
PASCO-HERNANDO WORKFORCE BOARD, INC.

REQUEST FOR PROPOSAL

ISSUED: March 23, 2010
RFP: Internal Monitoring 03-10-002
Issued
03-23-10

Monitoring Services

IMPORTANT INFORMATION

- **Question and Answer Period – Questions will be answered until March 30, 2010**
- **Due Date – 5pm, April 23, 2010**
- **Anticipated selection date will be on or before May 31, 2010.**

Questions and Answers: Question and Answer period will be ongoing until **March 30, 2010**. Questions can be submitted via email to bgause@careercentral.jobs or fax 352-593-2206. The questions and answers will be posted on our website at www.pasco-hernando.com.

Submittal Deadline: One electronic and five paper copies of the proposal are to be submitted, one containing original signatures, no later than **5:00 p.m. local time, April 23, 2010**. The Selection Committee will meet at the Pasco-Hernando Workforce Board, 3185 Premier Drive, Brooksville, Florida 34604. Each application will be scored independently.

All responses are to be submitted to the address and contact person listed below.

PASCO-HERNANDO WORKFORCE BOARD, INC.

Attn: Jerome Salatino
3185 Premier Drive
Brooksville, FL 34604

**REQUEST FOR PROPOSAL
Monitoring Services**

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REQUEST FOR PROPOSAL

I. INTRODUCTION

A. General Summary

Pasco Hernando Workforce Board, Inc. as administrative entity is soliciting proposals from qualified firms to provide programmatic and fiscal monitoring, and continuous improvement evaluation and reporting and oversight reporting for fiscal year beginning **July 1, 2010** and ending **June 30, 2011**. These activities are to be performed in accordance with the guidelines set forth in the U.S. Department of Labor *Monitoring Technical Assistance Guide (TAG)*, applicable monitoring tools used and/or developed at the state level by the appropriate and various entities with oversight of workforce development activities.

Administrative Requirements and Information

All proposals must be in compliance with the Federal Workforce Investment Act of 1998 and the Florida Workforce Innovation Act of 2000, as well as all corresponding state and federal regulations.

Proposals must address all items requested for services in the specifications of the request.

Sealed proposals must be delivered to Pasco Hernando Workforce Board, Inc. (PHWB) at the address below on or before the designated date and time. Proposals are encouraged from minority and women-owned businesses.

B. Conditions Applicable to All Proposals

The following conditions are applicable to all proposals:

1. PHWB reserves the right to reject any and all proposals in whole or in part, to waive any informalities or irregularities in the proposals received, and to accept any proposal that is deemed most favorable to PHWB at the time and under the conditions stipulated in the specifications of this request.
2. Should the award of a contract(s) take place, it will be made to the most responsive offeror(s) whose proposal(s) is(are) most advantageous after consideration of technical merit, and other desired factors. Additionally, proposing organizations must be able to document the following (as applicable): adequate financial resources or the ability to obtain them, satisfactory record of business ethics and fiscal accountability; necessary

Pasco Hernando Workforce Board, Inc.

organization, experience, accounting and operational controls, and technical skills to perform the required work.

3. Non-conforming proposals will be considered non-responsive and are subject to return without review; however PHWB reserves the right to waive informalities and minor irregularities in proposals received.
4. PHWB reserves the right to request additional information for clarification from proposers, or to allow corrections or errors or omissions.
5. All proposals are subject to negotiation by PHWB.
6. PHWB reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between PHWB and the firm selected.
7. One electronic and five paper copies of the proposal are to be submitted, one containing original signatures, no later than **5:00 p.m. local time, April 23, 2010, to:**

PASCO-HERNANDO WORKFORCE BOARD, INC.
Attn: Jerome Salatino
3185 Premier Drive
Brooksville, FL 34604

It is anticipated the selection of a firm will be completed no later than **May 31, 2010**. Following the notification of the selected firm it is expected that the contract will be executed between both parties soon thereafter.

PHWB staff will be available to answer technical questions. Please contact Brenda Gause **(352) 593-2226** if you have any questions.

II. SELECTION PROCESS

A. Selection of Service Provider

PHWB staff will evaluate proposals and forward recommendations to the AdHoc Committee. The AdHoc Committee will then accept or reject the recommend and forward their recommendation on to the full board for

approval or rejection. Proposals will be evaluated using a point system based on the Evaluation Criteria Sheet attached to this request (Exhibit A). PHWB may invite prospective providers to explain their proposals. PHWB will make the final decision for awarding a contract based on offers received, without discussion of such offers with the offerors. Each offer should, therefore, be submitted in most favorable terms from a price and technical standpoint which the offeror can make. However, PHWB reserves the right to request additional data or oral discussion or presentation in support of written proposals, at a pre-contract meeting.

