



**REQUEST FOR PROPOSAL**  
***Career Center Operator Workforce Services***

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Attachments

- A – Cover Sheet
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- Representations and Certifications

Resources

- Job Descriptions
- Career Center Standards Review Tool

*Attachments and Resources are available on the [CSBFV Website](#).*

## 1. PURPOSE

Brevard Workforce Development Board, Inc., d/b/a CareerSource Brevard Flagler Volusia (hereinafter referred to as the “Board” or “CSBFV”), is soliciting proposals from qualified organizations to manage the day-to-day operations of multiple career centers in Brevard, Flagler, and Volusia Counties, Florida. These organizations will be responsible for delivering a broad range of federally mandated workforce services to employers and job-seeking customers in the region in accordance with the federal Workforce Innovation and Opportunity Act (WIOA) and other applicable laws and regulations. A link to the [CSBFV 2025-2028 Local Plan](#) is included for informational purposes.

The Board intends to award a single contract for the services outlined in this solicitation. Respondents are advised that CSBFV receives federal and state funds to implement the awarding agency’s projects and programs. The entity awarded a contract through this RFP will serve as the sub-recipient of these funds and will be accountable to CSBFV for the use of the funds provided.

Respondents to this proposal are required to acknowledge, as part of their submission, that the role of the career center operator necessitates knowledge of the following laws, regulations, and guidance:

- The Training and Employment Guidance Letter (TEGL) WIOA No. 15-16 provides information on the requirements to designate or certify career center operators through a competitive process as set forth in sec. 121(d)(2)(A) of the Workforce Innovation and Opportunity Act.
- 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, career center 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 Guidance](#)
  - [State Guidance](#)
- 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 career center operator is to coordinate the service delivery of participating one-stop delivery system partners and service providers. At a minimum, States and Local WDBs must ensure that in carrying out this role, career center operators will do the following:

- Disclose any potential conflicts of interest arising from the relationships of the career center 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 career center 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 career center 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 career center 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 career center 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 career center operators.
- Select or terminate career center operators, career service providers, and youth providers.
- Negotiate local performance accountability measures.
- Develop and submit budgets for activities of the Local WDB in the Local Area.

Pursuant to the Stevens Amendment, this project is supported by the U.S. Department of Labor Employment & Training Administration, Health and Human Services, Education and Agriculture as part of awards not to exceed \$18,000,000 with 0.2% percentage financed from non-governmental sources.

## 2. BACKGROUND

CareerSource Brevard Flagler Volusia (CSBFV) is designated as the administrative entity and grant recipient for federal workforce investment programs in Brevard, Flagler, and Volusia Counties, Florida. A core operating principle of the organization is to respond to a demand-driven economy by addressing the needs of local employers and equipping job seekers with the skills and knowledge required to meet the current and future occupational demands of the region's businesses.

The primary objective is to deliver a high-quality, integrated workforce services program through an operational model that is responsive to the needs of both employers and residents in Brevard, Flagler, and Volusia Counties. CSBFV currently operates six strategically located career centers: three in Brevard County, one in Flagler County, and two in Volusia County. All six locations are full-service centers, providing an integrated employment and career development system coordinated and structured by CSBFV.

<b>Brevard County</b>		
Titusville Career Center (Comprehensive) 3880 S. Washington Ave., Ste. 214, Titusville 32780	Rockledge Career Center (Comprehensive) 295 Barnes Boulevard, Rockledge 32955	Palm Bay Career Center (Comprehensive) 5275 Babcock St., NE, Suite 8B, Palm Bay 32905
Monday–Thursday 9:00 am–6:00 pm Friday 8:00 am–5:00 pm		

<b>Flagler County</b>	
Palm Coast Center 20 Airport Road, Suite E Palm Coast, FL 32164	
Monday-Friday 8am-12pm & 1pm-4pm	

<b>Volusia County</b>	
Daytona Beach Center (Comprehensive) 359 Bill France Blvd. Daytona Beach, FL 32114	Orange City Center (Comprehensive) 846 Saxon Blvd. Orange City, FL 32763
Monday-Friday 8am-4pm	

The CSBFV career centers serve two primary customer groups: **employers** and **job seekers**. For employers, career centers offer a comprehensive range of services, including labor market information, job order listings, job matching and placement, rapid response support, recruiting events, and access to training and education resources.

For job seekers, career centers provide training and employment opportunities through an integrated case management system. This system delivers workforce services to individuals eligible under programs such as Welfare Transition (WT), Workforce Innovation and Opportunity Act (WIOA), Supplemental Nutrition Assistance Program (SNAP), Trade Adjustment Assistance (TAA), Wagner-Peyser (WP), Veteran Services, and Reemployment Services and Eligibility Assessment (RESEA).

### **Workforce Innovation and Opportunity Act (WIOA)**

The [Workforce Innovation and Opportunity Act \(WIOA\)](#) defines the nationwide system of career centers which directly provide an array of employment services and connects customers to work-related training and education. WIOA promotes a high-quality career center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. It places great emphasis on career centers achieving results for jobseekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for career centers to provide jobseekers 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 outlines a comprehensive youth vision that supports an integrated service delivery system for both in-school and out-of-school youth. It reinforces the U.S. Department of Labor’s (USDOL) commitment to delivering high-quality services to youth and young adults. These services begin

with career exploration and guidance, extend to continued support for educational attainment, and include opportunities for skills training in in-demand industries and occupations. The ultimate goal is to establish a career pathway or facilitate enrollment in postsecondary education, leading to a sustainable, livable wage.

Additionally, WIOA emphasizes the importance of services targeted to individuals with barriers to employment, including those with disabilities, individuals receiving public assistance, individuals who are low-income, and/or those who are basic skills deficient. WIOA seeks to ensure that career center operators do not implement practices that create disincentives to serving individuals with barriers to employment, particularly those who may require longer-term support, such as intensive employment, training, and educational services.

WIOA §121(d)(4)(B) defines an “individual with a barrier to employment” as a member of one or more of the following populations:

- **Displaced homemakers**
- **Low-income individuals**
- **Alaska Natives, and Native Hawaiians** (as defined in section 166)
- **Individuals with disabilities**, including youth who are individuals with disabilities
- **Older individuals**
- **Ex-offenders**
- **Homeless individuals** (as defined in Section 41403(6) of the Violence Against Women Act of 1994, 42 U.S.C. 14043e-2(6)), or **homeless children and youths** (as defined in Section 725(2) of the McKinney-Vento Homeless Assistance Act, 42 U.S.C. 11434a(2))
- **Youth who are in or have aged out of the foster care system**
- **Individuals who are English language learners**, with low literacy levels, and individuals facing substantial cultural barriers
- **Eligible migrant and seasonal farmworkers** (as defined in section 167(i))
- **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.)
- **Single parents** (including single pregnant women)
- **Long-term unemployed individuals**
- **Such other groups as the Governor determines**

***While adherence to WIOA requirements is necessary, it is not the intent of CSBFV to dictate specific strategies for meeting these requirements. This allows respondents to the RFP to showcase their innovative ideas, approaches, and past successes in demonstrating how they can deliver high-performance one-stop services to our region. We encourage respondents to present their unique solutions and strategies for achieving these goals.***

Currently, CSBFV program service delivery is focused on business and industry as the primary customer under the premise that jobseekers 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 jobseeker customers alike. Emphasis is placed on sector-based initiatives that strategically align not only within the region, but labor market area and statewide 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 jobseeker customers’ access to information on all services.

CSBFV is firmly committed to ensuring that the career centers provide universal services equitably to all the various groups of employer and jobseeker customers. The CSBFV career

centers must have solid, effective methods for serving a wide range of diverse groups. A primary measure of success for any contract awarded in result of this RFP will be the Contractor meeting the performance measures set forth in the negotiated contract.

In addition to the WIOA performance measures set by the state, the CSBFV Board establishes local performance measures to assess program effectiveness and drive continuous improvement in the delivery of WIOA programs. The state-specific Letter Grades Performance focuses on key metrics designated by the state, while the local measures are tailored to the specific needs and goals of our region.

Regarding day-to-day career center operations and management, the contractor will be responsible for integrating all workforce investment activities across the career centers. This integration will ensure that the needs of both employer and jobseeker customers are met by improving communication, coordination, collaboration, and engagement.

The Contractor will be responsible and accountable for effectively and efficiently managing the CSBFV career centers under policies and guidelines established by the Board in accordance with 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 CSBFV. 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 the management and administration of career centers; (b) professional staff who understand the human resource needs of businesses and the training and employment needs of the full range of CSBFV 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 Flagler Volusia 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 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 jobseeker customers served by our CSBFV career centers and is provided for planning purposes only. Actual year-over-year service levels may vary, depending on factors such as the local economy, the level of unemployment, changes in legislation, and/or funding.



	7/1/22 – 6/30/23	7/1/23 – 6/30/24	7/1/24 – 12/31/24
<b>Businesses Served</b>			
Number of Businesses	2,819	2,895	1,218
<b>Jobseekers Served</b>			
Titusville	1,902	2,117	993
Rockledge	3,099	3,171	2,104
Palm Bay	3,778	4,557	2,284
Palm Coast	831	986	555
Daytona Beach	2,357	2,377	1,659
Orange City	1,708	2,162	1,335

In addition to the above activity, CSBFV handles approximately 1,750 inbound calls to the CSBFV phone system on a weekly basis. Currently, staff also maintains a web chat feature for customers who wish to engage us via the web page. The CSBFV website averages 13,000 unique visitors each month. The career center contractor is responsible for recommending new or updated web content for this site so that it is always timely and up to date.

### 3. ELIGIBLE RESPONDENTS

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

Proposals may be submitted by consortia, partnerships, or other combinations of organizations, provided one organization is designated as the lead agency, fiscal agent, and prime contractor, with details included on the assignment of consortium/subcontracting relationships. Proposals that involve subcontracting all activities and services outlined 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 a result of this solicitation will be required to be authorized and licensed to conduct business in 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 CSBFV has been terminated for cause; (3) the entity has not complied with an official order to repay disallowed costs incurred during the 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 must have direct experience with and a thorough understanding of the federal workforce investment system, including its associated services and programs. Additionally, they

must employ a team capable of promptly responding to CSBFV's needs. The ability to deliver innovative, high-quality services, along with flexibility and a timely response to CSBFV's requirements, is of utmost importance to the Board.

