



REQUEST FOR PROPOSAL for
Monitoring Services

Proposal Release Date

February 1, 2019

Proposal due

February 20, 2019

This RFP is also available online at:

www.semca.org

Federal Contractor
Equal Opportunity Employer & Programs
Minorities/Women/Disabled Veterans
Reasonable accommodations will be made upon request

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Section 1: RFP Contacts and Important Dates

Authorized Agency Contact

The authorized agency contact person for all matters concerning this request for proposal is:

Traci Sassak
Chief Financial Officer
Southeast Michigan Community Alliance
traci.sassak@semca.org

Timetable

A. Release date: February 1, 2019

B. Proposal Due Date and Submission:

Date: February 20, 2019
Time: Close of business (5 PM EST) Eastern Standard Time
Delivery method: Please Specify "SEMCA Monitoring Services Proposal"

Questions must be emailed to traci.sassak@semca.org no later than February 8, 2019. Please specify "SEMCA Monitoring Services RFP Question" in the subject line. Answers to questions received by the above deadline related to this request for proposal will be posted online on the page where this RFP is available for download no later than February 13, 2019.

Quotes that are not received via e-mail by the due date and time will be considered late and may be excluded from the review process. SEMCA is not responsible for any technical issues that may occur.

C. Contract and Payment Schedule

Upon receipt of a competitive quote, SEMCA will select a vendor and set contract terms, including payment schedule. A monthly invoice schedule is anticipated.

Section 2: Statement of Purpose and Background

Overview of Southeast Michigan Community Alliance (SEMCA)

SEMCA is a 501(c) 3 non-profit [Michigan Works! Agency, \(MWA\) whose service area encompasses all of Monroe County and out- Wayne County \(excluding the City of Detroit\). SEMCA procures employment, education, and training services from public and private organizations throughout the region. SEMCA administers programs delivered by contractors who provide services for all residents of our designated service area.](#)

Background

Since 1996, the Southeast Michigan Community Alliance (SEMCA) has been a leader in talent development programs. SEMCA partners with various community organizations and contractors to serve residents in Wayne and Monroe counties, excluding the city of Detroit.

SEMCA is committed to its vision for a competitive economy that is sustained by private and public partnerships that develop a productive workforce.

As a result of our high performance standards and dedication to the residents of southeast Michigan, SEMCA is accredited by the Council on Accreditation, the first nonprofit organization in the country to receive such an accreditation from the Council under its newest network standards.

Statement of Purpose

As these are Federal grants, SEMCA must comply with all applicable rules and regulations governing such grants. Each of the existing federal grants utilizes sub recipients, whose treatment is described in [2 CFR 200.331](#) – Requirement for pass-through entities. This RFP is seeking to identify an organization to perform on-site reviews of the sub recipients' fiscal and program operations.

The sub recipients are as listed below.

- AFL-CIO HRDI
- Employment & Training Designs Inc – Wayne
- Monroe County Intermediate School District
- ACCESS
- Downriver Community Conference (DCC)
- Educational Data Systems, Inc (EDSI)
- The Information Center
- Monroe County Employment & Training

Section 3: Scope of Work and Deliverables

Scope of Work

SEMCA is required by their funding source(s) to conduct monitoring on sub recipients to ensure high quality services to clients, adequate documentation for audit purposes, and contract compliance. To ensure that internal operations meet the same high standards, SEMCA elects to have the sub recipients' internal procedures related to the federal grants listed in this RFP monitored as well. Sub recipients are monitored once during each program year. Additional issues are monitored as needed. Results of sub recipient monitoring will be reported to the sub recipient, and SEMCA's Chief Financial Officer.

1. Planning

The vendor selected to conduct monitoring will provide each sub recipient with written notice of the date and time of the monitoring site visit. This notice will include:

1. The potential length of review.
2. The monitoring staff names.
3. The names or titles of sub recipient staff that must be available during the visit.
4. A list of documentation and/or records that will be reviewed.

A monitoring schedule must be submitted to SEMCA in advance of the site visits. The monitor must notify SEMCA if there are any revisions to this schedule.

