



The Southwest Ohio Region
WORKFORCE INVESTMENT BOARD

REQUEST FOR QUALIFICATIONS AND QUOTATIONS FOR PROGRAM MONITORING SERVICES

Bid Release Date: August 3, 2020

Pre-bid Conference Call: August 18, 2020 3:30 PM to 513-612-3643

Register for the Pre-bid Conference Call with full contact information and any questions to smarshall@SWORWIB.org

NOTE: Forgive any typos or possible syntax errors and ask for clarification to smarshall@SWORWIB.org.

Deadline for Receipt of Response: September 4, 2020 4:00 p.m. EDT

TO: smarshall@SWORWIB.org or by Delivery to Great Oaks Campus, Building 100, Sharonville, OH 45241

OMJ Program Monitoring Services Request for Bids

The Southwest Ohio Region Workforce Investment Board invites you to submit a written proposal to provide periodic bookkeeping, budgeting, invoicing and other financial management services. This work will be procured as a consultant on a 1099 tax form for which no taxes or withholdings will be covered by the SWORWIB. The Bidder can submit a proposal on an hourly rate basis or full service charge. Payment will be monthly after submission of an invoice of services by the middle of each month.

Background

The Southwest Ohio Region Workforce Investment Board (SWORWIB) is a 20 year-old 501(c)(3) non-profit entity in the State of Ohio under contract with Hamilton County and the City of Cincinnati to provide business leadership and oversight of the use of federal Workforce Innovation and Opportunity Act of 2014 (WIOA) dollars for the development, maintenance and improvement of the public workforce development system. The SWORWIB board is comprised of 50+ board members with 51% business representatives and the remaining Veterans, public sector, faith representation, nonprofit, education, ESOL/ABLE (known in Ohio as Aspire), community and other partners. There are multiple committees to be managed throughout the year with different meeting schedules. The Quarterly Board Minutes are added to the website post approval. The SWORWIB office activities span the board work, grant applications, marketing, newsletters, research reporting, podcasts, unique marketing and educational materials, special projects, presentations and events, responding to audits, youth, dislocated workers and employers as required activities for implementing core efforts. The SWORWIB is funded with federal (WIOA) dollars that are funneled through the State of Ohio to various counties and municipalities that then subcontract through the Local Workforce Area (LWA) that, in this case, is Ohio Area #13, serving the City of Cincinnati and Hamilton County. The SWORWIB is the provider of WIOA programs in this LWA. The entity has a One Stop Employment Center known as the OhioMeansJobs Center of Cincinnati and Hamilton County located at 1916 Central Parkway. The OMJ Center facility is three full floors, 45,000 square-feet with an adjacent two-story parking structure and other parking area. The SWORWIB has a lease with Hamilton County as part of a state-based Memorandum of Understanding for multi-agency participation in facility costs that the SWORWIB negotiates and manages. The SWORWIB is also funded with extra federal, state, private and foundation resources.

SWORWIB Address: Great Oaks/Scarlet Oaks Campus, 100 Scarlet Oaks Drive, Room 134, Sharonville, OH 45241
smarshall@SWORWIB.org 513-612-3643



The Southwest Ohio Region
WORKFORCE INVESTMENT BOARD

I. GENERAL INFORMATION

A. Purpose

This "Request for Proposal" is to contract for monitoring of One-Stop Center programmatic and policy functions as required by the Workforce Innovation and Opportunity Act of 2014 (WIOA) and as amended, 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 the program years ending annually at June 30:

- Title I Adult Programs for eligible disadvantaged adults with barriers to employment as defined by WIOA of 2014 and as amended with services encompassing a single annual program monitoring between the period of July 1 – June 30 each year (within July 1, 2020-June 30, 2021, and 2022, 2023 as scheduled.)
- Title I Adult Dislocated Worker Programs for displaced workers as defined in the WIOA of 2014, and as amended, with services encompassing the period of July 1, 2020 thru June 30, 2021 and 2022, 2023 as scheduled)
- 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, Pathway Home, etc.).

B. Who May Respond

- We are soliciting bids from qualified bidders to provide for monitoring of the One-Stop operator at once annually between November and January for each of the program years 2020-2023.
- 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. Instructions on Proposal Submissions

- **Proposals must be submitted no later than 5:00 p.m. on Friday, September 4, 2020.**
- Inquiries concerning this RFP should be addressed to:

Sherry Kelley Marshall, President
The Southwest Ohio Region Workforce Investment Board
100 Scarlet Oaks Dr., Suite 134
Cincinnati, OH 45241
513-612-3643

- The bidder's proposal should be addressed as follows: name, title, organization, complete address and telephone number for submission. 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 proposal responding to this RFP will be the responsibility of the bidder and will not be reimbursed.

D. 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.

E. Description of Entity and Records Monitoring

SWORWIB is a nonprofit organization primarily engaged in administering the Workforce Innovation and Opportunity Act of 2014, serving the City of Cincinnati and Hamilton County, Ohio, known WIOA 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 the SWORWIB office at Great Oaks, as noted, or within our storage records locked at the OMJ Center, 1916 Central Avenue, Cincinnati, OH 45214.

SWORWIB Address: Great Oaks/Scarlet Oaks Campus, 100 Scarlet Oaks Drive, Room 134, Sharonville, OH 45241
smarshall@SWORWIB.org 513-612-3643



The Southwest Ohio Region
WORKFORCE INVESTMENT BOARD

F. Options

It is expected that the contract shall be a one-year fixed unit price contract with an option for extension for two 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 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 Center. Additionally, the DOL requires the Governor support One-Stop System Partners be part of the One Stop Center memorandum of understanding relative to participation and cost sharing. The SWORWIB/Area #13 has chosen 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 the One-Stop operator. Thus, the SWORWIB will use outside expertise to conduct local monitoring to remain compliant to WIOA law and prepared for state and federal monitoring.

A. Program Monitoring

The bidder is required to provide administration, programmatic monitoring and related fiscal supports 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.

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 SWORWIB.
- Allowable costs and documentation;
- Review of service location and operations flow;
- Partnership relationships including referrals, customer flow, as well as other factors deemed appropriate;
- Co-enrollments;
- Policies and procedures;
- Communication practices.

B. Reporting

The bidder is required to produce written monitoring reports to the SWORWIB detailing findings with regards to program compliance. Scheduling will be coordinated between the winner bidder, the SWORWIB and availability of the OMJ Center operator.

Prior to the submission of written reports to the SWORWIB Board, the bidder will present a preliminary report of the findings to the SWORWIB for review. The bidder will discuss its findings with the SWORWIB and others the SWORWIB has interested in sharing. The bidder will allow SWORWIB 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 the option of including a written response to monitoring reports. The bidder will complete all monitoring activity and provide all monitoring reports to the SWORWIB as agreed in the planning stage of the annual monitoring process.

SWORWIB Address: Great Oaks/Scarlet Oaks Campus, 100 Scarlet Oaks Drive, Room 134, Sharonville, OH 45241
smarshall@SWORWIB.org 513-612-3643



The Southwest Ohio Region
WORKFORCE INVESTMENT BOARD

III. APPLICATION REQUIREMENTS

The Bidder, in its 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 previously.
- Describe the level of knowledge and experience with WIOA of 2014 funded programs and activities.
- Describe knowledge of the Ohio Workforce System and Area #13 SWORWIB.
- 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 you will use to execute this project.
- Provide an example of a monitoring report provided to another WIOA Board with or without the actual named entity redacted.

C. Cost

- Provide an all-inclusive consulting price for the once-a year program monitoring project, site visits and reports.
- All preparation and other work products are at the cost of the bidder.