**This RFP does not commit or obligate CSBFV to award a contract, to commit to any funds identified in this RFP document, to pay any costs incurred for 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.**

#### 4. CONTRACT TYPE AND AMOUNT

Any contract awarded under this RFP is subject to available funding. CSBFV anticipates awarding a cost-reimbursement, performance-based incentive fee contract but does not guarantee a minimum or maximum amount of work or dollar value associated with this procurement. However, Board does not expect to commit funding exceeding \$5.5 million per year for the services under this RFP, which is provided as a planning estimate and does not obligate CSBFV to award a contract for this amount. Respondents should note that funding for Business Services and Training is separate and is allocated under the CSBFV budget. The specific payment method for services rendered and award fees earned will be outlined in the negotiated contract and contingent upon the successful achievement of negotiated performance deliverables, to CSBFV's satisfaction, and the submission of an invoice with supporting documentation.

The primary funding sources for this contract include the U.S. Department of Labor - Employment and Training Administration (USDOL-ETA) for all WIOA-related services, Wagner-Peyser, and Reemployment Assistance; the U.S. Department of Health and Human Services (HHS) for Welfare Transition (WT) and Temporary Assistance for Needy Families (TANF) services; and the U.S. Department of Agriculture for the Supplemental Nutrition Assistance Program (SNAP). Additional funding sources may become available for varying periods throughout the contract term. Current examples of additional funding sources include the National Dislocated Worker Grant (NDWG), the Florida Atlantic Workforce Alliance (FAWA) grant, the Non-Custodial Parent Employment Program (NCPEP), HOPE Florida, Rural Initiatives and Semiconductor grants, the AARP Foundation BACK TO WORK 50+ Grant, and local grants such as the Spectrum and Truist Renewed Futures initiatives. Funding levels may be adjusted at CSBFV's sole discretion during the initial contract period or any option period. Additionally, reductions in funding levels of any contract resulting from this solicitation process may be considered during the contract period if a Contractor fails to meet expenditure, participant, and/or outcome goals specified in the contract, or when anticipated funding is not forthcoming from federal or state 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's ultimate role in any new grants, reductions or increases in funding are at the discretion of CSBFV.

Certain workforce services are integrated into the framework of the one-stop delivery system and are provided through the following partner programs under other funding sources. Partner program funding and staff for these services may be delivered through the career centers 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.
- AARP Foundation Employment and training services under the Senior Community Service Employment Program (SCSEP), Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.);
- Brevard County School Districts, Brevard Adult & Community Education, Adult Education and Literacy (WIOA 121(b)(1)(B)(iii)) Title II.
- Daytona State College, Adult Education and Literacy (WIOA 121(b)(1)(B)(iii)) Title II;
- Florida Department of Education, Division of Blind Services (DBS); Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) as amended by WIOA title IV, (other than section 112 or part C of title I of such Act (29 U.S.C. 732, 741));
- Florida Department of Education, Department of Vocational Rehabilitation (VR), Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) as amended by WIOA title IV, (other than section 112 or part C of title I of such Act (29 U.S.C. 732, 741))
- Early Learning Coalition (ELC) of Brevard County
- Early Learning Coalition (ELCFV) of Flagler and Volusia

The following chart illustrates the estimated staffing resources by funding source or program. These figures are not affected by current vacancies or Florida Commerce hiring freezes. However, the chart may be impacted by new or expiring grants, fluctuations in funding, programming changes directed by federal and state entities, or other funding partner agreements and goals. This chart is intended for planning purposes only.

Staffing Resources by Funding Source										
General Contract Funded Positions								Various Grants	Florida Commerce**	
GC Other	Career Advisor under GC Funding (total)	WIOA	WT	SNAP*	RESEA*	MFEA	AARP BTW50+	Grant Projects	WP	VET
45	68	18	7	5	9	1	1	5	11	11

It is important to note:

- “GC Other” represents staff in various non-case management roles (e.g. managers, recruiters, workshop trainers, etc.).
- The asterisk (\*) represents integrated Career Advisors.
- WIOA, WT, SNAP, RESEA, Military Family Employment Advocate (MFEA) and AARP Foundation BACK TO WORK 50+ (BTW50+) are included in the GC or Career Advisor under GC columns.
- \*\*Florida Commerce are state employees where funding passes through to CSBFV.

In addition to the staff above, Partners such as Vocational Rehabilitation, Adult Education and Family Literacy, Division of Blind Services, Job Corps, Career & Technical Education (CTE) Institutions, Community Services Block Grant (CSBG) programs, and Senior Community Service Employment Program (SCSEP), are co-located (on-site or via direct-linkage) in the career centers to provide dual case management, direct client access, and wrap-around services. This co-location model streamlines service delivery and improves client outcomes.

## 5. 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 CSBFV during that period. Time will be of the essence for the performance of services under the contract. Any contract awarded as a result of this RFP will provide that CSBFV shall have the option to extend the term of the contract. The duration of the contract, including any exercised options, will not exceed four (4) years. CSBFV anticipates the following periods of performance, provided contractor performance remains satisfactory to CSBFV.

Year	Contract Phase	Contract Period	
		From:	To:
1	Initial	July 1, 2025	June 30, 2026
2	Option 1	July 1, 2026	June 30, 2027
3	Option 2	July 1, 2027	June 30, 2028
4	Option 3	July 1, 2028	June 30, 2029

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 CSBFV.

## 6. SCOPE OF SERVICES – GENERAL

The following scope of services shall apply to any contract awarded as a result of this RFP. Upon contract award, the Contractor shall:

- 6.1. With respect to overall operations and management of the CSBFV career centers, the Contractor will be required to provide services and activities in accordance with, and as subscribed and authorized by, the 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 Education Final Rules [20CFR Parts 676-678 and 34CFR Parts 361 and 463], related state and federal laws, rules, regulations, policies, guidance, communiqués, and memoranda, as well as CSBFV policy.
- 6.2. Utilize a universally accessible system using standard business software for all CSBFV career center-related procedures, forms, and policies that is available to all BDWB staff. Currently, CSBFV utilizes a SharePoint system to accomplish this.
- 6.3. Ensure that services are accessible to customers beyond traditional hours of operation, with schedules designed to meet the needs of the majority of customers. The Contractor must maintain staff presence at the career centers whenever they are open. Comprehensive career centers must provide walk-in services for a minimum of eight hours per day during regular business days, Monday through Friday. Career centers will be closed on applicable state and federal holidays, as well as any additional days approved by CSBFV.

Any additional service days, hours, or appointment-based services requiring staff presence outside regular business hours must be mutually agreed upon by the Contractor and CSBFV before the contract start date. Center hours may be adjusted at CSBFV's discretion. Saturday hours must be offered if special conditions warrant, as directed by CSBFV. Additionally, the Contractor must ensure service delivery remains available throughout the holiday seasons, with closures limited to major holidays.

- 6.4. In some cases, and during national emergencies, CSBFV may receive National Dislocated Worker Grant (NDWG) funding to respond to large, unexpected layoff events causing significant job losses (e.g. end of shuttle program; pandemics; military base closures). NDWG's also address rapid employment needs in our area when an emergency or major disaster, such as a hurricane, occurs. 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 CSBFV requirements and will be considered a reimbursable expense.
- 6.5. Be required to meet all performance requirements as indicated by CSBFV. Current performance requirements may include but are not limited to: Primary Indicators of Performance, CareerSource Florida Letter Grades and Monthly Management Reports (MMR). Reports may be periodically changed depending on grantor and CSBFV requirements. The contractor will be responsible for meeting specific grant reporting requirements for any new grants received during the contract period.
- 6.6. Ensure compliance with all State and Local policies and procedures relative to the One-Stop Delivery System and career centers. Contractor may suggest revisions, additions and deletions to policies based on program knowledge and expertise.
- 6.7. 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 CSBFV, 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. Be required to implement and fulfill CSBFV cooperative agreements and memorandum of understanding (MOU) with partners.
  - 6.9.1. Understand the mission, vision and service delivery requirements of the required one-stop partners to better strategically align with CSBFV priorities and services.
  - 6.9.2. Work to support building relationships with the required partners of designated comprehensive one-stop centers, as defined by CSBFV.
  - 6.9.3. Facilitate conversations and support the development of a mutual client assessment and referral process; an agreed upon data sharing process, and a mechanism to capture performance between all partners.
  - 6.9.4. Convene quarterly meetings to share information, discuss strategies to positively impact employment outcomes for shared customers and problem-solve collaboration issues.
  - 6.9.5. Make recommendations for additional partners that will help improve and support the one-stop system.
  - 6.9.6. Provide quarterly reports that include actual usage of career centers by partners, all non-cash and in-kind contributions made by partners to CSBFV, number of referrals to and from mandatory partners, updates to partner strategies to coordinate and deliver services, participant outcomes, partner success stories, and highlights of services coordination efforts, to CSBFV's designee.

