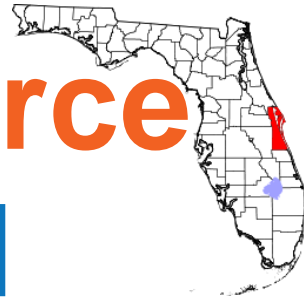


CareerSource Brevard



REQUEST FOR PROPOSALS

RFP # CSBCSB18-506-001

ONE-STOP OPERATOR WORKFORCE SERVICES

Brevard Workforce Development Board Inc. d/b/a
CareerSource Brevard



297 Barnes Blvd.
Rockledge, FL 32955
321-394-0700

Release Date: March 13, 2017

Proposals Due: April 13, 2017

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Request for Proposals For One-Stop Operator Workforce Services

March 13, 2017

1. PURPOSE

Brevard Workforce Development Board, Inc. d/b/a CareerSource Brevard hereinafter referred to as the Board or CSB is soliciting proposals from qualified organizations to manage the day-to-day operations of multiple One-Stop Career Centers in Brevard County, Florida and deliver a broad range of federally mandated one-stop workforce services to employers and job seeking customers in the region in accordance with the federal Workforce Innovation and Opportunity Act (WIOA) and other governing laws and rules. A link to the CSB [2016-20 Comprehensive 4 Year Plan](#) is contained here for informational purposes.



It is the intent of the Board to award a single contract for the services identified in this solicitation. Respondents are advised that CSB is the recipient of Federal and State funds to carry out the awarding agency's projects or programs and the entity awarded a contract as a result of this RFP will be the sub-recipient of said funds and will be accountable to CSB for the use of the funds provided. *

Respondents to this proposal are expected to acknowledge as part of their response, that the work of the One-Stop Operator requires knowledge of the following laws, rules and guidance:

- The Training and Employment Guidance Letter (TEGL) WIOA No. 15 -16 provides information on the requirements to designate or certify one-stop operators through a competitive process as set forth in sec. 121(d)(2)(A) of the Workforce Innovation and Opportunity Act (WIOA).
- Workforce Innovation and Opportunity Act (WIOA) [Public Law 113-128 (29 U.S.C. Sec. 3101, et. seq.)] and associated WIOA Final Rules [20CFR Parts 603, 652-654, 658, 675 - 688] and [34CFR Parts 361 and 463].
- As subrecipients of Federal funds, one-stop operators must follow the Uniform Guidance at 2 CFR part 200, including the contractual provisions in 2 CFR 200.326 and 2 CFR part 2900.
- The Florida Workforce Innovation Act (Chapter 2000-165, Laws of Florida)
- Personal Responsibility and Work Opportunity Act of 1996 Welfare Transition Program (WTP)
- The Supplemental Nutrition Assistant Program (SNAP) The Wagner-Peyser Labor Exchange Program
- Social Security Act, Title IV, as amended
- Various Federal and State guidance and policy issued from the U.S. Department of Labor, Employment & Training Administration and the Florida Department of Economic Opportunity.
 - Federal is available at this link: <https://wdr.doleta.gov/directives/>.
 - State is available at this link: <http://floridajobs.org/local-workforce-development-board-resources/policy-and-guidance/guidance-papers>

- Special emphasis on the most recent WIOA Advisories and Guidance related to Youth, Adults and Dislocated Workers.

One-Stop Operator Roles and Prohibited Functions.

The basic role of a one-stop operator is to coordinate the service delivery of participating one-stop partners and service providers. At a minimum, States and Local WDBs must ensure that in carrying out this role, one-stop operators will do the following:

- Disclose any potential conflicts of interest arising from the relationships of the one-stop operators with particular training service providers or other service providers, including but not limited to, career services providers;
- In coordinating services and serving as a one-stop operator, refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and
- Comply with Federal regulations, and procurement policies, relating to the calculation and use of profits.
- Local WDBs may establish additional roles for the one-stop operator, including the following: being the primary provider of services within the center; providing some of the services within the center; coordinating service providers within the center and across the one-stop system; and coordinating service delivery in a multi-center area, which may include affiliated sites. The role of the one-stop operator must be clearly articulated in all phases of the procurement process, as well as in the legally binding agreement between the Local WDB and the one-stop operator.
- One-stop operators may not perform the following functions: convene system stakeholders to assist in the development of the local plan; prepare and submit local plans (as required under WIOA sec. 107); be responsible for oversight of itself; manage or significantly participate in the competitive selection process for one-stop operators; select or terminate one-stop operators, career service providers, and youth providers; negotiate local performance accountability measures; or develop and submit budgets for activities of the Local WDB in the Local Area.
- When the entity serving as the one-stop operator is also serving in a different role within the one-stop delivery system (as, for example, when a Local WDB serves as the one-stop operator), the one-stop operator may perform some or all of these functions, but only if it has established sufficient firewalls and conflict of interest policies and procedures as described in section 11 of this guidance

2. ELIGIBLE RESPONDENTS

All public or private not-for-profit corporations, organizations or agencies, or private for-profit corporations and businesses, not otherwise excluded; and properly organized in accordance with applicable state, local and federal law, that can demonstrate the capacity to successfully provide the services identified in this RFP may submit a proposal. Minority and women-owned and operated businesses are encouraged to submit a proposal.

Proposals from consortia, partnerships or other combinations of organizations can be submitted, provided one organization is designated as the lead agency, fiscal agent, and prime contractor with details provided on the assignment of consortium/subcontracting relationship. A proposal that includes subcontracting all activities and services in this RFP to other organizations will not be considered responsive. Individuals are not eligible to apply.

In accordance with Florida Statutes Sections 607.1501, 605.0902, and 620.1902, foreign corporations, foreign limited liability companies, and foreign limited partnerships must be authorized to do business in the State of Florida. Any organization awarded a contract as the result of this solicitation will be required to be authorized and licensed to conduct business in the state of Florida prior to contract execution.

No entity may compete for funds if: (1) the entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental organization; (2) the entity's previous contract(s) with CSB have been terminated for cause; (3) the entity has not complied with an official order to repay disallowed costs incurred during its conduct of services under any contract; (4) the entity or its parent organization have filed for bankruptcy during the past 5 years; (5) the entity has been convicted of a public entity crime pursuant to 287.133(1)(a) Florida Statutes, or (6) the entity developed or drafted work requirements, or statements of work for this RFP. All proposals shall be reviewed for a perceived conflict of interest.

Respondents shall have direct experience with, and broad knowledge of, the federal workforce investment system, the services and programs associated with it, and employ a team who can promptly respond to CSB needs. The ability to provide innovative, high quality services, flexibility, and timely response to CSB requirements is of paramount importance to the Board.

This RFP does not commit or obligate CSB to award a contract, to commit any funds identified in this RFP document, to pay any costs incurred in the preparation or presentation of a proposal to this RFP, to pay for any costs incurred in advance of the execution of a contract, or to procure or contract for services or supplies.

3. CONTRACT TYPE AND AMOUNT

Any contract awarded under this RFP is subject to available funding. The Board contemplates awarding a cost reimbursement, award fee contract. CSB does not guarantee any minimum or maximum amount of work and/or dollar value associated with this procurement. However, the Board does not anticipate the necessity of committing funding in excess of \$2,800,000 per year for the services awarded under this RFP. This amount is provided as a planning figure only, and does not commit CSB to award a contract for this amount. Respondents should keep in mind that funding associated with Business Services and Training are not part of this contract and are funded under the CSB Board budget. The specific method of payment for services to be rendered and award fee earned shall be as set forth in the negotiated contract and will be contingent upon demonstration that the negotiated performance deliverables have been successfully accomplished to CSB's satisfaction, and submittal of an invoice with supporting documentation.

The primary funding sources are the US Department of Labor-Employment and Training Administration (USDOL-ETA) for all WIOA-related services; the US Department of Health and Human Services (HHS) for Welfare Transition and Temporary Assistance for Needy Families (TANF) services; and the US Department of Agriculture for Supplemental Nutrition Assistance Program (SNAP) although other sources of funding may come available for variable periods of time throughout the contract period. Some examples of other sources currently include the American Association of Retired Persons Foundation 50+ program (AARP), USDOL

Dislocated Worker Grant (DWG) funds for Hurricane Matthew and the USDOL America’s Promise Grant. Funding during the initial contract period, or any option period, may be adjusted at the sole and absolute discretion of CSB. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a Contractor fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state funding sources.

Due to the nature of the funding sources, potential changes in legislation, policies, and performance achieved, Respondents are advised that any contract awarded under this RFP may be modified to incorporate such changes. The Respondent ultimate role in any new grants, reductions or increases in funding are at the discretion of CSB.

Certain workforce services are integrated in to the framework of the one-stop delivery system and are provided through the following partner agencies under other funding resources. Staff and funding for these services is provided by the partners on a full-time basis and come under the functional supervision of the Contractor. The Contractor will be responsible for ensuring a seamless delivery of services. The stated funding level above does not include costs for:

- Employment services funded under the Wagner-Peyser (WP) Act, including services to Claimants, Veterans and Migrant and Seasonal Farm Workers;
- Workforce services for veterans (VET) authorized under Title 38 USC, Chapter 42 including dedicated job counseling, training and placement for veterans;
- Outreach and referral services for the Job Corps (JC) program under Subtitle C of the Workforce Innovation and Opportunities Act;
- Employment and training services under the Senior Community Service Employment Program (SCSEP).
- Brevard County School District, Adult Education for General Equivalency Diploma (GED)
- Early Learning Coalition (ELC) childcare services.

The following chart shows the estimated staffing resources by funding source or program. These numbers are not impacted by current vacancies or DEO hiring freezes. This chart is can be impacted by new or expiring grants, funding fluctuations, programming changes directed by Federal and State entities as well as other funding partner agreements and goals. This chart is provided for planning purposes.

Staffing Resources by Fund Source											
WIOA	MFEA	WT	SNAP	AARP 50+	DWG	WP	VET	JC	SCSEP	GED	ELC
35*	1	8	3	1	3	8	7	1	7	2	5
51 Contracted						State DEO Employees Pass thru funding to CSB		Partner - Direct funding to Provider			

*This includes up to 7 FTE which are focused on RA/RESEA Program handled through cost allocation plan. [Reemployment Assistance Programs](#)

MFEA – Military Family Employment Advocate; AARP- Association of Retired Persons Foundation; DWG – Dislocated Worker Grant (Hurricane Matthew)

4. PERIOD OF PERFORMANCE

The duration of the contract to be awarded as a result of this RFP shall be for an initial one year period provided performance remains acceptable to CSB during that period. Time will be of the essence for performance of services under the contract. Any contract awarded as a

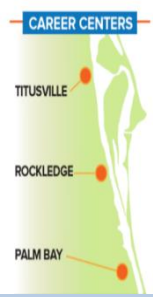
result of this RFP will provide that CSB shall have the option to extend the term of the Contract. The duration of the contract, including the exercise of any options will not exceed 4 years. CSB anticipates the following periods of performance, provided contractor performance remains acceptable to the Board.

Year	Contract Phases	Contract Period	
		From:	To:
1	Initial	July 1, 2017	June 30, 2018
2	Option 1	July 1, 2018	June 30, 2019
3	Option 2	July 1, 2019	June 30, 2020
4	Option 3	July 1, 2020	June 30, 2021

The offer of an option renewal period is not guaranteed, and the award of the initial contract does not imply an exercise of the option renewal. The option to renew and the terms and conditions of the option to renew shall be exercised at the sole and absolute discretion of the Board.

5. BACKGROUND

CSB is designated as the administrative entity and grant recipient for federal workforce investment programs in Brevard County, Florida. An essential element of the organization’s operating criteria is to respond to a demand driven economy based on local employer needs and equipping job seekers with the skills and knowledge to meet the current and future occupational needs of the region’s businesses. The primary objective is to provide a high quality, integrated workforce services program using a model of operation that is responsive to the needs of employers and residents of Brevard County. At present, CSB has three one-stop or career center locations strategically located in the North, Central and South areas of the county. Currently two of the three CSB Career Center’s (CSBCC) are considered full-service centers. The full-service locations include the integrated employment and career development system coordinated and structured by CSB. The North Brevard center is expected to become a full-service center again by July 1, 2017. The exact date will depend upon finding new space, funding levels and other strategic factors. Currently satellite office services consist of case management services by appointment only, NextGen (Youth) walk in services and delivery of other basic services (resume writing, job search, etc.) at a nearby library. The North Brevard center’s return to full service is not expected to impact the number of employees across the system, the change may necessitate the reassignment of some staff.

	Area	North Brevard	Central Brevard	South Brevard
	Center Type		Satellite Office	Full Service
Address		2323 South Washington Ave. Titusville 32780	295 Barnes Blvd. Rockledge, 32955	5275 Babcock St., NE. Suite 8B, Palm Bay, 32905
Hours of Operation		Monday - Thurs. 9am-6pm and Friday 8am-12pm		

The CSBCC's have two primary customers: employers and job seekers. Career centers provide employers with a full range of services including, but not limited to, labor market information, job order listings, job matching and placements, rapid response, recruiting events, and training and education.

The CSBCC's also provide job seeker customers with training and employment opportunities using an integrated case management system for the delivery of workforce services to customers eligible under Welfare Transition (WT); Workforce Innovation and Opportunity Act (WIOA); Supplemental Nutrition Assistance Program (SNAP); Trade Adjustment Assistance, (TAA); Wagner-Peyser (WP); Veteran; and Reemployment Services and Eligibility Assessment (RESEA) programs.

Workforce Innovation and Opportunity Act (WIOA) ([LINK](#))

WIOA defines the nationwide system of one-stop centers which directly provide an array of employment services and connects customers to work-related training and education. WIOA promotes a high quality one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. It places great emphasis on one-stops achieving results for job seekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for one-stops to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to acquire stable employment opportunities with a livable sustainable wage.