Members of the PHWB or their relatives, PHWB staff, or any individual or entity that may have a real or apparent conflict of interest are ineligible to submit. All proposals shall be reviewed for a “perceived” conflict of interest, in accordance with the rules governing the WIA.

B. Limitations

This Request for Proposal does not commit PHWB to award a contract, to pay any costs incurred in the presentation of a proposal to this request, or to procure or contract for services or supplies. PHWB reserves the right to accept or reject any or all proposals received as a result of this request; to negotiate with all qualified sources, or to cancel in part, or in its entirety, this request if it is in the best interest of PHWB to do so. PHWB may require the offeror selected to participate in negotiations and to submit price, technical, or other revisions of their proposal in writing, which may result from negotiations.

C. All proposals will be stamped in with the date of receipt. Faxed proposals and proposals received after the deadline will not be considered by PHWB.

D. Appeal Procedure

In accordance with WIA regulations, proposers who are denied funding have the right to appeal. The following are the procedures to be followed in the event of an appeal:

1. Submit letter to the CEO of Pasco Hernando Workforce Board, Inc. requesting further details for the refusal of proposal award.
2. In the event the response is not satisfactory to the applicant, further appeal may be made by following the procedures described on the enclosed *Protest Procedures for the Pasco Hernando Workforce*

Board form (Exhibit B).

III. BACKGROUND INFORMATION

A. Pasco Hernando Workforce Board

The mission of the Pasco Hernando Workforce Board is to enhance the economic development efforts of our region by providing a well trained, high quality workforce which supports the success of local business and improves the quality of life. The Pasco Hernando Workforce Board is a volunteer Board consisting of thirty-three (33) individuals representing business, education, social service agencies, municipal/community-based organizations, and state agencies.

PHWB serves as the local grant recipient and administrative entity for federal WIA of 98, as well as the Florida WIA2000 program(s) (including welfare reform) for Pasco and Hernando counties. Individuals served may include those who have barriers to employment, persons unemployed due to layoffs or company closings, as well as universal customers—that is, those individuals that may be currently employed who may wish to upgrade their skills and/or change vocations. Various employment, training, and related educational programs and services are provided for residents and employers, either directly by the PHWB or in collaboration with the many local institutions that offer vocational and related training. PHWB WIA fiscal and program year begins on 1 July and end on 30 June.

B. Workforce Investment Act of 1998 (WIA)

The purpose of the act is to consolidate, coordinate, and improve employment, training, literacy, and vocational rehabilitation programs. The PHWB is responsible for Title I services. Those services are delivered primarily, through One-Stop Career Centers (Career Central) and provide for all adults, low-income youth and dislocated workers.

C. Workforce Innovation Act of 2000 (WIA2000)

The Workforce Innovation Act of 2000 (Chapter 445, Section 334.001, Florida Statutes) established as law by the 2000 Florida Legislature repealed and replaced the Workforce Florida Act of 1996 (Chapter 288, section 288.9950, Florida Statutes), as well as the Welfare Transition Program Act (WTP)

D. Welfare Transition Program (WTP)

WIA2000 did not eliminate the WTP Program, but it did incorporate the program into the Workforce innovation design in a different manner than it was previously structured.

In 1996 the Florida legislature created the Welfare Transition Program Act (WTP) as a result of the federal government's 1996 welfare reform law which handed the welfare system over to the states. The PHWB is one of twenty-four regions in Florida chartered to carry out WTP activities and services. Unlike the former Aid to Families with Dependent Children (AFDC) program, Temporary Assistance for Needy Families (TANF) under the WTP is not an entitlement program. The purpose of WTP is to provide intensive work activities and services to individuals who are eligible to receive cash assistance. The goal of WTP is to enable recipients, providing cash assistance for up to two years, (some with substantial barriers may receive cash assistance for up to three years). The life-time maximum in Florida is four years.

Individuals who apply with Department of Children and Families for cash assistance and are determined able to work are required to register with the local Career Central. Participants will receive instruction and assistance from Career Central staff regarding job search and job placement. If at the end of six weeks participation, an individual has not secured unsubsidized employment and is still eligible to receive cash assistance, the participant is referred to Career Central for more intensive work/training activities and services.

