

**CITRUS LEVY MARION REGIONAL
WORKFORCE DEVELOPMENT BOARD, INC.
DBA CAREERSOURCE CITRUS LEVY
MARION**

**REQUEST FOR PROPOSALS:
Independent Monitoring Services
AND
STATEMENT OF QUALIFICATIONS**

Release Date: 9/09/2019

**PROPOSALS DUE – 4:00 P.M.,
Friday, October 11, 2019**

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REQUEST FOR PROPOSAL AND STATEMENT OF QUALIFICATIONS FOR Monitoring SERVICES

I. Independent Monitoring Solicitation

CareerSource Citrus Levy Marion is releasing this Request for Proposals (RFP) with intent to secure a contract with an Independent Monitoring firm to complete a full independent monitoring of our programmatic processes and procedures encompassing all activities from center level activity to finance distribution.

II. Procurement Information

- A. The Citrus Levy Marion Regional Workforce Development Board, Inc. dba CareerSource Citrus Levy Marion (CSCLM), located in Ocala, Florida, will accept proposals with Statements of Qualifications from professional Independent Monitoring firms for Independent Monitoring services for up to four Independent Monitoring periods beginning with the fiscal period July 1, 2019 through June 30, 2020. The established contract may be renewed up to three additional years and all proposals should include Independent Monitoring costs for the additional periods ending: June 30, 2021, June 30, 2021 and June 30, 2022. **Interested firms should submit their proposal in the format described in Sections IX and X by 4:00 p.m. local time, Friday, October 11, 2019 to CareerSource Citrus Levy Marion, ATTN: Dale French, 3003 SW College Road, Suite 205, Ocala, FL 34474**
- B. Technical information regarding this request may be obtained from Dale French, (352) 873-7939 ext. 2204, dfrench@careersourceclm.com.
- C. The proposals will be evaluated by the CSCLM Executive Committee. The three highest rated firms may be invited to make oral presentations. The Executive Committee will evaluate the firms and make a final selection. Contract awards will be made upon the approval by the Board of Directors after Committee selections. The criteria and assigned point values for scoring proposals are shown in Appendix 1.
- D. Both the Committee and Board reserve the right to reject any or all proposals and to select the firm which, in their judgment, best meets the needs of CareerSource Citrus Levy Marion.
- E. The tentative schedule for selection and award is shown in

Appendix 2.

- F. The selection process contemplated by this request for proposals will result in the selection of a firm to Independent Monitoring the internal processes and procedures of CareerSource Citrus Levy Marion to include general business rules, financial processes and technology capabilities.
- G. This Independent Monitoring will be funded 100% through use of funds issued by the Department of Labor. The final amount of the funds used will be determined by the selected proposal.
- H. CareerSource Citrus Levy Marion is budgeting \$40K-\$50K annually to secure these services.

III. Statement of Organizational Purpose

The purpose of CareerSource Citrus Levy Marion is to establish programs to prepare youth, unskilled/economically disadvantaged adults, dislocated workers, employed workers, and long term unemployed individuals for entry into the labor force and to afford job training to those individuals facing serious barriers to employment, and who are in special need of assistance to obtain productive employment. These efforts are executed using funds allocated through Florida's Department of Economic Opportunity from the Department of Labor.

IV. Contract Performance by the Independent Monitoring firm(s)

Initial Monitoring:

- Independent Monitoring services to include reviews of CareerSource Citrus Levy Marion programmatic procedures, and finance distribution and processes against findings and concerns contained in the US Department of Labor's report on CareerSource Pinellas and CareerSource Tampa Bay (copy available upon request).

On-going Monitoring to include:

- Financial transactions as they relate to programmatic activities to ensure compliance with all applicable State and Federal regulations as specified by the requirements of Title 2 U.S. Code of Federal Regulations Part 200, Uniform Administrative Requirements, Cost Principles, and Independent Monitoring Requirements for Federal Awards (Uniform Guidance).
- All local programmatic policies and procedures to ensure compliance with applicable State and Federal guidelines as specified in Florida statute, the Workforce Innovation and

Opportunity Act (WIOA), and the Wagner Peyser Act.