WIOA also outlines a broader youth vision that supports an integrated service delivery system to support in-school and out-of-school youth. It affirms the U.S. Department of Labor's (USDOL) commitment to providing high quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a career pathway or enrollment in postsecondary education that will garner a livable sustainable wage.

Additionally WIOA emphasizes the need for services targeted to persons with barriers to employment including those individuals with disabilities; individuals who receive public assistance or are otherwise low-income and/or are basic skills deficient. It seeks to ensure that one-stop operators do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training and education services. WIOA §121(d) (4) (B) defines an "individual with a barrier to employment" included in of at least one of the following:

- Displaced Homemakers
- Low-income Individuals
- Indians, Alaska Natives, and Native Hawaiians
- Adults and Youth with disabilities
- Older individuals
- Ex-Offenders
- Long term unemployed individuals
- Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)
- Homeless Individuals, or homeless children and youth
- Youth who are in or have aged out of the foster care system
- Individuals who are English language learners
- Individuals with low levels of literacy
- Individuals facing substantial cultural barriers
- Single parents (including pregnant women)
- Other groups as determined by the

Governor.

While requiring adherence to WIOA requirements, it is not the intent of CSB to dictate specific strategies to meet these requirements so that Respondents to this RFP can exhibit their innovative ideas and approaches, to be combined with their past experience and success, in conveying how they might provide high performance One-stop services to our region. Respondents are encouraged to exhibit innovative ideas and solutions.

Currently, CSBCC program service delivery is focused on business and industry as the primary customer under the premise that job seekers are the human capital necessary to meet business needs. The employer-centered approach focuses on increasing customer access to all services while ensuring efficient and unduplicated use of resources. Staff with industry-specific based knowledge are available for employer and job seeker customers alike. Emphasis is placed on sector-based initiatives that strategically align not only within the region, but labor market area and statewide in an effort to be effective, efficient, innovative, and sustainable. The philosophy of this approach is based on a “no wrong door” approach that assures all employer and job seeker customers’ access to information on all services.

The Board is firmly committed to ensuring that the CSB Career Centers (CSBCC) provide universal services equitably to all the various groups of employer and job seeker customers. The CSBCC’s must have solid, effective methods for serving a wide range of diverse groups. A primary measure of success for any contract awarded as a result of this RFP will be the Contractor meeting the performance measures set forth in the negotiated Contract.

In conjunction with the WIOA performance measures found at §116(2)(A)(i) and (iii) for the Adult and Dislocated Worker programs and §116(2)(A)(ii) and (iii) for Youth programs, the CSB Board is required to establish local performance measures in order to evaluate program effectiveness and achieve continuous improvement in the delivery of WIOA programs. The CSB Board is also responsible for meeting State measures that are directed to the local regions in the form of the Performance Funding Model (PFM). These measures are currently being adjusted by the State from year to year.

With respect to the day-to-day CSBCC operations and management, the Contractor will be responsible for the functional integration of all workforce investment activities of the CSBCC’s to ensure that they meet the needs of employer and jobseeker customers by enhancing communication, coordination, collaboration and engagement of customers.

The Contractor will be responsible and accountable for effectively and efficiently managing the CSB Career Centers under policies and guidelines established by the Board in accordance with the state, and federal rules and regulations. The Contractor will be required to deliver the services and activities below while providing excellent customer service, and achieving the contracted performance measures and deliverables established by CSB. The Contractor will also ensure system-wide standards are achieved, and utilize continuous quality improvement assessment tools to document positive change and to systemize standards and their usage across the system.

Respondents are expected to have (a) technical competence, knowledge and expertise in management and administration of one-stop centers, (b) professional staff that understand the

human resource needs of business and the training and employment needs of the full range of CSBCC jobseekers (c) administrative and fiscal management systems to accomplish the scope of work and meet performance standards (d) knowledge of the laws, regulations, rules and policies of the specific funding sources involved and (e) knowledge of other Federal agency supported workforce development initiatives, under the Departments of Transportation, Energy, Veterans Affairs, Housing and Urban Development, Interior, Health and Human Services, and Defense programs. Respondents should demonstrate considerable experience in assessing employer needs against labor market assets as well as workforce development and placement services. Proposals should describe Respondents’:

- Capacity to expertly manage staff and operations;
- Ability to represent CareerSource Brevard to the community as knowledgeable human resource professionals;
- Understanding of how to deliver high quality, customer-oriented service;
- Ability to work as a part of a team to satisfy our customers;
- Ability to ensure our system delivers the services promised to customers;
- Ability to understand the needs of business and industry;
- Ability to integrate and partner with Industry Relations & Planning staff managed directly by the Board;
- Capacity to provide a “front-line” perspective, operating & planning information as well as developing innovative ideas to ensure great service and performance.

The following table illustrates the most current number of employer and job seeker customers that have been served by our CSBCC’s and is provided for planning purposes only. Actual year over year service levels may be higher or lower depending on the local economy, the level of unemployment, changes in legislation and/or funding, etc.

Career Center	07/01/2014 -6/30/2015	07/01/2015 – 6/30/2016	07/01/2016 – 10/31/17
Businesses Served			
Number of Businesses	4,575	2,176	1,380
Direct Placements	2,161	2,185	752
Jobseekers Served			
Titusville	8,838	8,520	153
Rockledge	18,069	18,630	3816
Palm Bay	15,897	16,205	2812

In addition to the above activity, CSB handles approximately 3,500 inbound calls to the CSB phone system on a weekly basis. Currently, staff maintains a web chat feature for customers who wish to engage us using the web page. The CSB website averages 8,700 unique visitors on a monthly basis. The CSBCC contractor is responsible for suggesting new/updated web content for this site so that it is always timely and up to date. The following scope of work shall apply to any contract awarded as a result of this RFP.

6. GENERAL

- 6.1. With respect for overall operations and management of the CSBCC’s the Contractor will be required to provide services and activities in accordance with, and as subscribed and authorized by Workforce Innovation and Opportunity Act (WIOA) [Public Law 113-128 (29 U.S.C. Sec. 3101, *et. seq.*)] and associated WIOA USDOL Final Rule [20CFR Parts 603, 652-654, 658, 675, 679 – 688] and Joint USDOL and US Dept. of Ed. Final Rules [20CFR

Parts 676-678 and 34CFR Parts 361 and 463], related state and federal laws, rules, regulations, policy, guidance, communiqués and memoranda, as well as CSB policy.

- 6.2. Utilize universally accessible system using standard business software for all CSBCC related procedures, forms and policies that is available to all CSBCC and CSB staff. Currently CSB utilizes a SharePoint system to accomplish this.
- 6.3. The Contractor will ensure that services are broadly available to customers beyond traditional hours of operation during times that will meet the needs of the majority of customers. The Contractor must have a staff presence at the CSBCC's whenever they are in operation. At a minimum, CSBCC's must be open to the public from 9 a.m. – 6 p.m., Monday through Thursday and Friday from 8 a.m. – 12 noon. The Career Centers will be closed on applicable State and Federal holidays and any other additional days approved by CSB. The presence of staff in the CSBCC's outside of these hours shall be mutually agreed to between the Contractor and CSB prior to the contract start date. Center hours may be adjusted at CSB discretion. Saturday hours must be available if special conditions warrant as instructed by CSB. In addition, the Contractor must ensure that arrangements are made to keep service delivery available throughout the holiday seasons with limited closings for major holidays.
- 6.4. In some cases, and in particular during national emergencies, CSB may receive National Dislocated Worker Grant (DWG) funding to respond to large, unexpected layoff events causing significant job losses (e.g. end of shuttle program; military base closures). DWG's also address rapid employment needs in our area when an emergency or major disaster, such as a hurricane, has occurred. The purpose of disaster funding is to create temporary jobs to provide clean-up, restoration and humanitarian assistance to designated communities. The Contractor may be requested to provide services outside the stated scope of services and hours. These services will be identified and agreed upon following identification of CSB requirements and will be considered a reimbursable expense.
- 6.5. The Contractor will be required to meet all performance requirements as indicated by CSB. Current performance requirements include but are not limited to WIOA Common Measures, Monthly Management Report (MMR), Governor's Monthly Job Placement, CareerSource Florida Performance Funding Model (PFM) and the Governor's Reemployment Challenge. Reports may be periodically changed depending on grantor and CSB requirements. The contractor will be responsible for meeting specific grant reporting requirements for any new grants received during the contract period.
- 6.6. The Contractor shall ensure compliance with all State and Local policies and procedures relative to the One-Stop System and One-Stop Career Centers. The contractor may suggest revisions, additions and deletions to policies based on program knowledge and expertise.
- 6.7. The Contractor will be required to provide monthly, bi-monthly, or quarterly progress reports or presentations of program performance and expenditures in comparison to the deliverables agreed upon in the contract.
- 6.8. As requested by CSB, work collaboratively with Board staff, partners, community members and others to provide the resources necessary to support other funding

opportunities; assist with the preparation of reports and other documentation as requested; and provide quotations or project costs as required.

- 6.9. The Contractor will be required to implement and fulfill CSB cooperative agreements and memoranda of understanding (MOU) with partners.
- 6.10. Additional grants, contracts and workforce services may be obtained and provided by CSB during the contract period. It is anticipated that most of the additional service programs will have deadlines and performance measures. The Contractor will be required to support CSB in the administration/local management of these additional grants and contracts regardless whether the performance is listed as specific pay point in the final contract. The Service Provider shall provide information specific to the capacity of the organization to respond to additional requirements while still maintaining normal programs and services and all expected performance levels. The Contractor shall provide services for those special projects funded by CSB or some other funding source. The Contractor shall also provide technical assistance and staff training to these special projects as requested by CSB.
- 6.11. The Board's revenues, which it uses to fund contracts and operations, are primarily federal and state funds, subject to the requirements for use of public funding. The Contractor is expected to understand and use applicable federal Office of Management and Budget (OMB) cost and administrative circulars including 2 CFR, Chapter II, Part 200, et al., and applicable federal and state laws and regulations in budgeting and expending the public funds in their CSB contracts. Contractors must maintain cost allocation plans that properly allocate costs between management/ administrative functions and operations, as well as among the various service modules funded by CSB. Contractors' cost allocation plans must meet CSB requirements and will be reviewed and approved by Board staff. CSB will ask Contractors to develop their allocation plans when negotiating a contract budget.
 - 6.11.1. The Contractor will be subject to mandatory, CSB provided, independent programmatic and financial monitoring evaluations as well as separate monitoring evaluations conducted by the State of Florida Department of Economic Opportunity and the US Department of Labor.
 - 6.11.1.1. The Contractor will be required to develop internal monitoring procedures to ensure that program operations are conducted in compliance with WIOA Final Rules and Regulations as well as Federal, State and Board requirements.
 - 6.11.1.2. The Contractor will be required to respond to any findings in accordance with Board requirements.
 - 6.11.2. If indirect costs are included in the budget, then include either, a) an agency approved indirect cost rate with a copy of the Negotiated Indirect Cost Rate Agreement (NICRA), a description of the base used to calculate indirect costs along with the amount of the base, and the total indirect costs requested, or b) if you meet the requirements to use the 10 percent de minimis rate as described in 2 CFR 200.414(f), then include a description of the modified total direct costs base (see 2 CFR 200.68 for definition) used in the calculation along with the

amount of the base, and the total indirect costs requested based on the 10 percent de minimis rate.

- 6.11.3. The Contractor must accept complete liability for all aspects of any WIOA program conducted under contract with CSB. The Contractor will be liable for repayment of any disallowed costs or illegal expenditures of funds or program operations conducted.
- 6.12. As required by CSB, the Contractor will attend both regularly scheduled and impromptu meetings, either in person or via teleconference, to review overall performance, and to address issues to ensure that the needs of employer and job seeker customers are met and duplication of services is minimized or eliminated. The Contractor will be expected to provide timely response and action as course corrections dictate. The Contractor is expected to make suggestions and recommendations to maximize performance.
- 6.13. Upon contract award, the Contractor shall designate a knowledgeable primary point of contact who shall have optimum management and operations authority and be available to the Board during normal business hours as defined by CSB with the ability to provide live assistance during those times. During peak performance periods, or emergencies, the Contractor primary contact and/or staff may be required to be available beyond these parameters. Contact information shall be made available to CSB for after-hours assistance. The Contractor is expected to notify CSB if there are any changes to the primary point of contact within 24 hours of a change.
- 6.14. The Contractor is responsible for the control of all CSBCC assigned property. A Property Account Custodian shall also be designated to account for all acquired and CSB tagged property assigned to the CSBCC's and verify property is maintained and controlled. All property is to be used for the sole purpose of the delivery of workforce services. All property purchased under the contract will comply with the terms of the State of Florida DEO policy regarding Accounting and Reporting Requirement for WIOA Property (FMA-86-3). Accountability for property purchased with WIOA funds must be in accordance with Chapter 273, Florida Statutes and Rules of the Auditor General - Chapter 10.300 State-Owned Tangible Personal Property. Equipment ownership will vest with the Service Provider until the end of the program at which time ownership will revert back to the Board.
 - 6.14.1. Notify CSB immediately when property is acquired, lost, missing, destroyed, relocated or sent for maintenance or repair. Ensure theft of property is reported to proper authorities immediately. Depending upon the circumstances and value of the lost, missing or destroyed property, the Contractor may be liable for the cost of replacement.
- 6.15. The Military Family Employment Advocacy (MFEA) program provides advocates through Florida's One-Stop Career Centers for regions where military bases and communities are located. The primary focus of the program is to assist military spouses and dependents in obtaining and retaining gainful employment. Patrick Air Force Base is located within the CSB region and provides space at the Airmen & Family Readiness Center for the one staff person assigned. This staff person is part of the career center contract. Persons eligible for assistance through this program include spouses and

dependents of active-duty military personnel, activated Florida National Guard members, and activated military reservists. The Contractor is expected to assist in maximizing this resource by suggesting and implementing innovative services to the MFEA program.