- 6.10. Additional grants, contracts and workforce services may be obtained and provided by CSBFV during the contract period. It is anticipated that most of the additional service programs will have deadlines and performance measures. Contractor will be required to support CSBFV in the administration/local management of these additional grants and contracts regardless of 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 CSBFV or some other funding source. The contractor shall also provide technical assistance and staff training to these special projects as requested by CSBFV.
- 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 CSBFV 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 CSBFV. Contractors' cost allocation plans must meet CSBFV requirements and will be reviewed and approved by Board staff. CSBFV will ask Contractors to develop their allocation plans when negotiating a contract budget.
  - 6.11.1. Contractor will be subject to mandatory, CSBFV-provided, independent programmatic and financial monitoring evaluations as well as separate monitoring evaluations conducted by Florida Commerce and the US Department of Labor.
  - 6.11.2. 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.
  - 6.11.3. Contractor will be required to respond to any findings in accordance with Board requirements.
  - 6.11.4. 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 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 direct costs requested based on the de minimis rate.
  - 6.11.5. Contractor must accept complete liability for its role in providing services for all aspects of any WIOA program conducted under contract with CSBFV. Contractor will be liable for repayment of any disallowed costs or illegal expenditures of funds or program operations conducted.
- 6.12. As required by CSBFV, Contractor shall 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 jobseeker customers are met, and duplication of services is minimized or eliminated. Contractor will be expected to

- provide timely response and action as course corrections dictate. Contractor is expected to make suggestions and recommendations to maximize performance.
- 6.13. Upon contract award, 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 CSBFV with the ability to provide live assistance during those times. During peak performance periods, or emergencies, Contractor primary contact and/or staff may be required to be available beyond these parameters. Contact information shall be made available to CSBFV for after-hours assistance. Contractor is expected to notify CSBFV if there are any changes to the primary point of contact within 24 hours of a change.
- 6.14. Contractor is responsible for the control of all career centers' assigned property. A Property Account Custodian shall also be designated to account for all acquired and CSBFV-tagged property assigned to the CSBFV career centers 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
- 6.15. 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 to the Board.
- 6.15.1. Contractor must notify CSBFV immediately when property is acquired, lost, missing, destroyed, relocated or sent for maintenance or repair. Contractor must ensure theft of property is reported to proper authorities immediately. Depending upon the circumstances and value of the lost, missing or destroyed property, Contractor may be liable for the cost of replacement.
- 6.16. The Military Family Employment Advocacy (MFEA) program provides advocates through Florida's 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 Space Force Base is located within the CSBFV 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. Contractor is expected to assist in maximizing this resource by suggesting and implementing innovative services to the MFEA program.
- 6.16.1. The Contractor will, in coordination with CSBFV, 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.
- 6.17. 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. Contractor is expected to be knowledgeable of such services and provide recommendations when appropriate.

- 6.18. All CSBFV career centers will provide a wide range of short-term skills development opportunities through multiple service delivery methods.
- 6.19. CSBFV staff plans and directs all external marketing, outreach and system communications. Contractor involvement in these efforts is at CSBFV direction. Contractor is expected to provide suggestions and recommendations to CSBFV to maximize service to customers. Internal communications, flyers, etc. are produced by the Contractor and must comply with CSBFV guidelines and policy.
  - 6.19.1. Internal printed material and other written information at the career centers must be language accessible for Brevard, Flager, and Volusia counties' diverse population of jobseekers. Whenever feasible, language barriers should be removed so that all visitors to the career centers 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.
- 6.20. 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 CSBFV 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.
- 6.21. Any work product developed by Contractor in performance of this contract will require review and approval by CSBFV and shall be the sole property of CSBFV. CSBFV shall have the right to copyright or otherwise protect its rights in, and ownership of, the work product.
- 6.22. Contractor will be required to work with the board's data analysis team to ensure user-friendly ad hoc reporting that produce all information needed to manage the daily operations of the CSBFV career centers and to ensure that management has a clear and ongoing understanding of how the reports work, how to navigate them and the methodology of the performance numbers. This information includes, but is not limited to, program operation, performance outcomes, customer satisfaction, cost effectiveness, unduplicated customer and transaction counts, training enrollments, etc. Contractor will be responsible for submitting reports with real-time data that reflect progress towards meeting these metrics.
- 6.23. Contractor shall create and implement a continuous improvement model of the career center services using leading indicator performance measures to quantify and evaluate organizational success relative to meeting operations expectations and performance outcomes, and ensure means are developed to improve performance.
- 6.24. Contractor shall serve any specific industry or population that CSBFV identifies and targets as special priority.
- 6.25. Contractor shall not at any time or in any manner, either directly or indirectly, disclose, publish or otherwise reveal information obtained by Contractor in performance of the contract to any other party for any purpose not in conformity with state and federal regulations without the prior approval of CSBFV.



- 6.26. Assist employer and jobseeker 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.
- 6.26.1. 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 Florida Commerce's Learning Management System.
- 6.26.2. 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 jobseekers.
- 6.26.3. 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. 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.
- 6.27. Contractor is required to utilize the [US Department of Homeland Security's E-Verify system](#) to verify employment eligibility of all persons employed during the contract term by Contractor to perform employment duties within Florida; and all persons assigned by Contractor to perform work under the terms of the contract.
- 6.27.1. All employees of career center 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 1 background screening.
- 6.27.2. [Section 435.03](#) mandates that a Level 1 background screening shall include but not be limited to, employment history checks and statewide criminal correspondence checks through the Florida Department of Law Enforcement. Local criminal records check through local law enforcement agencies may be included. Any person for whom an employment screening is required by statute must not have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to, any offence prohibited under [Section 435.04\(2\)](#) or similar law of another jurisdiction. 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 CSBFV. If Florida Statute 445.002(3) is modified, requirements may change to Level 2 background screenings.
- 6.28. The Contractor shall, at its sole expense, maintain the following insurance. A certificate of insurance satisfactory to the Board and evidencing the coverage must be presented

to the Board 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 CSBFV 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 CSBFV. CSBFV 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.

- 6.28.1. 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.
  - 6.28.2. 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.
  - 6.28.3. 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 CSBFV during the contract period, whichever is more.
  - 6.28.4. Motor Vehicle Insurance: When using motorized vehicles in performance of actions authorized by the Contract, Contractor agrees to obtain Motor Vehicle Insurance coverage in the amounts of not less than \$500,000 property damage, and \$1,000,000 per person, per occurrence. Contractor shall require and maintain proof of current motor vehicle insurance and vehicle registrations of all employees receiving any vehicle reimbursement expenses, including, but not limited to, mileage reimbursement.
- 6.29. Ensure employers and jobseekers are made aware of and can access services in a timely manner.
- 6.29.1. Employers and jobseekers will learn about the services, understand the services available to them, and be directed to services immediately upon entering the centers.
  - 6.29.2. Contractor shall ensure employers and jobseekers are given access to the services they need to successfully achieve their business or career goals.
  - 6.29.3. Employer and jobseeker customers will receive the most appropriate services along a continuum of services to meet their established short-term and long-term goals.
- 6.30. Employer and jobseeker 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.
- 6.30.1. Contractor will appoint a minimum of one staff member in each career center to conduct periodic safety reviews of the facilities to ensure compliance with applicable safety standards. Any concerns will be immediately reported to the Center Manager and Facilities Director.

- 6.31. CSBFV provides oversight of all career center services and operations.
  - 6.31.1. Contractor will report to CSBFV.
  - 6.31.2. Contractor must openly and immediately communicate to CSBFV any challenges or problems faced by the Contractor in the operation and management of the career centers that will adversely affect the CSBFV career centers' performance of this contract, or the effectiveness of CSBFV meeting State and Federal requirements.
- 6.32. Contractor shall submit timely reports in accordance with Schedule of Reports and Deliverables, as established at contract execution, and as requested by CSBFV. Content and format shall be in accordance with CSBFV guidelines. CSBFV retains the right to seek clarification or to request expansion or modification of Contractor submittals.

## 7. SCOPE OF SERVICES – EMPLOYER SERVICES

CareerSource Brevard Flagler Volusia (CSBFV) recognizes employers as the economic drivers of the region. The Contractor will assist area employers in finding workforce solutions to address a variety of human resource needs. These services range from gathering information for job postings and referring candidates to employers' current job openings, to facilitating and participating in industry-wide projects aimed at addressing critical skill shortages. The Workforce Innovation and Opportunity Act (WIOA) emphasizes engaging employers across the workforce system to align training with the skills needed and to match employers with qualified workers. WIOA promotes work-based training, incumbent worker training, transitional jobs, and other strategies as allowable activities.

Contractor staff are supported by CSBFV Board Staff Business Liaisons through the CSBFV Industry Relations Division. While CSBFV career center Contractor staff manage business accounts and provide basic services to any employer in the region, CSBFV Business Liaisons deliver more intensive services to employers in the region's key industries. Business Liaisons represent CSBFV to regional employers and are responsible for communicating employers' needs to CSBFV career center Contractor staff.

The CSBFV Business Liaisons maintain regular communication with CSBFV career center Contractor staff to share real-time information on employers' workforce needs, labor market trends, and feedback regarding the services provided by CSBFV career centers. This cooperative flow of information between CSBFV Business Liaisons and Contractor staff is vital to the CSBFV mission. It ensures that businesses receive the talent they need while job-seeking customers are connected to employment opportunities that promote self-sufficiency and future growth.

Employer customers will regard CareerSource Brevard Flagler Volusia (CSBFV) career centers as a valuable business resource. A broad range of services addressing the needs of the business community will be made available to business customers. Contractor staff services include, but are not limited to, the following:

- 7.1. Responding to employers' demand for skilled workers and meeting the expectations of area employers by providing high-quality candidate referrals and offering solutions to hiring needs, including but not limited to:
  - Onsite Recruitment and Placement Assistance for Employers
  - Federal Bonding Program
  - Supportive Services
  - Occupational Skills Training

- Work Opportunity Tax Credit Program
  - Work Experience Program
  - Access to Labor Market Information
  - Information about grants and resources targeted to specific businesses or industries
  - Information about grants and resources aimed at certain jobseekers, which can assist employers in meeting talent pipeline needs
- 7.2. Establishing close collaboration with CSBFV Business Liaisons to create effective communication channels and ensure the timely exchange of critical information. This collaboration will support the eligibility determination and case management of individuals while also assisting in assessing and determining the appropriate level of services provided to each business, tailored to their unique needs. This collaboration includes assistance and facilitation for the following programs:
- On-the-Job (OJT) Training Subsidies
  - Customized Training
  - Incumbent Worker Training
  - Registered Apprenticeship and Pre-apprenticeship Programs
  - Rapid Response Services
  - Layoff Aversion Services
- 7.3. Contractor shall 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 job placements and sustained employer use of CSBFV career center 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 CSBFV Business Liaisons to achieve employer performance measures established by the State and CSBFV. The success of employer services will be measured, in part, based on the following objective criteria:
- Number of registered businesses that have been provided a service by contractor staff
  - Number of businesses served by the contractor that demonstrate ongoing engagement by returning for additional services
  - Providing employers with skilled workers
  - Providing quality engagement and services to employers and sectors while establishing productive relationships over an extended period of time
  - Ensuring quality engagement and services are provided to all employers and sectors within the local workforce region
- 7.3.2. Contractor is also responsible for submitting additional performance measures to be met, subject to CSBFV approval.
- 7.3.3. Contractor may also be required to address any new performance measures created by USDOL and specific grant conditions not known at the time of this proposal.
- 7.3.4. Contractor is responsible for assisting with performance related to the State of

