

Request for Quotes for Monitoring Services

Issued: December 21, 2020



**Summit and Medina
Workforce Area
Council of Governments**

I. Overview

Summit and Medina Workforce Area Council of Governments (SAMWA COG) was established by the Chief Local Elected Officials (CLEO) of Medina and Summit Counties primarily to administer the delivery of Workforce Innovation and Opportunity Act (WIOA) services in Medina and Summit Counties, Ohio, Local Area 2. The public Workforce Area is governed by the Summit/Medina Workforce Development Board (WDB), a board of directors appointed by the local CLEOs. Area 2 has two one-stop employment centers, known as OhioMeansJobs Medina County (OMJMC) and OhioMeansJobs Summit County (OMJSC), located at 72 Public Square, Medina, OH 44256 and 1040 East Tallmadge Avenue, Akron, OH 44310, respectively.

The Summit/Medina WDB is comprised of representatives from the area's employers, education, economic development, organized labor, community-based and workforce development agencies, and are responsible for carrying out duties mandated under the WIOA. One of those duties is oversight of the service providers selected by the board through competitive bidding and the subsequent monitoring of the programs the providers deliver.

This "Request for Quotes" (RFQ) is to contract for monitoring of Area 2 programmatic, policy and financial functions as required by the WIOA of 2014, and by the Ohio Department of Job and Family Services (ODJFS) which allocates the grant funds administered by the SAMWA COG and the funds awarded to its services providers ("sub-grantees") for State Fiscal Year (SFY) 2019/Program Year (PY) 2018 and SFY 2020/PY 2019, specifically:

- Title I WIOA Adult Programs for eligible disadvantaged adults with barriers to employment, with services encompassing the period of July 1, 2018 through June 30, 2020 (two program years).
- Title I WIOA Adult Dislocated Worker Programs for displaced workers with services encompassing the period of July 1, 2018 through June 30, 2020 (two program years).
- Title I WIOA Youth Services for youth ages 14-18 and young adults ages 19-24 delivered under the State of Ohio's Comprehensive Case Management Employment Program (CCMEP) model, encompassing the period of July 1, 2018 through June 30, 2020 (two program years).
- One-Stop Operator Services at the OhioMeansJobs Centers located in both Summit and Medina Counties, encompassing the period of July 1, 2019 through June 30, 2020 (one WIOA program year).
- Other Department of Labor or State of Ohio grants, as determined applicable.

II. Scope of Services

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 Areas subrecipients for compliance with federal and state rules and regulations. Given the current environment with COVID-19, **the bidder must be able to demonstrate the ability to conduct monitoring services in a virtual environment, remotely.** The scope of monitoring includes but is not limited to the below list of services:

- Scheduling and preparation for virtual visits, if needed;
- Remote review of actual files, policies, procedures, customer observation, operations observation,

interviews of key managers and staff;

- Planned versus actual performance related to common measures;
- Eligibility determination and verification;
- Assessment and development of Employment Plan for WIOA customers;
- WIOA Youth, service delivery, and compliance with Ohio Administrative Code mandates;
- Accuracy and completeness of participant files, including evidence of receipt of complaint/grievance procedure;
- Partnership relationships including program alignment, shared referral and intake forms, customer flow, as well as other factors deemed appropriate;
- Policies and procedures;
- Identification of best practices;
- Observations for continuous improvement opportunities; and
- Financial compliance.

The bidder is required to produce monitoring reports detailing findings with regards to program compliance. Specific sequence of report submissions will be negotiated with the selected bidder in the final contract.

- Types of monitoring reports:
 - Career Services (Services Delivery and Fiscal Review). Area 2 has one provider/agreement per program year.
 - Youth Providers (Services Delivery and Fiscal Review). Area 2 has five providers/agreements per program year.
 - One-Stop Operator Services (Service Delivery and Fiscal Review). Area 2 has two providers/agreements for the program year.
- Virtual monitoring must be completed no later than June 30, 2021 and the written reports must be provided to SAMWA COG no later than August 31, 2021.
- All written reports and related documentation must be made available to SAMWA COG upon request.

