



**REQUEST FOR PROPOSAL
WORKFORCE SERVICES**

**Issued September 25, 2020
RFP #: 21-0055**

Table of Contents

I. OVERVIEW	6
A. RFP Timeline	7
1. Question and Answers	7
2. Respondent’s Conference	7
3. Notice of Intent	8
4. Proposals	9
5. Review, Evaluation and Selection	9
II. BACKGROUND OF ORGANIZATION	9
A. Vision	10
B. Mission	10
C. Core Values	10
III. WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) OF 2014	10
IV. GOVERNING AUTHORITY	11
V. SMALL BUSINESSES, MINORITY-OWNED FIRMS, AND WOMEN’S BUSINESS ENTERPRISE	11
VI. CONTRACTOR QUALIFICATIONS AND REQUIREMENTS	11
VII. KEY CONTRACT PROVISIONS	12
A. Performance Expectations and Hold Back	12
1. CIP Initiative	13
2. Local Performance Indicators	13
3. WIOA Primary Indicators	14
B. Audit Requirements	15
C. Stevens Amendment	16
D. Internal Financial Controls	16
E. Refunds/Credits	16
F. Profit or Management Fee	16
G. Indirect Cost Rate	16
H. Interest and Program Income	17
I. Stand-In Costs	17
J. Purchasing/Inventory	17

K. Use of Equipment.....	17
L. Insurance	18
M. Access to Records	18
N. Participant Record Confidentiality	19
O. Information Security	19
P. Code of Conduct and Business Ethics	19
Q. Staff Hiring, Qualifications and Training	20
R. Staff Salaries.....	21
S. Health and Safety	21
T. Pre-employment and Subsequent Screenings	22
U. Incident Reporting.....	22
V. Reports	23
W. Contractor Authority.....	23
X. Oversight	23
Y. Net Promoter for Customer Service	23
Z. Employer Satisfaction Surveys	24
VIII. SCOPE OF SERVICES.....	24
A. Critical Elements	24
1. Continuity of Services	24
2. Reaching All Areas of the County	25
3. Diversity and Local Staffing	25
4. Cost Effectiveness	25
5. Promoting Family-Sustaining Wages.....	25
6. Integration and Coordination.....	26
7. COVID-19 Pandemic Work Preparedness Planning	26
B. Service Components.....	26
1. One-Stop Operator & Career Services	26
2. Business Services and WIOA Adult & Dislocated Worker Program Services	28
C. Locations and Hours of Operation.....	30
IX. FUNDING ESTIMATES.....	31
X. STATEMENT OF WORK – REQUIRED RESPONSES	31
A. One-Stop Operator & Career Services Elements	31

1. TECHNICAL PROPOSAL.....	31
2. COST PROPOSAL.....	34
B. Business Services and WIOA Adult & Dislocated Worker Services Elements	35
1. TECHNICAL PROPOSAL.....	35
2. COST PROPOSAL.....	38
XI. PROPOSAL REQUIREMENTS.....	38
A. General Requirements	38
B. Proposal Content.....	39
TECHNICAL PROPOSAL.....	40
COST PROPOSAL.....	41
C. REQUIRED ATTACHMENTS.....	42
D. Number of Copies and Mailing Address.....	42
XII. GENERAL PROVISIONS.....	43
A. Improper Business Relationships / Conflict of Interest.....	43
B. Contract Term and Conditions.....	43
C. Subrecipient vs Contractor.....	43
D. Contract Type	43
XIII. Review, Evaluation and Selection Process.....	44
A. Required Information.....	44
B. Technical Proposal – 85 points	44
C. Cost Proposal – 15 points	44
D. Review, Evaluation, and Selection Process.....	44
Step 1: Preliminary Review	44
Step 2: Consultant Technical Review.....	45
Step 3: Selection Committee	45
Step 4: Presentation to the Selection Committee.....	45
Step 5: Other Information	45
Step 6: Selection and Contract.....	45
XIV. Appeal Procedure	46
XV. Conditions of this RFP - Reserved Rights.....	46
XVI. Appendices	48
Appendix 1 – Total Rewards Philosophy	48

Appendix 2 – Position Titles and Related Salary Ranges	50
A. Organization Information	51
B. Organization References.....	52
C. Organizational Charts	53
D. Key Staff Resumes and Job Descriptions.....	54
E. General Assurances	55
F. Certification of Respondent.....	56
G. Certification Regarding Debarment and Suspension	57
H. Certification Regarding Conflict of Interest.....	58
I. Certification Regarding Drug-Free Workplace	59
J. Certification Regarding Lobbying	61
K. Certification of Non-Discrimination & Equal Opportunity.....	62
L. Administrative Management Survey.....	63
M. Financial Systems Survey	65
N. Budget Forms	63
O. Audited Financial Statements	66

I. OVERVIEW

The vision of the public workforce system under the Workforce Innovation and Opportunity Act (WIOA) of 2014 is characterized by providing excellent customer service to job seekers and employers, customer-centered service delivery, and continuous improvement. This vision is the foundation of the workforce services being solicited through this Request for Proposal (RFP) as Tampa Bay Workforce Alliance, Inc., dba CareerSource Tampa Bay (CSTB) strives to ensure quality services are delivered in the most efficient and effective way possible, through full integration and coordination of One-Stop Career Center partners and resources that support seamless service delivery.

CSTB is soliciting proposals from qualified and experienced individuals; management teams; nonprofits; for profits; business/economic development associations; governmental or other eligible entities for two distinct components of and related to the workforce system:

- One-Stop Operator & Career Services
- Business Services and WIOA Adult & Dislocated Worker Program Services

One-Stop Operator and Career Services
<ul style="list-style-type: none"> • Coordination of Partner Services and Activities • Functional Supervision of DEO Staff • Management, Oversight, and Eligibility of Wagner-Peyser Programs • Outreach to Jobseekers • Career Center Orientation • Job Search Assistance • Resource Room Activities • Workshops • Intake and Initial Assessment • Referral to Partner Programs • Rapid Response Events • Reemployment Services and Eligibility Assessments (RESEA) • Trade Adjustment Act (TAA) • Migrant Seasonal Farmworkers (MSFW)

Business Services and WIOA Adult & Dislocated Worker Program Services	
<ul style="list-style-type: none"> • Outreach to Employers • Job Candidate Screening and Referral • Job Matching • Job Fairs • Fee-for-Service Opportunities • Work-Based Local Incumbent Worker Training 	<ul style="list-style-type: none"> • Comprehensive Assessment • WIOA Eligibility Determination • Career Exploration • Career Counseling • Employment Plan Development • Work-Based Training • Occupational Skills Training • Case Management • Supportive Services • Job Search Assistance • Follow-up Services

The RFP allows for Respondents to apply for one or two service components. CSTB's intent by this solicitation is to evaluate each component as a possible a stand-alone option. CSTB may elect to contract with one or more entities. The goal is to have a streamlined workforce delivery system that demonstrates innovation, meets performance, collaborates and establishes relationships with all potential partners.

A. RFP Timeline

Solicitation Action	Date
Issue RFP	September 25, 2020 by 5:00 PM
Question & Answer Period	September 28, 2020 to October 16, 2020 at 11:00 AM EST
Respondents' Conference	October 12, 2020 at 9:00 AM-10:00 AM EST
Notice of Intent to Propose	October 26, 2020 at 11:00 AM EST
Responses to RFP Due	November 6, 2020 at 1:00 PM EST
Evaluation of Proposals	November 9, 2020 - December 3, 2020
Presentation to Selection Committee	2 nd week of December 2020 (Tentative date)
Board Approval of Contractor(s)	March 18, 2021
Begin Contract Negotiations	March 22, 2021
Contract(s) Begin(s)	July 1, 2021

1. Question and Answers.

Questions and/or requests for clarification may be submitted to RFP@careersourcetb.com any time between the release of the RFP through **October 16, 2020 at 11:00 AM EST**. The subject line shall read "**RFP #21-0055: Workforce Services – Q&A**". Verbal questions and/or requests for clarification will not be accepted.

A good-faith effort will be made to provide a written response by **3:00 PM EST ON October 22, 2020**. The response will be posted on CSTB website at <https://www.careersourcetampabay.com/about-us/requests-for-proposals/>. *CSTB reserves the right to reject any or all questions and/or requests for clarification, in whole or in part.*

To avoid actual or perceived conflict, or undue influence over the process, all Respondents are prohibited from contacting any CSTB Board member, committee member, or staff (other than the contact listed above) regarding this RFP. Contact with anyone on any matters related to this RFP are grounds for disqualification of the prospective Respondent.

2. Respondent's Conference.

A Respondent's Conference is tentatively scheduled for **October 12, 2020 from 9:00AM to 10:00 AM EST** via Zoom. It is recommended Respondents interested in proposing participate in the conference.

An RSVP confirming your participation is to be sent no later than **October 9, 2020, 1:00 PM EST** to RFP@careersourcetb.com with subject line “**RFP 21-0055 – Respondent Conference**”. The email shall include:

- Respondent Entity name
- Name and Title of Attendees

Zoom meeting details will be provided to those Respondents who have submitted an RSVP.

Any changes to the date and/or time will be posted on the CSTB website <https://www.careersourcetampabay.com/about-us/requests-for-proposals/>. If Respondent desires to be notified of change, please email RFP@careersourcetb.com with subject line “**RFP 21-0055 – Notification of Changes**”.

Respondents are encouraged to prepare as many questions as possible in writing, in advance of the meeting. Questions are to be sent to RFP@careersourcetb.com with subject line “**RFP #21-0055: Workforce Services – Q&A**”. **Questions shall be received by October 7, 2020, 10:00 AM EST** in order to be considered for verbal response at the Respondent’s Conference. No response is formal until published on the CSTB website.

3. Notice of Intent.

Respondents who are interested in submitting a proposal **are required** to submit a Notice of Intent to propose via email by **11:00 AM EST on October 26, 2020** to RFP@careersourcetb.com.

The subject line shall read “**RFP #21-0055: Workforce Services – Notice of Intent.**” The Notice of Intent shall include the following:

- Respondent entity name, entity website and physical address
- Respondent contact name, phone number and email address
- Respondent DUNs #
- Service component(s) that the Respondent plans to propose:
 - One-Stop Operator & Career Services or
 - Business Services and WIOA Adult & Dislocated Worker Services or
 - One-Stop Operator & Career Services and Business Services and WIOA Adult & Dislocated Worker Services

CSTB reserves the right to reject any proposals whereby the Respondent has not submitted a Notice of Intent.

4. Proposals.

Sealed proposals shall be received no later than **1:00PM EST on November 6, 2020**. The outside of the package shall be clearly labeled “RFP No. 21-0055” and submitted as follows:

CareerSource Tampa Bay
Workforce Services RFP 21-0055
Attention: Anna Munro, Director of Fiscal Compliance
4902 Eisenhower Blvd, Suite 250
Tampa, FL 33634

Any response, or portion thereof, received after the submittal deadline will be declared nonresponsive and will not be considered. Refer to [X. Proposal Requirements](#) for requirements.

5. Review, Evaluation and Selection.

Refer to [XII. Review, Evaluation and Selection Process](#) for additional information.

II. BACKGROUND OF ORGANIZATION

Tampa Bay WorkForce Alliance, Inc. dba CareerSource Tampa Bay is a 501(c)(3) non-profit organization. The CSTB Board is appointed and designated by the Hillsborough County Board of County Commissioners to act as the Hillsborough County Local Area Workforce Board under provisions of the WIOA. CSTB has requested and received certification as the Local Workforce Development Board (LWDB) by CareerSource Florida, Florida’s State Workforce Development Board. This partnership supports and promotes economic growth through workforce development. CSTB (LWDB 15) is one (1) of twenty-four (24) local workforce development boards in Florida.

The Board of CSTB is comprised of representatives of businesses in Hillsborough County, local educational entities, labor organizations, community-based organizations, economic development agencies, One-Stop Partners, and other individuals deemed appropriate. Membership composition requirements are reviewed and certified by the Governor of the State of Florida once every two (2) years. Criteria for composition of the Board are set forth in Section 107, Title I of the WIOA and the State of Florida’s policies.

CSTB has been designated as the Administrative Entity and Fiscal Agent for Hillsborough County. As the Administrative Entity, CSTB performs duties such as, but not limited to, administration of the Local Area Workforce Plan, delivery of performance measures against program objectives, making programmatic decisions, ensuring funds are spent in accordance with applicable laws, and operation/management of LWDB contracts, subrecipient agreements and the one-stop career centers. As the fiscal agent, CSTB is designated to receive and disburse workforce development funds under a subgrantee agreement with the Florida Department of Economic Opportunity. It is responsible and accountable for the management of all workforce development funds made available to the local area. It may also procure, negotiate and manage contracts.

CSTB currently provides direct services as approved by CareerSource Florida. The entity currently contracted to serve as the one-stop operator is Kaiser Group, Inc. dba Dynamic Works.

A. Vision

Talent Meets Opportunity

B. Mission

To connect employers with qualified, skilled talent and Hillsborough County residents with employment and career development opportunities to achieve economic prosperity.

C. Core Values

- **Accountability.** We hold ourselves accountable for the quality and lasting results of our work and for the commitments we make to our participants, employers, partners, stakeholders, and each other.
- **Customer Focused.** We have a passion to serve. Our team is committed to understanding the needs of our customers through a results-oriented approach known as concierge customer service.
- **Collaboration.** We value and celebrate teamwork evident through our strong emphasis on partnership, engagement, and community development.
- **Innovation.** We go beyond conventional ideas and approaches so new possibilities and creativity can flourish to ensure real and lasting positive changes.
- **Integrity.** We maintain the highest standards of professional and ethical behavior, and we value transparency and honesty in our communications, relationships and actions.

III. WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) OF 2014

The workforce services to be provided shall be in accordance with the WIOA P.L. 113-128, enacted July 22, 2014. As the first legislative reform of the public workforce system in more than 15 years, WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser (WP) Act, and the Rehabilitation Act of 1973. WIOA authorizes the Job Corps, Youth Build, and Migrant and Seasonal Farmworker (MSFW) programs, in addition to the core programs. WIOA is designed to strengthen and improve our nation's public workforce system and help put Americans back to work.

WIOA is one of CSTB's primary sources of funding for workforce development services. Respondents shall be familiar with the WIOA and the federal regulations applicable to the WIOA. Both WIOA and the regulations can be accessed on the Department of Labor's (USDOL's) site (www.doleta.gov).

The State of Florida's Workforce Innovation Act of 2000 is the short title for Florida Statutes Chapter 445 - Workforce Services. It is the governing state law for workforce development activities in Florida. It is the Respondent's responsibility to be familiar with this law and the State rules and regulations applicable to it. This law can be found at the Florida legislature's website (<http://www.leg.state.fl.us/>). Governing Florida policy can be accessed from the Florida Department of Economic Opportunity's (DEO) website: (www.floridajobs.org).

IV. GOVERNING AUTHORITY

The Respondent hereby agrees to comply with the WIOA, the Florida Workforce Innovation Act, Wagner Peyser Act, Trade Adjustment Assistance (TAA) Act, and all applicable Federal, State and local laws, regulations, policies, plans, and which are in effect at the inception of the contract(s) or as may be promulgated or amended during its life, and will require this of its subcontractors as well. When determining applicability, all programs and activities funded, or otherwise financially assisted, in whole or part under this RFP, under WIOA are programs and activities receiving federal financial assistance.

V. SMALL BUSINESSES, MINORITY-OWNED FIRMS, AND WOMEN'S BUSINESS ENTERPRISE

Small businesses, Minority and female-owned businesses are encouraged to apply. No individual shall be excluded from participation in, denied benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any services provided under the RFP because of race, color, religion, sex, national origin, age, handicap, or political affiliation or belief.

VI. CONTRACTOR QUALIFICATIONS AND REQUIREMENTS

The RFP allows for Respondents to apply for one or two service components. CSTB's intent by this solicitation is to evaluate each component as a possible stand-alone option. CSTB may elect to contract with one or more entities. The goal is to have a streamlined workforce delivery system that demonstrates innovation, meets performance, collaborates, and establishes relationships with all potential partners.

The stand-alone evaluation review of components will look for proposals that detail a focused, innovative, collaborative and non-redundant approach to the delivery of services for each component and how the component will fit and work with the other components. CSTB is committed to continuous quality improvement in the delivery of its workforce development activities and is interested in the creation of key partnerships that will complement and enhance service delivery. Moreover, CSTB is dedicated to increasing employer involvement and community partnerships to the workforce system.

Respondents shall have direct experience with, and extensive knowledge of, the federal workforce investment system and the services and programs associated therewith. Further, Respondents shall document an in-depth knowledge of the fiscal, administrative and programmatic requirements of the multiple funding streams utilized by CSTB.

Any non-profit, for-profit, educational or public entity/organization properly organized in accordance with applicable federal, state or local laws is eligible to submit a proposal.

However, no entity may compete for funds if (a) the entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (b) the entity's previous contract(s) with CSTB have been terminated for cause; (c) the entity has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or (d) the entity's name appears on the convicted vendor list.

Respondents shall meet all the minimum qualifications outlined below.

- Has provided services similar in nature and complexity for at least five (5) years;
- Has contracted to provide services similar in nature and complexity, with at least one organization within the past five (5) years. Performance of similar services as an employee does not fulfill this requirement; and
- Be licensed to conduct business in the State of Florida.

Additionally, CSTB is seeking Respondents that have the following characteristics:

- Support and contribute to the achievement of CSTB's mission, vision, goals, values, and objectives;
- Expand and enhance existing partnerships and create new ones with other community organizations to leverage resources, and increase services and opportunities for our customers;
- Meet or exceed contracted WIOA negotiated performance measures;
- Demonstrate innovation in addressing workforce needs.
- Work to continuously improve the performance of the workforce system by reducing redundancy and duplication of effort and increasing the connection to employers and community partnerships.
- Work to continuously improve the experience of our customers, and the quality of services provided including excellent customer service;
- Increase the awareness and use of workforce center services by employers and community residents throughout the region;
- Focus on providing business-driven services that are aligned with CSTB's targeted industries and occupations;
- Prepare job seekers for long-term careers through the attainment of higher skills;
- Provide employers with a high quality and skilled workforce; and
- Have a proven successful track record of demonstrated performance

VII. KEY CONTRACT PROVISIONS

CSTB will negotiate a cost reimbursement contract for each of the specified service components with the "Selected Respondent(s)", (also referred to as "Contractor(s)"). Each Contractor will be held to specific key contractual provisions, including, but not limited to, the following:

A. Performance Expectations and Hold Back

Within the resulting contract, CSTB will prescribe specific performance outcomes that are to be achieved by the Contractor for each quarter of the fiscal year. It will also include a negotiated percentage of the contract that will be held back as retainage to ensure all performance standards are achieved. At the end of the Program Year, CSTB will review the

performance outcomes and will pay the Contractor either (a) the full amount held back if all standards were achieved, or (b) a pro-rated portion thereof if all standards were not achieved.

Driven by our commitment to excellence and continuous improvement and based on feedback from local workforce development boards throughout the state, CareerSource Florida and the Department of Economic Opportunity developed the Continuous Improvement Performance (CIP) Initiative. Further, Respondents shall understand that CSTB has an expectation of excelling in both the WIOA Primary Indicators of Performance and the CIP in order (a) for CSTB to perform well and (b) to ensure that CSTB is not subject to corrective action by the state.

1. **CIP Initiative.** The measures and components included in the CIP Initiative, launching in fiscal year 2019-2020, offer additional measures specifically aligned with the goals and strategies of the State of Florida. The metrics within the CIP Initiative focus on the core services of the network: employment, training and business services are as follows:

- **Employment Rate 1st Quarter After Exit:** The percentage of WIOA and WP participants who exited the system and had certified wages the first quarter after exit.
- **Participant Training Rate:** The percentage of WIOA participants* who received training services.
- **Business Penetration:** The number of business establishments provided a staff-assisted, high-value service by a local board.

2. **Local Performance Indicators.** CSTB has identified the following local performance indicators that it will track and measure to identify progress in meeting customer needs:

Career Services:

- Number of EmployFlorida (EF) Registrants
- Number of Services provided
- Number of Placements
- TAA Specific
- RESEA Specific
- MSFW Indicators of Compliance and Service Levels
- Customer Satisfaction Rating/Net Promoter Score

Business Services:

- Market Saturation Rate* (Defined by the State.)
- Number of Employers Served
- Number of New Businesses Served
- Number of Job Orders
- Number of In-House Recruitment Events/Job Fairs
- Number of On-the-Job Training Agreements That Yield Enrollments
- Number of Paid Work Experience Agreements That Yield Enrollments
- Number of Incumbent Worker Training (IWT) That Yield Enrollments
- Employer Satisfaction Rating/Net Promoter Score

WIOA AD/DW:

- Number of Individual Career Services (ICS) Enrollments
- Number of Occupational Skills Training ITA Enrollments

- Number of Registered Apprenticeship (RA) Training Enrollments
- Number of On-the-Job (OJT) Training Enrollments and Placements
- Number of Placements
- Number of Post-Exit Follow-up
- Average Wage at Placement

3. **WIOA Primary Indicators.** It is imperative that Respondents to this RFP have a clear understanding of the performance measurement tools used in Florida (i.e., the WIOA Primary Indicators of Performance and the CIP as well as the local performance criteria established by CSTB, including the replacement of key staff as described in the [Staff Hiring, Qualifications & Training](#)).

WIOA includes Primary Indicators of Performance in which all states are responsible for achieving targeted performance. For informational purposes, please see the following chart outlining Program Year 19-20 goals for the WIOA Primary Indicators of Performance for CSTB. Note: These goals are provided as an example of the performance measures and required levels of performance that may be required. Actual performance levels and standards are subject to change and will be established through contract negotiation.

Measures	PY 2019-2020 % of Performance Goal Met For Q4	PY 2019-2020 Performance Goals
Adults:		
Employed 2nd Qtr After Exit	87.25	90.20
Median Wage 2nd Quarter After Exit	132.85	\$6,850
Employed 4th Qtr After Exit	99.88	83.50
Credential Attainment Rate	137.38	65.00
Dislocated Workers:		
Employed 2nd Qtr After Exit	86.34	84.20
Median Wage 2nd Quarter After Exit	131.45	\$6,850
Employed 4th Qtr After Exit	107.07	79.20
Credential Attainment Rate	132.11	68.20
Youth:		
Employed 2nd Qtr After Exit	102.38	75.50
Employed 4th Qtr After Exit	117.20	69.20
Credential Attainment Rate	108.21	75.50
Wagner Peyser:		
Employed 2nd Qtr After Exit	99.56	68.20
Median Wage 2nd Quarter After Exit	120.60	\$4,850
Employed 4th Qtr After Exit	96.63	65.20

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

Description	Program Year 18-19	Program Year 19-20
Job Seeker:		
1. Registered Individuals/ # of New EF Registrants	11,329	31,603
2. Individuals Served/Services in EF	240,269	173,308
Employer:		
1. Internal job orders received	11,306	11,991
2. Unique Employers served	1,055	1,264
3. Total Placements	9,313	5,118

Program/Service	Program Year 18-19	Program Year 19-20
WIOA Adults/Dislocated Workers	2,310	856
WIOA Youth	758	606
Welfare Transition	2,280	2,768
Veterans Served	2,543	2,606
TAA	12	6
RESEA	2,344	2,798

B. Audit Requirements

1. The services delivered under the Contract are considered sub-recipient services and require compliance with audit requirements for federal funds required by 2 CFR 200.430. As Contractor is expending more than \$750,000 in federal funds during the term of the Contract, the Contractor shall have an annual independent financial and compliance audit that includes coverage of workforce services within its scope, and is conducted in accordance with generally accepted auditing standards as required by 2 CFR 200.430.
2. Contractor shall submit a copy of their independent audit report as required by 2 CFR 200.430 within thirty (30) calendar days after its receipt by the Contractor but not later than nine (9) months after the end date of the Contract.
3. For profit entities who expend \$750,000 or more during the for-profit entity's fiscal year shall have a compliance audit for each of the awards with expenditures of \$750,000 or more during the for-profit entity's fiscal year. If a for-profit entity receives more than one award with a sum total of expenditures of \$750,000 or more during the for-profit entity's

fiscal year, but does not have any single award with expenditures of \$750,000 or more; the entity shall determine whether any or all of the awards have common compliance requirements (*i.e.*, are considered a cluster of awards) and determine the total expenditures of the awards with common compliance requirements. A compliance audit is required for the largest cluster of awards (if multiple clusters of awards exist) or the largest award not in a cluster of awards, whichever corresponding expenditure total is greater.

C. Stevens Amendment

CareerSource Tampa Bay programs and initiatives are fully supported by the U.S. Departments of Labor, Health and Human Services, and Agriculture as part of awards totaling \$23,321,277.

D. Internal Financial Controls

1. Contractor shall be responsible for implementing procedures and internal financial controls governing the management and utilization of funds provided hereunder. The procedures and financial controls shall be established pursuant to Generally Accepted Accounting Principles (GAAP) procedures.
2. Contractor will maintain separate accounting records for all funds expended under the Contract to ensure compliance with all federal and state laws and to ensure that the funds have not been unlawfully spent. All expenditures shall be allowable, allocable, necessary and reasonable for proper and efficient operation of the program under the appropriate funding source administered.
3. Contractor will make available all accounting records for review upon request for examination, audit, or for the making of excerpts or copies of such records for the purpose of determining compliance with all applicable rules and regulations and provisions of the Contract.

E. Refunds/Credits

Refunds or credits from training institutions or other vendors for unearned funds or costs that have been paid by CSTB shall be returned to CSTB within ten (10) days of being received by the Contractor or shall be accounted for in the following reimbursement request with a reduction equal to the refund or credit.

F. Profit or Management Fee

A reasonable profit amount or management fee will be considered and determined as part of the contract negotiation process. For governmental, non-profits, and public or non-profit education institutions, earnings above actual costs incurred are to be treated as program income. Any program income earned shall be used for program purposes.

G. Indirect Cost Rate

As applicable, the Contractor shall submit its Indirect Cost Rate that has been approved by its federal cognizant agency to CSTB for consideration.

H. Interest and Program Income

1. Contractor shall hold all funds in an insured interest-bearing account. Earned interest shall be considered program income.
2. Contractor shall not leave cash resulting from program income sitting idle in a bank account. Cash on hand shall be limited to the amount needed for immediate disbursement.
3. Program income may only be used for allowable costs in accordance with the applicable cost principles and the terms and conditions of the contracted services.
4. Contractor shall account for program income in accordance with the terms of the contracted services.

