWARE

June 2024 – September 2024  
Renewable for 2 Additional 1 Year Periods through September 30, 2026

ISSUED: April 3, 2024

Deadline for Submission: April 30, 2024

**Greater Ohio Workforce Board, Inc. (GOWBI)**

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

*GOWBI reserves the right to modify any of the enclosed specifications.*

## PURPOSE

The Greater Ohio Workforce Board (GOWB) Administrative Office, on behalf of the GOWB, is seeking quotes from qualified individuals or entities to provide mobile technology software to assist in communicating and engaging customers. This service would be available to any or all of GOWBI's 43 counties. To learn more about GOWB and its member counties, visit [www.gowbi.org](http://www.gowbi.org)

## DESCRIPTION OF SERVICES

To provide a two-way text messaging platform for customers and a mobile web app, with real time reporting on engagement of metrics. Must include the ability to receive responses, personalize messages and have dialogue with participants, support, and training – in-person and/or virtual, technical assistance, unlimited users, unlimited pages of content, document uploading and ability to add audio, video, and images.

## CONTRACT TERM

A contract will be entered into with the selected individual or entity. The contract will be from June 1, 2024 to September 30, 2024, and may be renewed twice for an additional year term to be approved by the GOWBI based on service, outcomes, and performance.

## PROVIDER QUALIFICATIONS

1. A two-way text messaging platform for participants to receive automated messages from job center staff.
2. A mobile app builder that will allow job center staff the ability to create content to send to participants.
3. GOWBI reserves the right to approve the entity selected to serve as the provider.
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 providing and supporting a two-way text messaging platform for customers and a mobile web app and have a history of demonstrated effectiveness.

**PROPOSAL APPLICATION INSTRUCTIONS**

1. **Dates** – All dates are subject to change by GOWBI.

EVENT	DATE/TIME
RFQ Release	April 3, 2024
Deadline for Submitting Questions	April 25, 2024, at 5:00 p.m.
RFQ Due Date	April 30, 2024, at 5:00 p.m.

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

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

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

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

b. Proposals must be submitted on or before **5:00 p.m., April 30, 2024**, after which date, GOWBI will not accept additional proposal responses. Proposals must be emailed to Lori Geary [gearyl@clarkstate.edu](mailto:gearyl@clarkstate.edu)

The subject line for all submissions should be marked: **Response to GOWBI Mobile Technology Software Request for Quotation.**

## 2. The RFQ Response Package

- a. Please include a cover letter and a copy of the attached cover sheet.
- b. The RFQ is to be written in MS Word. Complete the attached Application by responding to all the questions immediately below the question.
- 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. Include a resume (or job description) for the individual (or position) who will serve as the proposed lead contact for the project.
- g. 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 Training Provider - 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 GOWBI Mobile Technology Software**
  - IV. The Cost Schedule
  - V. A project management schedule showing when various activities including performance will occur.
  - VI. The resume of the lead contact and/or job description.
  - VII. If proposer is not a single consultant or there 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 lead contact.
  - VIII. Reference Form

3. It is GOWBI'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**

GOWBI has established a discretionary cure process to cure minor omissions in submitted proposals within forty-eight (48) hours of notification by GOWBI 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, GOWBI 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 GOWBI 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 GOWBI.

#### 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 GOWBI 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. GOWBI 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 GOWBI 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. 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 GOWBI 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:

<u>Coverage</u>	<u>Minimum Limits</u>
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 GOWBI, its governing Boards and Contractor.

- c. This RFQ does not commit or obligate GOWBI 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. GOWBI 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 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 GOWBI staff.

## **9. Conflict of Interest**

All applicants must disclose the name of any officer, director or employee who is a member of the Greater Ohio Workforce Board, Inc. All applicants must disclose the name of any GOWBI 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, GOWBI 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 Greater Ohio Workforce Board, Inc., or the GOWBI Elected Officials on behalf of the organization, person, or entity which seeks funding from the GOWBI.

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 GOWBI 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. GOWBI Right to Reject or Accept**

GOWBI 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.



## PROPOSAL INFORMATION SHEET

Organization Name: _____
Address _____
Telephone _____
Contact Person _____
E-mail _____ UEI Number _____
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 two-way text messaging platforms and mobile web app builder.
2. Describe proposer's experience with respect to:
  - a. Two-way text messaging platforms.
  - b. Mobile app builder.
3. 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 training provider.

### B. Duties and Responsibilities

1. Describe how proposer will approach the deployment and support of the two-way text messaging platform and mobile web app builder in our job centers.

## 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.
2. Proposer's Cost:  
\$\_\_\_\_\_.
3. If the proposer is a consultant entity, what is proposer's hourly rate?
4. If the 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 for the 4-month term of the project.
5. If the proposer is a not for profit or governmental entity, please detail all line items to be charged to this project for the 5-month term. 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>			

GOWBI staff may contact one or all the references listed.

## RATING FORM

### REQUEST FOR QUOTATION (RFQ) RATING AND EVALUATION FORM

TO

### PROVIDE MOBILE TECHNOLOGY SOFTWARE

Proposer	Rater's Name
Proposed Program/Service <b>Mobile Technology Software</b>	Date Rated

### POINTS SUMMARY

RFQ Sections	Training Provider Qualifications	Training Provider Duties & Responsibilities	Cost	TOTAL
Rating				
Possible Points	25	25	50	100

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

A. QUALIFICATIONS AND ADMINISTRATIVE COMPLIANCE	25 POINTS
<p>Proposer has sufficient qualifications to conduct the scope of services and satisfy these deliverables, to fulfill the role of a training provider for job center staff.</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 scope of services needed.</li> <li>➤ Is an eligible entity that can respond to the RFQ.</li> <li>➤ Has a history of demonstrated effectiveness and has provided 2 examples.</li> <li>➤ Has established background in creating two-way text messaging and mobile web app builder.</li> <li>➤ The proposer submitted the proposal with a cover letter on form letterhead.</li> <li>➤ References were provided.</li> <li>➤ All required attachments were included.</li> </ul> </li> </ul>	Max Pts. 25
RFQ Section : Information Sheet, Qualifications for the Mobile Technology Software	Rater's Pts: ____

COMMENTS:

B. PROVIDER DUTIES AND RESPONSIBILITIES	25 POINTS
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<p>The proposer sufficiently addressed how to accomplish their duties and responsibilities.</p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>➤ Proposer’s familiarity with two-way text messaging platforms and mobile web app builder.</li> <li>➤ Proposer’s success with two-way text messaging and mobile web app builder.</li> </ul>	Max Pts. 25
	Rater’s Pts: ____

COMMENTS:

C. PROVIDER COST	50 POINTS
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<p>The 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>➤ The proposer's cost seems reasonable and within budget.</li> <li>➤ The proposed budget provides detail and categorized costs.</li> <li>➤ If the proposer is a for-profit entity, profit is separately stated and does not exceed 10%, or Proposer is a professional organization 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>	<p>Max Pts. 50</p>
<p>RFQ Section : Training Provider Cost</p>	<p>Rater's Pts: ____</p>

COMMENTS:

RFQ—TOTAL POINTS: \_\_\_\_\_