- 6.15.1. The Contractor will, in coordination with CSB designate a Military Family Employment Advocate who will serve as a designated advocate for the employment of military spouses and families and through coordination with the Department of Defense (DOD) Family Support/ Service Centers and Transition Assistance Programs (TAP), identify military spouses and families for workforce services.
- 6.16. Services include, but are not limited to, registration, assessment and testing services, job search and placement assistance, resume assistance, labor market information, employability skills workshops, job clubs, career planning and counseling, case management, interviewing skills training, and referral to educational and training programs. WIOA contemplates additional services not listed here but may be requested in the future. The Contractor is expected to be knowledgeable of such services and provide recommendations when appropriate.
- 6.17. All CSBCC's will provide a wide range of short-term skills development opportunities through multiple service delivery methods.
- 6.18. CSB staff plan and direct all external marketing, outreach and system communications. Contractor involvement in these efforts is at CSB direction. The Contractor is expected to provide suggestions and recommendations to CSB to maximize service to customers. Internal communications, flyers, etc. are produced by the Contractor and must be in compliance with CSB guidelines and policy.
 - 6.18.1. Internal printed material and other written information at the CSBCC's must be language accessible for Brevard County's diverse population of jobseekers. Whenever feasible, language barriers should be removed so that all visitors to the CSBCC's feel welcome and can benefit from the experience. Depending on future guidance, the contractor may establish and maintain a Limited English Proficiency Plan (LEP Plan), including services for individuals with a hearing impairment.
- 6.19. The Contractor will be required to maintain accurate auditable records, including, but not limited to, records, timesheets, activity logs, invoices, or other expense records, which are the basis of charges for any fees, expenses or other charges to CSB under the contract. State regulations require that all records attributable to the contract must be maintained for a minimum period of 5 fiscal years after all applicable audits have been released.
- 6.20. Any work product developed by the Contractor in performance of this contract will require review and approval by CSB and shall be the sole property of CSB. CSB shall have the right to copyright or otherwise protect its rights in, and ownership of, the work product.
- 6.21. The Contractor will be required to develop systems to provide user-friendly ad hoc reporting capability and ensure that such systems produce all information needed to manage the daily operations of the CSBCC's. This information includes, but is not

limited to, program operation, performance outcomes, customer satisfaction, cost effectiveness, unduplicated customer and transaction counts, training enrollments, etc. The Contractor will be responsible for submitting reports with real-time data that reflect progress towards meeting these metrics.

- 6.22. Create and implement a continuous improvement model of the career center services using Key Performance Indicators (KPI) to quantify and evaluate organizational success relative to meeting operations expectations and performance outcomes and ensure means are developed to improve performance. Evaluations should be expressed and delineated in a monthly report and or presentation provided to CSB.
 - 6.22.1.1. Demonstrate an understanding of what drives performance by selecting effective KPI's that encourage actions to ensure customer needs are being met.
 - 6.22.1.2. KPI's should be specific, measurable, attainable, relevant and timely.
 - 6.22.1.3. Provide the performance indicator, state how performance is measured (increase, improvement, etc.) and identify the target level of achievement (rating above 90%, etc.)
 - 6.22.1.4. All staff should understand what drives performance so that their actions and decisions from day to day are guided by this understanding.
 - 6.22.1.5. Develop a culture of mutual respect and sharing in which more employees are encouraged to participate usefully in identifying KPI's and trying to extend the thinking to what would bring about improvement in them, leading to new theories about what further metrics would indicate progress towards improving performance.
 - 6.22.1.6. Develop solutions to address any identified problems in day-to-day operations and continue to apply corrective actions until performance meets standards.
 - 6.22.1.7. KPI's should be continually under review. A commitment to a particular set of KPI's should last until a better set can be developed to implement.
 - 6.22.1.8. Reports should be in high level terms and contain aggregated information.
- 6.23. Serve any specific industry or population the CSB identifies and targets as special priority or as part of a set of key industries.
- 6.24. Contractor shall not at any time or in any manner, either directly or indirectly, disclose, publish or otherwise reveal information obtained by the Contractor in performance of the contract to any other party without the prior approval of CSB.
- 6.25. Assist employer and job seeker customers with responsive and knowledgeable staff through a user-friendly, quality driven, service delivery system. Adequate numbers of staff will be assigned to facilitate customers through the identification, access, and use of services.

- 6.25.1. In accordance with State policy, minimum skills standards for front-line staff (all those employees providing direct customer service) includes communication skills training, basic computer software skills (e.g. Word, Excel, Outlook) training, specific programmatic training and attainment of Florida Workforce Professional Tier 1 Certification. Training and certification is provided through the Florida Department of Economic Opportunity Learning Management System.
 - 6.25.2. Newly hired front line staff must attain the Tier I certification within six months of their hire date. For this purpose, front line staff is defined as any individual who works primarily with customers, either employers or job seekers.
 - 6.25.3. Subsequent to the attainment of the initial certification, staff must complete in the second year and thereafter, 15 hours of continuing education credits per year in order to remain certified. New staff who complete their Tier 1 Certification have a one-year period after the completion date to accumulate their credits. The Contractor will identify staff that will be assigned to system-wide training and who will be expected to train or coordinate the training of new and existing staff to include, but not limited to, competency based training across programmatic funding lines, organizational productivity, and customer service.
- 6.26. The Contractor is required to utilize the US Department of Homeland Security's E-Verify system (<http://www.uscis.gov/e-verify>) to verify employment eligibility of all persons employed during the contract term by the Contractor to perform employment duties within Florida; and all persons assigned by the Contractor to perform work under the terms of the contract.
- 6.26.1.1. All employees of One-Stop Centers and their contractors, subcontractors, or agents with access to, and the ability to change or destroy confidential data, including data stored in the information systems used by workforce service providers to manage and report participant information, are required to undergo background screening as a condition of employment or contract award. Contractors shall be rescreened upon assignment to a new contract, or after a new contract award period or based on the screening standards prescribed by the State of Florida. All staff are required to have a Level 2 background screening.
 - 6.26.1.2. A Level 2 background screening includes a state and national fingerprint-based check and consideration of disqualifying offenses and applies to those employees designated by law as holding positions of responsibility or trust. [Section 435.04](#), mandates that Level 2 background security investigations be conducted on employees, defined as individuals required by law to be fingerprinted pursuant to Chapter 435. The background screening results shall be used to determine eligibility for employment or continued employment, and approval of contractor/agent personnel performing work on behalf of CSB.
- 6.27. The Contractor shall, at its sole expense, maintain the following insurance. A certificate of insurance satisfactory to CSB and evidencing the coverage must be presented to CSB prior to commencement of services and updated upon exercise of any option to

extend the contract. All policies of insurance referenced herein will be primary and will include CSB as an additional insured party with the exception of Workers' Compensation. All policies will include provisions that the insurers waive the rights of recovery or subrogation against CSB. CSB shall be exempt from, and in no way liable for, any sum of money which may represent a deductible in any of the aforementioned insurance policies. The payment of such deductible shall be the sole responsibility of the Contractor.

- 6.27.1. Liability Insurance: A standard liability insurance policy in the single limit amount of \$1,000,000 per occurrence and \$2,000,000 as an aggregate amount. General liability insurance in an amount not less than \$100,000 per person and \$200,000 per occurrence. Develop systems to provide user-friendly ad hoc reporting capability and ensure that such systems produce all information needed to manage the daily operations of the BWCC's. This information includes, but is not limited to, performance measures, unduplicated customer and transaction counts, training enrollments by location and vendor.
 - 6.27.2. Worker's Compensation: Workers' Compensation or similar insurance which provides coverage to all staff in at least the minimum statutory limits required by the state of Florida.
 - 6.27.3. Bonding: A company-wide blanket Employee Fidelity Bond intended to cover every officer, director, agent, subcontractor, or employee authorized to receive or deposit funds under the contract, or issue financial documents, checks, or other instruments of payment of program costs. This bond shall be in the amount of \$100,000 or the highest planned single payment by the CSB during the contract period, whichever is more.
- 6.28. Ensure employers and job seekers are made aware of and can access services in a timely manner.
- 6.28.1. Employers and job seekers will learn about the services, understand the services available to them, and be directed to services immediately upon entering the centers.
 - 6.28.2. The Contractor shall ensure employers and job seekers are given access to the services they need to successfully achieve their business or career goals.
 - 6.28.3. Employer and job seeker customers will receive the most appropriate services along a continuum of services to meet their established short-term and long-term goals.
- 6.29. Employer and job seeker customers will receive quality services in a facility that is easily accessible, accommodating to all special needs customers, professional, and inviting. Successful outcomes will be meeting Contractor Career Center Standards criteria.
- 6.29.1. The Contractor will appoint a Safety Officer at each CSBCC site to conduct periodic safety reviews of the facility to ensure compliance with applicable safety standards.

6.30. CSB provides oversight of all CSBCC services and operations.

6.30.1. The Contractor will report to CSB.

6.30.2. The Contractor must openly and immediately communicate to CSB any challenges or problems faced by the Contractor in the operation and management of the CSBCC that will adversely affect the CSBCC's performance of this contract, or the effectiveness of CSB meeting State and Federal requirements.

7. EMPLOYER SERVICES

CareerSource Brevard recognizes employers as the economic driver of the region. The Contractor will assist area employers to find workforce solutions for a variety of human resource needs, ranging from gathering information for job postings and referring candidates to employers' current job openings to facilitating and participating in industry-wide projects to address critical skill shortages. WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. WIOA promotes work-based training, incumbent worker training and transitional jobs and other strategies as allowable activities.

Contractor staff is assisted by Board Staff Business Liaisons through the CSB Board Industry Relations Division. CSBCC Contractor staff manage business accounts and provide basic services to any employer in the region while CSB Business Liaisons provide more intensive services to employers in the region's key industries. CSB Business Liaisons represent CareerSource Brevard to regional employers and have the responsibility for communicating employers' needs to CSBCC Contractor staff. The CSB Business Liaisons establish regular communications with CSBCC Contractor staff to transmit real-time information on employers' current needs for workers, labor market trends, and feedback from employers on the services received from the CSBCC. The cooperative flow of information between CSB Business Liaisons and Contractor staff is vital to the CSB mission and key in ensuring that businesses are getting the talent they need and job seeking customers are getting linked to employment opportunities which allow for self-sufficiency and future growth.

Employer customers will view the CSBCC as a business resource. The business customer will be offered a broad range of services that address the needs of the business community. Contractor staff services include, but are not limited to, the following:

7.1. Responding to employers' demands for skilled workers and meeting the expectations of area employers by providing high quality candidate referrals, and suggesting solutions to employers' hiring needs including, but not limited to:

- Onsite Recruitment and Placement Assistance for Employers
- On-the-Job (OJT) Training Subsidies
- Registered Apprenticeship Program & Pre-apprenticeship programs
- Customized Training
- Lay-off Aversion Services
- Federal Bonding Program
- Supportive Services
- Occupational Skills Training
- Incumbent Worker Training
- Work Opportunity Tax Credit Program

- Rapid Response Services
 - Work Experience Program
 - Access to Labor Market Information
 - Information about grants and resources targeted to certain business or industry
 - Information about grants and resources targeted at certain job-seekers which may assist the employer in meeting talent pipeline needs.
- 7.2. Contractor shall work with the CSB Business Liaisons to develop a systematic, equitable approach in determining (based on need) what level of services each business will receive from the Career Centers.
- 7.3. The Contractor will develop effective linkages with employers that lead to resource alignment and training efforts to address the immediate and long term skilled workforce needs of in-demand industries and to address critical skill gaps within and across industries. Successful outcomes for employer customers will be a sufficient number of quality job applicant referrals for each job order, job placement and sustained employer use of CSBCC services. Where sufficient quality applicants for job orders are not available, the Contractor is expected to develop strategies to fill employer needs.
- 7.3.1. The Contractor is responsible for working with the CSB Business Liaisons to achieve employer performance measures set forth by the State as well as by CSB. The success of employer services will be measured, in part, on the following types objective criteria.
- Number of registered businesses that have been provided an intensive service by Contractor staff
 - Number of businesses who have received services from Contractor staff and returned for more services
 - Number of job seeker referrals made against internal job orders
 - Number of staff referred placements made against internal job orders
 - Providing employers with skilled workers.
 - Providing quality engagement and services to employers and sectors and establishing productive relationships over an extended period of time.
 - Providing quality engagement and services to all employers and sectors with the local workforce region.
- 7.3.2. The Contractor is also responsible for submitting additional performance measures to be met, subject to CSB approval.
- 7.3.3. The Contractor may also be required to address any new performance measures created by USDOL and specific grant conditions not know at the time of this proposal.
- 7.3.4. The Contractor is responsible for assisting with performance related to the State of Florida, CareerSource Florida Performance Funding Model (PFM). The 2015-16 metrics and goals are available at this link: <http://pfm.careersourceflorida.com/>.
- 7.4. Data enter job posting information from businesses in to the statewide employment database Employ Florida (EF) and help employers who prefer to enter data directly.

