



**CareerSource Flagler Volusia**

**Request for Proposals for:**

Career Center Operator,  
Career and Training Services for Adults, Dislocated Workers and Businesses  
Career and Training Services for Young Adult Programs  
Other Programs

**Program Year 2020**

**Release Date**

November 12<sup>th</sup>, 2019

**Bidders Workshop**

December 3<sup>rd</sup>, 2019

**Proposal Deadline**

March 2<sup>nd</sup>, 2020 @ 4:00 PM EST

**Contract Period**

July 1<sup>st</sup>, 2020 to June 30<sup>th</sup>, 2021

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## TABLE OF CONTENTS

1. Introduction
2. Purpose of Request for Proposals
3. Delivery of Services
  - a. Customer Service Philosophy
  - b. Career Pathways Philosophy
4. Scope of Work: Career Center Operator
5. Scope of Work: Career and Training Services for Adults, Dislocated Workers and Businesses
6. Scope of Work: Career and Training Services for Young Adult Re-Engagement Programs
7. Scope of Work: Other Programs
8. Scope of Work: Vendor Services
9. Request for Proposal Information

### Attachments:

Attachment A:	Proposal Cover Sheet
Attachment B:	Representations and Certifications
Attachment C:	Appeals Policy
Attachment D:	Terms and Conditions
Attachment E:	Budget Summary and Budget Detail
Attachment F:	<i>Sample</i> Collaborator Agreement

## INTRODUCTION

CareerSource Flagler Volusia (CareerSourceFV) is a private not-for-profit 501(c)(3) corporation designated as the fiscal agent, administrative entity, planner and grant recipient of the Workforce Innovation and Opportunity Act (Opportunity Act) funds, the employment and training funds for the State of Florida's Welfare Transition Program (WTP), Wagner-Peyser funds (WP) and the Supplemental Nutrition Food Stamp Training & Employment Program (SNAP) for Flagler and Volusia Counties.

CareerSourceFV is one of 24 Local Workforce Development Boards in the State of Florida whose American Job Center system has been branded statewide as Career Centers. American Job Centers within this request for proposal will hereby be referred to as Career Centers.

CareerSourceFV is a business-driven entity, charged with the responsibility of implementing policies that ensure the distribution of federal workforce funds in a manner that creates a network of programs and systems designed to address critical workforce challenges. Each year, the key programs help thousands of jobseekers and workers connect to good, self-sustaining jobs and acquire the skills and credentials needed to obtain them; and connects businesses with skilled workers needed for global economic competition. The enactment of the Opportunity Act provided an opportunity for reforms to ensure the One-Stop Delivery System is job-driven, responding to the needs of businesses and preparing workers for jobs that are available now and in the future.

CareerSourceFV works to ensure the efficient use of funds, maximization of the system's effectiveness, and improved collaboration between local workforce partners, thereby strengthening the workforce system through innovation and alignment of services to promote individual and economic growth.

CareerSourceFV is governed by a Board of Directors comprised of volunteers from both Volusia and Flagler Counties who represent private-sector business, labor, economic development, education, community-based organizations and state agencies. Joint oversight is provided through an inter-local agreement between CareerSourceFV and Volusia and Flagler Counties.

Through three Career Centers, four Young Adult Program sites and multiple "mini career links", CareerSourceFV provides the framework for a local workforce preparation network that is quality focused, business driven, and customer centered. This framework is designed to assist individuals with barriers increased access to employment, education, training and support so they may succeed in the labor market. Targeted populations include economically disadvantaged adults and young adults, adults, dislocated workers, people with disabilities, long-term unemployed, ex-offenders, underemployed and veterans.

CareerSourceFV provides the business community with a well-trained and job-ready workforce. To support businesses and industry sectors effectively, all CareerSourceFV staff identify and understand skill needs and form strategies to assist businesses. This philosophy incorporates integrated and aligned business services among a collaboration of entities responsible for providing resources to ensure seamless service delivery to jobseekers and businesses alike.

## Objectives of CareerSourceFV

### Vision

To be the premier organization for employment and training solutions to the businesses and workforce of Volusia and Flagler Counties.

### Mission Statement

To provide innovative, customized employment and training solutions to support economic prosperity in collaboration with economic development, education, chambers of commerce, community-based organizations, local governments and active business partners.

