



The Southwest Ohio Region
WORKFORCE INVESTMENT BOARD

REQUEST FOR PROPOSAL FOR MONITORING SERVICES

Issued June 15, 2016

I. GENERAL INFORMATION

A. Purpose

This "Request for Proposal" is to contract for monitoring of One-Stop Center programmatic, policy and financial functions as required by the Workforce Innovation and Opportunity Act (WIOA) of 2014, and by ODJFS Issuances of the grant funds administered by The Southwest Ohio Region Workforce Investment Board (SWORWIB) and the funds awarded to its One-Stop sub-grantee for program years ending June 30th for 2017-2020 specifically:

- Title I Adult Programs for eligible disadvantaged adults with barriers to employment as defined in WIOA, with services encompassing the period of July 1, 2016 thru June 30, 2020.
- Title I Adult Dislocated Worker Programs for displaced workers as defined in WIOA, with services encompassing the period of July 1, 2016 thru June 30, 2020.
- Title I as it relates to employer services and One-Stop Center operations.
- Other funds such as will be detailed to the selected bidder (i.e., NEG, OJT, Rapid Response, etc.) at the time of monitoring site visits as mutually agreed.

B. Who May Respond

- We are soliciting proposals from qualified bidders to provide for monitoring of the One-Stop Operator for two site visits each program year from the identified period thru June 30, 2020.
- The successful bidder will have demonstrated knowledge and expertise in WIOA service delivery and an understanding of monitoring practices and procedures for Adult, Dislocated Worker, Employer Services and One-Stop operations.

C. Activities Contracted

- Scheduling and preparation for two site visits.
- On-site review of actual files, policies, procedures, customer observation, operations observation, interviews of key managers and staff.
- Draft report.
- Final report.
- Inclusion of assessment of trends/patterns from one assessment to the next.
- Identification of best practice(s).

D. Instructions on Proposal Submissions

- **Proposals must be submitted no later than 5:00 p.m. August 1, 2016.**
- Inquiries concerning this RFP should be addressed to:

Sherry Kelley Marshall, President
The Southwest Ohio Region Workforce Investment Board
100 Scarlet Oaks Drive, Suite 102
Cincinnati, Ohio 45241
smarshall@sworwib.org

- The bidder's proposal should be addressed as follows for submission: name, title, organization, and complete address. Be sure all contact information is included and complete.
- It is important that the bidder's proposal be submitted in a sealed envelope clearly marked in the lower left-hand corner with the following information:

Request for Proposal
SEALED PROPOSAL
For Monitoring Services

- Failure to do so may result in premature disclosure of your proposal.
- It is the responsibility of the Bidder to ensure that the SWORWIB receives the proposal by the date and time specified above.
- Late proposals will not be considered.
- All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the bidder and will not be reimbursed.

E. Right to Reject

The SWORWIB reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP. The SWORWIB reserves the right to select a provider that is the lowest and best bid with experience and knowledge of the workforce system as a primary factor for this monitoring.

F. Description of Entity and Records to be Monitored

SWORWIB is a nonprofit organization primarily engaged in administering the Workforce Innovation and Opportunity Act (WIOA), serving the City of Cincinnati and Hamilton County, Ohio, Local Area #13. The SWORWIB is a private, nonprofit corporation and is, therefore, exempt from Federal income tax under Section 501(c)(3) of the Internal Revenue code and also has state sales tax exemption. It is governed by a volunteer Board of Directors. Administrative offices and all records are located at 100 Scarlet Oaks Drive, Suite 102, Cincinnati, Ohio 45214. The One-Stop Center known as OhioMeansJobs Cincinnati-Hamilton County is located at 1916 Central Parkway, Cincinnati, Ohio 45214.

G. Options

The contract with the selected bidder will be a one-year fixed unit price contract with an option for extension for up to three single additional years. The cost and frequency of monitoring for the option periods will be agreed upon by the SWORWIB and the selected bidder at the initial monitoring and at the time of extension.