I. Stand-In Costs

Costs paid from non-federal sources may be used to stand-in for disallowed costs identified as a result of a monitoring report or audit. These costs shall be reported as uncharged program costs and shall have been allowable under the grant for which the stand-in costs are offered. Stand-in costs shall be adequately documented in the same manner as all other WIOA program costs. They are subject to verification through an audit and shall be reported in accordance with standards set by 2 CFR 200.430.

J. Purchasing/Inventory

1. All purchasing shall follow CSTB's procurement guidelines. Records shall be maintained to document procurement efforts to comply with this requirement.
2. Equipment purchased as defined as tangible, nonexpendable personal property having a useful life of more than one (1) year and an acquisition cost of \$5,000 or more per unit, including all costs related to the property's final intended use, shall first receive prior approval from CSTB.
3. An up-to-date inventory of all property purchased that has an individual purchase price of \$5,000 or more shall be maintained and shall not be disposed of without prior written authorization.
4. Title to supplies, equipment, real property and other expendable property acquired by a recipient of federal funds shall vest in the recipient upon acquisition for the authorized purpose of the project as long as it is needed and shall not encumber the property without approval of the USDOL.
5. All supplies, equipment, real property and other expendable property shall be returned within forty-five (45) days of Contract termination or when the property is no longer needed.

K. Use of Equipment

Any equipment purchased under the Contract or provided by CSTB for use in delivering the services under the Contract shall be used exclusively by the applicants and/or participants unless an equipment user agreement has been made part of the Contract. Such equipment is and shall remain the property of CSTB.

L. Insurance

1. Contractor shall deliver to CSTB prior to the commencement of the Contract satisfactory evidence in the form of a Certificate of Insurance that the following insurance coverage, as appropriate, are in force and will not be canceled without thirty (30) days written notice to CSTB. Such a Certificate shall serve as proof that all Insurance and fidelity bonds, if applicable, are current and that all appropriate employees of Contractor are covered. CSTB may withhold payments or terminate the Contract if the Contractor fails to maintain or provide evidence of current insurance.
2. Liability Insurance: Contractor agrees to obtain a standard liability insurance policy in the single limit amount of \$1,000,000 and will provide general liability insurance in the amount of \$1,000,000 per person and \$3,000,000 aggregate with an endorsement naming Tampa Bay WorkForce Alliance, Inc. dba CSTB as an additional insured, unless Contractor is self-insured. If Contractor is self-insured, Contractor shall be able to provide the same coverage and shall submit proper documentation to CSTB as evidence of such.
3. Workers' Compensation: To the extent that the state Workers' Compensation law is applicable, Contractor shall provide Workers' Compensation coverage to all employees paid directly under the Contract. Where employees covered under the Contract are not covered under a state Workers' Compensation law, then the Contractor shall provide insurance coverage for injuries suffered by employees. Income maintenance coverage is not required.
4. Motor Vehicle Insurance: Contractor agrees to obtain Motor Vehicle Insurance coverage in the amounts of \$50,000 property damage, \$100,000 per person and \$300,000 per occurrence, for all motorized vehicles owned or leased by the Contractor to be used in the performance of actions authorized by the Contract. Contractor shall ensure that all employees receiving travel reimbursement, including mileage, have current motor vehicle insurance. Contractor shall comply with this part by maintaining copies of its employees' current, personal insurance cards. CSTB may, at any time, require the Contractor to produce copies of insurance cards for employees receiving mileage reimbursements.
5. Bonding: Contractor shall carry an Employee Fidelity Bond on every officer, director, agent, or employee authorized to receive or deposit funds or issue financial documents, checks, or other instruments of payment of program costs. Bond shall be in the amount of \$100,000 or the total amount of the Contract, whichever is less. The bond shall be effective prior to any contract payment and for at least twelve (12) months after the Contract terminates and Tampa Bay WorkForce Alliance, Inc. dba CSTB shall be named as beneficiary.
6. Contractor shall assure and require that all subcontractors maintain the same type of insurance.
7. All property and equipment purchased by the Contractor under the Contract shall be insured against, fire, theft and destruction in an amount equal to the full replacement cost.

M. Access to Records

1. At any time during normal business hours and as often as CSTB, DEO, USDOL, Comptroller General of the United States, or their designated representative may deem

necessary, Contractor shall make available all appropriate personnel for interviews and all such financial, applicant, or participant books, documents, papers and records (including computer records), or other data relating to matters covered by the Contract, for examination, audit, or for the making of excerpts or copies of such records for the purpose of auditing and monitoring program activities and determining compliance with all applicable rules and regulations, and the provisions of the Contract. The above referenced records shall be made available at the Contractor's expense, at reasonable locations as determined by CSTB.

2. Annually Contractor shall provide copies of W-2 forms to be compared against the USDOL's most recent ETA salary/bonus threshold in order to ensure compliance with the current limitation.

N. Participant Record Confidentiality

1. Contractor shall comply with the confidentiality provisions and the record retention requirements of section 119.021, F.S., where applicable.
2. All Contractor records classified as public records shall be open and available for inspection by any person unless otherwise specified by law. It is the responsibility of the Contractor to maintain records in a location that is accessible to the public.
3. Contractor shall not disclose any information concerning a workforce services applicant or participant to any agency or individual, other than CSTB, for any purpose without written consent of the participant, or his/her responsible parent or legal guardian.
4. Contractor shall ensure customer and organizational confidentiality. It shall require all staff to sign a statement that he or she will adhere to the CSTB Personally Identifiable Information (PII) policy upon initial hire, and annually thereafter.

O. Information Security

Contractor will ensure that all staff review CSTB policies related to information systems security and Contractor will comply with employment penalties outlined therein for its employees found to be in violation of such policies. Contractor will ensure that it follows CSTB procedures for information system's account creation maintenance and termination related to Contractor's employees and the DEO positions for which the Contractor provides oversight.

P. Code of Conduct and Business Ethics

1. Contractor shall maintain written standards of conduct governing the performance of its employees engaged in the award and administration of contracts. No employee, officer, or agent shall participate in the selection, award, or administration of a contract supported by federal funds if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award. The officers, employees, and agents of the Contractor shall neither solicit nor accept gratuities, favors, or anything of monetary value from Contractors, or parties to sub-agreements. However, Contractor may set standards for situations in which the financial interest is not substantial, or the gift is an unsolicited item of nominal value. The

standards of conduct shall provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the Contractor.

2. Contractor shall adhere to CSTB's Code of Conduct and Business Ethics policy and require all staff to sign CSTB's Code of Conduct and Code of Ethics and Transparency upon initial hire, and annually thereafter. Further, Contractor shall comply with all federal, state and local laws and regulations related to financial practice and corporate governance.

Q. Staff Hiring, Qualifications and Training

1. Contractor will hire and manage qualified and trained staff, in accordance with industry and/or educational standards as well as staff who demonstrate the highest propensity to operate under the envisioned service delivery model.
2. Removal or replacement of management-level personnel requires the prior approval of CSTB who shall be notified within five (5) calendar days that a vacancy is possible. If key staff voluntarily vacates a position, the Contractor shall immediately notify the CSTB. The Contractor will make a good faith effort to quickly fill the vacated position with a qualified replacement. Failure to fill a key vacancy within a reasonable time period may result, at the sole discretion of CSTB, in the forfeiture of a part or the total performance holdback as discussed in [Performance Expectations and Hold Back](#) for the period of time in which the vacancy exists.
3. Each funded position shall have a specific, written job description which includes the minimum required qualifications and skills for the position, the overall job duties to be performed by the position and the responsibility and authority of the position.
4. When filling open staff and management-level positions, Contractor will provide CSTB with the opportunity to review candidate qualifications and to designate CSTB staff to participate on interview panels. Note: while this provides an opportunity for CSTB staff to be engaged in the hiring process, the authority to make hiring decisions is that of the Contractor.
5. Contractor will develop and maintain training plans for all frontline positions which includes specific competencies and training resources.
6. Contractor will implement a system to assess staff's mastery of identified competencies. The Contractor will coordinate with CSTB to develop competency exams and question sets to ensure alignment with federal, state and local expectations.
7. Contractor will maintain a performance management system in which an employee in a funded position will receive a written review at a minimum annually regarding his/her performance unless deemed otherwise appropriate for more frequent reviews.
8. Contractor will establish jointly with staff, goals that are in alignment with the Performance Deliverables outlined in Contract and federal, state, and local quality assurance requirements. The establishment of these goals will be to ensure that staff understands their individual role in aiding towards the attainment of said deliverables.
9. Contractor will provide qualified programmatic and technical staff with the expertise to meet the goals, objectives and requirements of the services to be provided through the CSTB offices. The Contractor will implement and maintain an effective training program which includes both management and staff development.

10. Contractor will require that all frontline employees pass Tier I certification test in order to obtain their Florida Certified Workforce Professional Tier I certification within twelve (12) months of their initial hire. An employee who does not pass the Tier I test after three (3) attempts shall have his or her employment terminated.
11. Contractor will provide and/or make available training on a regular basis regarding all workforce development programs, and special grants/projects guidelines, policies and best practices. CSTB's policies are located on its website: <https://www.careersourcetampabay.com/reports-and-publications/>
12. Annually, Contractor will develop a regional training plan that addresses the training and development needs of regional staff as assessed and determined at the onset of the program year. Contractor staff will ensure that CSTB staff input is sought and incorporated into the annual regional training plan. Contractor and CSTB will review the plan quarterly to ensure adjustments are made to meet organizational needs.
13. Contractor will require all staff to complete security awareness training within thirty (30+) days of initial hire. All certificates signifying the completion of training shall be submitted to CSTB's Director of Management Information Systems (MIS) & Data Services. Additionally, Contractor will coordinate with CSTB's Director of MIS & Data Services to ensure that ongoing information security refresher training is provided to all employees no less than annually.
14. Contractor will be required to list all of its organization's local job vacancies in Employ Florida (EF).

R. Staff Salaries

Contractor will ensure that its local compensation plan conforms to CSTB's Total Rewards Philosophy as stated in [Appendix 1](#). Contractor may consult with CSTB's Director of Human Resources for assistance in the development of such plan as may be needed.

S. Health and Safety

1. Health and safety standards, including Child Labor Laws, established under state and federal law, otherwise applicable to working conditions of employees shall be applicable to working and training conditions of workforce services participants. Where participants or employees covered under the Contract are engaged in activities not covered under the Occupational Health and Safety Act of 1970, they shall not be required or permitted to work, be trained, or receive services in buildings or surroundings or under working conditions which are found to be unsanitary, hazardous or dangerous to their health or safety.
2. Contractor will adhere to CSTB's Emergency Preparedness Plan (the Plan) and ensure that staff designated in the Plan are sufficiently knowledgeable of their roles during emergencies or situations that may disrupt normal operations. Further, Contractor will ensure that all of its staff are knowledgeable of their roles during emergencies or disruptions. In accordance with the Plan, Contractor shall ensure that all new employees review the Plan within 30 days of the employment start date, that the Plan be reviewed with all staff no less than annually, and that each career center performs safety drills at a minimum of once per year unless otherwise appropriate for more frequent drills.

T. Pre-employment and Subsequent Screenings

1. Contractor will develop and maintain written policies regarding pre-employment and periodic criminal background screenings, drug-screenings and credit checks to address the actions that may occur if a screening or check results in a finding.

Contractor agrees that it will develop and maintain these written policies in accordance with all state and federal laws, including without limitation, the Fair Credit Reporting Act, the Florida Civil Rights Act and Title VII of the Civil Rights Act of 1964. Contractor also agrees that it will develop and maintain the written policies in accordance with The Equal Employment Opportunity Commission's ("EEOC") Enforcement Guidance Number 95.002 issued April 25, 2012, titled "Consideration of Arrest and Conviction Records in Employment Decisions under Title VII of the Civil Rights Act of 1964."

2. Contractor will conduct pre-employment criminal background screenings on all new hires and employees with access to protected personal identification information housed in participant files as well as state and local databases. In accordance with the Grantee-Subgrantee Agreement between CSTB and DEO and Chapters 435.03 and 435.04(2), Florida Statutes, all employees shall undergo the equivalent of a Level 1 background screening as a condition of hire and continued employment. Level 1 background screening includes, but need not be limited to, employment history checks and statewide criminal correspondence checks through the Florida Department of Law Enforcement (FDLE) and may include local criminal checks through local law enforcement agencies. The background screening results shall be used to determine eligibility for employment or continued employment, and approval of Contractor personnel performing work on behalf of CSTB.

After initial hire, employees are required to undergo a Level 1 background screening no less than annually in order to align with CSTB's policy. Contractor shall designate one or more individuals, representing human resources or senior management, to be responsible for reviewing the results of the background screening against the referenced statutes above to ensure employment eligibility for prospective or current employees. Contractor shall provide evidence that its designated reviewer(s) were trained on the requirements on Level I background screening as set forth in law.

3. Contractor will conduct pre-employment and subsequent annual credit checks for all fiduciary positions. Contractor will maintain a list of positions with fiduciary responsibilities and will submit the list to CSTB at the beginning of each fiscal year and more frequently if requested. Contractor will notify CSTB of any actions taken as a result of findings related to the credit check within 24 hours of receiving notification.

U. Incident Reporting

Known or suspected incidents of fraud, injury, program abuse or criminal conduct shall be immediately reported in writing to CSTB CEO and the Director of Human Resources, Training, and Staff Development. The written report shall detail the incident, person(s) involved, and any corrective action taken. Contractor is to utilize CSTB's Incident Reporting form for injuries.

