



## I. Overview

The Workforce Investment Board of Butler|Clermont|Warren (WIBBCW) is issuing this Request for Quotes (RFQ) to secure on-site programmatic and fiscal monitoring reviews of its sub-recipients of Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Comprehensive Case Management Employment Program (CCMEP) Youth services. As part of this process the WIBBCW also wants to secure programmatic feedback regarding WIOA services provided to business customers.

The WIBBCW represents a cross-section of the region's employers, education, economic development, organized labor, community-based and workforce development agencies, and is responsible for carrying out duties mandated under the WIOA. One of those duties is oversight of the service providers selected by the Board to deliver WIOA Title I services.

Such oversight should ensure that expenditures meet programmatic, cost category, and cost limitation requirements. It should also determine compliance with federal and state laws and regulations, as well as local policies. Finally, it should identify any technical assistance or corrective action that may be required to improve services and/or outcomes.

## II. Scope of Services

- A standardized process for consistent review of each sub-recipient's fiscal and program operations, including OMJ Center management, that is compliant with federal and state laws and regulations as well as **WIBBCW Policy 12-200: Monitoring and Oversight**. A copy of the policy is included as Attachment A to this RFQ.
- On-site review of each WIOA sub-recipient on an annual basis. Programs to be included are WIOA Title I Adult and Dislocated Worker Programs as well as (CCMEP) Youth Program, and include Ohio Means Jobs (OMJ) Centers in Butler, Clermont, and Warren Counties.
- A minimum of 10% of the active participant files from each OMJ Center must be randomly selected by the monitor for programmatic and fiscal review. *Files must be representative of each of the three WIOA programs..* As guidance, the current levels of participants by program and by county are shown on the following page:

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### ADULT

Butler	310
Clermont	35
Warren	40
<b>Total</b>	<b>385</b>

### DISLOCATED WORKER

Butler	65
Clermont	25
Warren	10
<b>Total</b>	<b>100</b>

### YOUTH

Butler	145
Clermont	80
Warren	45
<b>Total</b>	<b>270</b>

- A minimum of 18 participants from the aforementioned 10% sample must be interviewed via telephone and/or in-person meetings to further document the information contained in the files and to gather their feedback regarding WIOA services received. *Interviews must be representative of each of the three WIOA programs as well as each of the three counties (i.e., at least two each from each of the three programs and each of the three counties for a total minimum of 18).*
- A minimum of 15 active business customers representing each of the three counties (i.e., five from each county) must be interviewed via telephone and/or in-person meetings to gather their feedback regarding WIOA services received.
- The workforce systems of record, Ohio Workforce Case Management System (OWCMS) and County Finance Information System (CFIS) must be used to cross-check data during the review to ensure that information is accurate, timely, and reflective of services provided.
- A written report must be provided to the WIBBCW within 30 days of completion of monitoring services. It must clearly identify the sub-recipient, WIOA program, and service location along with any findings, irregularities, observations, needed corrective actions, and due dates for the accomplishment of corrective actions; as well as best practices that may be occurring.
- All written reports and related documentation must be made available to the WIBBCW upon request.

### III. Deliverables

- Written report that clearly identifies the sub-recipient, WIOA program, and service location as well as all programmatic and fiscal findings, irregularities, observations, needed corrective actions, and due dates for the accomplishment of such corrective actions. Additionally, the

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report should also highlight any best practices that may be occurring by sub-recipient, a particular program, or a particular location. It must include specific references and information regarding participant and business customer feedback.

- For Year 1, on-site monitoring must be completed no later than April 30, 2018 and the written report must be provided to WIBBCW no later than May 30, 2018.
- Copies of all programmatic and fiscal monitoring data collected for each program at all sites must be made available to the WIBBCW upon request. Such information includes written notes of feedback received during participant and business customer interviews.

### **IV. Contract Details**

The term of any resultant contract will be for one year, with up to two possible one-year renewals. The anticipated annual budget for this project is \$8,000.00.

### **V. RFQ Questions**

RFQ questions must be submitted via email on or before 12:00PM Eastern on Friday, January 12, 2018 as follows:

To: Amy Pond, Interim Director

Email: [Amy.Pond@ifs.ohio.gov](mailto:Amy.Pond@ifs.ohio.gov)

Subject Line: Question - RFQ for WIOA Workforce Monitoring Services

Answers will be posted to the WIBBCW's website located at <http://www.wibbcw.com>.

### **VI. RFQ Submission**

The RFQ must be submitted via email on or before 12:00PM Eastern on Friday, January 26, 2018 as follows:

To: Amy Pond, Interim Director

Email: [Amy.Pond@ifs.ohio.gov](mailto:Amy.Pond@ifs.ohio.gov)

Subject Line: Quote - RFQ for WIOA Workforce Monitoring Services

### **VII. Submission Format**

#### **A. Cover Page:**

Response to RFQ for WIOA Workforce Monitoring Services

- Organization Name
- Organization Address
- Key Contact Name and Title
- Key Contact Email Address
- Key Contact Phone Number

**B. Narrative:**

1. Provide an overview of the organization's background, education, and experience in providing similar services elsewhere, including the level of experience in working with Workforce Development Boards to evaluate the quality of services performed.
2. Discuss your organization's ability to utilize and analyze information from the OWCMS and CFIS systems, or similar systems utilized by other states. Indicate your organization's understanding of the need to safeguard confidential information and participants' Personal Identifying Information and state your organization's commitment to adhere to these requirements.
3. Detail your organization's approach and timeline to providing WIOA programmatic and fiscal monitoring services, including the participant and business customer interviews.
4. Indicate whether your organization has any relationships with the WIBBCW and/or its service providers and sub-recipients that could be construed as a potential conflict of interest.
5. List three references for your organization, including a brief description of the services provided to each.
6. Provide a complete budget for the total cost of the project. At a minimum, it must identify manpower hours and costs, travel costs, and materials/supplies costs.

**C. Attachments:**

1. Provide example(s) of monitoring instrument(s) and/or tool(s) that may be utilized.
2. Provide examples of questions to be posed to participants.
3. Provide examples of questions to be posed to business customers.

**VIII. Quote Selection**

The WIBBCW reserves the right to reject any or all quotes, to waive any informalities in any submission, to award any whole or part of a quote, and to award to the Respondent(s) whose quote is, at the sole discretion of the WIBBCW determined to be in the best interest of the Board. The WIBBCW reserves the right to negotiate fees with the selected Respondent(s).