E. Wagner Peyser

The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices that are known as the Employment Service. This system has provided high quality job seeker and employer labor exchange service and information for over sixty years.

The Wagner-Peyser Act was amended by the Workforce Investment Act of 1998 (WIA). The WIA amendments transformed the Employment Service into the foundation of a One-Stop delivery system. The Wagner-Peyser funded Employment Service now provides the universal access to core services and an integrated array of labor exchange and Workforce Investment Act (WIA) services delivered through One-Stop Career Centers nationwide.

This included service for veterans under separate funding for the Local Veteran Employment Representatives and disabled veterans under the Disabled Veterans Opportunity Program.

G. Computer Systems

The PHWB automated accounting system modules are General Ledger, Accounts Payable. The overall system is fund accounting developed by MIP for non-profit organizations. Payroll services are contracted.

All year-end data for participant records must be entered into the State of Florida One-Stop Management Information System (OSMIS) by the end of July. The OSMIS system tracks participant services and financial draw downs for WIA/WTP/WP funds.

H. Technical Assistance Provided by PHWB

PHWB support staff will be available to provide technical assistance with the provision of information needed to conduct program and fiscal monitoring and oversight reporting. PHWB will coordinate other PHWB staff to respond to requests for information, to provide documentation or other assistance that may be necessary during the course of the review.

PHWB staff will provide copies of prepared reports, statements or schedules for the monitors. In addition, PHWB will provide the reviewer with reasonable workspace, desk and chair with access to a telephone, copier, computer and fax.

Report preparation, editing, and printing shall be the responsibility of the firm.

IV. PROPOSAL SPECIFICATIONS FOR SOLICITATION

A. Scope or Work

PHWB is soliciting the services of qualified firms to provide program and fiscal monitoring, oversight reporting and continuous improvement services for the WIA programs for the period July 1, 2010 through June 30, 2011, with the option to continue services for the PHWB for each of the two (2) subsequent fiscal years.

These services as outlined below are to be in accordance with the provisions contained in this request for proposal and will be performed

twice per year. PHWB is currently looking for an organization to monitor mid-year and end of year.

SCOPE OF WORK

The Contractor agrees to perform services by using the following pool of procedures throughout the contract period. The timing of the procedures may be changed through verbal agreement of the contractor and the Board. The Board reserves the right to modify the scope of work as deemed necessary with proper advance notice. No formal modification to the agreement to incorporate changes in the procedures shall be necessary.

1. ADMINISTRATION, FINANCE AND PLANNING
a. Conduct an annual review of service provider requests for proposals and contracts for compliance with laws, regulations and policies relating to contracting and procurement.
b. Review Administrative Plan and other planning documents and administrative procedures for efficiency, effectiveness and compliance with federal and state policies.
c. Review the minutes of Board of Directors/Executive Committee meetings for unusual items and for any conflicts of interest.
d. Review cost allocation plan.
e. Review cash management and internal cash controls for compliance with WIA, Welfare Transition, Welfare-to-Work, Federal, State and local policy.
f. Trace a sample of postings from the cash receipts journal to the general ledger.
g. Review a sample of support service payments for appropriate documentation and compliance with applicable policies.
h. Review a sample of contract payments to training providers for: (1) supporting documentation (2) signed invoice and time sheet, if appropriate (3) reimbursement rate agreement for total allowable training hours per the contract, and (4) invoiced amounts posted to the general ledger.
i. Review a sample of payroll and non-payroll disbursements for (1) supporting documentation, (2) agreement to check request for approval, (3) agreement to purchase order, requisition, invoice and purchasing threshold requirements, (4) mathematical accuracy, (5) trace to general ledger.
j. Review a sample of the Financial Management Tracking Reports for all programs and reconcile reported costs to the general ledger.
k. Review fixed asset inventory control procedures.
2. PHWB CONTRACTED SERVICES
a. During the course of the year, conduct an initial and follow-up programmatic and fiscal compliance review for each service provider utilizing federal and state monitoring tools.
b. Review the adherence to PHWB and contractor case management policies and procedures.
c. Assess progress toward meeting stated goals, as agreed to by contract.
d. Review support services, including a review of the childcare payment process.
e. Conduct participant interviews to gather perceptions of services received.
f. Evaluate randomly selected on-the-job training and work experience agreements and