### Values

Values are the unswerving core beliefs and foundation of the system. These values express the things about the Florida Workforce System brand that won't change over time; they are the bedrock and are embraced by the entire system and everyone doing business with it.

CareerSourceFV's values are:

**Business-Driven:** We believe Florida businesses – the State's job creators – are essential to our overall success in providing effective, market-relevant workforce solutions that drive economic growth and sustainability.

**Continuous Improvement:** Driven by our commitment to excellence, we respond to changing market dynamics. We continually strive to improve our performance to better anticipate and address the talent needs of employers and the employment and skills needs of job seekers and workers. We identify, measure and replicate success.

**Integrity:** We fulfill our mission with honesty and accountability and strive in every decision and action to earn and protect the public trust.

**Talent Focus:** We believe in the power of talent to advance every enterprise and open the door to life-enhancing economic opportunities for individuals, businesses and communities. Our commitment is to make talent Florida's key competitive asset.

**Purpose-Driven:** Our work is meaningful and through it, we can inspire hope, achievement and economic prosperity in the lives of the customers we serve.

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## PURPOSE of REQUEST FOR PROPOSALS

CareerSourceFV is seeking experienced and qualified organization(s) with a proven record of success in workforce development services, effective on-site leadership, training and oversight to staff, manage complex budgets and obtain successful outcomes for businesses and job seekers.

Organizations selected through this Request for Proposals (RFP) will coordinate with CareerSourceFV staff and regional partners to serve businesses and present innovative and creative strategies that enhance all customers' (including young adults) ability to move into self-sustaining employment, resulting in an upwardly mobile career path and higher earning potential. Proposed programs will include services that reflect effective integration with regional, business-driven partnerships of industry, education and training, along with other stakeholders who involve businesses in the design of service strategies and implementation of programs.

With the release of this RFP, CareerSourceFV is seeking proposals to provide Career Center Operations, Career and Training Services to adults, dislocated workers and businesses, and Career and Training Services to young adults, within the two-county region. An entity may bid on one or any combination of the three components. Contracts will be awarded based on the individual components and may be awarded to different entities. Respondents for Career Center Operator and Career and Training Services for Adults must submit proposals for both Volusia and Flagler Counties. Proposals for Young Adult Services may be for services in one or both counties or for a specific area.

The expected contracts awarded under this RFP solicitation will start on July 1<sup>st</sup>, 2020 and will be renewed annually, for an additional three years, as allowed by Florida Statutes, provided measurable performances and deliverables are successfully achieved. All contractors are required to serve those participants already enrolled in the SNAP, WTP, and Opportunity Act Programs as of June 30<sup>th</sup>, 2020. CareerSourceFV reserves the option to modify contracts on a year-to-year basis for an additional three years.

For the purposes of this RFP, CareerSourceFV is currently unable to define the allocation of funds (administrative and programmatic) that will be awarded for July 1<sup>st</sup>, 2020. The State of Florida allocates annually late spring. It is anticipated that the projected amount will be known on or about the time of the final negotiations of each contract based on Federal appropriations to the State of Florida. Final contract funding awards will be based upon funding allocations, local priorities, and legislative mandates at the discretion of CareerSourceFV. The actual amount of the contract award will be based on the proposed budgets, availability of funds, and the standards for the use of public funds. All costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories.

All parties contracting with CareerSourceFV must comply with USDOL regulations and any other interpretations published by the USDOL. Administration and operation of this program is subject to compliance with the State of Florida policies, including, but not limited to, policies from CareerSource Florida and the Florida Department of Economic Opportunity and local policies as issued by CareerSourceFV. Funded proposals will also be required to meet specific Federal, State and Local guidelines for participant outcomes and program performance.

Awarded contractors will be held to specific performance deliverables as prescribed by CareerSourceFV. Each respondent must have a clear understanding of the performance measurement tools used in Florida (both State and Federal) as well as any local performance criteria established by CareerSourceFV. Further, respondents must understand that CareerSourceFV has an expectation of excelling in all performance goals to ensure that CareerSourceFV is not subject to corrective action by the State of Florida and to provide CareerSourceFV the opportunity to earn any available state performance incentives. Respondents must commit to ensuring the appropriate internal processes and staffing are in place to help CareerSourceFV meet the contracted/expected levels of State performance.

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## DELIVERY of SERVICES

The following components of service delivery should be present in all responses to this RFP.