- General processes for documenting job seeker referrals and placements
- A random sample of work-based training agreements with local businesses executed in the prior two program years (for first independent monitoring). The review should include examination of the participant referral processes, contract provisions, participant eligibility, training plans, adherence to established training plans, payment issuances and follow up.
- A random sample of WIOA participants to ensure eligibility and analysis of services provided and need for services provided.
- Supportive service payment and tracking procedures for workforce program participants.
- Senior level staff salary composition and increase authority.
- Board composition, recruitment and nomination processes in relationship to requirements as established in the WIOA.
- Board member conflict of interest compliance.
- Organizational by-laws creation and adherence to requirements as established by the Consortium.
- Brevity of Committee and Board oversight of operations.
- Established internal firewalls for compliance and quality assurance.
- Sub-recipient/Contractor procurement compliance.
- Compliance with WIOA transparency and Sunshine provisions.
- Processes for Board member orientation and training.
- Local programmatic monitoring processes.
- Local Grievance Procedures and Equal Opportunity representation.

The Independent Monitoring should involve visits to the individual workforce centers and include interviews with frontline, mid- and senior-level staff. Independent Monitoring services must include an opinion as to whether local programmatic processes and procedures conform to applicable State and Federal regulations. The Independent Monitoring report must state whether the examination discloses instances of non-compliance with laws or regulations. The findings of non-compliance should identify which law or regulation has been violated. Any expenditure that is questioned or recommended for disallowance should be clearly identified and the reason(s) therefore indicated.

V. Independent Monitoring Objectives and Scope of Services

The objective of the Independent Monitoring is to provide an opinion on the efficiency and conformity of local operating procedures for all levels of program administration and operation.

The Independent Monitor or, as part of its Independent Monitoring services, will conduct a midyear review of all processes and procedures

and determine if any prior documented inadequacies or findings reached resolution. The Independent Monitor will report to the Board of Directors as appropriate based upon its review.

The Independent Monitor will submit a Management Letter of Comments and Recommendations for improvement of program and financial management per the Independent Monitor's opinion after examining the Board's systems.

An electronic copy and one (1) hard copy of the Independent Monitoring report shall be submitted to CareerSource Citrus Levy Marion upon completion. The Independent Monitor shall be responsible for distributing reports in compliance with Federal and State requirements.

VI. Work Papers

The Independent Monitoring firm shall retain work papers for a minimum of three years or until resolution of the Independent Monitoring report with the Board of Directors or the Florida Department of Economic Opportunity as needed.

VII. Restrictions Against Disclosure

The Independent Monitoring firm agrees to keep the information related to all Independent Monitorings and related contracts in strict confidence. Other than reports submitted to the Board the Independent Monitoring firm agrees not to publish, reproduce or otherwise divulge such information, in whole or in part, in any manner or form or authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information to those employees on its staff, the Boards' staff, or State/U.S. Department of Labor staff who must have information on a need-to-know basis.

VIII. The Board and associated Accounting Systems

CSCLM is designated as a Special District of the State of Florida and has a 501c(3) private non-profit corporate status. CSCLM was incorporated in June 1996 and began operation January 1, 1997. It was created solely as an administrative entity. CSCLM is one of 24 Workforce Regions in the State of Florida and is responsible for the administration of the Workforce Innovation and Opportunity Act (WIOA) of 2015, Temporary Assistance for Needy Families (TANF), Department of Economic Opportunity (DEO) pass through funds (Veterans, Wagner Peyser, and Trade Adjustment Act), and Reed Act allocations for the three county region. The amount of funds are determined by formula or competition and distributed or contracted respectively by the State of Florida. Representatives of the public and private sector of Citrus, Levy, and

Marion Counties serve on the Workforce Board, which is the governing board of the corporation.