customized training contracts for adequacy of training and adherence to policies and procedures.
g. Review a sample of participant files for each program for evidence of eligibility, assessment, referral, individual employment plan, and/or other documentation required by federal, state and local policy.
3. CUSTOMER SATISFACTION/CONTINUOUS IMPROVEMENT
a. Review data collected through customer satisfaction measures for evidence of utilization to improve and/or enhance processes and services.
b. Review any complaints filed by staff, service providers, or participants, and the handling of those complaints per the Board's Administrative Plan and applicable laws, rules and regulations.
c. Through inquiry of service provider staff determine if suggestions, complaints are acted upon by supervisors.
d. Review planned versus actual performance statistics on a periodic basis, including core indicators of performance, contractual performance requirements, and customer satisfaction measures.
e. Conduct site visits of the designated One-Stop centers and affiliated sites, and through inquiry of service delivery personnel and One-Stop customers determine the extent to which the One-Stop system efficiently and effectively:
<ul style="list-style-type: none"> (1) Provides the core services specified in WIA Section 134(d)(2) and in the WIA program plan; (2) Provides access to intensive services and training services; (3) Provides access to other programs and activities carried out by the One-Stop partners; (4) Provides youth services; (5) Provides services to employers.
4. TECHNICAL ASSISTANCE
a. Provide technical assistance on fiscal, programmatic, continuous improvement and other matters as mutually agreed upon. Special projects, as may be requested from time-to-time outside the routine duties as described otherwise in the scope of work, will be billed separately.
5. REPORTS
a. Prepare reports and follow-up on prior reports comments.

B. Modifications

PHWB reserves the right to modify the scope of work as deemed necessary with proper advance notice.

C. Working Paper Retention & Access

All working papers and reports must be retained, at the monitor's expense, for a minimum of five (5) years, unless the firm is notified in writing by PHWB to extend the retention period. The monitor will be required to make working papers available, upon request, to PHWB or designee(s).

The monitor will not 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. Such reasonable measures are necessary to restrict access to this information, while in the monitor's possession, to those employees on monitor's staff and PHWB staff who must have the information on a need-to-know basis.

The firm shall respond to the reasonable inquiries of successor monitors and allow successor monitors to review working papers relating to the matters of continuing accounting significance.

V. TECHNICAL PROPOSAL

The technical proposal should demonstrate the qualifications, competence and capacity of the firms seeking to undertake program and fiscal monitoring and oversight reporting of PHWB in conformity with the requirements of this proposal. The firm should address the following as part of the technical proposal:

1. Describe the qualifications of the firm and its approach to satisfy the proposal requirements.
2. The size of the firm, the location of the firm office, the number and nature of the professional staff to be employed full-time and part-time during the contract period.
3. An affirmative statement indicating that the firm and all assigned key professional staff are properly licensed to practice in Florida.
4. Identify the principal supervisory and management staff, including partners, managers, other supervisors and specialists, who would be assigned to the contract.
5. Provide information regarding the qualifications, experience and training, including relevant continuing professional education for the past three (3) years and membership in professional organizations, of the specific staff to be assigned during the contract period.
6. List and describe the firm's professional relationships involving PHWB, if applicable, together with a statement explaining why such a relationship does not constitute a conflict of interest relative to performing the required services.

7. Provide written notice of professional relationships with PHWB service providers, other organizations or individuals which may have a perceived conflict of interest during the period of agreement.
8. Personnel assigned to the contract may be changed at the discretion of the proposer provided that the replacements have substantially the same or better qualifications or experience and with prior written permission of PHWB. PHWB retains the right to approve or disapprove a replacement.
9. A copy of the report on the firm's most recent external quality control review.
10. Status of any disciplinary action taken or pending against the firm during the past three (3) years with state regulatory bodies or professional organizations.
11. Identify and describe any anticipated potential problems and the firm's approach to resolving these problems and any special assistance that will be requested from PHWB.
12. Outline all points in the request for proposal excluding any cost information.

VI. COST PROPOSAL

The Cost Proposal should contain all pricing information relative to performing the services as described in this request for proposal. The total all-inclusive maximum price is to contain all direct and indirect costs including all out-of-pocket expenses, in accordance with the format as provided as one of the enclosures.

Out-of-pocket expenses for firm personnel will be reimbursed at the rates used by PHWB for its employees. A statement must be included in the proposal stating the firm will accept reimbursement for travel at the prevailing PHWB rate for its employees. Out-of-town travel and associated expenses shall not be reimbursed. All expense reimbursements will be charged against the total all-inclusive maximum price submitted by the firm.