- 7.5. Screen and recruit candidates for openings identified requested directly from area employers including:
 - 7.5.1. Basic job matching of resumes and applications
 - 7.5.2. Employee pre-screening
 - 7.5.3. Conduct preliminary basic skills and other assessments
 - 7.5.4. Recruiting for and sourcing qualified candidates
 - 7.5.5. Assisting in recruiting talent to register in the Employ Florida system to meet current and future employer needs.
- 7.6. In coordination with CSB Industry Relations, respond to employers' requests including providing salary information, offering program options for employed worker or on-the-job-training, providing interview space, etc.
- 7.7. The Contractor will be required to participate as necessary in providing Rapid Response Services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notifications (WARN) issued by the State. Services may include:
 - 7.7.1. Reviewing affected workers' assistance needs.
 - 7.7.2. Assisting with Rapid Response workshop presentations to assist with career transition, job search tools and skills, resume preparation and interviewing techniques.
 - 7.7.3. Assessing re-employment prospects for workers in the local community.
 - 7.7.4. Providing information on available resources to meet the short and long-term needs of affected workers.
 - 7.7.5. Establishing a process of referring affected employees to the CSB Career Centers.
 - 7.7.6. Developing recruitment/job development activities including job fairs, positive recruitments, job lead development and general recruitment notifications.
 - 7.7.7. Determine if affected workers or business would be eligible for TAA program.
 - 7.7.8. Other services and options provided under WIOA for Rapid Response.
 - 7.7.9. Assisting CSB in tracking and ensuring that Rapid Response requirements have been met and reporting as requested to CSB and any other reporting entity.
- 7.8. Provide continual, timely, business engagement to market CSBCC services to businesses that have not used, or discontinued using, CSBCC services.
- 7.9. Work with employers in facilitating and participating in special projects such as conducting job fairs, business seminars and information sessions, etc. on an array of workforce issues.
- 7.10. Design and implement a system where employer/jobseeker event hiring data is tracked and evaluated.
- 7.11. Develop and deliver services from a standard menu of services for employer customers.
- 7.12. Conduct follow-up to assure customer satisfaction and offer a customer service survey.

- 7.13. Staff members working with businesses will track and report their interactions and services to the CSB Business Liaisons for input in the customer relations management tool, *Salesforce*.
- 7.14. Staff members will work with business to assist with the development of and success of sector strategy activities.
- 7.15. Staff members will work with business to assist with the new grants and services not known at the time this procurement was written.

8. JOBSEEKER CAREER SERVICES

The Contractor will ensure adult and/or dislocated workers seeking employment receive career and training services consistently, and in a coordinated way as prescribed in WIOA Title 1, Subtitle B - “Workforce Investment Activities and Providers”, Chapter 3, Section 134, USDOL WIOA Final Rule at 20 CFR Parts 679-680 and any subsequent guidance or technical memorandum. Customers will be served through a seamless process related to the various services/functions offered in order to reduce duplication of resources, minimize number of contacts, and streamline processes.

WIOA emphasizes the development of strategies to support the use of career pathways for the purpose of providing individuals, including low-skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities) with workforce investment activities, education and supportive services to enter or retain employment.

The following Walk-in traffic counts represent the number of individuals who visited the CSB career centers during the past 2 program years. CSB anticipates the same level of visits for program years contemplated under this RFP.

Program Year	Visits
July 2014 – June 2015	42,804
July 2015 – June 2016	43,355

The following table illustrates the most current number of cases by funding stream that are being served by our CSBCC’s and is to be used for planning purposes only:

2015-16 Average Monthly Caseload by Program for 2015-16

WIOA Adult	WIOA Dislocated	WIOA Youth	Welfare Transition	SNAP	REA	CEJA Grant	AARP Grant	NEG	Total
270	88	407	164	169	90	270	80	194	1732

The Contractor will provide case management, career assessment and counseling; place applicants into jobs; provide financial aid for education and supportive services; and keep accurate, up-to-date, complete records of the services and financial aid provided to customers.

Contractor services also include, but are not limited to:

- 8.1. Conduct standardized, orientations at all CSBCC's to inform jobseekers of the array of services offered and include overviews of the processes and procedures customers can expect as well as program specific requirements. Currently, a self-paced online presentation available on the CSB website at <http://careersourcebrevard.com/job-seekers/tour-of-services> is used to help facilitate these orientations as a means to ensure a consistent message and quality delivery at each CSBCC as required by customer flow and customer demand. It is the Contractor's responsibility to continuously review the presentation for accuracy and to provide updates and revisions and/or replacements to CSB for review, approval and uploading to the website. All videos and presentations require CSB approval prior to release. (Note: CSB is currently in the process of updating the web page. If the link above does not work, go to the CSB web page and search for "Tour of Services").
- 8.2. Specialize in assisting the long-term unemployed, individuals with barriers to employment including those individuals with disabilities; individuals who receive public assistance or are otherwise low-income and/or are basic skills deficient; individuals who are currently employed and seek to enhance or change their present positions; first time entrants into the labor market; and workers who have been dislocated due to company closings or reductions.
 - 8.2.1. Develop Individualized Employment Plans (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services to achieve employment goals for each customer.
- 8.3. Career Centers must provide basic career services in accordance with WIOA that offer universally accessible (self-serve) resources including the following assistance to job and training seeking customers:
 - Ensure that job-seekers can understand and work with the Employ Florida (EF) system including the full registration and the ability to use the EF tools to conduct a competent job search.
 - Eligibility determination
 - Skills assessment
 - Labor exchange services
 - Provision of information on programs and services and program referrals
 - Career, job and labor market information
 - Computer applications software
 - Resume writing software
 - Career exploration software
 - Job, career, and skill self-assessment tools
 - Career planning information
 - Job search information
 - Interviewing information
 - Information on job retention
- 8.4. Individualized career services must be provided to participants after Center staff determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include

services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

- 8.5. Follow-up services must be provided for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. One type of follow-up service highlighted in WIOA is to provide individuals counseling about the work place. Follow-up services do not extend the date of exit in performance reporting; for more information on performance reporting see TEGL 10-16. Youth and other specialized grants also require follow-up services.
- 8.6. Develop a career pathways framework for CSB by forming a system-wide approach to career pathways that has the following key elements:
 - 8.6.1. Provides multiple entry and exit points along a continuum of increasing skills, competencies and credentials informed by industry/employers;
 - 8.6.2. Links adult basic and remedial education with occupational skills training;
 - 8.6.3. Includes strategies to serve hard-to-employ populations, including unemployed & underemployed individuals
 - 8.6.4. Increases access to career and technical education programs for special populations, including individuals with disabilities.
 - 8.6.5. Ensures that career pathway programs are designed and implemented in a manner that leads individuals to a post-secondary degree or certification in a high-skill, high-wage, and high-growth or emerging field;
 - 8.6.6. Prioritizes work-based learning opportunities for customers in partnership with regional business and industry,
- 8.7. Work collaboratively with partner organizations to deliver supportive services, including soft skills, case management, mentoring, work supports, and other services designed to help individuals succeed.
- 8.8. Work collaboratively with partners to ensure that the education and training results in an industry-recognized certificate or credential, and/or credits, and/or a degree relevant to the targeted industry sector.
- 8.9. Demonstrate American Disabilities Act (ADA) (42 U.S.C., 12101 et seq.) compliance and conduct all activities in accordance with the ADA and Section 504 of the Rehabilitation Act of 1975, as amended, which prohibits discrimination against qualified individuals with disabilities. The ADA prohibits discrimination by public and private entities on the basis of disability in employment, public accommodations, transportation, State and local government services, and in telecommunications.
 - 8.9.1. The Contractor will designate a Disability Services Coordinator (DSC) for each Career Center location who shall become familiar with all facets of serving the disabled population; act as a liaison with the CSB Disability Program Manager and/or Equal Opportunity Officer (EEO); and research, identify, and report in writing to CSB any ADA compliance discrepancies for all customers at each Career Center location. DSC's shall be identified at each Career Center by name with a placard prominently displayed in the front entrance reception area of each CSBCC. DSC's are required to successfully complete training / certification as a

Community Partner Work Incentive Coordinator (CPWIC) through Virginia Commonwealth University (VCU) within 365 days of assignment as a DSC.

8.10. Using Career Center resources and staff, meet all requirements and serve as an Employment Network (EN) for the Ticket to Work and Self-Sufficiency Program (42 U.S Code Chapter 7 Subchapter XI Part A 1320b-19) in accordance with Social Security Administration requirements. Accept, assign and produce milestone outcomes for job seeker tickets in accordance with goals established by CSB.

8.10.1. Assist in increasing business participation in the [Florida Unique Abilities](#) program which recognizes businesses that employ individuals who have a disability as well as businesses that support the independence of individuals who have a disability.

8.11. Refer customers who experience domestic violence, substance abuse, or mental health issues to specialized services. Ensure that at least one staff member at each CSBCC site will have specialized skills to recommend assistance to victims of domestic violence.

8.12. Refer Customers with learning disabilities to partnering agencies for specialized assessments and services in addition to those services provided at CSBCC.

8.13. The Contractor will be responsible for the case management of customers and will be responsible for all decisions related to each case including, monitoring of job search activities, arranging additional assessment and testing, and referring customers for supportive and other services as appropriate.

8.14. Training Services as defined by WIOA Section 134(c)(3)(D) and WIOA Final Rule 680.200 are services designed to equip individuals to enter the workplace and retain employment. A measure of success is the placement and retention of the customer in to a training-related job.

8.14.1. The Contractor is required to facilitate access to Training Services including, but not limited to, the following:

- Occupational skills training, including training in non-traditional jobs
- On-the-Job training
- Programs that combine workplace training with related instruction
- Training programs operated by the private sector
- Skills upgrading and retraining
- Entrepreneurial training
- Job readiness training
- Incumbent Worker Training
- Transitional Jobs
- Customized training
- Financial literacy education
- Adult education and literacy activities in combination with services described above

8.14.2. A Scholarship Unit (SU) serves as a catalyst for providing financial aid for training and supportive services to eligible customers. The SU reviews and

approves all training and supportive services. The SU is comprised of senior contractor and Board staff who review the information compiled by the front line staff to ensure that the training opportunity is appropriate and a good investment of public funds. Each member of the SU votes independently. The SU process is conducted electronically and allows SU members to ask questions of the front line staff and receive clarification before casting their vote. CSB currently allocates an average of \$1,200,000 per annum to Scholarship Unit funding. The Contractor will provide oversight and be responsible for convening the SU and will manage a variety of customer training requests including, Individual Training Accounts (ITA's), Work-based Training (On-the-Job Training & Work Experience), Transitional Jobs, Employed Worker Training, Customized Training and Support Services. Responsibilities include, but not limited to the following:

8.14.2.1. Submit scholarship applications on a timely basis for training fund approval and closing accounts upon completion.

8.14.2.2. Supply accurate and complete customer information in to the SU's decision-making process.

8.14.2.3. Provide accurate and objective assessment information, comprehensive, fully developed career plans, customer's financial attributes, and comprehensive case management insights concerning the customer.

8.14.2.4. Ensure that skills training is market driven with priority given to high wage/high demand occupations on the Regional Targeted Occupation List (RTOL) and identified by CSB.

8.15. Additionally, Respondents to this subsection must outline other career services they intend to provide to customers seeking to obtain or retain employment and include proposed performance metrics and outcomes for earning award fee for these services. Examples may include, but are not limited to:

- Short-term pre-vocational services such as communication skills and interviewing skills
- Workforce preparation activities
- Financial literacy
- Job retention skills and coaching
- Basic Computer Skills

8.15.1. Provide an evaluation plan including benchmarks, data collection points, and proposed analyses you propose to implement.

9. PERFORMANCE

Overall performance metrics and outcomes for earning award fee will be driven by State negotiated measures with USDOL and will include, but not be limited to, the number of staff-referred placements, time to placement; employment retention; credential attainment, earnings change, cost per employed exit and customer satisfaction. Current measures are as follows:

WIOA negotiated common measures:

July 1, 2015 - June 30, 2016 Outcomes

Common Measures	Performance 2014-2015	Performance 2015-2016	PY 2015-2016 Performance Goals	% of PY 2015-2016 Performance Goal Met
Adults:				
Entered Employment Rate	86.75%	77.98%	89.50%	87.13%
Employment Retention Rate	90.63%	90.51%	96.80%	93.50%
Average 6-Months Earnings	\$14,760.35	\$16,020.05	\$17,000.00	94.24%
Dislocated Workers:				
Entered Employment Rate	90.94%	83.20%	86.94%	95.70%
Employment Retention Rate	95.77%	90.36%	93.30%	96.85%
Average 6-Months Earnings	\$15,395.28	\$16,725.21	\$15,279.90	109.46%
Youth Common Measures:				
Placement in Employment or Education	63.79%	64.06%	57.30%	111.80%
Attainment of a Degree or Certificate	86.26%	76.13%	72.80%	104.58%
Literacy and Numeracy Gains	79.07%	61.17%	67.85%	90.15%
Wagner-Peyser:				
Entered Employment Rate	65.40%	60.93%	63.00%	96.71%
Employment Retention Rate	85.36%	84.75%	79.00%	107.28%
Average 6-Months Earnings	\$13,977.80	\$14,296.35	\$13,093.90	109.18%
Not Met (less than 80% of negotiated)				
Met (80-100% of negotiated)				
Exceeded (greater than 100% of negotiated)				

Local WIOA performance measures negotiated with the State utilize a Statistical Adjustment Model.