CSCLM as a sub recipient or grantee receives approximately \$9,500,000 in federal grant funds per fiscal year as the Area 10 Administrative entity. CSCLM contracts with various non-profit organizations, State agencies, School Boards, and private companies to provide services (see Appendix 3). The expenditures are controlled in accordance with written policies and procedures. Accounting records consist of a computerized general ledger system with the primary source of data coming from the accounts payable system and all other data, such as deposits, is journalized into the system. The data is entered so that financial statements can be prepared for each program. All records pertaining to CSCLM fiscal matters are located in the board's Fiscal Department, Ocala, Florida. Additional source documents are filed with organizations (subcontractors), which maintain their own accounting records. The board's Fiscal Department staff is prepared to assist in the Independent Monitoring process, answer any questions, and locate documents as needed. Workspace will be provided, with copy machine available at no charge, but Independent Monitors must provide labor to make any necessary copies.

IX. Information to be Included in the Proposal

In order to facilitate the evaluation of the proposals, it is requested that the required information be arranged in the following format:

Section 1. Individual Independent Monitoring Staff Technical Qualifications

1. Describe the experience in Independent Monitoring of workforce programs of each senior and higher level person assigned to the Independent Monitoring, including years on each job, and their position while on each Independent Monitoring. Indicate the percentage of the time the senior staff will be on-site.
2. Describe the relevant educational background and experience of each individual to be assigned to the Independent Monitoring. This should include all relevant continuing education, seminars, national training, etc.
3. Describe experience of assigned individuals in Independent Monitoring programs, activities, and functions similar to those administered by CareerSource.
4. Describe any specialized skills, training, or background in workforce processes by assigned individuals. This may include participation in state or national professional organizations, speaker, or instructor roles in conferences or seminars, or authorship of articles and books.

Section 2. Independent Monitoring Organization/Local Office Technical Qualifications

1. State whether your Independent Monitoring organization is national, regional or local. Describe the organization, size, and structure of your firm.
2. State the address of the local office, which will be conducting the Independent Monitoring.
3. Indicate the number of people by level within the local office that will handle the unit. Indicate which other Independent Monitorings this staff will be working on concurrently. Also indicate the overall supervision to be exercised over the Independent Monitoring team by the firm's management.
4. Indicate your experience in Independent Monitoring entities similar in size and complexity to CareerSource.
5. Indicate the local office's experience in providing additional services to government funded clients by listing the name of each client, the type(s) of services performed, and the year(s) of engagement.

Section 3. Independent Monitoring Approach

In this section, describe your approach to the Independent Monitoring. Describe your understanding of the work to be performed and indicate time estimates for each Independent Monitoring program. Please include an outline of the primary areas that you will focus on during the initial and mid-year monitorings.

Section 4. Client References

In this section, list the names, addresses, and phone numbers of government Independent Monitoring client references.

Section 5. Other Information

In this section, include any other information as you deem appropriate. Also describe any regulatory action taken by any oversight body against the proposing Independent Monitoring organization or local office.

X. Proposals

Respondents must submit their responses in sealed envelopes so that they will arrive at the address listed below no later than 4:00 p.m. on Friday,

October 11, 2019. Electronic media on CD or flash drive are preferred for one response; however that response must also be accompanied by three (3) hard copies of the response. Inside the mailing package, the responses should be in an envelope(s) marked "Response to Independent Monitoring RFP to be opened October 11, 2019". Also include a contact name, contact information, company name and street mailing address. Responses not received by the deadline will not be considered. All copies must be received by the deadline listed above. Responses should be mailed/delivered to the following address:

Dale French
Director of Operations
Enterprise Center
3003 SW College Rd,
Suite 205
Ocala, FL
34474
(352) 873-7939, ext. 2204/FAX (352)
873-7956
dfrench@careersourceclm.com

The Board shall have the right to terminate this agreement if it fails to receive funding appropriate to continue operation. In such an event, CSCLM shall give 60 days advance notice of intent to do so. If such a timeframe is not possible depending on funding restrictions then the notice shall be no less than 30 days. CSCLM reserves the right to make no award on this RFP, if most advantageous to the Board.