Should PHWB request additional services from the firm to either supplement the services requested in this request or to perform additional work as a result of specific recommendations included in any report issued during the contract period, then such work shall be performed only if set forth in an addendum to the contract between PHWB and the firm. The additional work shall be performed at the same rates as set forth in the schedule of fees and expenses included in the proposal.

Payments will be made on the basis of documented hours or work completed during the contract period and out-of-pocket expenses incurred in accordance

with the firm's proposal. Billings shall cover a period of not less than one calendar month.

VII. PROPOSAL PREPARATION INSTRUCTION

Unnecessarily elaborate brochures or other presentations beyond that sufficient to present a complete and effective proposal are not desired. It is generally preferred that written material be single-spaced, except where there is a reason for double spacing. An outline form using major headings is preferred. Pages are to be numbered at the bottom. Legibility, clarity, and completeness are essential.

A. Terms of Engagement

The initial contract period is anticipated to be July 1, 2010 to June 30, 2011, and is subject to the review and recommendations of PHWB WIA/WTP/WP staff and the CEO of PHWB, Executive Committee and Board. Optional, subsequent contract renewal(s) will be for the contract period(s) of July 1, 2010 through June 30, 2011: July 1, 2011 through June 30, 2012, and July 1, 2012 through June 30, 2013. Notification for renewal of contract services will be no later than 28 February of option year(s).

B. Signature

A duly authorized official of the firm shall sign the proposal. The proposal shall also provide the following information: name, title, address, and telephone number of individual(s) with authority to negotiate and contractually bind the offeror and also the name of the person who may be contacted during the period of proposal evaluation if different from the signatory official.

C. Format For Preparing The Proposal

Outline: All proposals must be assembled according to the following outline with all pages numbered in sequential order:

1. Letter of Transmittal
2. Table of Contents
3. Profile of the Proposing Firm
4. Qualifications
5. Scope of Services & Proposed Project Schedule
6. Fees and Compensation

No proposal will be considered that is not:

1. Complete - If sections or mandated attachments are missing, the proposal may not be considered for funding.
2. Compatible - The proposal must be compatible with the goals of this REQUEST.

For the proposal to be considered, Items 1 through 6 must be completed.

1. Letter of Transmittal - Prepare a letter of transmittal identifying information about the organization, program contact person, and signature of the person authorized to sign official documents for the organization. A brief outline of the proposer's understanding of the work and general information regarding the firm and the individuals to be involved is permitted, but not required, if it is limited to not more than two pages.
2. Table of Contents - Include a table of contents identifying the material by section, page number and a reference to the following information to be contained in the proposal.
3. Profile of Proposing Firm - Provide a brief description of the firm, whether local, national or international, and the size of the firm. Indicate whether the firm is in compliance with the registration, licensure and permit requirements to practice as a public accounting firm in the state of Florida (if applicable). Describe the local office, the size of the professional staff by level, such as partner, manager and supervisor, senior and other professional staff in the office, etc., and the maximum response time for monitoring of a special nature (as for report of illegal act). Also, provide any other information required to describe the office which will be performing the work.
4. Qualifications - Describe the recent local office monitoring experience in similar types of monitoring to which the proposal relates. If applicable, include regional experience in providing services of similar types to WIA/WTP/WP entities. Include resumes of all key professional members who will be assigned to the team for this project and include the amount of experience the individual has in the monitoring profession, a summary of similar monitoring/audits on which the individual has worked, a summary of the continuing professional education the individual has had in

governmental monitoring experience during the last three years, and a statement of whether the individual is independent, as defined by applicable auditing standards (if applicable). Describe the firm's policy on notification of changes in key personnel. Provide a listing of the number of professionals in the office who are experienced in governmental monitoring/auditing and describe the availability of individuals within the firm involved in governmental monitoring/auditing and reporting with whom the monitoring team may consult. Briefly describe the firm's system of quality control to ensure that services are adequately performed.

5. Scope of Services & Proposed Project Schedule - Briefly describe the firm's understanding of the scope of services to be performed and indicate the proposed time schedule for completing the work, including the approximate dates or time period within the month you would perform field work, office review and report preparation, and the latest delivery date of the final monitoring report and Executive Summary.
6. Fees and Compensation - provide the estimated total hours for project, estimated out-of-pocket expenses, the hourly rate by staff classification, all inclusive maximum fee and out-of-pocket expenses, which will not be exceeded, and the frequency and timing of the firm's billing process.