Florida, CareerSource Florida Letter Grades. [View the current Florida Letter Grade metrics here.](#)

- 7.4. Data enter job posting information from businesses into the statewide employment database Employ Florida (EF) and assist employers who prefer to enter their data directly.
- 7.5. Screen and recruit candidates for openings identified by CSBFV Business Liaisons or requested directly by area employers, including:
  - Basic job matching of resumes and applications
  - Employee pre-screening
  - Conduct preliminary basic skills and other assessments
  - Recruiting and sourcing qualified candidates
  - Assisting with recruiting talent to register in the Employ Florida system to meet current and future employer needs
- 7.6. In coordination with CSBFV Industry Relations, respond to employers' requests by providing salary information, offering program options for employed worker training or on-the-job training, and providing interview space, among other services.
- 7.7. The Contractor will be required to participate, as necessary, in providing Rapid Response Services to businesses and employees of companies experiencing downsizing, layoffs, or closures. These companies may also be impacted by a Worker Adjustment & Retraining Notification (WARN) issued by the State. Services may include:
  - Reviewing the assistance needs of affected workers.
  - Assisting with Rapid Response workshop presentations to assist with career transition, job search tools and skills, resume preparation, and interviewing techniques.
  - Assessing re-employment prospects for workers in the local community.
  - Providing information on available resources to address the short and long-term needs of affected workers.
  - Establishing a process of referring affected employees to the CSBFV Career Centers.
  - Developing recruitment and job development activities, including job fairs, targeted recruitments, job lead development, and general recruitment notifications.
  - Determining whether affected workers or businesses are eligible for the TAA program.
  - Other services and options provided under WIOA for Rapid Response.
  - Assisting CSBFV in tracking and ensuring Rapid Response requirements are met, and reporting as requested to CSBFV or other reporting entities.
- 7.8. Provide ongoing, timely business engagement to market CSBFV services to businesses that have not used or have discontinued using CSBFV services.
- 7.9. Work with employers to facilitate and participate in special projects, such as conducting job fairs, business seminars, and information sessions on various workforce issues.
- 7.10. Design and implement a system to track and evaluate employer/jobseeker event hiring data.
- 7.11. Develop and deliver services from a standard menu of services for employer customers.
- 7.12. Conduct follow-up to ensure customer satisfaction and administer a customer service

survey.

- 7.13. Staff members working with businesses will track and report their interactions and services to the CSBFV Business Liaisons for input into Employ Florida.
- 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 support businesses in implementing new grants and services that may arise after the time this procurement was written.

## 8. SCOPE OF SERVICES – JOB SEEKER 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 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 CSBFV career centers during the past 2 program years. CSBFV anticipates a similar level of visits for the program years contemplated under this RFP, although the actual number may vary based on economic conditions and other factors.

Walk-In Traffic Counts per Program Year	
Program Year	Visits
7/1/2022 - 6/30/2023	22,551
7/1/2023 - 6/30/2024	30,882
7/1/2024 - 12/31/2024	17,541

The following table illustrates the most current number of cases by funding stream for ongoing programs that are being served by our career centers and is to be used for planning purposes only.

2023 – 2024 Average Monthly Caseload by Ongoing Program							
WIOA Adult	WIOA Dislocated	WIOA Youth	Welfare Transition	SNAP	RESEA	TAA	Total
333	18	269	279	189	93	0	1,210

The following table illustrates the number of cases by special grant program for various grants received throughout the most recent years. This is provided as an example of the culture of CSBFV’s grant award opportunities and to demonstrate the expectation of the Contractor’s support for various funding opportunities CSBFV pursues. This chart is to be used for planning purposes only.



<b>Caseload by Special Grant Program</b>		
<b>Active Grant Programs</b>		
<b>Grant Program</b>	<b>Grant Timeframe</b>	<b>Current / Estimated Caseload</b>
Low Income Returning Learners	10/01/21 - 06/30/25	292
Hope Florida Initiative	07/01/23 - 06/30/25	60
Hurricane Ian NDWG	09/24/22 - 09/30/25	137
Florida Atlantic Space Coast Alliance	10/01/22 - 06/30/25	322
Non-Custodial Parent Employment Program	07/01/23 - 06/30/25	183
Fostering Opioid Recovery DWG	12/20/24 - 12/31/26	50
Semiconductor	07/01/24 - 06/30/25	35
Spectrum Renewed Futures	12/17/23 - 12/17/25	25
Truist Renewed Futures	01/01/24 - 06/30/25	71
<b>TOTAL</b>		<b>1,175</b>

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 across all CSBFV career centers 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. All videos and presentations require CSBFV approval prior to release.
- 8.2. Specialize in assisting the long-term unemployed and individuals with barriers to employment, including those with disabilities; individuals who receive public assistance, are otherwise low-income, and/or are basic skills deficient; individuals currently employed who seek to enhance or change their positions; first-time entrants into the labor market; and workers dislocated due to company closings or reductions.
  - 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, ensuring universally accessible (self-serve) resources. These services must include the following assistance for job- and training-seeking customers:
  - Support jobseekers in navigating and utilizing the Employ Florida (EF) system, including completing full registration and effectively using EF tools to conduct a competent job search.
  - Eligibility determination.
  - Skills assessment.
  - Labor exchange services.
  - Provide information about programs and services, as well as program referrals.
  - Provide career, job, and labor market information.
  - Access to computer application software.
  - Access to resume-writing software, with consideration for AI-driven tools
  - 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 CSBFV career center staff determine that such services are necessary to retain or obtain employment, consistent with any applicable statutory priorities. These services generally involve significant staff time and are customized to meet each individual's needs. Individualized career services include, but are not limited to specialized assessments, development of an individual employment plan, counseling, work experiences (including transitional jobs), and other tailored support.
- 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. Youth and other specialized grants also require follow-up services. One type of follow-up service highlighted in WIOA is providing individuals with counseling about the workplace. Follow-up services do not extend the date of exit in performance reporting. For more information on performance reporting see [TEGL 10-16, Change 3](#).
- 8.6. Develop a career pathways framework for CSBFV by establishing a system-wide approach to career pathways that includes the following key elements:
- Provides multiple entry and exit points along a continuum of increasing skills, competencies, and credentials, informed by industry and employer needs.
  - Links adult basic and remedial education with occupational skills training.
  - Includes strategies to serve hard-to-employ populations, including unemployed and underemployed individuals.
  - Increases access to career and technical education programs for special populations, including individuals with disabilities.
  - 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, high-growth, or emerging field.
  - Prioritizes work-based learning opportunities for customers in partnership with regional businesses and industries.
- 8.7. Work collaboratively with partner organizations to deliver supportive services, including soft skills development, case management, mentoring, work supports, and other services designed to help individuals succeed.
- 8.8. Work collaboratively with partners to ensure that education and training result 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 based on disability in employment, public accommodations, transportation, State and local government services, and in telecommunications.
- 8.10. Using CSBFV 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 jobseeker tickets in accordance with goals established by CSBFV.

- 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 CSBFV career center 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 CSBFV career centers.
- 8.13. 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 into a training-related job.
  - 8.14.1. 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 the services described above
  - 8.14.2. The 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. CSBFV currently allocates an average of \$4,000,000 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:

- Submit scholarship applications and close accounts within a board-approved timeframe to ensure efficiency, alignment with priorities, and successful outcomes.
- Supply accurate and complete customer information to the SU's decision-making process.
- Provide accurate and objective assessment information, comprehensive and fully developed career plans, assessment of the customer's financial attributes, and detailed case management insights concerning the customer.
- 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 CSBFV.

## **9. SCOPE OF SERVICES - WELFARE TRANSITION (WT) & SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)**

The Welfare Transition Program is Florida's plan for providing eligible families with services that 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 and 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 transition from welfare to work by emphasizing work, self-sufficiency, and personal responsibility. Florida recipients of TCA must register for work and participate in assigned work activities. Florida has an integrated workforce system designed to engage jobseekers, including food stamp recipients, in activities geared toward helping individuals gain skills, improve employability, and connect 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 and their work participation requirements. If, during the interview, DCF determines the applicant is required to register for work, they provide the applicant with instructions on accessing the One Stop Service Tracking (OSST) system if they have computer access or information on the nearest 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.

9.1. The following two major elements are required:

- 9.1.1. Orientation or Program Overview
- 9.1.2. Intake/Screening for:
  - Domestic Violence
  - Medical limitations
  - Substance Abuse and Mental Health
  - Up-front Diversion
- 9.2. Additionally, CSBFV career center Contractor staff provides job skills training, GED training, work experience programs, childcare 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
- 9.3. The Contractor will refer eligible youth customers to partner agencies for additional services related to teen pregnancy prevention and support for teen parents.
- 9.4. 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.
  - 9.4.1. Provide an evaluation plan including benchmarks, data collection points, proposed analyses and persons/positions accountable for the compliance monitoring you propose to implement.
- 9.5. Contractor shall remain current with state and federal policies, guidance, and updates, incorporating mandated tools and practices into job search, education and training, and case management services as appropriate. Tools such as the Career Laddering for Individual Financial Freedom (CLIFF) tool, which addresses the "benefits cliff" and supports families in achieving financial independence, must be integrated into service delivery as directed by state or federal agencies.
- 9.6. 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 CSBFV career centers.
  - 9.6.1. An ABAWD is an individual who is between the ages of 18-54, 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).