Additionally, upon initial hire and annually thereafter, the Contractor shall also notify all staff members of the EthicsPoint hotline, so their employees understand they are able to anonymously report any suspected incidents of fraud, program abuse, or criminal conduct

directly to CSTB.

V. Reports

All reports and reimbursement requests shall be submitted to CSTB's Administrative Office at 4902 Eisenhower Blvd., Suite 250, Tampa, Florida, 33634. These include, but are not limited to the following:

1. **Payment Request:** Contractor shall submit a detailed invoice along with supporting documentation, including, but not limited to, a general ledger detail, financial reports, receipts, and timesheets as specified in the Contract within ten (10) calendar days after the end of each month. Services and/or training paid in full or in part under any other contract or from any other source are not eligible for payment under the Contract.
2. **Financial and Programmatic Reports:** Contractor shall submit all required financial and programmatic reports within ten (10) calendar days after the end of each month for all program areas managed unless otherwise requested or directed by CSTB.
3. **Contract Close-Out Report:** Contractor shall submit a Contract Close-Out Report within ninety (90) days after contract termination, summarizing all payment requests, actual expenses, inventory, and other items requested by CSTB.
4. **Program Income Report:** Government or non-profit Contractors who generate program income from activities covered under the Contract, shall submit to CSTB a Program Income Report within ninety (90) days after contract termination.

W. Contractor Authority

1. Contractor shall not enter into contracts and/or agreements on behalf of CSTB or its customers without prior written authorization from CSTB.
2. Contractor shall not act as an agent or employee of CSTB beyond the Scope of Work described herein. If Contractor takes any action outside of this designated Scope of Work, Contractor shall be liable for all costs, fees and damages that may be incurred by Contractor or CSTB as a result of such actions.

X. Oversight

The Contractor will report to and be overseen by CSTB. The Contractor shall openly and immediately communicate to CSTB leadership any challenges or problems that may adversely affect its ability to deliver services and/or meet its performance requirements.

Y. Net Promoter for Customer Service

CSTB utilizes Net Promoter Score®, or NPS®, to measure customer experience. Net Promoter Score®, or NPS®, is a proven metric that has transformed the business world and now provides the core measurement for customer experience management programs worldwide. NPS utilizing the scale rating is zero (0) to ten (10) with zero being “not likely at all”, five being “neutral” and 10 being “extremely likely”. NPS measures:

- Leading indicator of growth
- Customer retention and advocacy
- Quantifies customer loyalty
- Likelihood of customer referring your company to a friend

- Benchmark to similar companies

The Monthly NPS Customer Satisfaction Reports provide CSTB with qualitative analysis that allows for a review of regional/center details to identify trends. The Senior Leadership team reviews the results on a monthly basis from an adaptive analysis approach. For any customer that rates CSTB between a 0-6, a member CSTB Management team will reach to discuss and address the issue. Additionally, the Workforce Performance Committee will review these results on a quarterly basis.

Z. Employer Satisfaction Surveys

Beginning in February 2020, CSTB began conducting a monthly Employer Customer Satisfaction Survey to employers who were provided services by CSTB through Employ Florida. Employer services range from provision of information to job order related services to work based learning agreements. Development of a satisfaction survey for employers is crucial in identifying CSTB Business Services team's services effectiveness in meeting the workforce needs of Hillsborough County employers.

The Monthly Employer Customer Satisfaction Reports will provide CSTB with qualitative analysis that allows for a review of regional/center details to identify trends. The Senior Leadership team will review the results on a monthly basis from an adaptive analysis approach. Additionally, the Workforce Solutions Committee and One Stop Committee will review these results on a quarterly basis.

VIII. SCOPE OF SERVICES

A. Critical Elements

CSTB has identified the following as Critical Elements for the delivery of its contracted Workforce Services.

1. Continuity of Services

- a. Contractor(s) shall hire current personnel and retain current staffing levels for the first ninety (90) days of the contract period to maintain stability and promote continuity of services. Additionally, the selected Contractor(s) shall maintain a range of benefits, including health insurance and personal time off, that meets or exceeds those provided by CSTB.

A schedule outlining the position titles and related salary ranges for each service component (i.e., One-Stop Operator & Career Services and Business Services and WIOA Adult & Dislocated Worker Services) is included as [Appendix 2](#) for planning purposes.

- b. Contractor(s) shall continue the existing customer flow processes, including the utilization of existing procedures, systems, and forms for activities including, but not limited to, intake, referral, eligibility, case management, and follow-up for the first ninety (90) days of the contract period to maintain stability and promote continuity of services.

2. Reaching All Areas of the County

To increase its ability to reach customers who may have barriers such as transportation and/or childcare issues that prevent them from fully participating at a CareerSource Center, CSTB is interested in the ability of the selected Contractor(s) to develop and implement alternative service delivery methods, such as virtual services or additional access points throughout Hillsborough County. CSTB has selected a Virtual Services Provider and currently in contract negotiations. The selected Contractor(s) will coordinate services with the Virtual Services Provider. Services include (1) Training, career exploration tools, online orientations; (2) Case Management to include employer, job seeker and staff portals, document management, customizable reports, host virtual job fairs, track participant data; and (3) Provider Services, such as staff training, marketing materials and desk guides, data integrations, and security protocols. The selected Contractor(s) will work with the Virtual Services provider to ensure these services are readily available and provided seamlessly across all programs and to all customers.

3. Diversity and Local Staffing

Contractor(s) on-site personnel shall mirror the diversity of the customers who are utilizing its workforce services. This includes ensuring that it maintains an appropriate level of bi-lingual and multi-lingual staff. Moreover, when staffing vacancies occur or new positions are created, the selected Contractor(s) shall hire from the local Tampa talent pool to the fullest extent possible.

4. Cost Effectiveness

To promote cost effectiveness, CSTB will retain responsibility for the majority of operating costs as well as WIOA-funded training activities. Additionally, with respect to cost effectiveness, CSTB is interested in how Respondents may be able to leverage funding from alternative sources to use in conjunction with any moneys received under a contract resulting from this RFP.

5. Promoting Family-Sustaining Wages

Workforce system customers often present themselves with a high need for immediate employment, even if that employment is relatively low-wage and lacking upward advancement potential. The Hillsborough County Tampa labor market area has a major asset in jobs that can meet that immediate need while coaching can continue with the customer after the first job goal has been met. WIOA provides some flexibility in when to terminate participants, along with the ability to provide post-placement services. Contractors will be expected to take full advantage of this flexibility in the advancement of program participants to family-sustaining wages. During the process, job coaches may emphasize the foundational skills that are valued by all employers and are transferable to a large degree across sectors. These include basic literacy/numeracy, basic computer skills, and ability to interact effectively with customers and co-workers. WIOA also encourages the use of incumbent worker training, on-the-job training, apprenticeships, and internships to engage employers more directly as partners in training, not just end-users of the education providers. Contractors will be expected to emphasize career pathways and advancement strategies leading to family-sustaining wage levels when working with program

participants and employers who employ them. Contractor may also coordinate efforts with other community organizations to provide social services that are needed for job retention and advancement. The United Way's ALICE (Asset Limited Income Constrained Employed) structure can be particularly beneficial in identifying low-income employed persons and in providing services needed for advancement of family incomes.

6. Integration and Coordination

Integration of program services for employers and job seekers is a key vision of Congress in WIOA and a critical component to the high-quality success toward employer satisfaction and job seeker sustainable careers. The ability to integrate the services of not only the WIOA mandated partners but the additional, perhaps non-traditional partners in the CareerSource Tampa Bay workforce system is important. This will address the gaps for job seekers and better serve employers. The Contractor is expected to efficiently engage all partners as necessary as part of the CareerSource Tampa Bay system. The Contractor will effectively integrate and coordinate program services both within all of the CSTB Career Centers (Preferred) and those not co-located in the Center. The preference is for as many as possible and feasible to be co-located and integrated into the CareerSource Tampa Centers. In addition, the Contractor will integrate the CSTB brand, ensure coordination of services within all lines of business in order to optimize customer experience and outcomes.

7. COVID-19 Pandemic Work Preparedness Planning

Hillsborough County has suffered significant economic impacts due to the ongoing COVID-19 pandemic. To respond to the unusual and compelling urgency of the coronavirus pandemic, CareerSource Tampa Bay has developed workplace preparedness procedures to ensure the health and safety of their customers and staff. The Contractor is expected to have procedural and operational plans established addressing a pandemic work preparedness plan including the staff's ability to work remotely and to provide continuity of service for job seekers, businesses, or other customers the applicant may serve.

B. Service Components

CSTB is soliciting proposals for two distinct components of the workforce system as described below.

1. One-Stop Operator & Career Services

a. One-Stop Operator Services

- Establish and/or maintain linkages between all One-Stop partners designated by CSTB to improve communication, referral, service delivery, and tracking of performance of the partners;
- Coordinate and hold at least quarterly meetings with all Mandatory and Co-located One-Stop partners designated by CSTB;
- Assist CSTB in the identification of appropriate clauses for all Memorandum of

Understanding (MOU) with all One-Stop partners designate by CSTB as it relates to sharing of information, reporting of performance, and tracking of customers;

- Manage CSTB's partnership efforts with the State of Florida required partners such as Blind and Vocational Rehabilitation Services;
- Facilitate and encourage participating One-Stop partners to use the principles of universal design in their operation to ensure customers access;
- Disclose any potential conflicts of interest arising from the relationship of the One-Stop Operator with training service providers or other service providers;
- Establish practices that encourage the One-Stop partners to provide services to individuals with barriers to employment, including individuals with disabilities, who may require longer-term services, such as intensive employment training, and education services;
- Comply with federal regulations and procurement policies relating to the calculation use of profits;
- Work with CSTB and applicable state agencies to create a strategic plan to integrate the intake, case management, and reporting of the One-Stop partners;
- Manage, track, and oversee CSTB's Customer Satisfaction initiatives for job seekers and employers; and
- Manage online One-Stop Partner portal that will allow the partners to easily post and access forms, processes, performance tracking, etc. This may include assisting with the registration and creation of partner agency pages in the Portal, managing status of partner pages, generate monthly Partner Referral Reports, conduct annual refresher training to CSTB staff and partners, and creating One-Stop Partner Portal Training activities.

b. Career Services

- Functionally supervise the DEO staff, including, but not limited to personnel from TAA, MSFW, and Veterans;
- Oversight and management of the and Reemployment Services and Eligibility Assessment (RESEA) program and staff;
- Ensure that CSTB's strategic initiatives are implemented in the delivery of job seeker services;
- Outreach to area job seekers;
- Conduct intake and initial assessment of needs;
- Present workshops on topics such as One-Stop centers services, job search, resume writing, interviewing, basic job skills, financial literacy, and work readiness;
- Assist customers with Resource Room tools and equipment, including adaptive equipment;

- Provide job search assistance;
- Offer information on the availability of and make referrals to other services, including Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Temporary Assistance for Needy Families (TANF) Welfare Transition Program, WIOA Youth, and others, such as unrestricted programs like Ticket-to-Work as applicable;
- Provide information and assistance on filing claims for Unemployment Claims/Reemployment Assistance;
- Participate in job fairs and other hiring events;
- Educate job seekers on the benefits of EF and assist them with registration;
- Identify opportunities to maximize technology;
- Provide career, education, training, and labor market information;
- Lead and/or participate in Rapid Response Events;
- Oversee job order unit; and
- Prepare monthly reports to demonstrate activities and results to CSTB.

2. Business Services and WIOA Adult & Dislocated Worker Program Services

a. Business Services

- Ensure that CSTB's strategic initiatives are implemented in the delivery of business services;
- Outreach to area businesses;
- Work with the One-Stop partners to provide business services in a streamlined and non-duplicative manner;
- Host and coordinate in-person and virtual job fairs and hiring events;
- Provide job matching services for businesses;
- Screen job candidates and refer qualified individuals to job openings;
- Develop work-based training opportunities with local businesses, including Incumbent Worker training;
- Identify opportunities for fee-for-service activities;
- Provide follow-up services to businesses;
- Refer businesses to partner programs and ancillary services as needed;
- Obtain proper certifications for staff that may utilize specialized screening tools;
- Notify CSTB of any emerging hiring trends, such as new certification requirements;
- Attend Chamber and Business Association meetings;
- Collect and report WIOA performance information;

- Manage local incumbent worker training program, including EF case management activities;
- Provide labor market information for business use; and
- Prepare monthly reports to demonstrate activities and results to CSTB.

b. WIOA Adult & Dislocated Worker Program Services

- Ensure that CSTB's strategic initiatives are implemented in the delivery of WIOA individual career services and training services for Adults and Dislocated Workers;
- Coordinate referral to WIOA youth services for individuals aged 16-24;
- Offer information on the availability of and make referrals to other services, including Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Temporary Assistance for Needy Families (TANF) Welfare Transition Program, and others, such as unrestricted programs like Ticket-to-Work as applicable;
- Provide all required WIOA Adult & Dislocated Worker Services to customers including meeting any minimum enrollment benchmarks established by CSTB for special populations as may be required (e.g., participants with disabilities, ex-offenders, Veterans, etc.);
- Conduct comprehensive assessment of customers' skills, basic skills, abilities, aptitudes, and interests;
- Determine programmatic suitability and eligibility;
- Assist customers with the development of an employment plan;
- Help customers research and explore careers, including education and training requirements and approved providers;
- Enroll persons in short-term pre-vocational services, occupational skills training, and/or work-based training;
- Identify supportive service needs;
- Offer one-on-one and group career counseling services;
- Provide case management and follow-up services;
- Coordinate with the One-Stop Operator;
- Refer customers to partner programs and ancillary services as needed;
- Participate in job fairs and hiring events;
- Track and manage participant Microix budgets;
- Manage work-based learning activities, including on-the-job training;
- Monitor on-the-job training worksites for initial eligibility and on an ongoing basis during the training period;
- Co-locate staff at designated facilities at discretion of CSTB;

- Obtain proper certifications for staff that may utilize specialized assessment tools;
- Collect and report WIOA performance information; and
- Prepare monthly reports to demonstrate activities and results to CSTB.

