



**Bureau of Workers'
Compensation**

30W. Spring St.
Columbus, OH 43215-2256

Governor **Mike DeWine**
Administrator/CEO **Stephanie B. McCloud**
www.bwc.ohio.gov
1-800-644-6292

2019 FEB - 6 AM 10:50
INSPECTOR GENERAL
OFFICE OF GENERAL

February 6, 2019

Via electronic and hand delivery

Inspector General Randall J. Meyer
Office of the Inspector General
30 East Broad Street, Suite 2940
Columbus, OH 43215

Re: File ID No. 2018-CA00013
Response to the Office of the Inspector General's Report of Investigation

Dear Inspector General Meyer:

The Ohio Bureau of Workers' Compensation (BWC) has completed its review of your office's recommendations contained in the above-referenced report. Recommendations 1 and 2 were directed to the Ohio Department of Administrative Services (ODAS). I respectfully submit this response regarding the recommendations directed to BWC as outlined in the report.

Recommendation #3: Develop and implement a process to ensure the required onboarding and hiring paperwork including network access forms and consultant agreements are completed and maintained in accordance with OBWC records retention schedules for consultants hired by OBWC or who are loaned to OBWC by other state agencies.

Response: BWC has implemented processes for onboarding paperwork and IT consultant agreements including policies for the retention of these documents.

Recommendation #4: Develop and implement written policies and procedures that provide guidance to IT managers of the steps required to be completed when hiring a consultant. The policy and procedures should address the requirements for identifying the need for a consultant, the screening and interviewing of candidates, and the process used to select a consultant to ensure the hiring process occurs in a consistent, fair, and transparent manner.

Response: BWC will formalize and document procedures to hire and onboard new consultants. Managers will be trained on enhanced documentation required for the justification, screening, interview scoring, selection, and onboarding processes. The resulting documents will be stored and maintained according to BWC record retention schedules.

Recommendation # 5: Similar to the recommendation issued to ODAS in Office of the Ohio Inspector General Report of Investigation 217-CA00014B, released on December 18, 2017, OBWC should develop and implement an evaluation process for consultants to determine during and after the completion of the contract whether the services rendered met expectations. It is recommended this information be considered in future decisions of whether to hire, retain, or dismiss a consultant.

Response: BWC IT managers are responsible for monitoring the day-to-day assignments and expectations for consultants. Consultants not meeting these expectations are released. Annual reviews are completed with Finance of all consultants to determine contract renewals and any required rebids. These actions are currently tracked in a miscellaneous worker SharePoint site. Long-term, BWC is developing a vendor management program to evaluate and address the quality of services provided by all contract vendors, not just IT consultants.

BWC will work with ODAS and our respective legal teams regarding the feasibility of establishing a state-wide contractor registry to reduce the occurrence of ineffective or otherwise problematic contractors bouncing from agency to agency.

Recommendation #6: Develop and implement a protocol of who from OBWC should interact and respond to questions posed by ODAS OIT during the Release and Permit process and what level of involvement, if any, should consultants have in this process.

Response: All interactions and questions that arise during the Release and Permit process are managed by BWC Procurement staff. Previous consultant involvement in this process was unique to the ODAS executive IT consultant covered in this investigation.

Sincerely,

A handwritten signature in black ink that reads "Stephanie B. McCloud". The signature is written in a cursive, flowing style.

Stephanie B. McCloud
Administrator/CEO

2019 FEB 11 PM 3:16

February 11, 2019

Mr. Randall J. Meyer
Ohio Inspector General
30 East Broad Street, Suite 2940
Columbus, OH 43215-3414

Dear Inspector General Meyer:

This letter responds to the recommendations made by your office to the Ohio Department of Administrative Services (DAS) in File ID Number: 2018-CA00013. DAS appreciates the input received from the Ohio Inspector General's Office in this and past reports.

The following responses detail how your recommendations have been implemented.

Recommendation No. 1:

Review the conduct of Stonyhurst Consulting LLC; Cindy Afkhami; Steve Zielenski; and Peter Quinn to determine if any action is warranted including debarment pursuant to R.C. 125.25 for their engagement in collusive activities to restrain competition for open CORE project positions and exerting influences on the award of a contract for these open positions.

Action:

DAS commenced debarment proceedings against Stonyhurst Consulting LLC; Cindy Afkhami; Steve Zielenski; and Peter Quinn.

Recommendation No. 2:

As recommended in Office of the Inspector General Report of Investigation 2017-CA00014B released on December 18, 2017, DAS should consider establishing and implementing a statewide "contractor assessment process that is based on objective facts which can be supported by program and contract management data. The assessment should include, in part, performance, cost, and schedule, both positive and negative." This will allow the state agencies to ensure state funds are expended in an effective and efficient manner.

Action:

DAS is actively pursuing an assessment and reporting system. After a competitive selection, we recently awarded a contract for the Next Generation eProcurement Solution. This includes functional requirements to capture and report on supplier performance. We are currently in design sessions with the vendor regarding assessment tools. After implementation of the

The State of Ohio is an equal opportunity employer.

February 11, 2019

Page 2

solution, guidelines and training will be developed to support better reporting of program and contract management data.

We appreciate the opportunity to detail the actions that DAS has undertaken in response to your recommendations. Should you have any questions regarding our response, or need any additional information, please do not hesitate to contact me.

Sincerely,



Matthew M. Damschroder
Director