- 9.6.2. 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
- 9.6.3. The Contractor will be required to provide employment services to SNAP recipients who:
- Respond to an *outreach letter* issued by DCF,
  - Request workforce services based on formal or informal referrals from community partners, information obtained through online resources, word-of-mouth referrals regarding the program, or regional outreach efforts conducted by CSBFV.
- 9.6.4. 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.
- 9.6.5. ABAWDs who are job-ready and assigned to job search are connected with universal services through the Wagner-Peyser program to assist with continued skill building through employability skills workshops and job search, referral, and placement assistance.
- 9.6.6. 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.
- 9.6.7. 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.

## 10. SCOPE OF SERVICES - YOUNG ADULT (YOUTH) SERVICES

The Contractor will provide Young Adult/Youth Services as prescribed under WIOA Title I, Subtitle B, Chapter 2, §129, [TEGL No. 21-16](#). Proposals must address the delivery of high-



quality, innovative, and effective youth services while ensuring compliance with WIOA requirements and related 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 good job along with 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 50% of available funding allocated to OSY, with 50% on In-School-Youth (ISY). However, CSBFV has placed emphasis on OSY and historically has been in the 80<sup>th</sup> percentile of OSY.

At least 50% of funds must be allocated to OSY (ages 16-24), not attending any school and meet one or more additional conditions, which could include:

- School dropout. See pages [3-4 of TEGL 21-16](#) for definitions of school dropout.
- Age of compulsory school attendance but not attending for at least the most recent complete school year calendar quarter.
- English language learner.
- Holds a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner.
- Subject to any stage of the criminal 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 (only the expectant mother) or parenting (custodial or non-custodial).
- 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.

No more than 50% of funds may be allocated to ISY (ages 14-21), are attending school, low-income and meet one or more additional conditions, which could include:

- Basic skills deficient.
- English language learner.
- Subject to any stage of the criminal juvenile or adult justice system.
- Homeless, runaway, in foster care or aged out of the foster care system.
- Pregnant (only the expectant mother) or parenting (custodial or non-custodial).
- An individual with a disability.
- A 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-Youth (ISY) and Out-of-School Youth (OSY) facing serious barriers to future employment. The current CSBFV Youth Services strategy is designed to be the one-stop contact for all youth services offered through the CSBFV career centers. Contractor staff provide youth services and dedicated recruitment of young adults into CSBFV's NextGen Program. Recruitment includes engaging regional community and industry organizations to participate in work experiences or OJT opportunities by communicating the benefits and opportunities available through the NextGen program.

CSBFV envisions a network where all young adults in Brevard, Flagler & Volusia regions can easily access a comprehensive and integrated set of education and training supports that

increase the number of young adults productively engaged in the workforce, thereby increasing self-sufficiency, and reducing poverty. CSBFV seeks to be a leader in empowering “Opportunity Youth” (young adults who are disconnected from school or work) to obtain employment, re-engage in school, prepare for post-secondary education and/or connect to industry-focused education and training programs.

CSBFV funding is intended to support the Contractor’s ability to incorporate participants into existing program and service offerings including a youth employment program. Contractor will be required to manage and provide resources and designated staff for young adult services in accordance with the design and 14 elements identified in WIOA §129(c) listed below. While it is not required to provide all the following services to all participants; however, Contractor must ensure the services are available to youth participants.

The program must incorporate the 14 WIOA-required youth program elements listed below:

1. Tutoring, study skills training, instruction, and dropout prevention.
2. Alternative secondary school services or dropout recovery services.
3. Paid and unpaid work experiences, including internships and OJT.
4. Occupational skills training.
5. Education offered concurrently with workforce preparation and training for a specific occupation.
6. Leadership development opportunities
7. Supportive services (e.g., transportation, childcare).
8. Adult mentoring for at least 12 months post-program.
9. Follow-up services for 12 months post-exit.
10. Comprehensive guidance and counseling, including mental health services.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Services that provide labor market information.
14. Activities to prepare for postsecondary education and transition.

10.1 Contractor is expected to serve at minimum 400 youth/young adults each program year, including carryovers. The services provided must be creative, flexible, effective, age and culturally appropriate for youth populations. Additional services include, but are not limited to the following:

- Outreach, engage, enroll & retain young adults including collaborating with organizations to ensure an effective, streamlined youth referral/eligibility process is maintained to serve the most at-risk youth populations.
- 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 training and employment. All assessment process and tools must be approved by CSBFV prior to implementation and must be applied in a consistent and equitable manner.
- Offer a continuum of services to guide participants through GED/high school diploma attainment, postsecondary education/training, and career-path employment.
- Forge meaningful partnerships with high-growth industries to provide internships, work-based learning, and structured career exploration that build relevant theoretical and practical skills.
- Within 90 days of the contract period effective date, develop for CSBFV approval a year-round youth employment program which includes on the job work experience

and incorporates the best practices of the existing CSBFV summer youth employment program.

- Complete a minimum of four (4) complete program sessions each contract year thereafter subject to CSBFV exercising options to extend the contract period of performance.
- Provide long-term career development through occupational training leading to unsubsidized, high-demand employment with wage progression.
- Use a career pathways model with structured activities, multiple entry/exit points, and robust support services to address diverse barriers faced by young adults.
- Implement innovative bridge programs that accelerate credentials and skill-building through contextualized and integrated instruction.
- Deliver intensive support services, including digital literacy certification and financial literacy education, to help participants overcome barriers, complete programs, and secure sustainable employment.
- Ensure long-term follow-up after program completion to support continued success in education, training, or employment.

## 11. PERFORMANCE

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.

11.1 CSBFV establishes local performance measures in order to evaluate program effectiveness and achieve continuous improvement in the delivery of services. CSBFV is held to a level of performance the following and may be sanctioned for failing to meet a measure in two consecutive years.

11.1.1. WIOA Primary Indicators of Performance (PIP) Measures - As stated in TEGL 10-16, Change 3, PM (Program Memorandum) 17-2, and TAC (Technical Assistance Circular) 17-01, section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs. (Adult, Dislocated Worker, Youth, Adult Education and Family Literacy, Employment Service program, and Vocational Rehabilitation). These measures are passed down from the state to the local boards and performance expectations are negotiated every two years.

11.1.2. Letter Grade Measures and Goals are established at the state level by CareerSource Florida and are used to review performance of local boards.

11.1.3. Locally Defined Performance Measures (referred to as "Attachment F" in the established contract) are designed to be leading indicators of performance on A and B above. Attachment F measures are evaluated, and performance expectations are negotiated with the Contractor annually.

Overall performance metrics and outcomes for earning the award fee are driven by state-negotiated measures with USDOL (PIP Measures) and CareerSource Florida (CPII measures). Local measures will be negotiated and may include, but not be limited to, entered employment, employment retention, credential attainment, earnings and staff-referred

placements. Contactor will be measured quarterly. The following table is an example of current measures and goals.

<b>Elements of Contractor Performance Earnings - PY 24-25</b>						
<b>Measures</b>						
<b>Objective/Criteria</b>	<b>Minimum</b>	<b>Accelerated</b>	<b>1st Quarter</b>	<b>2nd Quarter</b>	<b>3rd Quarter</b>	<b>4th Quarter</b>
<b>Entered Employment Rate/Positive Outcome</b>						
Adults	85%	90%	Data Source: SQL Reports			
Dislocated Workers	85%	90%	Data Source: SQL Reports			
Youth	87%	92%	Data Source: SQL Reports			
Welfare Transition*	31%	33%	Data Source: Monthly Management Report			
Wagner Peyser	36%	38%	Data Source: SQL Reports			
<b>Average Wage at Placement</b>						
Adult	\$17.49	\$18.15	Data Source: SQL Reports			
Dislocated Worker	\$23.38	\$24.53	Data Source: SQL Reports			
Youth	\$11.17	\$11.45	Data Source: SQL Reports			
Wagner Peyser	\$11.77	\$12.43	Data Source: SQL Reports			
<b>Retention at 12 Months</b>						
Adult	80%	82%	Data Source: SQL Reports			
Dislocated Worker	80%	85%	Data Source: SQL Reports			
Youth	75%	78%	Data Source: SQL Reports			
<b>Credential Attainment</b>						
Adult	77%	79%	Data Source: SQL Reports			
Dislocated Worker	72%	75%	Data Source: SQL Reports			
Youth	70%	73%	Data Source: SQL Reports			
<b>Measurable Skills Gain</b>						
Adult	77%	79%	Data Source: SQL Reports			
Dislocated Worker	75%	80%	Data Source: SQL Reports			
Youth	65%	68%	Data Source: SQL Reports			
<b>Enrolled in Work Related Training</b>						
WT/SNAP	19%	21%	Data Source: SQL Reports			
WIOA/WP	6%	13%	Data Source: SQL Reports			
<b>Grants and Special Projects Measured Annually</b>						
Performance on Special Projects and Grants	N/A	N/A	Data Source: SQL Reports			

Tools/Reports available to Contractor with regards to Performance Measures include, but are not limited to:

- a. On Demand reports are available on the CareerSource Board Intranet to track results for the local performance measures. These reports are designed with input from the contractor and maintained by Board staff.

- b. [The Primary Indicators of Performance Reports](#) are designed and maintained by the state and are available here:
- c. [CareerSource Florida Letter Grades](#) provides a standard, statewide assessment that allows local workforce development boards to identify areas in which they excel and areas that can be strengthened to improve outcomes
- d. [Monthly Management Reports](#) are designed, calculated, produced and maintained by the state, and available on-line by the 21<sup>st</sup> of every month for the previous month.

The contractor is encouraged to establish leading indicator performance measures for staff to ensure an understanding of what drives performance and how their actions impact the results.