Placement Rate – How successful are we at placing people in jobs?					
Minimum Threshold – 15% Target – 20%	Quarter 1 Jul. – Sep. 2015	Quarter 2 Oct. – Dec. 2015	Quarter 3 Jan. – Mar. 2016	Quarter 4 Apr. – Jun. 2016	Year-to-Date July 2015 – June 2016
Entered System without a Job	4,899	4,344	4,570	4369	18,182
Earnings in Next Quarter	2,180	1,858	1,405	725	6,168
Performance Rate	44.5%	42.8%	30.7%	16.6%	33.9%
Time to Earnings – How long does it take to get people employed?					
Minimum Threshold – 2.19 Target – 1.64	Quarter 1 Jul. – Sep. 2015	Quarter 2 Oct. – Dec. 2015	Quarter 3 Jan. – Mar. 2016	Quarter 4 Apr. – Jun. 2016	Year-to-Date July 2015 – June 2016

Time in Quarters between entry and job placement	2,722	1,885	1,097	316	6,020
# with Earnings in Next Quarter	2,180	1,858	1,405	725	6,168
Performance Rate	.801	1.014	0.781	.435	.976
Cost per Employed Exit (Calculated Annually) How much on average is spent to get people employed?					
Minimum Threshold – \$679 Target – \$509	Quarter 1 Jul. – Sep. 2015	Quarter 2 Oct. – Dec. 2015	Quarter 3 Jan. – Mar. 2016	Quarter 4 Apr. – Jun. 2016	Year-to-Date July 2015 – June 2016
All Expenditures	\$921,899	\$775,877	\$1,200,096	\$775,301	\$3,673,173
Customers Exiting with earnings during quarter of exit.	2,180	1,858	1,405	725	6,168
Performance Rate	\$ 452.35	\$ 490.13	\$1,444.16	\$1,069.38	\$595.52
Business Engagement – How many businesses are engaged with an intensive service?					
Minimum Threshold – 600 Target – 800	Quarter 1 Jul. – Sep. 2015	Quarter 2 Oct. – Dec. 2015	Quarter 3 Jan. – Mar. 2016	Quarter 4 Apr. – Jun. 2016	Year-to-Date July 2015 – June 2016
Businesses served with an Intensive Service	56	227	241	254	778

10. WELFARE TRANSITION (WT) & SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The Welfare Transition Program is Florida's plan for providing eligible families with services that will assist them in becoming self-sufficient. It requires individuals receiving Temporary Assistance for Needy Families (TANF) Temporary Cash Assistance (TCA) payments to participate in work activities and move toward economic self-sufficiency. The program serves three major groups:

- Applicants - individuals who must register for work in order to be eligible for TCA.
- Mandatory Participants – individuals who receive TCA are required to participate
- Transitional Participants – former TCA recipients who are working but need additional assistance

The Florida Welfare Transition Program enables welfare recipients to move from welfare to work by emphasizing work, self-sufficiency and personal responsibility. Florida recipients of temporary cash assistance must register for work and participate in assigned work activities.

Florida has an integrated workforce system designed to engage job seekers, including food stamp recipients, in activities geared towards helping individuals gain skills, gain employability, and connect them to employment opportunities.

Customers apply for TCA through the Department of Children and Families (DCF) ACCESS system. Once an application is made, DCF interviews the applicant and screens each family for benefits as well as their work participation requirements. If during the interview DCF

determines the applicant is required to register for work they will provide the applicant with instructions on how to access the One Stop Service Tracking (OSST) system if they have access to a computer or provide them with information on the nearest one-stop career center.

Contractor-provided services include Job Search, Preparation, and Placement; Education and Training; Case Management and Counseling; Subsidized Child Care; Transportation Assistance and Relocation Assistance. Families who receive temporary cash assistance are automatically eligible for services.

10.1. The following two major elements are required:

10.1.1. Orientation or Program Overview; and

10.1.2. Intake/Screening for:

- Domestic Violence
- Medical limitations
- Substance Abuse and Mental Health
- Up-front Diversion

10.2. Additionally, CSBCC Contractor staff provides job skills training, GED training, work experience programs, child care and transportation assistance to low-income families with children including:

- Individuals receiving TANF that are subject to the Welfare Transition work requirements who have been referred by the Department of Children and Families (DCF)
- Former TANF recipients who are eligible for transitional benefits
- Individuals who are eligible for TANF but are not on TANF
- Non-custodial parents of the children of Welfare Transition program customers

10.3. Additional services associated with teen pregnancy prevention and assistance for teen parents is also provided to eligible youth customers.

10.4. The Contractor will be required to consistently monitor and track Welfare Transition customers' progress for the purpose of determining non-compliance with the Welfare Transition Program's participation requirements. While front line staffing specialists provide WT assessment and case management, the Contractor will be responsible for reviewing case files for completeness, and monitoring and tracking WT customer compliance. Compliance is tracked from the first date of expected participation through completion of all planned activities, including employment retention. Non-compliance requires the Contractor to make any recommendations to the DCF on sanctioning in accordance with State guidelines.

10.4.1. Provide an evaluation plan including benchmarks, data collection points, proposed analyses and persons/positions accountable for the compliance monitoring you propose to implement.

10.5. Florida's Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) program is designed to help Able-Bodied Adults without Dependents (ABAWD) gain skills, training, and/or work experience that will increase their ability to move

directly into employment. The SNAP is an integrated part of the workforce system established in Florida Statutes Chapter 445 and the Contractor is responsible for engaging food stamp recipients at the local level through the CSBCC's.

- 10.5.1. An ABAWD is an individual who is between the ages of 18-49, does not have dependents, and does not meet an exemption outlined in 7 Code of Federal Regulations (CFR) 273.7(b) or an ABAWD exception outlined in 7 CFR 273.24(c).
- 10.5.2. The Department of Children and Families (DCF) determines food stamp recipients' eligibility for benefits. DCF refers SNAP applicants, to include zero benefit households, to the SNAP E&T program, if they meet the criteria for mandatory participation
- 10.5.3. The Contractor will be required to offer employment services to SNAP recipients who:
 - Respond to an *outreach letter* issued by DCF,
 - Request workforce services as a result of:
 - Formal or informal referral from community partners;
 - Internet Information;
 - Word of mouth information regarding program; and,
 - Regional outreach by the CSB.
- 10.5.4. The Contractor will ensure program components are meaningful and enhance the employability of individual food stamp recipients and will engage SNAP recipients in one or more of the following components:
 - Job search;
 - Job search training;
 - Work experience;
 - Education and training;
 - Employment Retention Services to participants who gain employment after engaging in a qualifying program activity. This can include support services such as transportation, work related clothing/uniforms, testing fees, tools, supplies and equipment.
- 10.5.5. ABAWDs who are job ready and assigned to job search will be connected with the universal services offered through the Wagner-Peyser program to assist with continued skill building through employability skills workshops and job search, referral, and placement assistance.
- 10.5.6. Participants in the Temporary Assistance for Needy Families (TANF) work program or the Welfare Transition (WT) program are not eligible to participate in the SNAP E&T program.
- 10.5.7. SNAP performance Measures include:

- Number of participants who completed online job search or job search training
- Percent of ABAWD's who completed job search or job search training and obtained employment
- Number of participants who completed WIOA basic core skills to reduce barriers to employment for low income individuals (i.e. assessments, development of employment plans, soft skills, workshops, work experience based training)
- Percent of participants who completed WIOA basic core skills and obtained employment

11. YOUNG ADULT (YOUTH) SERVICES

The Contractor will provide Young Adult/Youth Services as prescribed in WIOA Title 1, Subtitle B - "Workforce Investment Activities and Providers", Chapter 2, §129, USDOL WIOA Final Rule at 20 CFR Part 681 and TRAINING AND EMPLOYMENT GUIDANCE LETTER WIOA NO. 21-16 OPERATING GUIDANCE No. 21-16, "Third Workforce Innovation & Opportunity Act Title I Youth Formula Program Guidance

WIOA emphasizes providing high quality services for youth and young adults beginning with career exploration and guidance, providing continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education. WIOA also emphasizes work experience opportunities. The primary focus is on Out-of-School Youth (OSY) with 75% of available funding allocated to OSY vs 25% on In-School-Youth (ISY). However, the CSB Board has placed emphasis on OSY and historically we have been in the 80th percentile of OSY.

Out-of-school young adults must be aged 16-24, not attending any school, and meet one or more additional conditions, which could include:

- School dropout; within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter;
- holds a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner;
- subject to the juvenile or adult justice system;
- homeless, runaway, in foster care or aged out of the foster care system,
- eligible for assistance under Section 477, Social Security Act, or in out-of-home placement;
- pregnant or parenting;
- an individual with a disability;
- low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment.

In-school young adults must be aged 14-21, attending school, low income, and meet one or more additional conditions, which could include:

- Basic skills deficient;
- English language learner;
- an offender;

- homeless, runaway, in foster care or aged out of the foster care system;
- pregnant or parenting;
- an individual with a disability;
- person who requires additional assistance to enter or complete an educational program or to secure and hold employment.

Young adult services provide a coordinated, integrated service strategy for in-school and out-of-school youth facing serious barriers to future employment. The current CSB Youth Services strategy is designed to be the one-stop contact for all youth services offered through the CSBCC's.

Contractor staff provide youth services and dedicated recruitment of young adults into CSB's NextGen Program. Recruitment includes engaging regional community and industry organizations to participate in work experience or OJT opportunities by communicating the benefits and opportunities available through the NextGen Program.

CSB funding is intended to support the Contractor's ability to incorporate participants into existing program and service offerings including a youth employment program. The Contractor will be required to manage and provide resources and designated staff for young adult services in accordance with the design and elements identified in WIOA §129(c). It is not required to provide all the following services to all participants, however the Contractor must ensure the services are available to youth participants.

Preparation for and success in Employment

1. Paid and unpaid work experiences
2. Occupational skills training
3. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific operation or occupational cluster
4. Entrepreneurial skills training
5. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area (e.g. career awareness, counseling, or exploration)

Improving Education Achievement

6. Tutoring, study skills training, instruction, that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
7. Alternative secondary school services, or dropout recovery services
8. Activities that help young adults prepare for and transition to postsecondary education and training

Support for Youth

9. Supportive services that enable an individual to participate in WIOA activities
10. Adult mentoring that includes structured activities where the mentor offers guidance, support and encouragement to the participant to develop competence and character
11. Follow-up services
12. Comprehensive guidance and counseling

Services to develop the potential of young adults as citizens and leaders

13. Leadership development activities that encourage responsibility, employability, and other positive social behaviors
14. Financial literacy education

Services provided will be creative, flexible, effective, age and culturally-appropriate for youth populations in a manner that educates youth about CSBCC workforce services and the benefits these services provide for youth. Additional services include, but are not limited to, the following:

- 11.1. Collaborate with organizations to ensure an effective, streamlined youth referral/eligibility process is maintained to serve the most at-risk youth populations including youth who are out of school, aging out of foster care, offenders or at-risk of offending, or who have a disability. Current partner organizations can be found on our website: www.careersourcebrevard.com.
- 11.2. Conduct and document a comprehensive assessment of all participants, to include basic skills, occupational skills, interests, aptitude, work readiness skills, barriers and supportive service needs in order to develop Individual Service Strategies (ISS) that include education, training and employment.
- 11.3. Facilitate a work readiness training program with out-of-school, unemployed young adults.
 - 11.3.1. Within 90 days of the initial contract period effective date, develop for CSB approval, a year-round youth employment program which includes an on-the-job work experience and incorporates the best practices of the existing CSB summer youth employment program.
 - 11.3.1.1. Develop a set of metrics to measure the efficiency, effectiveness and overall success of the program.
 - 11.3.1.2. Contractor shall complete a minimum of 4 complete program sessions each contract year thereafter subject to CSB exercising options to extend the contract period of performance.
- 11.4. Facilitate Digital Literacy Certification or equivalent training with youth customers as appropriate.
- 11.5. Serve a negotiated number of young adults during each program year including carryovers. Currently the Contractor is required to serve a minimum of 350 youth.
 - 11.5.1. Carryover youth must be actively participating in one or more of the following activities with the appropriate activity open in EFM:
 - An approved education program with expected attainment of a state recognized education credential within the new program year.
 - An approved occupational skills training program with expected attainment of an industry recognized credential within the new program year.

- Employability Skills Training with expected completion within the new program year.

12. **SOLICITATION PROVISIONS INCORPORATED BY REFERENCE**

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. The full text of the solicitation provision may be accessed electronically at the following addresses. This address list is not inclusive and it remains the responsibility of each Respondent to research the related laws and regulations of prevailing legislation.

United States Code (USC): <http://uscode.house.gov/download/download.shtml>

Code of Federal Regulations (CFR): <http://www.access.gpo.gov/nara/cfr/waisidx/>

Federal Register (FR): <https://www.federalregister.gov/>

Florida Statutes (FS): <http://www.leg.state.fl.us/statutes/>

State Workforce Board Guidance, Policy, Memoranda, Communiqués, Monitoring Tools, etc. (Department of Economic Opportunity [DEO]):
<http://www.floridajobs.org/workforce-board-resources>

Executive Orders (EO): <http://www.archives.gov/federal-register/executive-orders/disposition.html>

Office of Management and Budget (OMB):
<http://www.whitehouse.gov/omb/circulars/index.html>

US Department of Labor/Employment & Training: <https://www.doleta.gov/wioa/>

Uniform Administrative Requirements for Grants and Cooperative Agreements with Institutions of Higher Education, Hospitals, Other Non-Profit and with Commercial Organizations, Foreign Governments, Organizations under the Jurisdiction of Foreign Governments, and International Organizations. (29 CFR Part 95 et al)

Workforce Innovation and Opportunity Act (PL 113-128 (29 U.S.C. Sec. 3101, *et. seq.*) and associated Final Rules

Veteran's Priority of Service (38 USC 4215 and 20 CFR 1010)

Hatch Act (5 USC 1501-1508 and 7328)

USDOL-ETA, TEGL 5-06, Implementation of Public Law 109-234, Section 7013, which limits salary and bonus compensation of recipients and subrecipients of funds appropriated to the Employment and Training Administration and states that funds shall not be used to pay the salary and bonuses of an individual, either as direct or indirect costs, at a rate in excess of Executive Level II for ETA appropriated funds.

USDOL-ETA, TEGL 15-14, Implementation of the New Uniform Guidance Regulations

Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR, Chapter II, Part 200, et al.)

Purchase of American-Made Equipment and Products (PL 103-333 §507)

Public announcements and advertising (PL 103-333 §508)

Audit Requirements for Grants, Contracts and Other Agreements (29 CFR, Part 96)

Effect of Judgment Lien on Eligibility for Federal Grants, Loans or Programs (28USC § 3201(e))

New Restrictions on Lobbying (31 USC § 1352, 29 CFR part 93, FS 216.347)

Debarment and Suspension (Subpart C of 2 CFR Part 1326, and 29 CFR 98, 45 CFR 74 and EO 12549 and 12689)

Inspector General Act of 1978 (5 USC App.3 § 1 et seq.)

Drug-Free Workplace Act of 1988 (Public Law 100-690, Title V, Sec. 5153, as amended by Public Law 105-85, Div. A, Title VIII, Sec. 809, as codified at 41 U.S.C. § 702; 29 CFR 94 and 45 CFR 82)

Program Fraud Civil Remedies Act (31 U.S.C. §§ 3801-3812)

False statements (18 U.S.C. §§ 287 and '1001)

False Claims Act (31 U.S.C. 3729 et seq.)