III. Contract Details

The start date for any resultant contract is upon execution of the agreement; the initial term will be through December 31, 2021. It will cover monitoring of SFY19/PY18 and SFY 20/PY19 subrecipient agreements as previously described. Although negotiable during contract discussions with the selected bidder, the anticipated budget for the initial contract period of monitoring is \$20,000.00. After the initial term, there will be an option to continue monitoring services on an as-needed consultant basis through June 30, 2022. The budget for this agreement is not to exceed \$15,000.00; services would be billed at an hourly rate.

IV. RFQ Questions

RFQ questions must be submitted via email on or before 4:00 p.m. EST on Monday, January 4, 2021 as follows:

To: Grace Glaubman, Policy, Procurement & Performance Administrator
Email: Grace.Glaubman@WorkforceArea2.org

Subject Line: Questions for Area 2 Monitoring Services RFQ

Answers will be posted on the Summit OhioMeansJobs website located at <https://www.summitomj.org/rfps>.

V. RFQ Submission

Quotes must be submitted via email on or before 4:00 p.m. EST on Wednesday, January 13, 2020 as follows:

To: Christine Marshall, Executive Director
Email: Christine.Marshall@WorkforceArea2.org
Subject Line: Quote for Area 2 Monitoring Services

VI. Quote Requirements

A. Cover Page:

“Response to RFQ for Area 2 Monitoring Services”

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

B. Relevant Experience:

1. Describe prior monitoring experience including the names, addresses, contact persons, and telephone numbers of similar organizations monitored during the past three years.
2. Describe the level of knowledge and experience with the Workforce Innovation and Opportunity Act funded programs and activities.
3. Describe the level of knowledge and understanding of CCMEP and the union of TANF and WIOA funding as they relate to Youth services.
4. Describe knowledge of the Ohio Workforce System and Area 2 Summit and Medina Counties, as well as similarly sized local boards for benchmarking possibilities.
5. Indicate whether your organization has any relationships with the Summit/Medina WDB and/or its service providers and subrecipients that could be construed as a potential conflict of interest.
6. List three references for your organization, including a brief description of the services provided to each.
7. Provide a complete budget for the total cost of the project. At a minimum, it must identify manpower hours, hourly rate(s), and materials/supplies costs.

C. Tools and Techniques:

1. Provide a comprehensive outline of the monitoring process and procedures the bidder will use to execute this project. This must include a detailed description of how the process is conducted in a virtual environment.

2. Provide example(s) of monitoring instrument(s) and/or tool(s) that may be utilized.
3. Provide an example of a monitoring report provided to another WDB with or without the actual named entity redacted.

VII. Quote Selection

The SAMWA COG reserves the right to reject any and all quotes received in response to this RFQ. A contract for the accepted quote will be based upon the factors described in this RFQ. It is general practice to select the lowest quote in an RFQ process, however, the SAMWA COG reserves the right to select a provider that best demonstrates experience and knowledge of the workforce system as it pertains to monitoring with cost not being the primary factor.

VIII. Assurances

Please note, Assurances will be incorporated as a part of the contractual agreement with the Area.

1. The respondent assures they will keep records of their monitoring that are sufficient to permit the preparation of reports required by the WIOA of 2014 and shall maintain and submit such reports as Area 2 may require.
2. The respondent assures they will collect and maintain data necessary to show compliance with the nondiscrimination provisions of the Act.
3. The respondent assures they will comply with any grant procedures prescribed by the Secretary which are necessary to enter into contracts for the use of funds under WIOA, but not limited to the following:
 - a. General Administrative Requirements – Uniform guidance at 2 C.F.R. Part 200 and 2 C.F.R. Part 2900.
 - b. Assurances and Certifications – SF424B – Assurances for Non-Construction Programs; 29 C.F.R. Part 31,32 – Nondiscrimination and Equal Opportunity Assurance (and Regulation); 29 C.F.R. Part 93 – Certification Regarding Lobbying (and Regulation); 29 C.F.R. Parts 94 and 95 – Drug Free Workplace and Debarment and Suspension; Certifications (and Regulations).