## 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](#)
  - [Code of Federal Regulations \(CFR\)](#)
  - [Federal Register \(FR\)](#)
  - [Federal Statutes \(FS\)](#)
  - [Florida Commerce \(State Workforce Board Guidance, Policy, Memoranda, Communiques, Monitoring Tools, Etc.\)](#)
  - [Executive Orders \(EO\)](#)
  - [Office of Management and Budget \(OMB\)](#)
  - [US Department of Labor/Employment & Training](#)
- 
- Uniform Administrative Requirements for Grants and Cooperative Agreements with Institutions of Higher Education, Hospitals, Other Non-Profit and with Commercial Organizations, and other 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 Judgement Lien on Eligibility for Federal Grants, Loans or Programs (28 USC §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. §§ 286 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 (PL 94-580 as codified at 42 USC 6962)
- Environmental Tobacco Smoke (PL 103-227 Part C)
- Pro-Children Act (20 USC 6083 and Public Law 103277)
- Trafficking Victims Protection Act of 2000 (2 CFR 175)
- Equal Treatment for Faith-Based Organizations (29 CFR 2, Part D)
- Equal Employment Opportunity (EO 11246, as amended by EO 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 USC 2000d et seq. and 42 USC section 3601 et seq.)
- Rehabilitation Act of 1973 as amended (29 USC 794, Section 504)
- Education Amendments of 1972 Title IX as amended (20 USC 1681 et seq.)
- Age Discrimination Act of 1975 as amended, (42 USC 6101, et seq. Section 654 of the Omnibus Budget Reconciliation Act of 1981 as amended, 42 USC 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 Commerce/CareerSource Florida, Inc. – Applicable Regional Workforce Guidance, Policy, Memoranda, and Communiqués, as amended
- Brevard Workforce Board Policy, Guidance, Memoranda, and Communiqués, as amended
- Never Contract with the Enemy. 2 CFR section 200.215
- Prohibition on certain telecommunications and video surveillance services or equipment. 2 CFR Section 200.216
- Domestic Preferences for Procurement. 2 CFR Section 200.322
- Statutory and national policy requirements. 2 CFR Section 200.300 Pursuant to EO 13798 Promoting Free Speech and Religious Liberty and EO 13864 Improving Free Inquiry, Transparency, and Accountability at Colleges and Universities.
- Procurement of Recovered Materials. A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with section 6002 of the Solid Waste Disposal Act.

# PROPOSAL INFORMATION

### 13. PROPOSAL SCHEDULE

The following schedule outlines CSBFV's intended timeline for this RFP. CSBFV reserves the right, at its sole discretion, to adjust this schedule as necessary. All communication related to this RFP will be posted on the [CSBFV website](#).

**Unless otherwise specified, all times are in Eastern Daylight Time (EDT), and business hours are from 8:00 a.m. to 5:00 p.m.)**

Activity	Date & Time
RFP Issued	March 3, 2025, at 12:00 p.m.
Question Period: Written questions regarding RFP scope, content, or clarification requests accepted	March 3, 2025 – March 14, 2025
Virtual Bidders Workshop – Microsoft Teams (link below)	March 13, 2025, 1:30 p.m.
Deadline for written questions (submissions after this time will not be considered)	March 14, 2025, by 2:00 p.m.
Responses to written questions posted on CSBFV website	March 17, 2025, by 5:00 p.m.
Proposal Submission Deadline	April 3, 2025, no later than 12:00 p.m.
Virtual Public Opening of Proposals	April 7, 2025, 2:00 p.m.
Proposal Review by Rating Committee	April 7, 2025 – April 18, 2025
Recommendations/Best Value Determinations Submitted for CSBFV Approval	April 22, 2025
CSBFV Board Approval	April 22, 2025
Notice of Intent to Award posted on CSBFV website	May 5, 2025
Anticipated Negotiations	May 6, 2025 – May 31, 2025
Anticipated Transition Planning and Contract execution	June 1, 2025 – June 30, 2025
Commencement of Effort	July 1, 2025

**All Proposals and Notices are to be submitted to:**

Erma Shaver, Contract Analysis Manager  
Brevard Workforce Development Board Inc., d/b/a CareerSource Brevard Flagler Volusia  
297 Barnes Blvd.  
Rockledge, FL 32955

**ATTN: RFP-CSBFV-2025-13**

**Bidders Workshop**

Members of the public are invited to attend a Virtual Bidders Workshop on:

**Date:** March 13, 2025

**Time:** 1:30 p.m. (EDT)

**[Microsoft Teams Meeting](#)**

Meeting ID: 261 659 275 195 / Passcode: N3gM3gu2

**Virtual Public Opening of Proposals**

Members of the public are invited to the virtual public opening of proposals on:

**Date:** April 7, 2025

**Time:** 2:00 p.m. (EDT)

**[Microsoft Teams Meeting](#)**

Meeting ID: 276 203 592 624 / Passcode: 6nJ3X9kY

## 14. PROPOSAL INQUIRIES

Respondents to this solicitation, or individuals acting on their behalf, are prohibited from contacting any CSBFV employee, officer, or board member regarding any aspect of this solicitation from the release date until 72 hours after CSBFV posts the Notice of Intent to Award on its website (excluding Saturdays, Sundays, and holidays). The only exception to this restriction is written communication directed to the CSBFV Program and Contracts Officer listed above. Violation of this provision may result in the rejection of a proposal.

All questions must be submitted via email to the designated point of contact by the deadline indicated above. Telephone inquiries will not be accepted. Questions submitted after the specified period will not be addressed. When submitting questions, respondents must include the RFP number and title in the email subject line. CSBFV will make every effort to post all timely submitted questions, along with corresponding answers, on the [CSBFV website](#) by the date indicated above. No verbal or written information that is obtained other than by information in this document or by addendum to this RFP will be binding on CSBFV.

**Questions are to be submitted in writing to [eshaver@careersourcebfv.com](mailto:eshaver@careersourcebfv.com).**

## 15. PROPOSAL NOTICES, ADDENDA AND COMMUNICATIONS

CSBFV will post all notices and addenda relative to this procurement on the [CSBFV website](#). Each addendum will include an Addendum Acknowledgment Form, which must be signed, dated, and submitted with the proposal by an authorized company representative. **It is the responsibility of interested parties to regularly check the website for updates or changes related to this procurement.**

**Electronic Posting of Notice of Intent to Award.** CSBFV will electronically post a Notice of Intent to Award on the date specified in the schedule. If there is a delay, CSBFV will post a Notice of Delay, along with a revised posting date for the intended award. Award notices will not be provided through any other means.

## 16. PROPOSAL PREPARATION AND FORMAT

All respondents should be aware that CSBFV is committed to delivering services in alignment with WIOA principles and NDWG funding requirements. Respondents are encouraged to propose modern, innovative approaches to business processes, staffing models, and service delivery methods that will ensure performance outcomes are met on time and within budget. Proposals must address each of the points listed below to demonstrate the respondent's experience, expertise, and ability to operate multiple one-stop career centers effectively.

All proposals must be assembled in a 3 inch binder, with clearly marked tabs following the outline below. Each narrative, corresponding attachment, and supporting documentation must be placed behind the appropriate tab. Proposals must adhere to the specified page limitations.

### Formatting Requirements:

- All narratives must be printed on 8.5" x 11" plain white paper with 1" margins on all sides.
- Text must be in 12-point font, printed on one side only.
- Charts and tables must use a minimum 10-point font.
- Narrative responses must be labeled according to their corresponding question(s) below

Each proposal must be organized using clearly marked tabs as outlined below:

### 1. Page 1 - Cover Sheet (Attachment A)

**2. [TAB] Organizational, Administrative, Fiscal Capacity and Past Performance.**

- Corresponding narrative (limit 20 pages)
- Past Performance (Attachment B)
- Copy of most recent audit and financial statements – *(Provide two copies—only required with the original submission and digital version.)*

**3. [TAB] Service Delivery/Operations**

- Corresponding narrative (limit 20 pages)

**4. [TAB] Management and Staffing**

- Corresponding narrative (limit 20 pages)

**5. [TAB] Budget**

- Corresponding narrative (limit 10 pages).
- Budget Template (Attachment C)
- Cost Allocation Plan (CAP) *(Provide two copies if applicable—only required with the original submission and digital version.)*

**6. [TAB] Representations and Certifications.**

- Only necessary to include with the original and on the digital version.

**16.1 Organizational, Administrative, Fiscal Capacity & Past Performance:**

(Limit 20 pages)

**Organizational Information**

16.1.1 Provide an organizational chart that illustrates your organization's geographic structure and operational framework.

- Provide a list of key staff members in your organization. Identify the principals and leadership, briefly describing their responsibilities, experience, and length of service with your organization. Who controls the management of your organization?
- What principals, if any, would be assigned to work on the CSBFV contract?

16.1.2 Quantify or describe your executive staff's on-site presence during the transition period, if applicable, and throughout contract management.

- If a local presence is not currently established by the organization, please describe the intended plan for local presence.

16.1.3 Provide a brief description and history of your organization.

- How long has the organization been providing services?
- Explain how offering services in response to this RFP aligns with your organization's business plan and long-term strategy.

16.1.4 CSBFV expects the majority of work under this contract to be performed directly by the Contractor. However, CSBFV acknowledges that subcontracting certain portions of work at specific times may be beneficial for both CSBFV and the industry. This approach allows companies to leverage their unique capabilities, ensuring the best combination of performance, cost, and efficiency.



CSBFV recognizes the validity of contractor/subcontractor arrangements, provided these relationships are fully disclosed in the proposal. While CSBFV does not typically require or encourage the dissolution of contractor/subcontractor arrangements, it reserves the right to approve all subcontractors and may require the successful Respondent, upon contract award, to replace any subcontractors deemed unacceptable.

No subcontract will be approved unless the Respondent provides a written guarantee with its proposal that the Respondent's firm will assume full contractual responsibility. Subcontractors are considered a direct expense payable by the Contractor, and no contractor mark-up will be allowed for subcontracted services. The Contractor remains fully responsible for all aspects of contract performance, regardless of any subcontracting arrangements.

- If the Respondent intends to subcontract any portion of the work outlined in Sections 6–10, please provide a detailed rationale for doing so. Describe the specific role each subcontractor will play in the project and how the relationship between the Respondent and the subcontractor will be managed throughout the contract term.
- If any work is expected to be subcontracted, the proposal must include sufficient details, including the subcontractor's name, firm, address, contact person, qualifications, a complete description of the subcontracted work, the associated costs, and the measures the Contractor will implement to ensure contract performance requirements are met.

