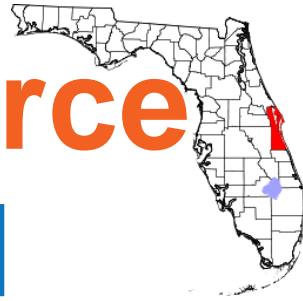


# CareerSource Brevard



## Amendment No. 1 to REQUEST FOR PROPOSALS

RFP # CSB18-506-001

### ONE-STOP OPERATOR WORKFORCE SERVICES

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



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

Amendment Date: March 15, 2017  
Proposals Due: April 18, 2017

#### CONTACT:

Don Lusk, Vice President Operations  
297 Barnes Blvd, Suite B  
Rockledge, Florida 32955  
Phone: (321) 394-0506  
Fax: (321) 504-2065  
Email: [dlusk@careersourcebrevard.com](mailto:dlusk@careersourcebrevard.com)



March 15, 2017

Amendment 1 to RFP #CSB18-506-001 is issued to provide the following corrections and clarifications:

1. Revise RFP cover page to correct the RFP number.
2. Revise RFP cover page to correct proposal due date to April 18, 2017.
3. Page 10 of 60: Correct table dates on for right column to 07/01/2016 – 10/31/16.  
**Replacement page 10 attached.**
4. Page 17 of 60: Remove extraneous language from Section 6.27.1 Liability Insurance; change amount of bond from \$100,000 to \$250,000 in Section 6.27.3 Bonding; modify language in section 6.29.1 to more clearly delineate the requirement to provide periodic safety reviews at the three CSBCC sites and not infer as to required staffing to accomplish the task.  
**Replacement page 17 attached.**
5. Page 21 of 60: Remove redundant date from last table in Section 8.  
**Replacement page 21 attached.**
6. Page 47 of 60: Under Section 16, added the Management and Staffing requirement as “D” to the proposal format, consistent with the RFP instructions in Section 15 Proposal Preparation. Previous D, E, and F are now E, F and G.  
**Replacement page 47 attached.**
7. Page 49 of 60: Language revised to better clarify that a letter notifying CSB of an appeal being filed after announcement of the contract award must be received no later than three business days after notice of intent to award the contract is issued by CSB.  
**Revised page 49 attached.**
8. A revised Attachment C (BW RFP Template (Attachment C) \_Rev1) is also uploaded and is to be used in lieu of the original Attachment C posted with the RFP.

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 – 10/31/16
<b>Businesses Served</b>			
Number of Businesses	4,575	2,176	1,380
Direct Placements	2,161	2,185	752
<b>Jobseekers Served</b>			
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

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.
  - 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 \$250,000 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 to conduct periodic safety reviews of the facility at each CSBCC site to ensure compliance with applicable safety standards.

- 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**

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:

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. MANAGEMENT AND STAFFING – Plan and staffing table for each BWCC location.
- E. BUDGET – 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.
- F. REPRESENTATIONS AND CERTIFICATIONS – Only necessary to include with the original and on the digital version.
- G. 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

- A. Deliver 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.

**IF A PROTEST IS NOT RECEIVED WITHIN THREE (3) BUSINESS DAYS FROM THE DATE OF NOTIFICATION OF INTENT TO AWARD THE CONTRACT, THIS SHALL CONSTITUTE A WAIVER OF THE BIDDER'S RIGHT TO APPEAL.**