Public Entity Crimes (FS 287.133)

Confidential Records (FS 119.021)

Rights to Inventions Made by Nonprofit Organizations and Small business Firms Under Government Grants, Contracts and Cooperative Agreements (37 CFR Part 401)

Clean Air Act (42 U.S.C. §§ 7401 et seq.)

Clean Water Act (33 U.S.C. §§1251 et seq.)

Safe Drinking Water Act, as amended (PL 93-253)

Environmental Protection Agency regulations (40 CFR part 15)

PL 91-190 and EO 11514 National Environmental Policy Act; EO-11738, EO 11988, 16 USC 1451 et seq. Coastal Zone Management Act; PL 94-163 Energy Policy and Conservation Act, Energy Efficiency; Endangered Species Act PL 93-205: The Contractor shall comply with mandatory standards and policies relating to energy efficiency which are contained in the State of Florida's Energy Conservation Plan issued in compliance with the Act

Resource Conservation and Recovery Act (PL 94-580 as codified at 42 USC 6962)

Environmental Tobacco Smoke (PL 103-227 Part C)

Pro-Children Act. (20 U.S.C. 6083 and Public Law 103277)

Trafficking Victims Protection Act of 2000 (2CFR 175)

Equal Treatment for Faith-Based Organizations (29 CFR 2, Part D)

Equal Employment Opportunity (E.O. 11246, as amended by E.O. 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and as supplemented by regulations at 41 CFR part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”)

Civil Rights Act of 1964 Title IV as amended (42 U.S.C. 2000d et seq and 42 U.S.C. sections 3601 et seq.)

Rehabilitation Act of 1973 as amended (29 U.S.C. 794, Section 504)

Education Amendments of 1972 Title IX as amended (20 U.S.C. 1681 et. seq)

Age Discrimination Act of 1975 as amended, (42 U.S.C. 6101, et seq. Section 654 of the Omnibus Budget Reconciliation Act of 1981 as amended, 42 U.S.C.9849, which prohibits discrimination on the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs.)

Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998 (29 CFR, Part 37 Implementation and 45 CFR Part 80)

American with Disabilities Act of 1990, as amended. (42 USC, 126 and 47 USC, 5, and Public Law 101-336)

Prohibition of discrimination based on race, creed, color, etc., as basis for denial of financial assistance (42 USC 9849)

Florida Department of Economic Opportunity/Workforce Florida, Inc. – Applicable Regional Workforce Board Guidance, Policy, Memoranda, and Communiqués, as amended

Brevard Workforce Board Policy, Guidance, Memoranda, and Communiqués as amended.

13. PROPOSAL SCHEDULE

The following schedule represents CSB’s best estimate of the schedule that shall be followed. Unless otherwise specified, the time of day shall be from 8 a.m. to 5 p.m. Eastern Daylight Savings Time (EDST).

CSB reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Any schedule changes will be noted on the CSB website at www.careersourcebrevard.com

Activity	Date & Time
RFP issued	March 13, 2017
Questions/Clarifications from prospective bidders.	March 29, 2017

Activity	Date & Time
Must be in writing to address below or emailed to: dlusk@brevardworkforce.com Or Faxed to: Don Lusk at 321-504-2065	Questions will be accepted until 2 p.m. (EDST) March 29, 2017. Submittals past this period will not be responded to.
Responses to questions posted on http://careersourcebrevard.com/working-for-brevard/about-us/public-notice .	April 3, 2017
Proposals due to CSB	April 18, 2017 no later than 2 p.m. (EDST)
Proposal review and recommendations	April 20 – May 4, 2017
Anticipated date of Notice of Intent to Award posted on http://careersourcebrevard.com/working-for-brevard/about-us/public-notice .	May 16, 2017
Anticipated date for Board of Directors Approval	May 23, 2017
Anticipated negotiations	May 29 - June 8, 2017
Anticipated transition planning and contract execution	June 12 - 30, 2017
Commencement of effort	July 1, 2017

Proposals and Notices are to be submitted to:

Don Lusk, Vice President Operations
 CAREERSOURCE BREVARD WORKFORCE BOARD
 297 Barnes Blvd.
 Rockledge, FL 32955
 ATTN: RFP – CSB18-506-001

Questions are to be submitted in writing to:

Email: dlusk@careersourcebrevard.com
 Fax: 321-504-2065

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following CSB posting the notice of intent to award on the CSB website <http://careersourcebrevard.com/working-for-brevard/about-us/public-notice> (excluding Saturdays, Sundays, and holidays), any CSB employee, officer, or member of the board of directors concerning any aspect of this solicitation, except in writing to the CSB Contracts Officer noted above. Violation of this provision may be grounds for rejecting a proposal.

CSB will post all notices and addenda relative to this procurement on the CareerSource Brevard Website <http://careersourcebrevard.com/working-for-brevard/about-us/public-notice>. **Interested parties are responsible for monitoring this site for new or changing information relative to this procurement.**

Electronic Posting of Notice of Intent to Award. Subject to Board approval, on the date indicated on the Schedule, CSB shall electronically post a notice of intended award at

<http://careersourcebrevard.com/working-for-brevard/about-us/public-notice>. If the notice of award is delayed, in lieu of posting the notice of intended award CSB shall post a notice of the delay and a revised date for posting the notice of intended award. CSB shall not provide notices of award by any other means.

An Addendum Acknowledgment Form will be included with each addendum and shall be signed by an authorized company representative, dated, and returned with the proposal.

14. PROPOSAL SUBMISSION

- 14.1. To be considered responsive, one original hard copy proposal clearly marked “Original”, and 8 copies marked “Copy” plus one digital (CD or thumb drive) version of the proposal clearly marked with the Respondents business name and the RFP Number, must be received at the CSB Board administration offices no later than the due date and time shown in the Proposal Schedule above. Faxed or emailed proposals will not be accepted. CD or thumb drives will not be returned.
- 14.2. Given the predominance of Microsoft Office in the market, CSB relies on Microsoft Office to conduct day-to-day operations. Respondents are required to submit their proposals using software that is completely compatible with Microsoft Office 2013. Compatibility means CSB staff will NOT have to go through extra steps to view documents.
- 14.3. All proposals received will be recorded in with the date and time of receipt. Proposals delivered after the deadline will not be accepted.
- 14.4. The timely delivery of a proposal is entirely the responsibility of the Respondent. Proposals postmarked on or before the proposal due date, but delivered after the due date or time, will be considered non-responsive. Proposals hand delivered after the due date or time will be considered non-responsive.
- 14.5. All documents requiring a signature shall be signed in blue ink by a duly authorized individual or official of an organization. The proposal shall also provide the following information: name, title, address, and telephone number of individual(s) with authority to negotiate and contractually bind the organization, and the name of the person who may be contacted during the period of proposal evaluation if different from the signatory official. **Respondents are required to fill out and sign the Cover Page provided as Attachment A.**
- 14.6. Acceptable proposals shall, at a minimum, meet the specifications contained in this RFP. Respondents are responsible for determining all factors necessary for the preparation of informative, responsive proposals. Proposals should demonstrate methods, strategies and expertise to accomplish the tasks identified in the Scope of Work. The contents of the proposals should be clear, concise, easy to understand and not exceed the indicated maximum limitations noted for each required submittal. Unnecessarily elaborate brochures or other presentations beyond that sufficient to present a complete and effective proposal are not desired. Elaborate artwork, expensive paper, and plastic zip bindings are neither necessary, nor wanted. It is

generally preferred that written material be single-spaced, except where there is a reason for double spacing. An outline form using major headings is preferred. Legibility, clarity, and completeness are essential.

- 14.7. Respondents should submit a single proposal, no longer in length in as prescribed in the Proposal Preparation section below. No more than one bid will be accepted from any one organization, whether in the form of a sole bid or as part of a collaborative. Inclusion of an organization in more than one bid is a basis for disqualification from consideration. Funding is not available to allow for training of an inexperienced Respondent.
- 14.8. Respondents must address safeguards and provide assurances the services provided under the Contract will be operated as a separate entity from the Respondent's core organization and that all referrals are customer-appropriate and not biased towards its own programs or those of any parent or affiliated organization.
- 14.9. CSB will award contracts based on what is in the best interests of CSB. The contract will be awarded based on offers received considering price, value, quality of the proposal and negotiation of such contract with the successful Respondent. The assessment of experience and qualifications will take into account such factors as understanding of the services needed; demonstrated skills, experience and ability to deliver high quality services on time and within budget. The assessment of price will take into account that rates are reasonable in relation to the services provided; detailed; and that assumptions by the Respondent regarding calculation of fees are relevant.
- 14.10. Proposals must be presented in the same order as set forth in "Proposal Format" below and contain all information requested in the individual areas of service being proposed.
- 14.11. Giving incomplete or erroneous information or withholding important information could result in disqualification or, later, contract termination.
- 14.12. Time is of the essence with respect to performance of the services and products to be provided in the final agreements.
- 14.13. **The Representations and Certifications are required to be signed by the Respondent, using blue ink, notarized, and submitted with the proposal.**

15. PROPOSAL PREPARATION

All Respondents should be cognizant that the Board is committed to the delivery of services within the context of WIOA principles. Respondents are encouraged to submit modern, innovative approaches to business processes, staffing methods and levels that will provide the best solution to meeting performance outcomes on time and within budget. Proposals should address each of the points listed below to demonstrate that the Respondent has the experience, expertise and ability to operate multiple one-stop career service centers.

15.1. Organizational, Administrative, Fiscal Capacity and Past Performance : Limit 20 pages

1. Provide an organization chart that shows graphically how your organization operates.
 - A. Provide a list of the key staff for your organization. Identify the principals and leadership and briefly describe their responsibilities, experience and length of service with your organization. Who controls the management of your organization?
 - B. Which principals, if any, would be assigned to work on the CSB contract?
2. Provide a brief description and history of your organization. How long has the organization been providing services? Describe how offering services in response to this RFP will fit into the organization's business plan and long-range plan.
3. Subcontracting:
 - A. CSB expects the majority of work performed under this contract to be done directly by the Contractor. However, CSB understands subcontracting certain portions of work, at certain times, is desirable from both a CSB and industry standpoint in order to enable the companies involved to complement each other's unique capabilities; and offer CSB the best combination of performance, cost, and delivery. CSB will recognize the integrity and validity of contractor/subcontractor arrangements; *provided*, the arrangements are identified and company relationships are fully disclosed in the offer. CSB will not normally require or encourage the dissolution of contractor/subcontractor arrangements. However, CSB reserves the right to approve any subcontractors for the Contract and to require the successful Respondent, upon award of the Contract, to replace subcontractors that CSB finds to be unacceptable. No subcontract will be approved unless the Respondent provides a written guarantee with its proposal that the Respondent's firm will be contractually obligated to assume all contract responsibilities.
 - B. Respondents will clearly describe the reason for using any subcontractors, the specific role each subcontractor will play in the project, and the relationship between the Respondent and the subcontractor to be maintained during the term of the contract. Any work contemplated to be subcontracted shall be sufficiently detailed in the proposal as to subcontractor/firm name, address, contact person, qualifications of the subcontractor, a complete description of the work to be subcontracted, cost of the subcontracted work, and the measures in place by the Contractor to assure that contract performance will be met. Subcontractors are to be considered a direct expense payable by the Contractor. No Contractor mark-up will be allowed for subcontracted services. The Contractor shall be fully responsible for contract performance, regardless of any arrangement between the Contractor and its subcontractors.
4. Complete the Past Performance Table, Attachment B [excluded from 20 page count but does have limitations noted on form]. The form requires you to briefly describe past and current activities or programs managing federally-funded workforce development programs over the past 10 years that are similar in size, scope and relevance to those requested in this RFP which demonstrate your

- capability to serve as a one-stop operator and where there is documented success in participant outcomes for training program completion and or credentialing, employment placements, and/or wage increases. Briefly describe what workforce development services you now provide to employers and job seekers. Include any experience in providing combined adult, dislocated worker, youth, welfare transition services, SNAP and other specialized programs in a one-stop environment. Include specific data on outcomes achieved to demonstrate your ability to meet contractual performance standards for WIOA services or comparable programs. The same information should be supplied for any proposed subcontractors.
5. Describe your organization's financial and administrative experience and capabilities. Include in that description the organization's experience in managing and accounting for multiple federal, state and local funding sources in accordance with General Accepted Accounting Principles (GAAP), subcontracting experience if applicable, and conducting self-monitoring for contract performance and compliance.
 - A. Describe how the organization will financially support the costs of doing business until an invoice can be submitted and paid by CSB. Note that the time lag between disbursement and reimbursement is normally 30 days but can take up to 60 days and under some circumstances monthly disbursements can average \$350,000.
 - B. Include a brief description of your financial stability and any comments you wish to make about your credit rating, your payment policies and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Provide descriptions of the administrative and financial management capabilities of the organization. How will contracted funds be kept separate from other funds? How will financial information be made available for monitoring and auditing purposes? What are the qualifications of the organization's key program management and financial staff and to what extent will they be involved with this project?
 - C. Include a copy of your organization's most recent audit and audited financial statements. (Excluded from the 20 page count limit).
 6. Describe the financial and administrative capacity of your organization to account for funds, property, and other resources. Note that minimum requirements include the ability to segregate and track costs by funding streams and/or program, and provide monthly and cumulative cost data. It should also be noted that grant periods of performance are not standardized and may result in varying start and ending dates for programs during the term of a contract and that data will be required in Microsoft Excel format.
 7. Explain the depth of your organizations knowledge and experience, and those of your proposed partners as applicable, with WIOA and/or its predecessor the Workforce Investment Act (WIA). Include experiences in providing training, employment and case management similar to those described in this RFP. Include other programs and services currently conducted by CSB in the One-Stop Operations.