C. Locations and Hours of Operation

The Contractor shall deliver the services described in this Scope of Work at the following locations as determined by CSTB.

CareerSource Tampa Bay – Tampa Center

9215 North Florida Avenue, Suite 101

Tampa, FL 33612

Hours: Monday – Friday 8:00AM – 5:00PM

CareerSource Tampa Bay – Brandon Center

9350 Bay Plaza Blvd, Suite 121

Tampa, FL 33619

Hours: Monday – Friday 8:00AM – 5:00PM

CareerSource Tampa Bay – Ruskin Center

201 14th Ave., SE

Ruskin, FL 33570

* Hours: Monday – Friday 8:00AM – 5:00PM (closed for lunch 12:00PM – 1:00PM)

* [Currently, closed to public access due to COVID-19. Services can be accessed via www.CareerSourceTB.com.](#)

CareerSource Tampa Bay - Career Prep Center

2605 North 43rd Street

Tampa, FL 33619

* Hours: Monday – Friday 8:00AM – 5:00PM (closed for lunch 12:00PM – 1:00PM)

* [Open on a very limited capacity due to COVID-19.](#)

CareerSource Tampa Bay – Plant City Center

307 N. Michigan Ave.

Plant City, FL 33563

* Hours: Monday – Friday 8:00AM – 5:00PM (closed for lunch 12:00PM – 1:00PM)

* [Currently, closed to public access due to COVID-19. Services can be accessed via www.CareerSourceTB.com.](#)

IX. FUNDING ESTIMATES

CSTB will make sufficient funding available from various sources to deliver the services requested in this RFP. **Funding estimates for each of the service components will be made available at the Respondents’ Conference and posted as an RFP Addendum on the CSTB website.**

The following charts provide guidance regarding the number of customers that were served during the previous program year.

Description	Program Year 19-20
Job Seeker:	
1. Registered Individuals/ # of New EF Registrants	31,603
2. Individuals Served/Services in EF	173,308
Employer:	
1. Internal job orders received	11,991
2. Unique Employers served	1,264
3. Total Placements	5,118

Program/Service	Program Year 19-20
WIOA Adults/Dislocated Workers	856
WIOA Youth	606
Welfare Transition	2768
Veterans Served	2606
TAA	6
RESEA	2789

X. STATEMENT OF WORK – REQUIRED RESPONSES

Respondents shall prepare a complete proposal for each of the components it is bidding on. Use the category titles and listed numbering schemes and include each question/statement prior to the response. Please list “n/a” for any item that is not applicable to the Respondent’s proposal.

A. One-Stop Operator & Career Services Elements

1. TECHNICAL PROPOSAL

Demonstrated Ability for One-Stop Operator & Career Services (20 Points)

- a. Describe your organization. Include a discussion of the history of your organization as well as a description of any activities similar to or relevant to your proposed program design. Be specific and identify projects, dates, services performed and results. Respondent shall describe its ability to provide, at a reasonable cost, the services offered in the proposal. The Respondent shall address at a minimum the following criteria: (7points)

- Effective prior performance in delivering One-Stop Operator & Career Services;
 - The capability to adequately administer and report the expenditure of funds;
 - The capability to adequately track and report on participant progress and outcomes; and
 - The experience and qualifications of staff assigned to each program component.
- b. Describe your organization's structure. List the name(s) and title(s) of all the owners, members of the board of directors, and other officers of the agency, corporation or business. Indicate owners, or members, or officers who are present members of the CSTB Board or employed by an organization currently participating in any workforce development services funded by the CSTB Board; or are related to such individuals. Include your organization's efforts to ensure transparency with the proposed services and to avoid conflict of interest. (3 points)
- c. Describe your organization's hiring processes for One-Stop Operator & Career Services, including recruitment, interviewing, background checks, initial onboarding, and ongoing staff training and capacity building activities. Indicate the timeframe expected for new staff to gain proficiency in their hired positions. (7 points)
- d. Provide three (3) references (See Attachment B. Organization References) for current or past projects that are similar to scope and size to the One-Stop Operations & Career Services that your organization is applying for under this RFP. Include the organization's name; location; key representative's name, title, and contact information (email and phone); and a brief description of the services provided. Reference checks will be conducted and responses will be factored into scoring. Cited references shall have direct experience with the Respondent's ability to provide the specific services being proposed. (3 points)

Continuity of Services for One-Stop Operator & Career Services (20 Points)

- a. Describe the 90-day transition plan for your organization to begin services on July 1, 2021. Include how items such as staffing, logistics, customer caseloads (TAA, MSFW, Veterans, RESEA), etc. will be handled so there is no disruption of services to customers. Discuss any past experience with similar transitions. (15 points)
- b. Include two organizational charts (See Attachment C. Organizational Charts): (1) the Respondent's overall organizational structure and (2) the Respondent's proposed structure for CSTB One-Stop Operator & Career Services. Delineate staffing between One-Stop Operator Services & Career Services. Additionally, Respondents shall show staffing by CareerSource Tampa Bay Center location(s). (3 points)
- c. Include resumes and job descriptions for key personnel (See Attachment D. Key Staff Resumes and Job Descriptions). Stress knowledge, skills, and experience of

staff related to the delivery of One-Stop Operations & Career Services. (2 points)

Work Plan for One-Stop Operator & Career Services (35 Points)

- a. Describe how appropriate staffing for the Career Center(s) will be ensured to meet Center traffic patterns and customer needs. Include discussion of how your organization will ensure it maintains a diverse staff that mirrors the demographics of Tampa Bay. (3 points)
- b. Describe specific strategies the Contractor will utilize to ensure the staff employed under this proposal have the ability and capacity to work remotely, including working from home or at a site other than the assigned CareerSource Tampa Bay Center and how to provide continuity of services for job seekers, businesses, and other customers the respondent may service. Include specific examples of procedural and operational changes that the Contractor has implemented as a result of the impact from the COVID-19 virus pandemic. (2 points)
- c. Describe how you will implement CSTB's customer flow process, including the Resource Room, TAA, RESEA, MSFW and WP programs. (3 points)
- d. Describe how your organization will identify any new and alternative access points for customers to increase awareness and use of CareerSource Center services. (3 points)
- e. Describe how your organization will work with the WIOA Adult & Dislocated Worker Services and Business Services provider and CareerSource Tampa Bay, the direct services provider, to coordinate services and referrals in order to optimize outcomes for customers. Describe how your organization will identify any new and alternative access points for customers. (3 points)
- f. Describe how your organization will coordinate staff training to ensure their ability to stay abreast of state and federal requirements and to adequately perform assigned roles, including a functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency to ensure optimal services for job seekers. (3 points)
- g. Describe how customer feedback will be captured and reported. (3 points)
- h. Describe how your organization will utilize technology to enhance and improve One- Stop Operations & Career Services to customers. (3 points)
- i. Describe how Equal Employment Opportunity (EEO) and Americans with Disabilities Act (ADA) compliance will be ensured as it relates to One-Stop Operator & Career Services. (3 points)
- i. Describe how your organization will track and report Career Center(s) performance to the CSTB Board. Include how it will ensure data integrity and maintain confidentiality of Personally Identifiable Information (PII). (3 points)
- j. Describe how your organization will use One-Stop Operations & Career Services to help guide job seekers toward sustainable career pathways that provide increasing wage rates and promote self-sufficiency and upward mobility. (3 points)

- k. Describe Respondent's method for performing self-monitoring for programmatic and fiscal integrity, accuracy, performance, and compliance for One-Stop Operations & Career Services. (3 points)

Firewall/Separation of Duties (10 points)

- a. Respondents shall describe the internal controls and firewalls that will be in place to mitigate the conflict of interest in its role as the One-Stop Operator and provider of Career Services and if bidding on WIOA Adult/Dislocated Worker and Business Services, these components shall be included. The description shall clarify how the organization will (1) carry out its multiple responsibilities (2) minimize fiscal risk and (3) demonstrate compliance with WIOA, corresponding regulations, relevant Office of Management and Budget circulars as specified and in conformity with 20 CFR 679.430.

2. COST PROPOSAL

Cost Proposal for One-Stop Operator & Career Services (15 points)

- a. Provide a budget narrative that justifies each proposed expense included on the required budget forms in terms of it being necessary, allowable and reasonable. Describe the method of computation. (6 points)
- b. Describe and include a detail of transition costs. Transition costs will be limited to 30 to 45 days prior to contract start date. (2 points)
- c. Include details on what is included in management fee or profit rate and how it is calculated. (1 point)
- d. Give details of the organization's cost allocation plan. Identify any in-kind resources/support for the service delivery system beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding. (1 point)
- e. State what contingency plans are in place to repay CSTB in the event that there are any disallowed costs as a result of an audit or monitoring review. State how the Respondent will repay (i.e., performance bond, etc.) such costs. (1 point)
- f. Describe how the Respondent will financially support the costs of doing business, for a two-month period, until an invoice can be submitted and paid by CSTB. Note, no advance payment will be made by CSTB. (1 point)
- g. If funded, what percentage of the proposing agency's total budget will this contract represent? (1 point)
- h. Describe how the Respondent will budget and spend the total cost of the contract on direct program costs. (1 point)

- i. Describe any indirect, overhead and allocated costs that are proposed, how the indirect was determined, and what general costs are included in the rate. If indirect costs are included in the budget, the Respondent shall have an approved indirect cost rate. (1 point)

B. Business Services and WIOA Adult & Dislocated Worker Services Elements

1. TECHNICAL PROPOSAL

Demonstrated Ability for WIOA Adult and Dislocated Worker and Business Services (20 Points)

- a. Describe your organization. Include a discussion of the history of your organization as well as a description of any activities similar to or relevant to your proposed program design. Be specific and identify projects, dates, services performed and results. Respondent shall describe its ability to provide, at a reasonable cost, the services offered in the proposal. The Respondent shall address at a minimum the following criteria: (7 points)
 - i. Effective prior performance in delivering Business Services and WIOA Adult & Dislocated Worker Services;
 - ii. The capability to adequately administer and report the expenditure of funds;
 - iii. The capability to adequately track and report on participant progress
 - iv. The experience and qualifications of staff assigned to each program component and outcomes;
- b. Describe your organization's structure. List the name(s) and title(s) of all the owners, members of the board of directors, and other officers of the agency, corporation or business. Indicate owners, or members, or officers who are present members of the CSTB Board or employed by an organization currently participating in any workforce development services funded by the CSTB Board; or are related to such individuals. Include your organization's efforts to ensure transparency with the proposed services and to avoid conflict of interest. (3 points).
- c. Describe your organization's hiring processes for Business Services and WIOA Adult & Dislocated Worker Services, including recruitment, interviewing, background checks, initial onboarding, and ongoing staff training and capacity building activities. Indicate the timeframe expected for new staff to gain proficiency in their hired positions. (5 points)
- d. Provide three (3) references (See Attachment B. Organization References) for current or past projects that are similar to scope and size to the Business Services and WIOA Adult & Dislocated Worker Services that your organization is applying for under this RFP. Include the organization's name; location; key representative's name, title, and contact information (email and phone); and a brief description of the services provided. Reference checks will be conducted, and responses will be factored into scoring. Cited references shall have direct experience with the Respondent's ability to provide the specific services being proposed. (5 points)

Continuity of Services for Business Services and WIOA Adult & Dislocated Worker Service (20 Points)

- a. Describe the 90-day transition plan for your organization to begin services on July 1, 2021. Include how items such as staffing, logistics, business contacts, including keeping a calendar of key events, customer caseloads, etc. will be handled so there is no disruption of services to customers. Discuss any past experience with similar transitions. (15 points)
- b. Include two organizational charts (See Attachment C. Organizational Charts): (1) the Respondent's overall organizational structure and (2) the Respondent's proposed structure for CSTB Business Services and WIOA Adult & Dislocated Worker Services. Delineate staffing between Business Services, WIOA Adult, and Dislocated Worker Services. Additionally, Respondents shall show staffing by CareerSource Tampa Bay Center location(s). (3 points)
- c. Include resumes and job descriptions for key personnel (See Attachment D. Key Staff Resumes and Job Descriptions). Stress knowledge, skills, and experience of staff related to the delivery of Business Services and WIOA Adult & Dislocated Worker Services. (2 points)

Work Plan for Business Services and WIOA Adult & Dislocated Worker Services (35 Points)

