

1. Can this work be performed remotely?

Without further research, we do not believe that remote monitoring would be ideal, at least for the first year. Under WIOA, monitoring must include examination of program and fiscal records and interviews with subrecipient staff (20 CFR 683.410 and 2 CFR 200.328–329). The monitor must have physical access to files, participant records, and program operations, as well as the ability to conduct on-site staff interviews to ensure compliance with federal and state requirements.

On-site vs. remote time: An estimated 16 hours of on-site field work is anticipated. Remote work could be considered for future years after the initial engagement, depending on performance and mutual agreement.

2. Do you plan to provide the monitoring procedures to the consultant, or do you expect the consultant to develop the procedures?

Monitoring will follow the state-developed procedures and tools issued by the Arkansas Workforce Connections (AWC). The consultant will not be expected to create new procedures.

Please refer to the Arkansas Program and Financial Monitoring Instrument, which outlines required monitoring elements and procedures. [Arkansas Monitoring Instrument](#)

3. Can the monitoring be performed as Agreed-Upon Procedures? If not, how would you like the engagement to be structured?

No. Monitoring must be performed in accordance with federal WIOA regulations (20 CFR 683.410–440) and the Arkansas monitoring instrument, not as Agreed-Upon Procedures under GAAS. The monitoring instrument details the required structure for both programmatic and fiscal monitoring. [Arkansas Monitoring Instrument](#)

4. Have these services been provided by a consultant in the past? Can you provide the prior consultant's rate and an estimate of hours?

Yes. PowerNotes, LLC performed prior monitoring services. The contract was a flat fee arrangement, so the number of hours worked is unknown.

5. If these services have not been provided by a consultant, who is currently performing these monitoring services?

N/A

6. Can you describe any hardships or pain points with the current monitoring process? What is the reason for outsourcing these services?

No hardships are anticipated. We initiated the procurement process because the contract may extend for multiple years and could exceed our small purchase procurement limit of \$5,000 under federal procurement standards (2 CFR 200.320). Additionally, our board staff who previously

performed monitoring are no longer employed, so we must engage an external consultant to fulfill monitoring responsibilities required under 20 CFR 683.410(a).

7. Can you confirm that the fiscal and programmatic monitoring will be of the subrecipients of WIOA funds? If so, how many subrecipients are there? Are you planning for the consultant to monitor each of the subrecipients? How many one-stop operators are there?

Yes. Fiscal and programmatic monitoring will be conducted in accordance with WIOA Section 184 and 20 CFR 683.410–420, which require oversight of all subrecipients of WIOA Title I funds.

- For Program Year (PY) 2024, there will be multiple subrecipients:
 - Southwest Arkansas Planning & Development District (SWAPDD) serves as the Board and WIOA Title I Service Provider.
 - Eckerd is the One-Stop Operator (OSO) and subrecipient for PY24 and prior years.
- Beginning September 2025 (PY25), SWAPDD will assume the OSO role, resulting in one subrecipient going forward.

Southwest operates one comprehensive center and two affiliate centers, which may be included in the monitor’s field visits.

8. Do you anticipate the consultant performing separate engagements and issuing separate reports for each area: programmatic monitoring, fiscal monitoring, and one-stop operator monitoring for each of the subrecipients and one-stop operators?

No. Consistent with state guidance and best practice under WIOA, we expect one comprehensive monitoring report covering programmatic, fiscal, and OSO monitoring components for the applicable subrecipients. This approach aligns with DWS reporting expectations.

9. Are you open to hourly rates?

No. A flat rate will help us to ensure budget control.

10. Can you provide your budget for this engagement? How many hours do you anticipate the consultant working on this engagement?

We estimate approximately 16 hours of field work, which may include visits to one or more workforce centers. We do not have a precise estimate for hours outside of fieldwork, as previous contracts were flat fee. Proposers should submit their best competitive pricing to deliver the scope of work.

11. RFP Scope Clarification

The RFP states that the monitor will “participate in entrance/exit conferences and coordinate with SWAPDD and its subrecipients”. Are there multiple subrecipient entities to be monitored or are all operations a single entity?

- For PY24, there are multiple subrecipients to be monitored: SWAPDD as service provider and Eckerd as OSO.

- Beginning PY25, SWAPDD will be the sole subrecipient, serving as Board, Service Provider, and OSO.

This monitoring must meet the requirements of 20 CFR 683.410–420, including review of program operations, participant records, financial systems, and internal controls.