15.2. Services Delivery/Operations: Limit 20 pages

CSB is committed to the delivery of services within the context of the WIOA principles: streamlining services through a One-Stop service delivery system; empowering individuals through information and access to training services; providing universal access to employment related services; increasing accountability (i.e. improving job seekers' employment retention and earning, improving the quality of the workforce, sustaining economic growth, enhancing productivity, and reducing welfare dependency); and improving youth programs by linking them more closely to local labor market needs and community youth programs and services, and ensuring strong connections between academic and occupational learning.

It is the objective of the CSB to place the maximum amount of resources at points in the system where customers are directly served. Specific questions Respondents should address regarding these services are indicated below.

1. Describe your understanding of the workforce needs of the employers in Brevard County and how you would leverage all the system resources to best help Brevard County employers meet their human resource needs and job seeking individuals build careers? Describe the strategies your organization will implement that will provide innovative solutions to employers' workforce concerns. Describe your strategies for assisting job seekers find jobs which lead to self-sufficiency.
2. Describe in detail any previous evidence and experience in serving target populations, identified in Section 5, Background, WIOA, and provide a comprehensive explanation of strategies that will be used to remove or mitigate individuals' barriers to training and employment. Respondent may also choose here to provide information about other populations not covered Section 5 that may be of interest to the Board.
3. Explain your organization's plans for reaching out to and recruiting new clients for workforce services in Brevard County to meet employer needs. Discuss specific message vehicles and activities you will use, as well as the expertise of the specific staff members who will be responsible for initiating and following through on these activities. Please include specific innovative actions, plans or ideas for increasing the number and quality of job seekers completing a full registration in Employ Florida.
4. How will you assure that front line staff has sufficient skills and knowledge to recognize and offer the services that will help each employer and job seeker reach their employment goals? In your answer list some of the particular skills and/or knowledge you expect from staff employed by the contractor.
5. Describe service delivery quality improvement policies and procedures used by your organization. Be specific in describing the methods used to collect information on services, staff assessment, and how the organization responds to areas needing improvement. Provide examples of recent, successful, best practices, transformations or innovations introduced into the organization to promote quality.
 - A. Quality Improvement. Other than staff training, describe the quantitative and qualitative tools that the organization will use to implement a continuous

improvement model of career center services as described under Section 6, General, Paragraph 6.17.1 above, to determine quality of performance in services and programs, reduce findings and observations, and meet performance measures.

- i. Include a description of your methods for collecting, analyzing, and using data to inform program decisions, outcomes, and deliverables to improve services, programs and meet monitoring standards to maximize their quality and outcomes. List specific instances where you have used these tools and provide their outcomes. Current State of Florida monitoring review tools can be found at <http://www.floridajobs.org/workforce-board-resources>. It should be noted that these criteria are subject to periodic change based on State priorities and policy.
6. Describe what best practices you will employ that will directly impact efficiency, streamlining of services, and meeting performance measures. Discuss your organization's approach to staff assessment, education and training in relation to how you will manage performance outcomes. Include any additional indicators of performance not noted in Section 9 of this RFP that you have experience managing and believe to be relevant to this RFP. Briefly describe your success and lessons learned in meeting performance measures in contracts of a similar nature to this RFP. Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved if awarded a contract as a result of this RFP. Describe how monthly reports will be submitted.
 7. A key component to Rapid Response is assisting with the re-employment of laid-off workers as rapidly as possible. Describe your plans, strategies and employee transition services to deliver Rapid Response services. Include specifically what you plan to offer businesses, and discuss your organization's ability to provide appropriate workshops to employees of a company that has requested these services. Please include the methods to be used to engage and assist with persons receiving or nearing the end of Reemployment Assistance payments so that they can return to work.
 8. What specific transition plan(s) will you use to ensure that customer services are not interrupted and that performance measures are continuously met during an transition time for a new contractor. Detail the action steps, strategies and timelines with specific dates for transitioning the services requested under this RFP.
 9. CSB has identified healthcare, manufacturing, IT, aviation and aerospace as in-demand industry sectors. Providing training and work based experiences leading to sustained employment in in-demand sectors and emerging careers is a priority of CSB. Describe how you will identify and recruit the best candidates for this training and work experience. Describe how you will work with employers in the demand industry sectors.
 10. What are the standards for customer service within your organization and how will you ensure your standards will be met consistently if you are awarded a contract as a result of this RFP?

11. Describe any future innovations that you envision implementing should you be awarded a contract under this RFP. Describe how these innovations match CSB priorities, industry sectors, jobseekers and methods of service delivery. Identify metrics and outcomes you propose to meet.
 12. Describe your plans to collaborate with schools and community partners to increase your ability to recruit and serve Out-of-School young adults.
 13. Describe your plan to incorporate career pathways and sector strategy activities in your program model.
- 15.3. Management and Staffing: Limit 15 pages.
1. Provide a management/staffing plan for each BWCC location. Include a staffing table indicating number of staff, status (full-time/part-time/seasonal/temporary), location, job function (e.g. fiscal, administrative support, etc.) and brief job descriptions for each staff position as follows. Subcontracted services should be addressed if applicable. **Job Descriptions for the current operations are in the Resources Section of this RFP.**
 - A. Provide a description of the basic approach to the management of the contract as it relates to the coordination and implementation of the components of the scope of work above. The inclusion of an organizational process flow chart is recommended.
 - i. Include a description of your previous experience in transitioning/acquiring the operations of a multi-location service delivery system similar to what is required in this RFP.
 - ii. Describe your transition communication plan to incumbent staff.
 - B. Provide a brief job description for each position. Identify job title and job duties.
 - i. Describe the experience, training, certification, and expertise that will be required of staff including minimum qualifications.
 1. Include criteria and examples of the tools used to determine suitability for the position.
 2. Explain what criteria will be used to determine which incumbent CSBCC staff will remain (if any).
 3. Identify and provide resume(s) of Key Staff designated to oversee the proposed service delivery model.
 - a. At a minimum, resumes should include education, work history, and any specialized training or certifications relevant to proposed job function. If your organization will need to hire staff as a result of being awarded a contract, please outline your plan and timeline to hire qualified staff to deliver these services and programs.
 - C. Explain in detail what actions the organization will take to upgrade the skills, knowledge and abilities of its staff. Provide information on the plan for continuous learning among staff.

- D. Explain in detail what actions the organization will take to minimize attrition, staff turnover and ensure positive, professional, engaged and motivated staff. Please describe your organizational history of staff turnover and method used to reduce or manage.
 - E. Submit a detailed organization chart of the proposed operation. Indicate how many people by what job title, will be assigned to each service at each geographic location. Describe your methodology for determining the optimum proportion of staff to the services identified in the proposal narrative.
2. Current average caseloads are identified in Section 8 of this RFP. Describe if there is room for growth in the number of customers that could be served if there is cost effectiveness with no loss in service quality if the number of customers/cases is increased without an increase in budget.
- A. Include how many customers your organization can serve effectively with your proposed headcount.
 - i. What was your organization's average yearly capacity in your most current contract for similar services to this RFP? What is the current caseload ratio? What is your proposed ratio?
 - ii. If there is a disparity between the number of customers that you propose serving and the number served on your most current contract for similar services to this RFP, explain how you plan on increasing and supporting the proposed capacity within the estimated budgetary constraints identified in Section 3 of this RFP.
3. Describe your human resources practices concerning background checks, drug screening, staff probationary periods, and the criteria of performance evaluations. Discuss how these practices will be applied to new hires as well as incumbent personnel.
- A. Include examples of all relevant tools to describe how your process and practices provide an objective assessment of the above.
- 15.4. **Budget** - For any contract awarded as a result of this RFP, the Contractor shall supply all personnel, labor and materials necessary in performance of the contract unless otherwise indicated. All proposed project costs must be necessary and reasonable and in accordance with Federal guidelines. Determinations of allowable costs will be made in accordance with the Cost Principles, now found in the Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance), codified at 2 CFR Part 200 and at 2 CFR Part 2900 (Uniform Guidance-DOL specific). Respondents, whether successful or not, will not be entitled to reimbursement of pre-award costs.

If the respondent(s) is proposing to be reimbursed for a Federally Approved Indirect Cost Rate (ICR), the respondent(s) must submit a copy of the approved indirect cost plan that has been approved by the Federal cognizant agency for the organization for indirect costs to be considered for payment.

The Respondent(s) must follow the guidelines established in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. If the Respondent(s) does not have an approved ICR, CSB reserves the right to negotiate possible indirect costs with the recipient after contract award.

This is a cost reimbursement contract that provides for the reimbursement of all allowable costs under WIOA, which are approved in the contract budget. The respondent(s) must maintain the documentation necessary to support all costs and expenses, and ensure that costs are separated by WIOA Adult, Dislocated Worker, and/or youth services and Administration expenses.

In preparing the budget, Respondents should take into consideration that CSB will directly pay for facility costs (rent, utilities, phones, etc.), equipment (copiers, desks, chairs, tables, etc), information technology (data lines, network development and maintenance, hardware, software, technical support, etc), customer training (tuition, books, uniforms, OJT employer reimbursements, customized training costs), and all support services for customers (such as child care, transportation, car repair, etc.). CSB will also directly pay for CSB approved job related employee training fees (not including travel, lodging or per diem which will be reimbursed in accordance with state policy) and the staff training budget will be established each program year by CSB. Therefore, respondents should not include costs for such expenses in the budget submitted with the proposal. CSB **does not** provide systems or services to contract staff for the purpose of: asset management, time and attendance tracking; staff scheduling, payroll processing; miscellaneous financial accounting and general ledger activities, or Internal purchasing of items.

Cost proposals should clearly identify reasonable fees and other compensation directly related to services requested in this RFP. A detailed line item budget must be submitted using the format of the budget forms provided as Attachment C which can be found in the Resources section of this RFP. Fillable Excel budget forms are provided as a separate attachment on our website <https://careersourcebrevard.com/working-for-brevard/about-us/public-notice/>

Provide a narrative explanation for each line item in the budget. **[Limit 5 pages]** The budget narrative is a representation of the overall fiscal capability of an organization. It must detail each item within every category for which funding is requested. The budget description must include how the project's proposed budget supports the stated objectives and activities along with how funds are allocated to minimize administrative costs and support direct services to customers. The budget narrative should follow in the same order as the line items in the line item budget.

The narrative should describe the following:

1. Justify each proposed expense in terms of it being necessary, allowable and reasonable. Show the method of computation (e.g., insurance = salary x 2.35%).
2. Give details of the organization's cost allocation method if one is used (e.g., prorating the cost of supplies based on the number of staff, or the cost of salaries based on time spent on each fund source allocated the contract). Provide a copy of

your cost allocation plan [CAP] if one is currently used. [CAP not included in page limitation]

3. Identify any in-kind resources/support beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding. If your agency has an approved indirect cost plan and you are not proposing to be reimbursed for indirect costs, provide this amount as an in-kind contribution.
4. State what contingency plans are in place to repay CSB in the event that there are any disallowed costs as a result of an audit or monitoring review.
5. If funded, what percentage of the organization's total budget will this contract represent?
6. What strategies will be used to ensure level expenditures throughout the program year?

The following definitions are applicable to budget line items:

- **Wages/Salaries:** Staff salaries and associated fringe benefits that are necessary for direct service delivery. Personnel expenses do not include subcontracted professional services or staffing (these costs should be allocated to the Other Direct Cost category). While staff performing some administrative functions is allowable, positions that are fiscal, managerial or administrative in nature should be allocated to the Indirect Cost category.
- **Other Direct Costs:** Program costs that are necessary to run the program, including general consumable materials and supplies, subcontracts, travel, insurance, and other related direct costs such as professional services (accounting/payroll) purchased from vendors (as opposed to subcontractors) are included in this category. CSB establishes an annual budget for costs related to small equipment purchases (e.g. calculators, ear phones, recorders, etc.). Purchases will be reviewed for cost effectiveness, allow ability and reasonableness.
- **Award Fee:** Cost-plus-award fee (CPAF) contracts include an estimated cost and an award fee amount that is paid based upon periodic subjective evaluations of contractor performance. The available award fee pool is negotiated and will be included in the contract. However the actual award fee earned by the Contractor is determined by CSB's assessment of the Contractor's performance. Criteria for contract performance will be included in the contract, and the Contractor is judged on how well it performs in relation to those criteria. While the Contractor can comment on CSB's evaluation it cannot dispute the score and the resulting award fee determination and is not subject to Disputes clause procedures. The Contractor can earn any amount of award fee, from all of the award fee pool to none of it. A Contractor will not be paid any award fee for less than satisfactory overall performance.

For-profit proposals must include a narrative of the proposed award fee along with the proposed deliverables that must be met before award fee will be paid to the organization. The sum of the proposed award fee should reflect the character and difficulty of the contract effort. Deliverables may be broken down into smaller

increments of the total effort in order to receive an award fee payment at predetermined achievement points. If applicable, please provide the details in your narrative.

CSB consideration of the proposed award fee will be given to the complexity of the work to be performed, the proposed deliverables to be met, and the risk borne by the contractor to meet the deliverable criteria.

16. PROPOSAL FORMAT

All proposals must be assembled according to the following outline, should be numbered and must be in compliance with page limitations noted above.

- A. ATTACHMENT A – Cover Sheet
- B. EXPERIENCE, FINANCIAL CAPACITY AND PAST PERFORMANCE - Narrative for experience and financial capacity, and ATTACHMENT B for past performance
- C. SERVICES DELIVERY/OPERATIONS – Narrative
- D. BUDJET – Follow format of budget template ATTACHMENT C. Provide two (2) copies of your cost allocation plan [CAP] if one is used. It is only necessary to include the CAP with the original and on the digital version.
- E. REPRESENTATIONS AND CERTIFICATIONS – Only necessary to include with the original and on the digital version.
- F. Copy of most recent audit and financial statement(s) – Provide two (2) copies each. Only necessary to include with the original and on the digital version.