### **Administrative and Financial**

- 16.1.5 Describe your organization's financial and administrative experience, emphasizing your expertise in managing and accounting for multiple federal, state, and local funding sources in accordance with Generally Accepted Accounting Principles (GAAP). If applicable, include details on subcontracting experience and your methods for self-monitoring contract performance and compliance.
- Explain how your organization will manage operational financial costs, given that the time lag between disbursement and reimbursement typically ranges from 30 to 60 days, with potential monthly disbursements averaging \$400,000 under certain circumstances.
  - Describe your organization's financial stability, credit rating, and recognized excellence in financial management. Provide details on fund segregation, audit accessibility, and the qualifications of key financial staff assigned to this project.
  - Include a copy of your organization's most recent audit and audited financial statements. (Excluded from the 20-page count limit.)
- 16.1.6 Describe your organization's capacity to effectively manage funds, property, and resources with a strong emphasis on cost tracking, reporting, and cost allocation. Demonstrate your experience in managing WIOA scholarship funding while ensuring financial accountability and compliance. Additionally, outline your approach to maintaining budget responsibility to optimize the use of available resources.

- Highlight your ability to segregate costs by funding streams and provide both monthly and cumulative data while accommodating varying grant periods.

### **Past Performance**

16.1.7 Complete the Past Performance Table (Attachment B), which is excluded from the 20-page limit but subject to the restrictions noted on the form. Briefly describe past and current activities or programs managed over the past 10 years that involve federally funded workforce development initiatives similar in size, scope, and relevance to those requested in this RFP. Highlight your organization's capability to serve as a One-stop operator and Service Provider documenting successes in participant outcomes, including training program completions, credential attainment, employment placements, and/or wage increases.

- Briefly describe the workforce development services you now provide to employers and jobseekers.
- Include any experience in providing combined adult, dislocated worker, youth, welfare transition services, SNAP and other specialized programs in a one-stop environment.
- Provide 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.

### **16.2 [TAB] Service Delivery/Operations: Limit 20 pages**

CSBFV is committed to delivering services that align with WIOA principles. We strive to streamline services through a One-Stop Delivery System, empowering individuals by providing access to training and offering universal employment services. Our focus is on increasing accountability through improvements in job retention, earnings, workforce quality, and reducing welfare dependency. Additionally, we are enhancing youth programs by aligning them with local labor market needs and ensuring strong connections between academic and occupational learning. CSBFV prioritizes directing resources to areas where customers are directly served.

Specific questions Respondents should address regarding these services are indicated below.

16.2.1 Describe your expertise in understanding the workforce needs of employers across Brevard, Flagler, and Volusia counties. Highlight how you will strategically leverage system resources to support employers in overcoming human resource challenges, while simultaneously empowering job-seeking individuals to build sustainable and fulfilling careers.

- Detail the innovative and forward-thinking strategies your organization employs to address employers' workforce challenges. Share specific examples of successful solutions you have implemented, showcasing measurable outcomes that resolved these challenges and fostered long-term success for both employers and jobseekers.
- Articulate your approach to helping jobseekers secure meaningful employment that promotes economic independence and career advancement. Provide concrete examples of programs or services your

organization has developed that have empowered individuals to achieve self-sufficiency and demonstrate the impact of these programs through success stories or metrics.

- 16.2.2 Describe the depth of your organization's knowledge and experience, as well as that of your proposed partners (if applicable), with the Workforce Innovation and Opportunity Act (WIOA) and its predecessor, the Workforce Investment Act (WIA).
- Provide specific examples of your experience in delivering training, employment, and case management services comparable to those outlined in this RFP. Additionally, demonstrate your understanding of current CSBFV programs and explain how your expertise can enhance their effectiveness and contribute to the success of career center services.
- 16.2.3 Describe, in detail, any previous evidence and background experience in serving target populations and provide a comprehensive explanation of the strategies that will be used to remove or mitigate individuals' barriers to training and employment.
- Describe any previous experience working with customers of special populations including, but not limited to, individuals dealing with mental health, substance use disorder, re-entry challenges, and mature workers. Highlight any customized programs or services that you have offered to these special populations.
  - Explain how your organization will work with limited Supplemental Nutrition Assistance Program (SNAP) resources to deliver high-quality services to the greatest number of customers. Include strategies for maximizing efficiency while maintaining service quality and addressing the unique needs of SNAP recipients
  - Respondent may also choose here to provide information about other populations not covered above.
- 16.2.4 Describe the specific transition plan(s) you will use to ensure uninterrupted customer services and the continuous achievement of performance measures during the transition to a new contractor. Include action steps, strategies, and timelines with specific dates for transitioning the services requested under this RFP?
- 16.2.5 Explain your organization's plans for ensuring equal effort and outreach to recruit new clients for workforce services across Brevard, Flagler, and Volusia Counties, emphasizing strategies to meet employer needs in all three counties.
- Discuss the specific message vehicles and activities you will use to engage clients and detail the expertise of the staff members who will be responsible for initiating and managing these efforts.
  - Include specific innovative actions, plans, or ideas for increasing both the number and quality of jobseekers completing full registration in Employ Florida, ensuring these efforts are consistently implemented across all three Counties.
  - Describe your customer intake process. What is accomplished during the first visit? What engagement occurs so that staff learn about the customer's

goals and customer's leave with a great understanding of the programs offered?

- 16.2.6 How will you ensure that frontline staff possesses the skills and knowledge needed to effectively recognize and provide services that help employers and jobseekers achieve their employment goals?
- In your response, list the specific skills and knowledge you expect from the staff you employ.
- 16.2.7 What are the standards for customer service within your organization and how will you ensure that these standards will be met consistently if you are awarded a contract as a result of this RFP?
- 16.2.8 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 assessments, 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.
  - Quality Improvement - Describe the quantitative and qualitative tools your organization will use to implement a continuous improvement model for career center services, as outlined in Section 6, Scope of Services - General, Paragraph 6.22. Explain how these tools will assess performance, reduce findings, and meet performance measures. Additionally, outline how you will collaborate with the board's Data Analyst to ensure your management team understands and can navigate tools like Power BI reports, and how feedback will be used to make necessary adjustments.
  - Describe the strategies your organization uses to collect, analyze, and apply data in order to guide program decisions, improve outcomes, and ensure deliverables are met. Explain how these data-driven strategies help enhance services and programs while meeting monitoring standards to maximize quality and results. Provide specific examples where you have used these tools and the outcomes achieved. The current State of Florida monitoring review tools are listed [here](#). Please note that the State of Florida's monitoring review tools may change periodically based on evolving state priorities and policies.
- 16.2.9 Describe the strategies you will implement to improve efficiency, streamline services, and meet performance measures.
- Meeting Performance Standards: Explain the strategies you will employ to meet federal, state, and local performance standards if awarded the contract through this RFP. Discuss how past successes and lessons learned from similar contracts will guide the development and execution of these strategies.
  - Describe how you will ensure the timely processing of scholarship and training applications while maintaining accountability for managing funding levels across various funding allocations. Explain how you will provide oversight for these funds to ensure compliance with scholarship budget

parameters and spending requirements, and how you will prevent delays that could impact training start dates and hinder positive outcomes..

- Describe your organization's approach to staff training and development, particularly in terms of understanding and managing performance measures.
- Include any additional performance indicators, not noted in Section 11 of this RFP, that you have experience managing and believe are relevant to this contract.
- Explain how you will communicate updates on best practices, process changes, and staff training in monthly reports.

16.2.10 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 for delivering Rapid Response services effectively. Include what your organization plans to offer businesses and discuss your ability to provide appropriate workshops to employees of companies that request these services.
- Explain the methods you will use to engage and assist individuals receiving or nearing the end of Reemployment Assistance payments to help them return to work.
- Describe the process your organization will use to relay insights from career center interactions related to potential layoffs and workforce disruptions, ensuring the Industry Relations team is equipped with up-to-date information to guide outreach and collaboration initiatives.

16.2.11 Describe your plan to incorporate career pathways and sector strategy activities into your program model.

16.2.12 CSBFV has identified Aerospace/Aviation, Business/Professional/Information Technology, Construction, Healthcare, Hospitality, Technology, and Manufacturing/Advanced Manufacturing as in-demand industry sectors. Providing training and work-based experiences that lead to sustained employment in these sectors and emerging careers is a priority for CSBFV. To ensure balanced support across all sectors, contractors must develop strategies that ensure job seekers are enrolled in training and employment opportunities across the full spectrum of in-demand industries.

- Describe how you will identify and recruit the best candidates for training and work experience opportunities.
- Explain how you will work with employers across all the identified in-demand industry sectors to create and sustain training and employment opportunities.
- Outline your approach to enrolling individuals in educational and work-based training opportunities across all in-demand sectors, ensuring participants have access to diverse training options that align with industry demand, while providing oversight and collaborative management of the state and local Eligible Training Provider List (ETPL).