- a. Describe how appropriate staffing levels will be ensured to meet customer needs. Include discussion of how your organization will ensure it maintains a diverse staff that mirrors the demographics of Tampa Bay. (7 points)
- b. Describe specific strategies the Contractor will utilize to ensure the staff employed under this proposal have the ability and capacity to work remotely, including working from home or at a site other than the assigned CareerSource Tampa Bay Center and how to provide continuity of services for job seekers, businesses, and other customers the respondent may service. Include specific examples of procedural and operational changes that the Contractor has implemented as a result of the impact from the COVID-19 virus pandemic. (3 points)
- c. Describe how your organization will assess individuals and develop a customized employment plans to meet specific needs for WIOA Adult & Dislocated Services and how Business Services will implement that are aligned with CSTB's targeted industries and occupations. (2 points)
- d. Describe how your organization will work with the One-Stop Operator & Career Services provider and the direct services provider CareerSource Tampa Bay, and the One-Stop Partners to coordinate services and referrals in order to optimize outcomes for customers. (2 points)
- e. Describe how your organization will promote and provide hiring events such as job fairs and targeted recruitment strategies for business customers and coordinating with the One-Stop Operator & Career Services provider for job seeker registrations

and provide job placement and follow-up services for enrolled job seekers. (3 points)

- f. Describe how your organization will coordinate staff training to ensure their ability to stay abreast of state and federal requirements and to adequately perform assigned roles, including a functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency to ensure optimal services for job seekers. (3 points)
- g. Describe how your organization will utilize technology to enhance and improve Business Services and WIOA Adult & Dislocated Worker Services. (3 point)
- h. Describe your organization's experience in managing locally funded incumbent worker training programs, including EF case management. (3 points)
- i. Describe how your organization will track and report Business Services and WIOA Adult & Dislocated Worker Services outcomes to the CSTB Board, including how your organization's business outreach and engagement efforts are driving new customers to use CareerSource Center services and how it will ensure data integrity and maintain confidentiality of Personally Identifiable Information (PII). (3 points)
- j. Describe how your organization will use Business Services and WIOA Adult & Dislocated Worker Services to help guide job seekers toward sustainable career pathways that provide increasing wage rates and promote self-sufficiency and upward mobility. (3 points)
- k. Describe your organization's method for performing self-monitoring for programmatic and fiscal integrity, accuracy, performance, and compliance for Business Services and WIOA Adult & Dislocated Worker Services. (3 points)

Firewall/Separation of Duties (10 points)

- a. Respondents shall describe the internal controls and firewalls that will be in place to mitigate the conflict of interest as the provider of WIOA Adult/Dislocated Worker and Business Services and if bidding on One-Stop Operator and provider of Career Services, these components shall be included. The description shall clarify how the organization will (1) carry out its multiple responsibilities (2) minimize fiscal risk and (3) demonstrate compliance with WIOA, corresponding regulations, relevant Office of Management and Budget circulars as specified and in conformity with 20 CFR 679.430.

2. COST PROPOSAL

Cost Proposal for Business Services and WIOA Adult & Dislocated Worker (15 points)

- a. Provide a budget narrative that justifies each proposed expense included on the required budget forms in terms of it being necessary, allowable and reasonable. Describe the method of computation. (5 points)
- b. Describe and include a detail of transition costs. Transition costs will be limited to 30 to 45 days prior to contract start date. (2 points)
- c. Include details on what is included in management fee or profit rate and how it is calculated. (1 point)
- d. Give details of the organization's cost allocation plan. Identify any in-kind resources/support for the service delivery system beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding. (1 point)
- e. State what contingency plans are in place to repay CSTB in the event that there are any disallowed costs as a result of an audit or monitoring review. State how the Respondent will repay (i.e., performance bond, etc.) such costs. (1 point)
- f. Describe how the Respondent will financially support the costs of doing business, for a two-month period, until an invoice can be submitted and paid by CSTB. Note, no advance payment will be made by CSTB. (1 point)
- g. If funded, what percentage of the proposing agency's total budget will this contract represent? (1 point)
- h. Describe how the Respondent will budget the total cost of the contract on direct program costs. (1 point)
- i. Describe any indirect, overhead and allocated costs that are proposed, how the indirect was determined, and what general costs are included in the rate. If indirect costs are included in the budget, the Respondent shall have an approved indirect cost rate. (1 point)
- j. Describe your organization's experience in working with the Microix system to track Individual Training Accounts (ITAs). (1 point)

XI. PROPOSAL REQUIREMENTS

A. General Requirements

1. The delivery of the RFP is solely and strictly the responsibility of the Respondent. A Proposal received after the due date and time will not be considered fully responsive and will be returned to the responding party unopened.
2. Only a fully responsive RFP may be considered. All required conditions set forth in the Proposal Content section below shall be followed to be considered fully responsive.

B. Proposal Content

1. Respondents shall follow the instructions in this RFP in order to be considered fully responsive. Submissions shall be concise and easily understood.
2. Proposals shall be prepared simply and economically, providing a clear and concise presentation of the information requested in this RFP in the order requested. Elaborate or expensive bindings, colored displays, and promotional materials are neither necessary nor encouraged.
3. CSTB will not return responses, binders or exhibits. All responses become the property of CSTB and, in accordance with TEGL 15-16, information contained in the proposals submitted by responders will be maintained in a manner that is confidential, to avoid the use of the information by another responder to their advantage and to prevent collusive bidding.
4. Each Respondent agrees that the preparation of all materials and all presentations are at the Respondent's sole cost and expense, and CSTB shall not, under any circumstances, be responsible for any costs or expenses incurred by a Respondent.
5. Responses shall be submitted on 8 ½" X 11" paper, a minimum of 12-point font size and single-spaced. Text shall be presented single-sided on each separate page.
6. Respondents shall list the name and number of the RFP and the service component being proposed for in the top margin of each page (excluding the Required Attachments). Respondents shall list the name of their organization and the date of submission in the bottom margin of each page (excluding the Required Attachments).
7. Respondents shall not respond to any questions in this RFP by referencing material presented elsewhere. The response provided immediately after the restatement of the question shall be considered complete and stands on its own merits. A response of "*will comply*", "*see above*", "*refer to*" or similar statement will be considered nonresponsive. Failure to respond to any section of this RFP may result in disqualification of the proposal.
8. **Respondents shall prepare a separate proposal packet for each of the service components being proposed for (i.e., One-Stop Operator & Career Services and/or Business Services and WIOA Adult & Dislocated Worker Services). The proposal packet consists of (a) the Technical Proposal, (b) the Cost Proposal, and (c) Required Attachments.**

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9. The proposal shall include the following content and in the following order:

TECHNICAL PROPOSAL

- ***Cover Statement (Limited to 1 page)***
State the RFP number and title. Include Respondent's name, email address, mailing and location address, telephone number, facsimile number; the name of Respondent's contact person; and, if different from that of Respondent, the contact person's mailing and location address, telephone number, email address and facsimile number. Shall be signed by an individual with the authority to bind the firm to the response presented.
- ***Executive Summary (Limited to 2 pages)***
Define the scope of services proposed and include a statement guaranteeing the price for the term of the contract. State your organization's mission, vision, and overall operation including company structure, office locations, types of services provided, geographic information, years of operation, and company requirements for criminal background checks, if any, for employees.
- ***Table of Contents (Limited to 2 pages)***
Identify the page location for each section in the proposal.
- ***Technical Proposal (Limited to 35 pages)***
Address each of the elements included for each of the applicable service components as indicated in the **STATEMENT OF WORK**.
 - One-Stop Operator & Career Services Elements
 - Business Services and WIOA Adult & Dislocated Worker Services Elements

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COST PROPOSAL

- **Cost Proposal (Limited to 5 pages)**
Address each of the elements included for each service component as described in the [STATEMENT OF WORK](#).
 - One-Stop Operator & Career Services Elements
 - Business Services and WIOA Adult & Dislocated Worker Services Elements

- **Budget**
Complete the required Budget Forms for each service component as described in the [STATEMENT OF WORK](#).:
 - One-Stop Operator & Career Services Elements
 - Business Services & WIOA Adult & Dislocated Worker Services ElementsThe Respondents who submit a Notice of Intent will be emailed the forms in excel format.

Considerations

In preparing the budget, Respondents shall take into consideration that CSTB will directly pay for facility costs (rent, utilities, phones), equipment (copiers, desks, chairs, tables), information technology (data lines, network development and maintenance, hardware, software, technical support), customer training (tuition, books, uniforms, OJT employer reimbursements, customized training costs), support services for customers (child care, transportation, car repair), and the majority of marketing costs (name recognition media buys, resource room supplies and information pieces, signage, assistance with other brochure development). Therefore, Respondents shall not include costs for such expenses in the budget submitted with the proposal.

If the selected contractor(s) identify(ies) any additional or new needs during the contract period, they may make recommendations to CSTB for review/consideration. Such items will be paid for out of the CSTB budget.

All proposals will be evaluated based on cost-effectiveness in relation to high quality service delivery. To accomplish this, CSTB staff shall conduct an analysis of proposed costs during the proposal review process. Respondents are therefore encouraged to submit their best offer for providing the services solicited in this RFP and to thoroughly describe and justify the proposed costs. This analysis shall be conducted to ensure that the proposed costs are necessary, fair and reasonable; to determine if the proposed costs are allowable and allocable; to determine if there is no duplication of costs with other programs; to ensure that the costs are directly associated with carrying out only the proposed services; and to ensure that the proposed costs will benefit the workforce development delivery system.

- *Budget Narrative*

Complete the Budget Narrative for each service component as described in the **STATEMENT OF WORK**:

A detailed line item budget shall be submitted on the required Budget forms. Costs included in the proposed budget cannot already be paid by another source; they shall be actual costs incurred in delivering the proposed services, and these funds cannot supplant funds already received by the Respondent.

C. REQUIRED ATTACHMENTS (No page limitation)

- A. Organization Information
- B. Organization References
- C. Organizational Charts
- D. Key Staff Resumes and Job Descriptions
- E. General Assurances
- F. Certification of Respondent
- G. Certification Regarding Debarment and Suspension
- H. Certification Regarding Conflict of Interest
- I. Certification Regarding Drug-Free Workplace
- J. Certification Regarding Lobbying
- K. Certification of Non-Discrimination and Equal Opportunity
- L. Administrative Management Survey
- M. Financial Systems Survey
- N. Budget Forms
- O. Audited Financial Statements

D. Number of Copies and Mailing Address

Submissions shall include:

- One (1) signed paper original and an electronic pdf version of the original response(s) delivered to CareerSource Tampa Bay, Workforce Services RFP, Attention: Anna Munro, Director of Fiscal Compliance, 4902 Eisenhower Blvd., Suite 250, Tampa, FL 33634. No email or facsimile copies will be accepted.
- The response shall be submitted in a sealed package with RFP #21-0055 prominently displayed on the front or top of package.

XII. GENERAL PROVISIONS

A. Improper Business Relationships / Conflict of Interest

In connection with this RFP, each respondent shall ensure that no improper, unethical, or illegal relationships or conflicts of interest exist between or among the respondent, CSTB, and any other party(ies) to this RFP. The respondent is responsible for disclosing at the point of response submission any such relationships. CSTB reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not, and to decide whether or not respondent disqualification and/or cancellation of contract shall result. Such disqualification and/or cancellation shall be at no fault or liability whatsoever to CSTB. CSTB and respondent shall comply with WIOA sec. 121 (d)(4)(A) and (C), 20 CFR 678.610(c), 20 CFR 200.318(c)(1), and 20 CFR 679.430, as applicable.

B. Contract Term and Conditions

This RFP and the evaluation and selection process shall in no way be deemed to create a binding contract or agreement of any kind between CSTB and any respondent. All legal rights and obligations between the successful respondent, if any, and CSTB will come into existence only when a contract is fully executed by both parties, and the legal rights and obligations of each party shall at that time be only those rights and obligations which are set forth in the contract and any other document specifically referenced in that contract.

The term of this contract shall be from a period commencing on or about July 1, 2021 and terminating June 30, 2022 with an option to extend for up to three (3) additional one-year periods based on performance, business needs and funding availability.

No third-party contracts or subcontracts will be allowed unless specifically approved in writing by CSTB.

C. Subrecipient vs Contractor

In accordance with USDOL TEGL 15-16 issued January 17, 2017, an entity selected to provide the requested workforce services, including for-profits, nonprofits, educational organizations, and State or Local governments shall be considered a subrecipient and shall comply with 2 CFR 200 including the contractual provisions in 2 CFR 200.326 and any requirements identified by the USDOL under 2 CFR part 2900. A summary of the Uniform Administrative Guidance requirements along with links to the above referenced Code of Federal Regulations (CFRs) can be found on the USDOL website at this [link](#).

D. Contract Type

CSTB contemplates payment under a cost-reimbursement, performance-based contract that will be based upon actual costs and performance delivery outcomes. The expected performance delivery outcomes for CSTB will be linked to the federal common measures, job placements, state performance criteria, quality assurance error rate, customer engagement and follow-up, and other criteria as determined and negotiated between CSTB and the Contractor.

For the purposes of responding to this RFP, Respondents shall develop a line-item budget showing all expected costs associated with delivering the proposed services.

Due to the nature of CSTB’s funding sources, potential changes in legislation and policies, Respondents are advised that any contract awarded under this RFP may be modified to incorporate such changes, adjustments in the delivery system, or any activities provided. Performance-based payments and the related pay schedule will be negotiated as part of the contracting process.