12. Can you clarify the expected frequency and timing of monitoring activities for each program year (PY24–PY28)?

Monitoring will occur annually for each program year, in accordance with 20 CFR 683.410–440, 2 CFR 200.328–329, and the AWC Monitoring Instrument. Typically, fieldwork is conducted once per year with follow-up monitoring as needed for corrective actions. The exact schedule will be coordinated between the provider and SWAPDD each year but is expected to occur once annually during each PY (PY24 through PY28).

13. Are there specific performance measures or benchmarks the Board wants monitored beyond those listed in WIOA, Uniform Guidance, and AWC requirements?

No additional performance measures or benchmarks are currently identified beyond those required under WIOA, Uniform Guidance (2 CFR 200), and Arkansas Workforce Center (AWC) requirements. Monitoring should be conducted in accordance with the Arkansas Program and Financial Monitoring Instrument, which incorporates federal and state requirements.

14. Will the Board provide templates or preferred formats for monitoring reports and corrective action documentation?

There are no monitoring report templates but utilizing the Arkansas Monitoring Instrument previously provided will help develop the final report.

15. What is the anticipated volume of participant files and fiscal records to be reviewed annually?

The exact number may vary by year depending on program enrollment. However, the consultant should anticipate reviewing a representative sample of participant files and fiscal records in accordance with state monitoring guidelines. The sample size is typically determined based on risk assessment and the requirements outlined in the Arkansas Monitoring Instrument. SWAPDD serves as both the Board and Service Provider, with one comprehensive center and two affiliate centers.

16. Are there any known challenges or areas of concern from previous monitoring cycles (PY22–PY23) that should be prioritized?

No significant hardships or findings have been identified from previous cycles. Monitoring has historically been completed by PowerNotes, LLC without major issues.

17. Is remote monitoring permitted, or is on-site monitoring required for all activities?

As previously noted, remote monitoring would not be ideal, at least for the first year. The monitor must have physical access to files, participant records, and be able to conduct on-site staff interviews. An estimated 16 hours of on-site field work is anticipated. Remote work may be considered for future years.”

18. Are there preferred tools or systems (e.g., case management software, fiscal tracking platforms) that the Board expects the provider to use?

Yes. The consultant will be expected to work with the state’s case management system (currently Arkansas JobLink / AJL) and any fiscal records maintained by SWAPDD and its subrecipients. No specialized third-party software is required by the Board, but the provider must be able to navigate AJL and fiscal documentation systems used for WIOA compliance.

19. How should the provider coordinate entrance/exit conferences with SWAPDD and subrecipients—are these expected to be in-person or virtual?

Entrance and exit conferences are expected to be in-person during the initial monitoring visit to facilitate effective communication, address questions, and ensure thorough understanding of findings. Virtual options may be used for follow-up or corrective action discussions if mutually agreed upon.

20. What is the process for follow-up monitoring and verification of corrective actions—are there specific timelines or protocols?

Follow-up monitoring must comply with state protocols outlined in the Arkansas Monitoring Instrument. The consultant is expected to:

- Issue a monitoring report identifying findings, observations, and required corrective actions.
- Allow subrecipients a 30-day response period (or as required by state policy).
- Conduct follow-up monitoring to verify corrective actions within established timeframes. Timelines will align with AWC expectations and will be coordinated with SWAPDD.

21. What is the amount of funding covered through this scope of work?

The monitoring engagement will cover WIOA Title I formula funds administered through the Southwest Arkansas Workforce Development Area. Annual allocations vary, but total WIOA Title I funds typically cover Adult, Dislocated Worker, and Youth program streams, as well as One-Stop Operator costs.

22. What is the estimated budget for this scope of work?

As previously stated, we estimate approximately 16 hours of field work, which may include visits to one or more workforce centers. We do not have a precise estimate for hours outside of fieldwork, as previous contracts were flat fee. Proposers should submit their best competitive pricing to deliver the scope of work.

23. How often do you typically bid out this scope of work?

This scope of work is typically procured every 3 to 5 years, depending on contract terms and Board needs.

24. When was the last time you bid out this contract?

The last competitive procurement for monitoring services occurred prior to PowerNotes, LLC's selection for PY19-PY23.

25. Is the incumbent allowed to bid on this scope of work again?

Yes. There is no restriction on the incumbent submitting a proposal in response to this solicitation. All proposals will be evaluated competitively in accordance with federal procurement standards (2 CFR 200.318–326) and local procurement policy.

