



RFP 26-440 Fiscal and Programmatic Monitoring Services

Questions & Answers

- 1. Question:** Can you please provide an estimate of an annual caseload size for each of the programs that will be subject to programmatic monitoring?

Answer:

WIOA Adult – 98 cases

WIOA Youth – 48 cases

WIOA Dislocated Worker – 27 cases

NCP – 15 cases

SNAP E&T – 40-45 cases

RESEA – 50-55 cases (cases are only active for 4-6 weeks at a time, this number fluctuates monthly)

Choices – 2-25 cases

Child Care – 1,675 cases

- 2. Question:** Can you provide an estimate of “other TWC programs” that may be included in an annual monitoring plan?

Answer: WSDet currently anticipates that the annual monitoring plan will primarily include WIOA, RESEA, SNAP E&T, Choices/NCP, and Child Care Services. These programs comprise the scope of WSDet's current monitoring activities. While additional TWC-funded initiatives may be incorporated based on future funding awards or program changes, WSDet does not currently anticipate a significant volume of additional programs beyond those identified above.

- 3. Question:** How many subrecipients or contractors does Workforce Solutions Deep East contract with to provide programmatic or other services?

Answer: WSDet currently contracts with two primary service providers. One subrecipient provides Workforce Services and one subrecipient provides Child Care Services.

4. Question: Does WSDet utilize paper-based or digital participant files?

Answer: WSDet primarily maintains participant and program files in electronic format.

5. Question: Does WSDet have an annual budget amount for this work?

Answer: WSDet has not established a predetermined budget amount for this solicitation. As outlined in the RFP, proposals will be evaluated based on overall value, including qualification, experience, engagement approach, and cost reasonableness.

6. Question: What is the preferred sample size for participant file reviews?

Answer: WSDet does not prescribe a fixed participant file review sample size. Respondents should propose a risk-based sampling methodology that is sufficient to assess compliance and program performance. For reference, recent monitoring reviews have generally included sample sizes ranging from approximately 10 to 20 participants files per program area, depending on the program, population and identified risk factors.

7. Question: What percentage of monitoring is expected to be on-site versus remote?

Answer: WSDet anticipates that monitoring activities will be conducted primarily through remote desk reviews. At this time, WSDet expects monitoring services to be performed virtually through the review of electronic records, reports, and supporting documentation. However, WSDet reserves the right to request on-site monitoring activities if deemed necessary based on risk, findings, or other circumstances.

8. Question: Should travel costs, if any, be included in the fixed pricing or reimbursed separately?

Answer: WSDet anticipates that the majority, if not all, monitoring activities will be conducted remotely. Respondents should include any anticipated travel costs in their proposed pricing. If unforeseen circumstances require on-site monitoring, any associated travel expenses would be subject to prior written approval by WSDet and negotiated separately, if applicable.

9. Question: Will all data required to conduct the risk assessment be provided by WSDet?

Answer: Yes.

10. Question: What level of follow-up will be required and what is the frequency expected (3 months, 6 months, next annual monitoring, etc.)?

Answer: WSDet generally expects follow-up on findings and corrective actions to be incorporated into the next annual monitoring review. Respondents should include routine follow-up activities, including review of corrective action plans and validation of corrective actions, within their proposed pricing. However, if significant findings, special investigations, or additional monitoring activities are required outside the normal scope of the engagement, WSDet reserves the right to negotiate such services separately.

11. Question: Will the contractor be provided with direct system access?

Answer: Yes. Access is subject to completion of any required confidentiality agreements, security requirements, and system-specific training established by WSDet, TWC, or other applicable entities.

12. Question: Are monitoring tools provided, or must they be developed?

Answer: Respondents should propose the monitoring tools, methodologies, and processes they intend to use in performing the services described in the RFP. WSDet does not require the use of a specific monitoring tool. However, the awarded contractor will be expected to utilize tools that are consistent with applicable federal and state requirements, current TWC monitoring guidance, and industry best practices. WSDet may provide applicable TWC monitoring guides and other reference materials for informational purposes; however, Respondents are responsible for proposing the monitoring tools and methodology they will utilize.