Print all narratives on 8 1/2 x 11" plain white paper with margins of 1" on each side. All narratives must be printed in 12-point font size and must be printed on one side only. Charts and tables use a 10-point font size or higher.

17. PROPOSAL EVALUATION

All proposals will be evaluated using a weighted scoring criteria based on the following

#	Criteria	Points
1a	Experience	15
1b	Financial Capacity	10
1c	Past Performance	5
2	Operations	30
3	Management and Staffing	25
4	Budget	15

18. CONDITIONS AND LIMITATIONS OF THIS RFP

The following conditions are applicable to all proposals:

This RFP does not commit or obligate CSB to award a contract, to commit any funds identified in this RFP document, to pay any costs incurred in the preparation or presentation of a

proposal to this RFP, to pay for any costs incurred in advance of the execution of a contract, or to procure or contract for services or supplies.

CSB reserves the right, at its sole and absolute discretion, to withdraw this RFP solicitation without prior notice, to accept or reject any and all proposals in whole or in part, to change or waive any informalities or irregularities in the proposals received to request additional information, clarifications, an interview with; or presentation from any or all Respondents; to allow corrections for errors or omissions, and to accept any proposal that is deemed most favorable to CSB at the time and under the conditions stipulated in the specifications of this request.

Non-conforming proposals may be considered non-responsive and are subject to return without review.

CSB reserves the right to negotiate the final terms of all contracts, change any terms and conditions set forth in this RFP; or require amendments at any time during the contract period.

Any contract, modifications of contract, or contract extensions executed as a result of this RFP are subject to available funding.

CSB reserves the right to end contract negotiations if acceptable progress, as determined by CSB, is not being made within a reasonable time frame.

Pursuant to Florida Statute 445.007 and in accordance with Workforce Florida, Inc. d/b/a CareerSource Florida (CSF) 2012 Modifications to Workforce Florida Inc. Contracting Policy concerning Regional Workforce Board Contracting, all contracts between CareerSource Brevard and a CSB board member or other person or entity who, as defined in the Statute, may benefit financially from a contract must be approved by a two-thirds vote of the of the board, a quorum having been established. Further, any of these contracts greater than \$25,000 cannot be executed prior to the written approval of CareerSource Florida.

CSB reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the individual or firm of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between CSB and the individual or firm(s) selected.

CSB may require the selected Respondents to submit price, technical, or other revisions of their proposals in writing which may result from negotiations.

CSB reserves the right to conduct a pre-award review that may include, but is not limited to, the Respondent's record keeping procedures, management systems, accounting and administrative systems, and program materials.

19. APPEAL PROCEDURE FOR PROCUREMENT ACTIONS

In accordance with applicable regulations, Respondents/Bidders/Offerors who are not selected for award of a CSB procurement action have the right to appeal. The following steps must be taken for organizations to appeal funding decisions:

- A. Submit a letter within 3 business days from the date of the notification of intent to award contract to the President of the Brevard Workforce Development Board, Inc. stating that an appeal to the contract award is being filed and the specific reasons for that appeal based on any of the criteria below:
- i. Clear and substantial error or misstated facts by the rating team upon which the decision was made by the CSB Board of Directors.
 - ii. Unfair competition or conflict of interest in decision making process.
 - iii. Any illegal or improper act or violation of law.
 - iv. Other legal basis on grounds that may substantially alter the CSB Board's decision.

The CSB President will review the appeal and respond within 10 business days from receipt of the letter from the Bidder/Offeror/Respondent.

- B. In the event the CSB President's response is not satisfactory to the Bidder, an appeal to the CSB Executive Committee may be requested. The request must be addressed in writing via certified mail within 15 days from receipt of response from the CSB President to:

Chair, CSB Executive Committee
Brevard Workforce Development Board, Inc.
297 Barnes Blvd.
Rockledge, FL 32955

The appeal will be scheduled to be heard at a time set by the CSB Chair after consultation with counsel, but within 30 days of receipt of the appeal. Decisions by the CSB Executive Committee are final.

An appeal will not prevent CSB from conducting contract negotiations and implementation of tasks with the prevailing proposals if it is in the best interests of the organization to do so.

FAILURE TO FILE A PROTEST WITHIN THREE (3) BUSINESS DAYS FROM THE DATE OF NOTIFICATION OF INTENT TO AWARD THE CONTRACT SHALL CONSTITUTE A WAIVER OF THE BIDDER'S RIGHT TO APPEAL.

REPRESENTATIONS AND CERTIFICATIONS

REPRESENTATIONS and CERTIFICATIONS

THESE REPRESENTATIONS AND CERTIFICATIONS MUST BE SIGNED AND SWORN TO BY AN AUTHORIZED REPRESENTATIVE OF THE RESPONDENT IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

Where the respondent is not able to certify to any of the following representations and certifications, the respondent shall submit with its proposal a written explanation of why it cannot do so.

Representations and certifications provided by vendors are submitted to Brevard Workforce Development Board, Inc. d/b/a CareerSource Brevard (CSB) in response to a specific solicitation. In submitting a proposal, each respondent understands, represents and acknowledges the following:

Company Name:

DUNS:

Certification	Validity	Date:
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By submitting this certification, I, _____, am attesting
(Authorized Representative Name)
to the accuracy of the representations and certifications contained herein. I understand that I may be subject to penalties if I misrepresent _____
(Respondent/Company Name)
in any of the representations or certifications to CareerSource Brevard.

By submission of this proposal I certify that following statements are true and correct:

1. The Respondent is not currently under suspension or debarment by the State or any other governmental authority.
2. To the best of the knowledge of the person signing the response, the respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.
3. Respondent currently has no delinquent obligations to the State or U.S. Government including a claim by the State or U.S. Government or for liquidated damages under any other contract.
4. The submission is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive response.
5. The prices and amounts have been arrived at independently and without consultation, communication, or agreement with any other respondent or potential respondent; neither the prices nor amounts, actual or approximate, have been disclosed to any respondent or potential respondent, and they will not be disclosed before the solicitation opening.

6. The respondent has fully informed CareerSource Brevard in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a) of the Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees who were convicted of contract crimes while in the employ of another company.

A. The Respondent understands that a “public entity crime” as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

B. The Respondent understands that “convicted” or “conviction” as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

C. The Respondent understands that an “affiliate” as defined in Paragraph 287.133(1)(a), Florida Statutes, means:

1. A predecessor or successor of a person convicted of a public entity crime; or
2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm’s length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

D. The Respondent understands that a “person” as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity. The term “person” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

E. Based on information and belief, the applicable statement which I have marked below is true in relation to the entity submitting this sworn statement.

(Initial one)

- _____ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.
- _____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989.
- _____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. Attached is a copy of the final order.
7. The Respondent has read and understands the terms and conditions, and the submission is made in conformance with those terms and conditions.
 8. If an award is made to the respondent, the respondent agrees that it intends to be legally bound to the Contract that is formed with CareerSource Brevard.
 9. The Respondent has made a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the response, and has been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in the response.
 10. The Respondent shall indemnify, defend, and hold harmless CareerSource Brevard and its employees against any cost, damage, or expense which may be incurred or be caused by any error in the respondent's preparation of its bid.
 11. All information provided by, and representations made by, the respondent are material and important and will be relied upon by CSB in awarding the Contract. Any misstatement shall be treated as fraudulent concealment from CSB of the true facts relating to submission of the bid.
 12. **CERTIFICATION OF DRUG-FREE WORKPLACE.** As required by the Drug-Free Workplace Act of 1988, the respondent represents as part of its offer that it will or will continue to provide a drug-free workplace by complying fully with the following requirements:

- A. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- B. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- C. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection A.
- D. In the statement specified in subsection A, notify the employees that as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, F.S., or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- E. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- F. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

Complete appropriate boxes:

13. **SMALL BUSINESS REPRESENTATION.** The respondent represents as part of its offer that it:
- is, is not a small business concern.
 is, is not, a small disadvantaged business concern
 is, is not a women-owned small business concern.
 is, is not a veteran-owned small business concern
 is, is not a service-disabled veteran-owned small business concern.
14. **PREVIOUS CONTRACTS AND COMPLIANCE REPORTS.** The respondent represents as part of its offer that it:
- has, has not participated in a previous contract or subcontract subject either to the Equal Opportunity clause of this solicitation;
 has, has not filed all required compliance reports
15. **CONFLICT OF INTEREST CERTIFICATION.** Except for the possible exceptions noted below, respondent certifies that it and its principals, owners, and employees have no interest, direct or indirect, which could conflict in any manner or degree with the performance or provisions of these goods and/or services to CareerSource Brevard

Disclosure of Possible Conflict of Interest

The principals* and owners** of the firm:

[] Have, [] do not have a relative who is a Member of the Board of Directors of CareerSource Brevard. If applicable the relative's name is _____.
The relationship of the relative to the principle and/or owner of the firm is _____.

There [] is, [] is not a principal or owner who is a Member of the Board of Directors of CareerSource Brevard. If applicable, the principal's or owner's name is _____.

There [] is, [] is not a principal or owner who is an employee of CareerSource Brevard. If applicable, the principal's or owner's name is _____.

* "Principal" means an owner or high level management employee with decision-making authority.

**"Owner" means a person having any ownership interest in the firm.

16. **CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS**

(a) The definitions and prohibitions contained in the clause, at FAR 52.203-12, Limitation on Payments to Influence Certain Federal Transactions, included in this solicitation, are hereby incorporated by reference in paragraph (b) of this certification.

(b) The Respondent, by signing its offer, hereby certifies to the best of his or her knowledge and belief that on or after December 23, 1989, —

(1) No 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 on his or her behalf in connection with the awarding of a contract;

(2) If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal transaction) 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 on his or her behalf in connection with this solicitation, the Offeror shall complete and submit, with its offer, OMB standard form LLL, Disclosure of Lobbying Activities, to the Contracting Officer; and

(3) He or she will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of \$100,000 shall certify and disclose accordingly.

(c) Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by Section 1352, Title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend

the disclosure form to be filed or amended by this provision, shall be subject to a civil penalty of not less than \$10,000, and not more than \$100,000, for each such failure.

17. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTIONS

As required by Executive Order 12549, Debarment and Suspension and implemented at 29 CFR Part 98 for prospective participants in primary covered transactions –

(1) The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:

(a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency,

(b) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

I UNDERSTAND THAT THE SUBMISSION OF THESE REPRESENTATIONS AND CERTIFICATIONS TO THE CONTRACTING OFFICER FOR CAREERSOURCE BREVARD IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THESE REPRESENTATIONS AND CERTIFICATIONS ARE VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED, OR THROUGH THE END OF THE CONTRACT FOR WHICH IT IS BEING SIGNED. I ALSO UNDERSTAND THAT I AM REQUIRED TO TIMELY INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT OF ANY CHANGE IN THE INFORMATION CONTAINED IN THESE REPRESENTATIONS AND CERTIFICATIONS.

FOR: _____

Respondent/Company Name

Printed Name and Title of Authorized Representative

Signature of Authorized Representative

Date

STATE OF _____

COUNTY OF _____

PERSONALLY APPEARED BEFORE ME, the undersigned authority,

_____ who, after first sworn by me, affixed his/her signature in the space provided above on this _____ day of _____, 2_____

Notary Public

My commission expires: _____

ATTACHMENTS

A. Cover Sheet

B. Past Performance

C. Budget – [.pdf included under resources] [fillable form available as a separate attachment on our website] [<https://careersourcebrevard.com/working-for-brevard/about-us/public-notice>]

Cover Sheet

LEGAL NAME OF RESPONDENT: _____

RESPONDENT DOES BUSINESS UNDER THIS NAME _____

BUSINESS ADDRESS: _____

Phone: () _____ Fax: () _____ Website: _____

DUNS Number: _____

Name, title and contact information of person authorized to answer any questions about the proposal, negotiate the contract terms and contractually bind the respondent:

Name and Title: _____

Phone: () _____ Fax: () _____ Email: _____

I do hereby certify that this proposal is submitted in accordance with the provisions and conditions outlined RFP CSB18-506-001, that this firm, acknowledges and accepts the terms and conditions of this RFP by tendering an offer to CareerSource Brevard; that all the information is complete and accurate, and that this proposal represents a firm and fixed offer to provide the requested services. This offer shall remain valid for a minimum of 90 days. I also certify that the fees in the proposal have been arrived at independently, without consultation, communication, or agreement with any other bidder or with any other competitor for the purpose of restricting competition, as to any matter relating to such fees; and no attempt has been made or will be made by the bidder to induce any other person or organization to submit or not submit a proposal for the purpose of limiting or restricting competition. I further certify that this organization can and will provide and make available, at a minimum, all services described in the proposal.

Signature of Authorized Representative_____
Date_____
Printed Name and Title**CSB USE ONLY:**

Date Received: _____

Time Received: _____

Received By: _____

PAST PERFORMANCE

Respondent: _____


Describe your past performance managing federally-funded workforce development programs, or comparable experience by completing the following:

Information Requested	Response
Contract/Project Title (e.g. One- stop operator for Florida Region 13 Workforce Investment Board):	
Buyer and Contact Information (include funding organization name/address, primary POC name/title, POC telephone, and email address):	
Funding Source(s) (e.g. WIA, NEG, etc.):	
Funding Amount:	
Period of Performance:	
Contract Type (e.g. fixed price, ID/IQ, cost plus fixed fee, etc.):	
Brief Summary of Project:	
Primary Contractual Performance Criteria:	
Verifiable Performance Outcomes Achieved:	

Please be brief and to the point. We do not expect a list of all performance criteria – include only the key points that you have determined to best relate to the requirements of this RFP. A maximum of 1 page per project and a maximum of 5 projects is allowed.

RESOURCES

[click on the red & white portfolio below then right-click the file you want to view]



For the best experience, open this PDF portfolio in
Acrobat 9 or Adobe Reader 9, or later.

[Get Adobe Reader Now!](#)