- Provide examples of successful best practices for connecting job seekers with training and employment opportunities in multiple sectors.
- 16.2.13 workforce environment is rapidly changing, with increased emphasis on virtual services, remote work, and the adoption of new technologies such as AI and ChatGPT. Contractors must adapt to these changes by integrating virtual services into their operations where appropriate. It is crucial for contractors to stay current with these trends and technologies to ensure the delivery of effective services in a constantly evolving environment.
- Describe the virtual services your organization currently provides and how they are structured to ensure accessibility and effectiveness for job seekers.
  - Explain how you will assess opportunities to improve virtual service delivery for job seekers.
  - Identify any software or platforms you have used, or plan to implement, to enhance services, assessments, or outcomes for job-seeking customers, with an emphasis on expanding virtual and remote services. Explain how you evaluate and measure the return on investment for these tools.
- 16.2.14 Describe any future innovations that you envision implementing should you be awarded a contract under this RFP and identify any metrics and outcomes you propose to meet.
- Describe how these innovations align with CSBFV priorities, industry sectors, jobseekers, and methods of service delivery.
  - Describe how you plan to incorporate artificial intelligence (AI) into service delivery to assist job seekers with key activities such as job search, resume writing, and improving their own AI skills to remain competitive in the job market.
- 16.2.15 Describe your plans for recruiting and retaining young adults. Include plans to collaborate with schools and community partners to enhance recruitment efforts and expand services, as well as recruit and train qualified staff who can address the diverse needs of youth participants and ensure high-quality service delivery.
- 16.2.16 Detail the strategies and approaches you will employ to deliver the required services and ensure the 14 program elements outlined in WIOA §129(c) (refer to page 33) are provided to youth while ensuring compliance with all WIOA requirements and guidance.
- 16.2.17 Describe your plans to collaborate with community-based organizations including, non-profits and faith-based organizations.
- 16.2.18 Describe any additional career services you intend to provide to customers seeking to obtain or retain employment. Include proposed performance metrics, outcomes, and an evaluation plan to monitor, track, and analyze performance to ensure successful outcomes for job seekers. Examples of services may include:
- Pre-vocational training, such as communication and interviewing skills
  - Workforce preparation activities
  - Financial literacy education

- Job retention skills and coaching
- Basic Computer Skills

### **16.3 [TAB] Management and Staffing: Limit 15 pages**

- 16.3.1 Provide a management/staffing plan for each career center 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.
- 16.3.2 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.
- 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.
  - Describe your transition communication plan to incumbent staff.
- 16.3.3 After reviewing the Job Descriptions for current operations under the Resource section of this RFP, please describe any modifications or differences your organization would operate under. (Not included in the 15-page count).
- 16.3.4 Describe the experience, training, certification, and expertise that will be required of staff including minimum qualifications.
- Include criteria and examples of the tools used to determine suitability for the position.
  - Explain what criteria will be used to determine which incumbent CSBFV career center staff will remain (if any).
- 16.3.5 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.
  - Include examples of all relevant tools to describe how your process and practices provide an objective assessment of the above.
- 16.3.6 Identify and provide resume(s) of Key Staff designated to oversee the proposed service delivery model.
- 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.
- 16.3.7 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.

- 16.3.8 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 methods used to reduce or manage it.
- 16.3.9 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.
- 16.3.10 Current average caseloads are identified in Section 8, Scope of Services – Jobseeker Services 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.
  - Include how many customers your organization can serve effectively with your proposed headcount.
  - 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?
  - If the number of customers you propose to serve differs from the number served under your most recent contract for similar services, explain in detail how your organization plans to scale up operations to meet the proposed capacity. Include strategies for maintaining service quality and supporting the increased caseload within the budgetary constraints outlined in Section 4, Contract Type and Amount, of this RFP.

#### **16.4. [TAB] Budget**

For any contract awarded as a result of this RFP, the Contractor shall supply all personnel, labor and materials necessary for the performance of the contract unless otherwise indicated. The Contractor will also be responsible for managing multiple funding sources and training funding as provided, to ensure compliance with all applicable requirements. All proposed project costs must be necessary, 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 for pre-award costs.

If the respondent(s) are 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) do not have an approved ICR, CSBFV 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, and any other Federal, State and local grants/programs 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 funding streams and/or programs.

In preparing the budget, Respondents should take into consideration that CSBFV 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.). CSBFV will also directly pay for CSBFV-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 CSBFV. Therefore, respondents should not include costs for such expenses in the budget submitted with the proposal. CSBFV **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 Attachments section of this RFP. Fillable Excel budget forms are provided as a separate attachment [on our website](#).

**16.4.1 Provide a narrative explanation for each line item in the budget. [Limit 5 pages]**

The budget narrative represents the overall fiscal capability of an organization and must detail each item within every category for which funding is requested. It should describe how the project's proposed budget supports the stated objectives and activities, ensuring that funds are allocated to minimize administrative costs and maximize direct services to customers. The budget narrative must follow the same order as the line items in the line-item budget and include the following:

- **Justification of Expenses:** Each proposed expense must be necessary, allowable, and reasonable. The method of computation should be shown (e.g., insurance = salary x 2.35%).
- **In-Kind Contributions:** Identify any in-kind resources or support beyond what is requested in the budget. Include each committed or proposed source of funding and the amount. If the organization has an approved indirect cost plan and does not seek reimbursement for indirect costs, this amount should be provided as an in-kind contribution.
- **Contingency Plan:** State what contingency plans are in place to repay CSBFV in the event that any disallowed costs arise from an audit or monitoring review.
- **Budget Impact:** Specify what percentage of the organization's total budget this contract will represent if funded.
- **Expenditure Strategies:** Outline strategies to ensure level expenditures throughout the program year?

The following definitions are applicable to budget line items:

- **Wage/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). CSBFV establishes an annual budget for costs related to small equipment purchases (e.g., calculators, earphones, recorders, etc.). Purchases will be reviewed for cost-effectiveness, allowability, 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 CSBFV'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 CSBFV'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.

16.4.2 Provide a detailed description of your organization's experience in managing cost allocation, particularly in workforce services. Demonstrate how your organization has successfully controlled and achieved programmatic funding levels and outcomes while ensuring compliance with federal and state regulations. Clearly outline how cost allocation plans are developed and implemented to align with the fiscal and programmatic requirements of a tri-county workforce region in Florida. Your response should include:

Overview of your cost allocation management experience

- State the number of organizations your agency has worked with that use a cost allocation plan and/or that your organization has managed.
- Describe the cost allocation methodologies and bases used.
- List the funding sources covered under these plans (e.g., WIOA, TANF, SNAP E&T, Perkins, state workforce grants, private funding, etc.)

Relevance to Workforce Programs

- Explain your experience managing cost allocation within workforce services, including work with Florida's workforce system or other state/local workforce boards.
- Demonstrate compliance with 2 CFR Part 200 (Uniform Guidance) and Florida-specific cost allocation requirements.
- Outline the strategies used to equitably allocate costs across multiple



funding streams while maintaining fiscal integrity, program efficiency, and alignment with performance measures

- Describe your organization's cost allocation methodology, including how costs are distributed across funding sources (e.g., prorating supplies based on staff allocation or distributing salaries based on time spent on each fund source).
- If a cost allocation plan (CAP) is currently used, attach a copy. **[CAP is not included in the page limitation.]**

#### Implementation and Oversight

- Define management's role in oversight, technical assistance, and staff training related to cost allocation.
- Explain collaborative efforts with workforce boards, service providers, and other stakeholders to ensure transparency, compliance, and effective cost distribution.

- 16.4.3. 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.

CSBFV 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.

## 17. PROPOSAL SUBMISSION

To be considered responsive, one original hard copy proposal clearly marked "Original", and 6 copies marked "Copy" plus one digital (thumb drive) version of the proposal clearly marked with the Respondent's business name and the RFP Number, must be received at the CSBFV administration offices no later than the due date and time shown in the Proposal Schedule above. **Faxed or emailed proposals will not be accepted.** Thumb drives will not be returned.

Given the predominance of Microsoft Office in the market, CSBFV 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. Compatibility means CSBFV staff will NOT have to go through extra steps to view documents.

All proposals received will be recorded with the date and time of receipt. Proposals delivered after the deadline will not be accepted.

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.

All documents requiring a signature shall be signed in black or 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.**

Acceptable proposals shall, at a minimum, meet the specifications contained in this RFP. Respondents are responsible for determining all factors necessary for 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, and easy to understand and not exceed the indicated maximum limitations noted for each required submittal. Unnecessarily elaborate brochures or other presentations beyond what is sufficient to present a complete and effective proposal are not desired. Elaborate artwork, expensive paper, and plastic zip bindings are neither necessary, nor desired. 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.

Respondents should submit a single proposal, no longer than the length prescribed in the Proposal Preparation section above. 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 any organization in more than one bid is a basis for disqualification from consideration.

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.

CSBFV will award contracts based on what is in the best interests of CSBFV. 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(s). The assessment of experience and qualifications will consider 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 consider that rates are reasonable in relation to the services provided; detailed; and that assumptions by the Respondent regarding calculation of fees are relevant.

Proposals must be presented in the same order as set forth in the "Proposal Format" below and contain all information requested in the individual areas of service being proposed.

Giving incomplete or erroneous information or withholding important information could result in disqualification, or later, contract termination.

Time is of the essence with respect to performance on the services and products to be provided in the final agreements.

**The Representations and Certifications are required to be signed by the Respondent, using black or blue ink, notarized, and submitted with the proposal.**

## 18. PROPOSAL EVALUATION

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

#	Criteria	Points
1a	Organization Structure and Experience	15
1b	Financial Capacity	15
1c	Past Performance	5
2	Service Delivery / Operations	25
3	Management and Staffing	20
4	Budget	20

## 19. CONDITIONS AND LIMITATIONS

The following conditions are applicable to all proposals:

This RFP does not commit or obligate CSBFV 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.

CSBFV 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 CSBFV 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.

CSBFV 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.

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

Pursuant to Florida Statute 445.007 and in accordance with CareerSource Florida Inc. d/b/a CareerSource Florida (CSF) 2012 Modifications to CareerSource Florida Inc. Contracting Policy concerning Regional Workforce Board Contracting, all contracts between CSBFV and a CSBFV 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.

CSBFV 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 CSBFV and the individual or firm(s) selected.

CSBFV may require the selected Respondents to submit price, technical, or other revisions of

their proposals in writing which may result from negotiations.

CSBFV 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.

## 20. APPEAL PROCEDURE FOR PROCUREMENT ACTIONS

In accordance with applicable regulations, Respondents who are not selected for award of a CSBFV 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 Executive Director of Brevard Workforce Development Board, Inc. dba CareerSource Brevard Flagler Volusia, 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 CSBFV 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 Board's decision.

The CSBFV Executive Director will review the appeal and respond within 10 business days from receipt of the letter from the Respondent.

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

Chair, CSBFV 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 CSBFV Chair after consultation with counsel, but within 30 days of receipt of the appeal. Decisions by the CSBFV Executive Committee are final.

An appeal will not prevent CSBFV 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.**

-----Refer to Proposal Attachments-----