XIII. Review, Evaluation and Selection Process

A. Required Information

- | | |
|--|-----------|
| 1. Response received by required due date and time | Mandatory |
| 2. Response presented in correct format and all items were addressed/answered | Mandatory |
| 3. Response adhered to page limitations | Mandatory |
| 4. Response included signed original and complete electronic copy on a flash drive | Mandatory |
| 5. Response included all required attachments | Mandatory |

B. Technical Proposal – 85 points

- | | |
|----------------------------------|-----------|
| 1. Demonstrated Ability | 20 points |
| 2. Continuity of Services | 20 points |
| 3. Work Plan for Services | 35 points |
| 4. Firewall/Separation of Duties | 10 points |

C. Cost Proposal – 15 points

- | | |
|--|-----------|
| Proposed Budget & Review of Audited Financial Statements | 15 points |
|--|-----------|

D. Review, Evaluation, and Selection Process.

The review process will be conducted in six (6) steps. Although it is hoped and expected that Respondent(s) will be selected as a result of this process, CSTB reserves the right to discontinue the procurement at any time.

Step 1: Preliminary Review

All responses received by the required due date will be reviewed to ensure the Respondent submitted all required proposal documents and attachments as specified in the RFP. Proposals missing any of the required paperwork will not be considered. Moreover, proposals that were not received at the designated location by the specified due date will not be considered. Reference checks will be conducted and responses will be factored into scoring.

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Step 2: Consultant Technical Review

Proposals will be evaluated and rated by a Technical Review Committee comprised of consultants with Workforce expertise. This Committee will review each proposal for its technical merit. All Proposal Evaluations completed by the Technical Review Committee will be maintained on file by the CSTB. To be considered for an award, a Respondent shall achieve a minimum acceptable score of 75% of the point total in **each** of the four evaluation categories:

- Demonstrated Ability: Minimum score of 15 points,
- Continuity of Services: Minimum score of 15 points,
- Work Plan for Services: Minimum score of 26.25 points,
- Firewall/Separation of Duties: Minimum score of 7.5 points, and
- Cost Proposal: Minimum score of 11.25 points

Step 3: Selection Committee

Using the information gathered in step 2, the Technical Review Committee will present the results of its selections, as well as strength and weaknesses of each proposal to the Selection Committee. Using this information, the Selection Committee will identify the Respondents to provide a presentation.

Step 4: Presentation to the Selection Committee

Selected Respondents will provide a presentation to the Selection Committee that will be evaluated and factored into the overall scoring of the Respondent. The basis for scoring will be shared with each Respondent prior to the presentation. The presentations are tentatively scheduled for the 2nd week of December 2020. Such presentations shall include the Respondent's key program personnel.

Step 5: Other Information

Technical Review Committee and Selection Committee members will determine if additional information is required to complete the evaluation process. Any information obtained during Step 5 will be evaluated using the scale set forth in the Step 2 Technical Review Committee and incorporated into the overall rating for the proposal. The Technical Review Committee may request information from sources other than the written proposal to evaluate a Respondent's programs or to clarify its proposal. Examples of other information may include but are not limited to Written responses from Respondent to clarify questions posed by the Technical Review Committee. Such information requests by the Technical Review Committee and Respondent's responses shall always be in writing.

Step 6: Selection and Contract

Using information gleaned during Steps 1-5 the Selection Committee will recommend to the full Board the Respondent(s) for the services that it determines are most advantageous for the CSTB, with price and other factors being considered.

The Selection Committee will present their final selection to the full Board.

CSTB staff will begin negotiations with the selected Respondent(s) in order to secure a contract at a level of compensation that CSTB determines is fair, competitive and reasonable.

If CSTB and the selected Respondent(s) are unable to come to terms regarding the contract

in a timely manner as determined by CSTB, then the Board may choose to terminate the contract discussions. In such event, CSTB reserves the right to (a) select another Respondent(s) from the RFP process, (b) cancel the RFP altogether, or (c) reissue the RFP as deemed necessary.

XIV. Appeal Procedure

From the date and time of selection/notice of intent to award, any Respondent has three (3) business days in which to file a written appeal/protest with the CSTB CEO at the address included within this RFP. The Notice of Intent to Award will be posted on the CSTB webpage: <https://www.careersourcetampabay.com/about-us/requests-for-proposals/> Any appeal(s)/protest(s) will be heard by individuals selected by the Executive Committee of CSTB. The decision of this Executive Committee is final.

XV. Conditions of this RFP - Reserved Rights

The issuance of this RFP constitutes only an invitation to present a response. All information provided by CSTB in this RFP is offered in good faith; CSTB makes no certification that any item is without error. CSTB is not responsible or liable for any use of the information or for any claims attempted to be asserted there from.

The rights reserved by CSTB, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to CSTB, include, without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in this solicitation at any time.
- To accept or reject any or all responses, to re-advertise this RFP, to postpone or cancel this process and to change or modify the timeline at any time.
- Disqualify any respondent that submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Disqualify any respondent who demonstrates less than full understanding of this RFP in its entirety.
- Waive any defect, technicality or irregularity in any response received.
- Require additional information and/or oral presentation from one or more respondents to supplement or to clarify the response submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete.
- Determine whether the respondent has the necessary experience, including seeking and evaluating independent information on any respondent.
- Consider any information submitted that is not requested by CSTB in a response as supplemental information and not subject to evaluation by the proposal review team or Board.
- Accept or reject in part or entirely the contractor's pricing. CSTB prohibits the

changing of pricing and/or revenue responses after the RFP closing date and time except through the negotiation process.

- End contract negotiations if acceptable progress, as determined by the Executive Committee, is not being made within a reasonable time frame.
- Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, and (b) to manage funding.
- Request additional services. If the respondent is to be engaged to perform any additional services, the scope and fee will be negotiated in a separate contract to be awarded as a result of this solicitation. Such contracts, including provisions for additional fees, are valid only if approved in writing by both the respondent and CSTB.

XVI. Appendices

Appendix 1 – Total Rewards Philosophy

Total Rewards Philosophy

CSTB is a driving force in delivering workforce solutions that support economic development in Hillsborough County, FL. CSTB strengthens the competitive edge of local businesses in measurable ways that lead to the economic vitality of the region. In order to recognize the contribution of committed employees and to ensure that the Total Rewards Program is consistent with the Agency's strategic direction and goals, CSTB has adopted this Total Rewards Philosophy.

The overriding goal of the Philosophy is to enable the Agency to define a compensation program that serves to attract, motivate, and retain talented employees who will drive the Agency's success. We believe our compensation program is a management tool that, when aligned and communicated effectively, will support, reinforce, and align our values, business strategy, and operational and financial needs with a goal of growth and community impact to job seekers and employers in Hillsborough County.

1. CSTB will provide a comprehensive Total Rewards Program reflective of the competitive marketplace, in order to attract, reward, and retain qualified individuals necessary to support its mission, while fostering a team-based, collaborative environment. The compensation process is intended to be fair and simple so that all employees understand the goals and the outcomes of the process. The Agency will share appropriate information with employees regarding the Total Rewards Program in order to enhance their understanding of the various programs offered by the Organization, and to build enthusiasm about these offerings.

2. Components of the Total Rewards Program may include, but not be limited to, base salary, benefits, work/life balance and professional development. The Total Rewards Program will incorporate sufficient flexibility in order to respond to changing conditions such as competitive market demands, organizational needs, and CSTB's financial resources. Therefore, the marketplace will be evaluated on a periodic basis to determine any changes in competitive compensation and total rewards, along with the impact of these changes on existing plan designs.

3. Performance management will be an integral part of communicating performance expectations and outcomes to employees. It is CSTB's intention to assess each individual's contributions towards supporting its mission, values, and strategic direction. Therefore, individual performance, as well as CSTB's overall performance and available funding, will be taken into consideration when assessing compensation actions.

4. CSTB provides a competitive comprehensive benefits package consisting of various programs that provide certain protections and security to employees. In order to ensure that the CSTB continues to enhance the Total Rewards Program, individual elements of the benefits package will be evaluated on a periodic basis against the competitive market and

may be modified so that they continue to be beneficial to employees, while being cost-effective for the Agency.

5. CSTB commits to cultivating a work environment that will foster professional growth, which will assist in retaining and motivating staff to achieve higher levels of performance, while enhancing CSTB's ability to achieve its strategic goals.

6. The Total Rewards Program is governed and administered on the basis of merit, qualifications, and competence and is not influenced or in any manner affected by gender, race, religion, national origin, color, sexual orientation, age, disability, marital status, status as covered veterans or any other characteristics protected by federal, state, or local laws and regulations. Furthermore, CSTB will conduct all business in a moral and ethical fashion, while requiring the highest levels of personal conduct and professional standards.

7. CSTB commits to this Total Rewards Philosophy to the extent that it has the ability to adequately fund the program, based on its financial resources and balanced with other organizational priorities, objectives, and goals.

Appendix 2 – Position Titles and Related Salary Ranges

For planning purposes, a schedule outlining the position titles and related salary ranges for each service component (i.e., One-Stop Operator & Career Services and Business Services and WIOA Adult & Dislocated Worker Services) is listed below:

Department	Job Title	Salary Range	
		Min	Max
Business Services	Sector Strategist	\$47,322	\$70,983
Business Services	Business Liaison	\$43,020	\$64,530
Career Services	Remedial Instructor	\$35,553	\$53,330
Career Services	Recruiter	\$32,321	\$48,482
Career Services	Resource Specialist	\$29,383	\$44,075
Career Services	Placement Specialist	\$29,383	\$44,075
Career Services	Job Order Lead	\$35,553	\$53,330
Career Services	Job Order Technician	\$32,321	\$48,482
Adult/Dislocated Worker	Program Coordinator	\$43,020	\$64,530
Adult/Dislocated Worker	Lead Career Coach	\$35,553	\$53,330
Adult/Dislocated Worker	Career Coach	\$32,321	\$48,482
Adult/Dislocated Worker	Placement Specialist	\$29,383	\$44,075
Adult/Dislocated Worker	Recruiting Coach	\$32,321	\$48,482
Adult/Dislocated Worker	Program Specialist	\$29,383	\$44,075

VI. Attachment

A. Organization Information

Name of Proposer:	
Mailing address:	
Physical address (if different):	
Phone Number:	Fax Number:
Proposal contact person:	
Title:	
Email:	
Contract signatory authority:	
Title:	
Amount of Funding Proposed: \$	
Tax/Legal Status: <input type="checkbox"/> Corporation <input type="checkbox"/> Sole Ownership <input type="checkbox"/> Private <input type="checkbox"/> Profit <input type="checkbox"/> Partnership <input type="checkbox"/> Other <input type="checkbox"/> Public <input type="checkbox"/> Non-Profit	
Date Established:	
DUNS Number:	
Federal Taxpayer I D Number:	
Is proposer certified as a historically underutilized business? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, attach copy of certification	
Is Proposer applying for <input type="checkbox"/> One Stop Operator/Career Services <input type="checkbox"/> Business Services/WIOA Adult/Dislocated Worker Services	

B. Organization References

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

Name of Proposer: _____

Respondent shall include a list of three references that can speak to the respondent's current or past projects that are similar to the scope and size that your organization is applying for under this RFP. CareerSource Tampa Bay reserves the right to contact any person(s) or organization(s) who is familiar with the work of respondent to document the qualifications and successful experiences of respondent, as well as to solicit character references. Reference checks will be conducted and responses will be factored into scoring.

Reference No. 1	Reference No. 2	Reference No. 3
Organization Name:	Organization Name:	Organization Name:
Address:	Address:	Address:
Key Representative: Name Title Phone # Email	Key Representative: Name Title Phone # Email	Key Representative: Name Title Phone # Email
Description of Services Provided:	Description of Services Provided:	Description of Services Provided:

C. Organizational Charts

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

Name of Proposer: _____

Include two organizational charts (1) the Respondent's overall organizational structure and (2) the Respondent's proposed structure for the applicable service component. If responding to One Stop Operator & Career Services, delineate staffing between One-Stop Operator Services & Career Services. Additionally, Respondents shall show staffing by CareerSource Tampa Bay Center location(s).

D. Key Staff Resumes and Job Descriptions

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

Name of Proposer: _____

Include resumes and job descriptions for key personnel. Respondent is to stress knowledge, skills, and experience of staff related to the delivery of services.

E. General Assurances

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

We understand and agree that this proposal is not a contract and does not obligate CSTB to pay for costs incurred in the preparation of this proposal or costs incurred prior to the execution of a written contract or prior.

We understand and agree that the contract provisions may vary from the provisions set forth in this request, when deemed necessary by CSTB, however, we agree to abide by the contract provisions contained in the proposed contract.

We understand and agree that CSTB may utilize information provided outside of this request in evaluating this proposal.

We understand and agree that we may be subject to an on-site review and shall be able and willing to provide documentation of information in the proposal at the request of CSTB prior to execution of a contract.

We understand and agree that CSTB has the right to reject any and all proposals and negotiate outside of the terms of this proposal.

We understand and agree that CSTB is not required to select the lowest cost proposal.

We understand and agree that any material misrepresentation or deliberate omission of a fact in this proposal may be justification for rejection of the proposal.

We understand and agree that any material misrepresentation or deliberate omission of a fact in this proposal may be justification for rejection of the proposal.

We understand and agree to abide by all federal, State and local laws, policies and regulations governing the Workforce Innovation and Opportunity Act (WIOA), as amended, and those additional rules which may be promulgated subsequent to the execution of a contract.

We understand and agree that we may be subject to a monitoring review or audit by the U.S. Department of Labor, Department of Economic Opportunity, Office of Inspector General, or CSTB. We also understand that we may be required to provide a copy of the most recent audit as part of the contracting process.

We understand and agree to submit this proposal in a good faith effort to provide services as outlined in this "RFP" issued by CSTB.