2. The Process

The monitor will:

1. Hold an entrance conference.
2. Review documentation of specific areas identified.
3. Complete financial monitoring forms* (see Exhibit A).
4. Complete programmatic forms* (see Exhibit B).
5. Copy any documentation related to problematic areas.
6. Provide brief explanation(s) for problem areas identified during the review.
7. Discuss specific findings and problematic issues with the Director and program or fiscal staff and allow for explanations and documentation of current corrective action or justification rationale.

Bidders may propose to provide either financial monitoring or programmatic monitoring or both. Please specify in your proposal which proposal elements you are addressing.

3. Monitoring Report

A monitoring report will be issued within ten (10) business days after the monitoring visit by the monitor. If the report includes findings and requires corrective action, a preliminary report will be issued and the sub recipient must comply with the Follow-Up and Final Letter procedures (See Sections 4 & 5 below). A preliminary report requires a final determination letter and copies of corrective action response(s) to be considered complete. These documents must be submitted to the sub recipient, and SEMCA.

If no findings are issued the monitor will issue a final report to the sub recipient and provide SEMCA with an electronic version of the final report.

4. Follow - Up

Sub recipients are required to submit a corrective action response to the findings identified in the monitoring report within twenty (20) business days of receipt of the report from the monitoring firm. The responses must clearly explain and substantiate the sub recipient's corrective action taken to resolve all findings. Supporting documentation to verify that corrections have been made should be included whenever possible. If the sub recipient does not comply with the follow up procedures or final letter procedures, SEMCA must be notified immediately so that further action can be taken.

5. Final Letter

SEMCA, or, if agreed by SEMCA, the monitor will respond to the sub recipient's corrective action with a letter either accepting the corrective action or requiring further corrective action within fifteen (15) business days of receipt. If further information is requested the sub recipient has ten (10) business days to respond to the final determination letter. Depending on the nature of the finding(s) an onsite follow-up visit will be scheduled to evaluate the corrective action taken by the sub recipient.

Section 4: Proposal Format, Review Process, and Evaluation

Proposal Format

In order for a proposal to receive funding consideration, the application included in this packet must be answered completely. Proposers should take care in following the format of the application. Use narrative and/or include attachments where requested. Adherence to this format is essential since evaluation criteria is based on the structure of the RFP. Failure to follow the requested format could result in the disqualification of your proposal.

Proposals should be prepared as simply as possible and provide a concise description of the bidder's capabilities to produce aforementioned deliverables. The proposal should be no longer than twenty (20) pages total and include the following:

1. Cover Page (form included in this RFP)
2. Identifying Information (form included in this RFP)
3. Executive Summary
4. Methodology
5. Past Performance
6. Staffing
7. Total Project Costs
8. Bidders Signature Sheet (form included in RFP)
9. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions (form included in RFP)
10. Certification Regarding Lobbying (form included in RFP)
11. Risk Assessment Questionnaire (form included in RFP)

Bid Review Process

The application is a preliminary mechanism used to determine the suitability of a vendor for funding. The review process involves:

A. Preliminary Screening

To be considered for funding you must complete the entire application and submit it by the deadline posted. Based on your response, an evaluation team will determine application status.

B. Follow-up / Fact Finding Documentation

Upon analysis of your completed application and budget, you may be asked by SEMCA to submit additional information or details to the evaluation team. You may also be asked to provide a presentation or demo of your organization's abilities to successfully fulfill the proposal requirements.

C. Evaluation Process

Proposals will be scored using a pre-determined scoring matrix by a formal evaluation committee. Vendors with the top proposals may be asked to participate in an interview or asked to provide further information/clarification. The evaluation committee will then select a vendor based on the outcome of the combined scores of all reviewers. This method of proposal evaluation may result in the bid being awarded to other than the lowest priced proposal.

Proposal Content and Evaluation

Based on information submitted, your suitability to deliver service will be rated in the following manner:

- Experience (45 points)

Evaluators will examine the relevant experience of the proponent with regard to monitoring of the administration and fiscal operation of the programs indicated. Experience with other similarly regulated federal and state programs will be of prime importance.

- Staff Qualifications (15 points)

Evaluators will review the relevant experience of the staff identified as intended providers of monitoring services. SEMCA expects the bidder to have professional staff presently in their employ who have credentials, education, and experience to be knowledgeable and capable of performing the required services. If bidder cannot identify specific staff qualifications for this project, then generic qualifications of each level of staff to be involved should be provided.

Specific individual information will be given greater weight.