XI. Proposed Charges

1. Proposals should include the fees to perform this Independent Monitoring. Fees should be listed as the total cost per program year Independent Monitoring including the mid-year review). The board's accounting staff will assist any firm requiring information needed to determine fees.
2. Proposals should include a fixed hourly rate for additional Independent Monitoring and management services, which would be determined as needed.

XII. Protest Procedures

Parties wishing to protest the recommendations of the Executive Committee should file a written protest within three business days of the Committee's action. Such protest should include the basis of the protest and any other pertinent material the party wishes to have considered as justification for its protest.

Letters of protest should be

addressed to:

Rachel Riley, Chair
CareerSource Citrus Levy Marion
c/o CareerSource Citrus Levy Marion
3003 SW College Road,
Suite 205
Ocala, FL
34474

Upon receipt of a protest, the Chairman will convene a meeting to hear the protest. The Chair will notify all parties involved in the protest of the time and place of the hearing. Any affected party will present, in writing at the time of filing a protest, a detailed response regarding the protest for consideration by the Board.

APPENDICES

Begin on following page

APPENDIX 1

Recommended Point Value for Evaluation Criteria - Independent Monitoring RFP

CRITERION	MAXIMUM POINTS
The FIRM:	
1. Number of people (by level) located within the local office that will handle the Independent Monitoring.	5
2. List of local office's current and prior government Independent Monitoring clients indicating the service performed and number of	10
3. Experience in Independent Monitoring similar entities.	15
4. Organization, size, and structure of firm.	5
5. Firm's participating in continuing education for workforce development systems.	5
6. Firm understands have the work to be performed and ability to complete work on time.	5
7. Firm's experience in Independent Monitoring Job Training Programs including: Years, number of Independent	5
PERSONNEL:	
1. Governmental Independent Monitoring experience of senior or higher staff to be assigned to the Independent Monitoring.	15
2. Overall supervision to be exercised over Independent Monitoring team by firm's management.	5
3. Relevant educational background of individuals to be assigned, including seminars and courses within the last three years.	5
OTHER:	
1. Independent Monitoring Cost	25
TOTAL - MAXIMUM POINTS	100

APPENDIX 2

Tentative Schedule for Selection and Award

Release RFP on September 9, 2019

Proposals are due no later than October 11, 2019

Executive Committee Review by October 23, 2019

APPENDIX 3

CSCLM FUNDING SOURCES AND SUB-CONTRACTORS

REGION 10 ADMINISTRATIVE ENTITY

Funding Sources:	Amount (Includes Carry forward):
WIOA Adult	\$ 2,050,472
WIOA Youth	\$ 2,157,700
WIOA Dislocated Worker	\$ 864,039
SNAP	\$ 281,095
Reemployment and Eligibility Assessments	\$ 49,053
Wagner Peyser	\$ 327,039
Disable Veterans	\$ 36,868
Bridge Skilled	\$ 835,327
Reemployment Assistance Program	\$ 40,920
Welfare Transition Program	\$ 1,611,592
Youth Build	\$ 685,182
Other grants	\$ 293,805
Unrestricted funds	\$ 250,809
Total	\$ 9,843,901
Sub-contractor (Service Provider):	Contract Amount:
Eckerd Connects	\$ 1,285,502
Total	\$ 1,285,502

CareerSource Citrus Levy Marion and CareerSource North Florida are Equal Opportunity Employers/Program. Auxiliary aids and services are available upon request to individuals with disabilities using TTY/TDD equipment via the Florida Relay Service at 711. A proud member of the American Job Center Network.