Name of Proposer: _____

Name and Title of Authorized Signatory: _____

Signature: _____

Date: _____

F. Certification of Respondent

Place a check mark next to the applicable service component:

- One Stop Operator/Career Services
 Business Services/ WIOA Adult/Dislocated Worker Services

I hereby certify that the information contained in this proposal and all attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I certify that no employee, board member or agent of CSTB has assisted in the preparation of this proposal. I acknowledge that I have read and understood the requirements and provisions of the request for proposal and that this organization will comply with all pertinent regulations, board policies, and other applicable local, state and federal regulations and directives in the implementation of these programs. I certify that I have read and understand the terms and conditions of this RFP and will comply.

I, _____, certify that I am the _____
 (Typed name) (Title)

of the corporation, partnership, or sole proprietorship, or other eligible entity named as a proposer and Respondent herein and that I am legally authorized to sign this proposal and submit it to the Workforce Board on behalf of said organization by authority of its governing body.

Person Authorized to sign for the organization:	Board member signature of authorizing Board:
Signature:	Signature:
Typed Name	Typed Name
Typed Title	Typed Title
Date:	Date:

Subscribed and sworn to before me on this _____ day of _____, 2019
 in

(State) _____ (city), _____, (county), _____.

Notary Public in and for _____
 County,

State of _____. Commission expires: _____

[SEAL]

G. Certification Regarding Debarment and Suspension

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

Lower Tier Covered Transaction

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participant's Responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective recipient of Federal assistance funds is unable to certify to any statements in this certification, such prospective participants will attach an explanation to this proposal.

Name of Proposer: _____

Name and Title of Authorized Signatory: _____

Signature: _____

Date: _____

H. Certification Regarding Conflict of Interest

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

By signature of this proposal, Proposer affirms that:

- (1) No manager, employee or paid consultant of the Proposer is a member of the Workforce Board;
- (2) No manager or paid consultant of the Proposer is a spouse to a member of the Workforce Board or Staff of the Workforce Board;
- (3) No member of Workforce Board or employee of the Workforce Board owns or controls more than a 10 percent interest in the Proposer's business
- (4) No spouse of a member of the Workforce Board or employee of the Workforce Board is a manager or paid consultant of the Proposer;
- (5) No member of the Workforce Board, or employee of the Workforce Board receives compensation from Proposer for lobbying activities;
- (6) Proposer has disclosed within the Proposal any interest, fact or circumstance that does or may present a potential conflict of interest;
- (7) Should proposer fail to abide by the foregoing covenants and affirmations regarding conflict of interest, Proposer Will not be entitled to the recovery of any costs or expenses incurred in relation to any contract with the Workforce Board and Will immediately refund to the Workforce Board any fees or expenses that may have been paid under the contract and will further be liable for any other costs incurred or damages sustained by Workforce Board relating to that contract.
- (8) Proposer will comply with the standards of conduct stated in WIOA Public Law 113-128 Section 101(f) - State Board Conflict of Interest & Section 107(h) - Local Board Conflict of Interest.

Name of Proposer: _____

Name and Title of Authorized Signatory: _____

Signature: _____

Date: _____

I. Certification Regarding Drug-Free Workplace

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

Applicants shall refer to the regulations cited below to determine the certification to which they are required to attest. Applicants shall also review instructions for certification included in the regulations before completing this form. Signature of this form provides for compliance with certification requirements under 34 CFR Part 85, "Government-wide Debarment and Suspension (Non-procurement and Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications will be treated as a material representation of fact upon which reliance will be placed when the Workforce board determines to award the covered transaction, grant or cooperative agreement.

DRUG-FREE WORKPLACE (GRANTEES OTHER THAN INDIVIDUALS)

As required by the Drug-Free Workplace Act of 1988, and implemented at 34 CFR Part 85, Subpart F, for grantees, as defined at 34 CFR Part 85, Sections 85.605 and 85.610

- A. The applicant certifies that it will or will continue to provide a drug-free workplace by:
- Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- B. Establishing an on-going drug-free awareness program to inform employees to include:
- (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation and employee assistance programs;
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace; and
 - (5) Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by paragraph (A);
- C. Notifying the employee in the statement required by paragraph (A) that, as a condition of employment under the grant, the employee will:
- (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such a conviction;

- D. Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (C)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees shall provide notice, including position and title to the Chief Executive Officer of CareerSource Tampa Bay. Notice will include the identification number(s) of each affected grant.
- E. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (D)(2), with respect to any employee who is so convicted:
 - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - (2) Requiring such employee(s) to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- F. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (A), (B), (C), (D) (E) and (F).
- G. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (street address, city, county, state, zip code)

Check here , if there are work places on file that are not identified in this certification.

Name of Proposer: _____

Name and Title of Authorized Signatory: _____

Signature: _____

Date: _____

J. Certification Regarding Lobbying

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

Applicants shall refer to the regulations cited below to determine the certification to which they are required to attest. Applicants shall also review instructions for certification included in the regulations before completing this form. Signature on this form provides for compliance with certification requirements under 34 CFR Part 85, "Government-wide Debarment and Suspension (Non-procurement and Government-wide Requirements for Drug-Free Workplace (Grants))." The certifications will be treated as a material representation of fact upon which reliance will be placed when CareerSource Tampa Bay determines to award the covered transaction, grant, or cooperative agreement.

As required by Section 1352, Title 31 of the U.S. Code, and implemented at 34 CFR Part 82, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 34 CFR Part 82, Section 82.105 and 82.110, the applicant certifies that:

No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement.;

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned Will complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions;

The undersigned will require that the language of this certification be included in the award documents for all sub-awards at all times (including sub-grants, contracts under grants and cooperative agreements, and subcontracts) and that all Sub-recipients will certify and disclose accordingly.

Name of Proposer: _____

Name and Title of Authorized Signatory: _____

Signature: _____

Date: _____

K. Certification of Non-Discrimination & Equal Opportunity

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

If awarded funding, Contractors shall conduct all programs and services in accordance with provisions of the following laws:

- Titles VI and VII of the Civil Rights Act of 1964, as amended;
- Titles VIII of the Civil Rights Act of 1968, the Fair Housing Act as amended;
- Section 504 of the Rehabilitation Act of 1973, as amended;
- Title IX of the Education Amendments of 1972, as amended;
- Federal Fair Labor Standards Act and the Intergovernmental Personnel Act of 1970, as related to Minimum wage and maximum work hours;
- The Age Discrimination Act of 1975, as amended;
- Drug Abuse Office & Treatment Act of 1972, as amended
- Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970, as amended
- Public Health Service Act of 1912, Section 523 & 527, as amended
- Americans with Disabilities Act, as amended;
- The Women in Apprenticeship and Non-Traditional Occupations Act, as amended;
- § 29 CFR 37.4 - Implementation of the Nondiscrimination And Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act (WIOA)
- § 29 CFR 37.20 - Implementation of the Nondiscrimination And Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act (WIOA)
- Public Law 105-220, Workforce Innovation and Opportunity Act (WIOA)
- 20 CFR Part 652 et al (Workforce Innovation and Opportunity Act, Final Rules)
- Section 188 of the Workforce Innovation and Opportunity Act (WIOA); and
- Contractors may not deny services under any grant to any person and are prohibited from discrimination against any employee, applicant for employment, or beneficiary because of race, color, religion, sex, national origin, age, physical or mental disability, temporary medical condition, political affiliation or belief, citizenship or his or her participation in any WIOA or other financially assisted program and/or activity.

Applicant's signature below indicates organization is agreeing to comply fully with the assurance and certifications as part of its responsibilities as a successful contractor.

Name of Proposer: _____

Name and Title of Authorized Signatory: _____

Signature: _____

Date: _____

L. Administrative Management Survey

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

Please answer the following questions regarding your administrative management system. Additional information may be requested at the time of a pre-award survey, including copies of documents specifically named.

Question	Yes	No	N/A
1. Does your organization have current Articles of Incorporation?			
2. Does your organization have written personnel policies?			
3. Do your written personnel policies contain procedures for: a. Open employee recruitment, selection and promotional opportunities based on ability, knowledge and skills; b. Providing equitable and adequate compensation; c. Training of employees to assure high-quality performance; d. Retaining employees based on the adequacy of their performance, and for making adequate efforts for correcting inadequate performance; e. Assuring fair treatment of applicants and employers in all aspects of personnel without regard of political affiliation, race, color, national origin, sex, age, disability, religion, or creed, with proper regard for their privacy and constitutional rights as a citizen; and f. Assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for the purpose of interfering with or affecting the result of an election or nomination for office?			
4. If your organization does not have the procedures noted above, could your personnel policies be revised expeditiously to include these procedures?			
5. Do your written personnel policies contain a prohibition against nepotism?			
6. Do your written personnel policies contain a prohibition against employees using their positions for private gain for themselves or other parties?			
Question	Yes	No	N/A

7. Does your organization have an authorized, written travel policy for employees and authorized agents that provides for reimbursement for mileage and/or per diem at a specified rate?			
8. Does your organization have a written employee grievance procedure used to resolve complaints?			
9. Does your organization have the capacity or staff to produce and maintain records on project participants and/or other customers as well as other management information that may be needed?			
10. If certain costs are determined to be disallowed, does your organization have a procedure or source for reimbursing such costs to the Workforce Board?			
11. Does your organization have a State Comptroller Vendor Number?			
12. Is your organization governed by a Board of Directors, an elected body or Council?			
13. Does your organization operate under local rules or by-laws?			
14. Has your Board/Council reviewed and approved this proposal for submission?			
15. Does your organization have a current approved fidelity bond?			
16. Does your organization have an EEO/affirmative action plan?			
17. Does your organization have a complaint or grievance process for customers?			

Name of Proposer: _____

Name and Title of Authorized Signatory: _____

Signature: _____

Date: _____

M. Financial Systems Survey

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

Please answer the following questions regarding your fiscal management system. Additional information may be requested at the time of a pre-award survey, including copies of the documents specifically named.

Question	Yes	No	N/A
Does your organization follow GAAP?			
1. Does your accounting system:			
a. Provide control and accountability for funds received, property, and other assets;			
b. Provide identification of receipt and expenditures of funds separately for each funding source;			
c. Provide adequate information to prepare monthly financial reports on an accrual basis;			
d. Have the capability to track and allocate costs in accordance with requirements for federal grant programs;			
2. Are state and federal funds which may be advanced to you deposited in a bank with federal insurance oversight?			
3. Has the bank in which you deposit state and federal funds insure the account(s) or put up collateral or both equal to the largest sum of money which would be in such account(s) at any one point in time during the contract period?			
4. Do you reconcile your bank accounts monthly?			
5. Are the bank reconciliations made by the same person who performs recordkeeping for receipts, deposits and disbursement transactions?			
6. Do you record daily cash receipts and disbursement transactions?			

7. Are individuals or positions in your organization, which handle the receipt or distribution of money covered by bond? a. Is there a person who is responsible for the receipt of all purchased goods? b. Does this person assign, upon receipt, an inventory number for items? c. Does this person perform an inventory audit at least once a year?			
8. Do you maintain records on all property acquisition, disposition, and transfer?			
Question	Yes	NO	N/A
9. Do you have written procedures and internal controls established for the procurement of goods and services?			
10. Is a competitive bidding process incorporated into your purchasing procedures for acquisition of subcontractors, major goods and services, equipment, and office space?			
11. Are timesheets kept to support payroll disbursement? If not, describe how employee time is documented and payroll supported:			
12. Are records maintained to support authorized employee leave (vacation, sick, etc.)?			
13. Are complete records kept to support travel payments?			
14. Has a formal audit by an outside auditing firm been conducted of your organization's financial record in the past year?			
15. Do you have an indirect cost plan with current approval by a cognizant agency?			
16. Is your organization funded by more than one source?			

Name of Proposer: _____

Name and Title of Authorized Signatory: _____

Signature: _____

Date: _____

N. Budget Forms

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

* These line items will be included in the indirect cost rate and shall be excluded in calculating the indirect cost percentage.

Budget Summary - Cost Category	Amount	Budget
Salaries (Complete Salaries Detail at N.1)		
Fringe Benefits (Complete Fringe Detail at N.2)		
Staff Travel (Mileage)		
Staff Training		
Professional Fees (Drug screens, background checks, etc)		
General Liability Insurance		
Fidelity Bond		
Director and Officer Insurance*		
Automobile Insurance		
Accounting/Auditing Services*		
Legal Services*		
Consulting Services		
Transition Costs (Complete Transitions Detail at N.3)		
Other-Describe		
Total General	0.00	
Indirect Cost		
Profit/Management Fee		
Total Other	0.00	

N.1 Salaries Detail

Position Title	# Staff	Annual Salary	Total	Budget
			0.00	
			0.00	
			0.00	
			0.00	
Total Staff	0		0.00	

N.2 Fringe Benefits Detail

Cost Category	Total	Budget
FICA	0.00	
Unemployment Insurance	0.00	
Health Insurance	0.00	
Dental Insurance	0.00	
Vision Insurance	0.00	
Supplemental Insurance	0.00	
Retirement Plan	0.00	
Workers' Compensation	0.00	
Other-Describe	0.00	
Total Fringes	0.00	
Total Percentage of Salaries	A/B	

N.3 Transition Costs Detail

Cost Category	Amount	Budget Narrative
Total		

O. Audited Financial Statements

Place a check mark next to the applicable service component:

One Stop Operator/Career Services

Business Services/ WIOA Adult/Dislocated Worker Services

Name of Proposer: _____

The respondent is to provide the most recent two years' Audited financial statements.