• Monitoring Tools (25 points)

Evaluators will examine monitoring tools to determine that all relevant components are included. Scores in this area will be based on overall comprehensiveness and scope of proposed monitoring tools.

• Total Cost (15 points)

The contract period is October 1, 2018 – September 30, 2019 with the option to renew for up to one additional year. Costs should be itemized to distinguish between financial monitoring and programmatic monitoring. Evaluators will examine projected costs relevant to the anticipated value and utility of proposed services. While lowest overall cost is desirable, the proposed mix of services and staff will be reviewed consistent with the anticipated needs of SEMCA. Proponents should provide their best assessment of the services necessary to effectively insure administration and programmatic compliance with relevant laws and regulations.

Evaluation Scoring

Experience	45
Staff Qualifications	15
Monitoring Tools	25
Total Cost	15
Total Points	100

Please do not add any additional attachments.

Section 5: Contract Terms and Conditions

When a vendor is selected, SEMCA and the vendor will create a contract governing services, payment, and other terms. The contract will note the following:

- The type of contract being awarded
- A W-9 being required for payment
- SEMCA is tax-exempt and will supply such certificate upon request

The contract will also include each of the following provisions as applicable:

- A. Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where sub recipient violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

- B. All contracts in excess of \$10,000 must address termination for cause and for convenience by the nonfederal entity including the manner by which it will be affected and the basis for settlement.
- C. Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 CFR part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”
- D. Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, sub recipients must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or sub recipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.
- E. Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or

under working conditions which are unsanitary, hazardous, or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

- F. Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of “funding agreement” under 37 CFR §401.2 (a) and the recipient or sub recipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or sub recipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.
- G. Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 12511387), as amended—Contracts and sub grants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).
- H. Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.
- I. Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Section 6: Required Forms

The following forms must be completed and submitted with proposals. These forms will not count towards the total page limit.

Cover Page

(Vendor Logo)
Vendor Name

*Response to
Request for Proposal*

Monitoring Services

Identifying Information

A.
Name of Organization

Formatted: Highlight

Street Address

City State/Zip County

B.
Contact Representative and Title

C.
Phone Number

D. Type of Organization:

- Public School
- Private Non-Profit
- Private for Profit
- Community-Based Organization
- Community College
- Other (specify): _____

SEMCA is seeking the services of an organization that is qualified and experienced in providing monitoring services. For maximum flexibility, continuity and efficiency, SEMCA will contract with one or more organizations to provide the deliverables as outlined in this Request for Proposal.

Bidder's Signature Sheet

Bidding under the name of: _____

Federal Employer Identification Number: _____

Which is (check one of the following):

- Corporation, incorporated under the laws of the State of _____
List all officers and stockholders: _____
- Assumed Name (Register No.) _____
- Individual
- Partnership

Is any owner, partner, stockholder or employee of the company or institution completing this Request for Proposal associated with or have a family member employed by SEMCA, serving on the SEMCA board, or an employee of one of the sub recipients to be monitored?

- Yes
- No

If yes, name of company member: _____

I certify that this proposal is a firm proposal to begin TBD, and that complete and accurate records justifying all expenditures, leaving a clear audit trail to point of origin will be maintained, subject to periodic audit by SEMCA, the State of Michigan, and or the US Department of Labor. I further certify that I have read and understand the specifications preceding this application.

NOTE: This document must be signed by the individual who has signatory authority for the organization under whose sponsorship this proposal has been submitted.

Authorized Signature: _____

Printed or Typed: _____

Title: _____

Address: _____

Date: _____

If another individual is authorized to sign contracts as a result of this proposal, indicate:

Name of Authorized Individual (type): _____

Signature of Authorized Individual: _____

When payment on such contract is to be directed to the same company at an address different from above, fill in that address: _____

**Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

(1) The prospective recipient of federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Agency: _____

Name and Title of Authorized Representative

Signature: _____ Date: _____

**Certification Regarding Lobbying
Certification for Contracts, Grants, Loans, and Cooperative Agreements**

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants and contracts under grants, loans, and cooperative agreements), and that all sub recipients shall certify and disclose accordingly.

This certification is a material representative of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature: _____ Date: _____

Section 7: General Terms and Conditions

Federal Contractor

SEMCA is a federal contractor obligated to take affirmative action to employ women, minorities, disabled individuals, and veterans. SEMCA is also required to inform those with whom it conducts business that they, too, may have such obligations.