II. SCOPE OF WORK

The SWORWIB is required to ensure established policies to achieve program quality and outcomes meet objectives of WIOA One-Stop Centers. Additionally, the DOL requires the Governor to determine the sub-recipients, and One-Stop System Partners have demonstrated substantial compliance with WIOA requirements relative to the WIOA Required Cost Sharing Agreement. The SWORWIB Area #13 chose to change the Operator from a private for-profit entity to the local Hamilton County Job & Family Services (HCJFS) which also serves as the administrative entity and fiscal agent which, consequently, creates conflict for HCJFS to then monitor itself as One-Stop Operator. We undertook this approach prior to the passage of WIOA which subsequently required formal bidding of the One-Stop center. The SWORWIB has used outside expertise to conduct local monitoring to remain compliant to WIA law and now WIOA law as well as to be prepared for state and federal monitoring.

A. Program Monitoring

The bidder is required to provide administrative, financial and programmatic monitoring for all formula funded WIOA programs, for program specific compliance. Furthermore, the bidder will monitor the One-Stop Operator, and sub-recipients for compliance with guidelines contained in the State of Ohio's monitoring guide which will be provided to the selected bidder and updated as the State of Ohio changes its monitor guides with the advancing implementation of WIOA.

The bidder must consider the following factors when monitoring:

- Planned versus actual performance related to common measures;
- Success indicators for SWORWIB measures;
- Eligibility determination and verification;
- Documentation of client suitability;
- Timely submission of paperwork;
- Assessment and development of Employment Plan for WIOA customers;
- Accuracy and completeness of participant files, including evidence of receipt of complaint/grievance procedure;
- Documentation of customer interactions (case notes);
- Documentation of adult competencies consistent with the State of Ohio;
- Other contract requirements identified by the Local Workforce Board;

- Allowable costs and documentation;
- Review of service location and operations flow;
- Partnership relationships including program alignment, shared referral and intake forms, customer flow, as well as other factors deemed appropriate;
- Co-enrollments;
- Policies and procedures;
- Communication practices;
- Observations for continuous improvement opportunities;
- Observation of best practices.

B. Reporting

The bidder is required to produce written monitoring reports to the SWORWIB detailing findings with regards to program compliance. The reports will be required at least twice a year in advance of State or Federal monitoring and could be more often if needed.

Prior to the submission of written reports to the SWORWIB Board, the bidder will present a preliminary report of the findings to the SWORWIB and the One-Stop Operator for review. The bidder will discuss its findings with the SWORWIB and the Operator. The bidder will allow the SWORWIB and One-Stop Operator the opportunity to respond to all monitoring reports prior to submission of the final report to the SWORWIB Board. The bidder, without exception, will allow the SWORWIB and the One-Stop Operator the option of including a written response to the monitoring report. The bidder will complete all monitoring activity and provide all monitoring reports to the SWORWIB in a timely fashion after negotiated site visit schedules.

III. APPLICATION REQUIREMENTS

The Bidder, in their proposal, shall, at a minimum, include the following:

A. Relevant Experience

- Describe prior monitoring experience including the names, addresses, contact persons, and telephone numbers of similar organizations monitored during the past three years.
- Describe the level of knowledge and experience with the Workforce Innovation and Opportunity Act funded programs and activities.
- Describe knowledge of the Ohio Workforce System and Area #13 Cincinnati-Hamilton County, as well as similarly sized local boards for benchmarking possibilities.
- Describe knowledge and expertise related to continuous improvement and high-performing organizations.

B. Tools and Techniques

- Provide a comprehensive outline of the monitoring process and procedures the bidder will use to execute this project, periodically (at least twice a year) for the first year and allowable extension year(s).
- Provide an example of a monitoring report provided to another Workforce Board with or without the actual named entity redacted.

C. Cost

- Provide an all-inclusive consulting price for the project, the full year's monitoring activity, site visits, and reports. The first two years the pricing must be the same. The possible subsequent year's pricing can include a modest increase.