D. MANDATORY ATTACHMENTS TO ALL PROPOSALS

1. A copy of the agency designation (as a private, non-profit, for profit, public corporation, etc.) as granted by the U.S. Internal Revenue Service
2. A copy of the most recent complete CPA certified independent agency wide audit of the agency, including any accompanying management letters (if applicable).
3. A copy of the Board of Directors list, including affiliations
4. A copy of the organization's grievance procedures and a copy of the grievance form.
5. Original signed Certification Regarding a Drug-free Workplace.
6. Original signed Certification Regarding Debarment and Suspension.

7. Original signed Certification Regarding Lobbying Activities.
8. Original signed Sworn Statement on Public Entity Crimes.
9. Original signed Assurance of Non-Discrimination and Equal Opportunity.
10. Original signed Conflict of Interest Statement/Certification.
11. Proposer Guarantees & Proposer Warranties.
12. Original Signed Cost Proposal of Professional Fees and Expenses Summary Monitoring and Oversight Reporting.

VIII. EVALUATION CRITERIA/EVALUATION

PHWB staff will review proposals for consideration and make recommendations to the Executive Committee for submission to the board for final approval. Proposals received will be evaluated based upon two criteria, which will include the cost for services and the qualifications for performing the services required of this request for proposal. The evaluation of the proposal will be based upon a 100-point rating system. A copy of the evaluation/criteria form is included in this request for proposal (Exhibit A).

The following criteria will be considered as a part of the evaluation:

1. Cost of Services

Overall cost, including out-of-pocket expenses for performance of the monitoring services.

2. Qualifications for Performing Services

- a. Organizational structure and size of entire firm.
- b. Women or minority-owned business performing the monitoring and utilization of professional minority staff to conduct the monitoring.
- c. Recent experience in monitoring/auditing similar programs funded by the State of Florida, particularly the involvement in WIA audits, the extensiveness, variety, and length of time for performing monitoring/audit.
- d. Recent experience in monitoring/auditing programs not in the State of Florida funded by the Federal government, extensiveness, variety,

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and length of time for performing monitoring/audits, particularly those programs funded under the WIA and WTP.

- e. Qualifications of monitoring team.
- f. Understanding of work and timetable to complete monitoring.

EXHIBIT B

Pasco-Hernando Workforce Board, Inc.

Protest Procedures:

In the event that a dispute arises as a result of Pasco Hernando Workforce Board, Inc.'s (PHWB) selection (decision) of a proposal(s) or non-selection thereof, as well as any other item procured competitively, non-competitively (sole-source), or by other means including, small purchase, Request for Proposal (RFP), etc. as described in the Procurement section of the PHWB Administrative Plan, any party disputing such decision has the right to appeal. The following is the process for handling such disputes:

- 1) Within 10 days of PHWB's selection, the disputing party may appeal in writing to the PHWB Executive Committee. This appeal must be addressed to PHWB's CEO and should request the opportunity to present the disputing party's position as it relates to PHWB's selection or non-selection of protesting entity.
- 2) Within 10 days of receipt of an appeal, the Executive Committee will notify the disputing party in writing, of the date, time and place at which the Executive Committee will hear the appeal.
- 3) The Executive Committee will render a decision and notify the disputing party of its decision within 10 days of hearing the appeal.
- 4) The Executive Committee will either let the original selection decision stand, or may recommend to the full PHWB reconsideration of the selection/proposal/procurement and call for a vote to enter into negotiations for funding, purchasing, procuring services, etc. as decided by the board.

The disputing party shall exhaust all administrative remedies with the sub-recipient before pursuing a protest at a higher level. Should the disputing party desire to pursue an unacceptable decision to a higher level of authority, it may do so by contacting:

Director, Agency for Workforce Innovation
107 Easy Madison Street, Caldwell Building
Tallahassee, FL 32399-4120

A dispute or complaint that alleges criminal wrongdoing in the procurement process should be brought to the attention of:

Regional Administrator
U.S. Department of Labor/ETA
1371 Peachtree Street, Northeast, Room 400
Atlanta, GA 30307

and simultaneously, copies should be mailed to:

Inspector General
Agency for Workforce Innovation
107 East Madison Street
Tallahassee, FL 32399-4120

Director
Agency for Workforce Innovation
107 East Madison Street, Caldwell Building
Tallahassee, FL 32399-4120

Pasco Hernando Workforce Board, Inc.