

1. For the selected domains, is the WIB primarily seeking documentation of existing procedures, or also support in validating and standardizing how work is currently executed across teams and partner organizations?

The WIB primarily seeks assistance with documenting existing procedures. Our senior leadership team has extensive institutional knowledge and the WIB has policies in place, but not formalized procedures. We want to utilize both the institutional knowledge and undocumented procedures to develop standard operating procedures to provide better training for current and future staff members.

2. To what extent have current workflows already been mapped or documented within these domains?

The extent to which the WIB has mapped or documented current workflows varies across domains. There are more tools and written processes for the Contract and Subaward Management domain than for the other three domains because these processes are used annually. The Fiscal domain has numerous County and State policies that will guide the development of standard operating procedures.

3. For stakeholder engagement, should respondents anticipate involvement across both WIB staff and partner agencies, or primarily internal WIB stakeholders?

The primary stakeholders with whom the contractor will work are internal WIB staff members.

4. Regarding implementation support, is there a preference for including adoption-focused services (e.g., training and reinforcement), or is the primary focus on SOP delivery?

The primary focus for implementation is on SOP development and delivery of supporting templates, forms, and checklists. The secondary objective is to provide staff training and reinforcement to support SOP adoption.