Grievance Policy

SEMCA subscribes to the policy of equal opportunity and as such, maintains a formal grievance procedure to handle complaints of customers and service deliverers. Adherence to same is acknowledged by acceptance of a contract from SEMCA.

Right to Refusal and Proposal Preparation Costs

This preliminary application does not commit SEMCA to award a contract, or to pay any costs incurred in the preparation of a proposal submitted in response to this request or to procure or contract services or supplies. This includes any demonstration and/or interviews that are part of the proposal process. SEMCA reserves the right to accept or reject any or all proposals in part or in their entirety if it is in the best interest of SEMCA to do so.

Right to Negotiate

The SEMCA contracting officer will require the proposer selected to participate in negotiations and to submit any price, technical, or other revisions of their proposals as may result from negotiation.

Right to Request Additional Information

SEMCA reserves the right to request any additional information that might be deemed necessary after the completion of this document.

Technical Assistance

SEMCA may request technical assistance on an as needed basis for any issues or questions that arise during the year. The cost for technical assistance services on an hourly basis should be identified separately in the proposal.

Additional Charges

The successful bidder shall be responsible for all costs required to achieve completion of the services listed in the contract. These costs must be included in the base bid. No additional charges, other than those listed in the proposed cost breakdown, shall be made.

Pricing Eligibility Period

All vendor proposal bids are required to be offered for a term not less than **120** calendar days in duration.

Federal or State Sales, Excise, or Use Taxes

Owner does not pay sales use tax. All other taxes, fees, permits and shipping costs, etc. shall be included.

Contract Requirements

SEMCA considers this RFP legally binding and will require that this RFP and the resulting contract and any amendments be included as addenda to any subsequent agreements between the Vendor(s) and SEMCA. It should be understood by the Vendor(s) that this means that the Owner expects the Vendor(s) to satisfy substantially all requirements and reports listed herein. Exceptions should be explicitly noted in the Vendor Proposals. Lack of exceptions will be considered acceptance of all specifications as presented in this RFP.

Additional Terms

All statements made in the proposal are to be considered final and, if the proposal is accepted, may be used as the basis of an agreement.

All proposals become public information after the award decision and may be open for public scrutiny, upon written request.

Proposals become the property of SEMCA upon submission and will not be returned to the bidder.

Proposals must be submitted in the legal name of the organization. Proposals should not be submitted in the name of a project. SEMCA will only contract with the legal entity named in the proposal.

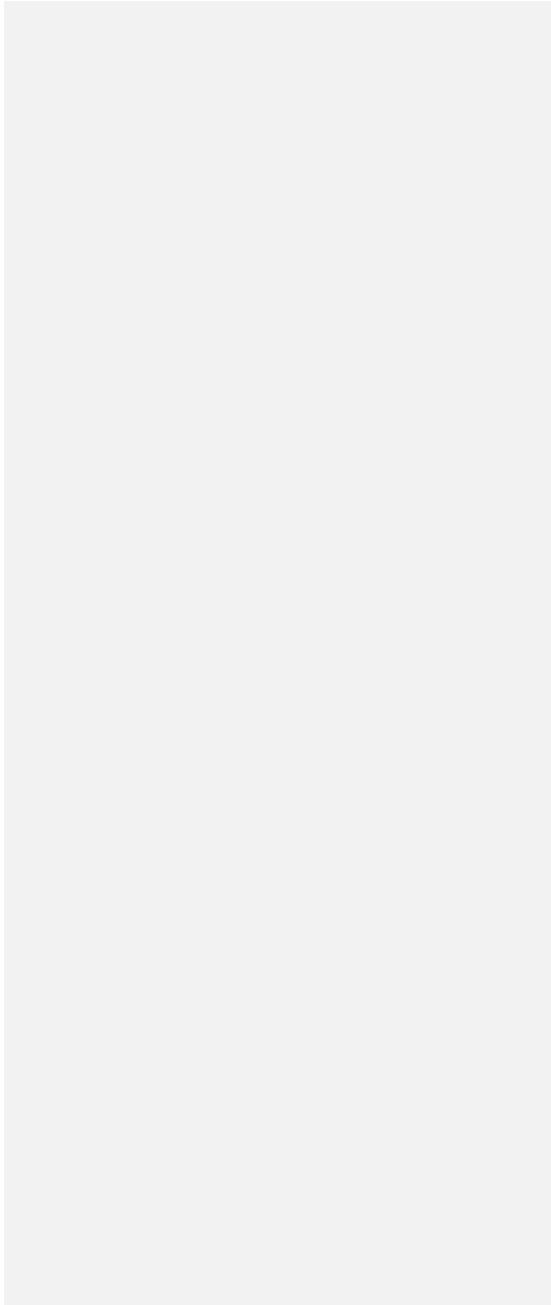
Monitoring services will be conducted for the following contract periods:

- July 1, 2018 – June 30, 2019 for WIOA and WIOA associated programs
- October 1, 2018 – September 30, 2019 for TANF and TANF associated programs

SEMCA Monitoring Tracking Sheet

Sample

Sub recipient Name	Date of Monitoring	Provider Contact Person	Date Report Issued to Sub recipient	Receipt Date of Corrective Action Response	Date of Final Determination Letter



Financial Monitoring

1. Review a sample of expenditures for allowability. Are checks supported by adequate documentation? Is there documentation of need for supportive service payments? Are there signed purchase orders or contracts as appropriate?
2. Have there been subcontractors other than for training?
3. Review an expenditure report for each funding title/program. Verify that the reported costs are supported by adequate documentation and can be traced to ledgers and/or trial balances. Check for inclusion of accruals for all sources. Verify that costs are reported correctly by category and funding source. Determine if the reports are submitted by the 7th of each month as required in the contract.
4. Review an expenditure report for leverage fund. Verify that the reported costs are supported by adequate documentation and can be traced to ledgers and/or trial balances. Check for inclusion of accruals for all sources. Verify that leverage costs are reported in the correct category. Determine if the reports are submitted by the 7th of each month as required in the contract.
5. Review the accounting system and the internal controls of the sub recipient to make sure there is an adequate segregation of duties. Who is responsible for oversight of accounting functions? Is there a petty cash fund? What is the procedure for cash receipts and disbursements? What are the requirements for purchasing and receipt of goods? What are the payroll procedures?
6. Has there been any equipment purchased with grant funds?
7. Has there been any program income? Was it reported to SEMCA and used to offset current expenditures?

Programmatic Monitoring

Monitor procedures for applicable programs will consist of inquiries of Contractor program staff and an analysis of a sample of client case file documentation which includes:

1. Eligibility (documentation of referral)
2. Objective assessment
3. ISS development/updates
4. Program activities (appropriateness, documentation to support participation)
5. Training (appropriateness, special requirements, proof of completion)
6. Case management (frequency of contacts, documentation of contacts)
7. Supportive services (appropriateness, special requirements)
8. Follow-up services (frequency of contacts)
9. MIS reporting (accuracy, timeliness, documentation of reported activities and information)
10. Written programmatic policies and procedures included but not limited to:
 - a. Outreach/recruitment
 - b. Orientation
 - c. Eligibility/referral
 - d. Youth 14 program elements
 - e. Objective assessment/ISS development
 - f. Program activities and training
 - g. Case management
 - h. Supportive services
 - i. Follow-up services
 - j. MIS reporting

Equal Opportunity (EO) Compliance

Review of EO compliance monitoring policies and procedures which includes contractor administrative and program staff and an analysis of sample program documentation, to include:

1. Written EO policies and procedures
 - a. Title VI Non-Discrimination Plan
 - b. Language Assistance Plan
 - c. Complaint and Grievance
 - d. EO Harassment for Staff and Program Participants
 - e. Reasonable and Religious Accommodations
 - f. EEO/EO Notice
2. EO Liaison (designation, responsibilities)
3. EO staff training (EO Liaison, program staff)
4. Organizational human resource policies and procedures (EO requirements)

5. Required postings (complete, required languages, all service areas)
6. Language assistance services (availability of services, interpretation services)
7. Accommodation requests (availability of services, reasonable and religious)
8. Disability services (availability, auxiliary aids and other services, integration of services)
9. Complaints and grievances (responsibilities, documentation, timelines)
10. Other EO related areas (taglines on program documents, electronic communications, confidentiality of EO information)