26. How many subrecipients are there?

As noted in previous responses:

- For PY24, there are multiple subrecipients:
 - Southwest Arkansas Planning and Development District (SWAPDD) serves as the Board and WIOA Title I Service Provider.
 - Eckerd serves as the One-Stop Operator (OSO) and subrecipient.
- Beginning September 2025 (PY25), SWAPDD will assume the OSO role. From that point forward, there will be one subrecipient.

27. How many WIOA Title I participants are there?

Participant counts vary annually by funding allocation and enrollment. The vendor should anticipate reviewing a representative sample of participant files consistent with the Arkansas Program and Financial Monitoring Instrument. Current program year participant counts will be made available to the selected vendor prior to fieldwork.

28. Is there an expected sample size to be monitored for the subrecipient?

No fixed number has been set in advance. Sample sizes should follow the state monitoring instrument and risk assessment guidance. Typically, Arkansas monitoring requires a risk-based, representative sample of fiscal transactions and program activities.

29. Is there an expected sample size to be monitored for the participants?

No specific number has been determined at this time. The sample must comply with the Arkansas DWS monitoring methodology, which specifies minimum file review thresholds based on total participant counts, program type, and risk level.

30. Will the successful vendor monitor all subrecipients every year or all grantees over the life of the engagement?

Monitoring must be conducted annually for each active subrecipient, consistent with 20 CFR 683.410. For PY24, both SWAPDD and Eckerd will be monitored. From PY25 forward, only SWAPDD will require monitoring as the sole subrecipient.

31. Is the One-Stop Operator a single entity or a group of organizations?

The One-Stop Operator (OSO) is a single entity.

- Eckerd serves as the OSO for PY24 and prior years.
- Beginning PY25, SWAPDD will serve as the OSO.

32. Is there an established risk methodology that we shall adhere to? If so, would you provide that to industry before the proposal response submission?

Yes. The Arkansas Program and Financial Monitoring Instrument includes the risk assessment methodology that will guide the monitoring process. This instrument is publicly available and serves as the foundation for all programmatic and fiscal monitoring. [Arkansas Monitoring Instrument](#)

No additional local risk methodology has been developed beyond what is included in the state instrument.

33. What is the total amount of funding that needs to be monitored?

The monitoring engagement will cover WIOA Title I formula funds administered through the Southwest Arkansas Workforce Development Area. Annual allocations vary, but total WIOA Title I funds typically cover Adult, Dislocated Worker, and Youth program streams, as well as One-Stop Operator costs.

34. Will this engagement require on-site reviews?

Yes. The monitor must have physical access to files, participant records, and be able to conduct on-site staff interviews. An estimated 16 hours of on-site field work is anticipated.

35. If on-site reviews are required, what percentage of the monitoring must be completed at the program facilities, and what is the frequency expected?

Approximately 16 hours of on-site monitoring at SWAPDD's workforce centers (one comprehensive and two affiliate centers) is anticipated annually.

- On-site fieldwork will occur once annually.
- Remote follow-up may be permitted for corrective actions or document requests, as mutually agreed.

36. What are the in-state requirements for firms interested in pursuing this opportunity?

There are no special in-state residency requirements to respond to this solicitation. Firms must, however, comply with all federal procurement standards (2 CFR 200.318–326) and state/local procurement policies. Travel costs should be included in the proposed budget if applicable.

37. What software applications/system(s) are used for the WIOA and One-Stop programs?

The Arkansas JobLink (AJL) system is used for case management and participant records. SWAPDD and its subrecipients use internal accounting and documentation systems for fiscal records. No specialized software is required beyond the ability to navigate AJL and review standard financial documentation.

38. Are reviews of the Memorandums of Understanding (MOUs) and Infrastructure Funding Agreements (IFAs) with One-Stop/American Job Center partners in the scope of work?

Yes. Review of MOUs and IFAs with One-Stop/American Job Center partners is included in the scope of One-Stop Operator monitoring, consistent with 20 CFR 678.755 and state monitoring requirements. These documents will be made available to the selected vendor.

39. Would the agency be open to providing a one-week extension based on the one-day Q&A turnaround?

No. The notice was advertised once a week for two weeks and given at least seven days to respond. If we don't receive adequate responses, we will re-issue the RFP.

40. If an extension is granted, would the government please update Section 6. Timeline for the last three items: (Evaluation Period, Contract Award Notification, and Anticipated Start Date)?

N/A