### Customer Service Philosophy

CareerSourceFV is seeking proposals that focus on excellent customer service, innovative and effective service design, integrated management and high-quality staffing. Customers of the Career Centers and Young Adult Programs must know, upon arrival, what services are provided on site, what they may or may not be eligible for, and how program services can best suit their individual needs. A customer should have a clear understanding of the flow of services and how they can progress from one to another quickly and seamlessly. The front-line staff should be knowledgeable about all available workforce development opportunities in the area to fulfill collaboration with partner programs, including services within and outside of the Career Centers and Young Adult programs.

Customer service is the provision of a “human-centered” approach in the delivery of services, designed to:

- prepare and coordinate comprehensive employment and/or educational plans, such as service strategies, for participants to ensure access to necessary program activities and support services, using where feasible, computer-based technologies.
- provide job and career counseling during program participation and after job placement.

This “human-centered design” is an in-depth process analysis of understanding what the customers’ expectations and preferences are and organizing them into specific measurable results to increase value-added services.

The selected respondents will be required to provide experienced customer advocates in sufficient numbers to meet the needs of active customers and follow-up caseloads. These advocates should be provided to ensure all customers are successful. The customer service philosophy must be built around the idea of a “team approach”. In this approach, not just one staff member is involved in the success of the customer, but a team of staff members is brought together to provide all the necessary services required to ensure customer success. Within this approach, all staff must have access to the necessary information to serve the customer best and are not requiring the customer to continue to “tell their story” multiple times or feel as though they have been “handed off” to another staff member. From the customer’s perspective, the experience will feel seamless and smooth, regardless of how many members of the “team” are required to assist them. Respondents must show how they will incorporate this approach into their customer service philosophy.

Customer service strategies should include, but are not limited to:

- Regularly scheduled contact with all customers to determine their needs as they move along their career plan. The interaction should be personalized and be more than a required step that is “checked off” as completed.

- The use of career plan benchmarks to measure progress such as increasing TABE or college entrance exam scores, finding unsubsidized employment, attaining occupational and work readiness skills, attaining a high school diploma or GED, attaining an occupational license, certificate, or degree, etc., all within the framework of established career pathways.
- Support and intervention in time of crisis, and assistance in the development and implementation of a crisis plan through the utilization of trauma informed care techniques. All staff will be trained in the trauma-informed care approach.
- All customer data is to be entered into the state information management system in a timely manner. Case note summaries are not limited to, but should detail, contacts per customer, missed appointments and attempts to contact the customer, career services provided to the customer, progress, barriers, interventions, and successes of the customer, etc.
- Provision of linkages, referrals, coordination of services and resources that support the achievement of customers' individualized goals.
- Staff will collaborate with other service providers, training providers, businesses, and community agencies as needed for customer success. Staff will have a detailed and working knowledge of other community services and resources and cultivate a wide network of contacts to ensure ongoing collaboration.
- Intensive follow-up services will be provided to all required customers for a minimum of twelve months.

Assessments are a huge part of successful customer advocacy and provide staff valuable information to help develop the success of each individual customer. Assessments involve gathering information and appraising, analyzing, and using it to identify academic and skill levels, service needs, strengths, deficiencies, prior work experiences, interests and aptitudes, employability, and attitudes relating to vocational training, basic education, and careers with the intent to best assist the customer. Assessments of the needs of adults, dislocated workers and young adults, may include, but are not limited to, diagnostic testing such as Myers Briggs, CareerScope, or TABE. An in-depth interviewing technique and evaluation is needed to best complete a full personalized customer analysis. It forms the basis for career services through its deep analysis and is the foundation for all services that come afterwards.

Respondents must show how they will provide assessment services to customers with different histories and backgrounds and how these assessment instruments will be used to add value to services provided to each customer. Assessments are also offered to businesses for their hiring needs as well as for training for current employees.

Respondents should select appropriate assessment tools to use. All assessment tools must be approved by CareerSourceFV prior to implementation and must be applied in a consistent and equitable manner.

## **Career Pathway Philosophy**

CareerSourceFV, in coordination with selected respondents and community partners, will continue to lead efforts in the area to develop and implement career pathways by aligning the employment, training, education and supportive services that are needed by adults, dislocated workers and young adults to gain employment and attain prosperity. Initiatives will be developed to identify the employment needs of businesses within identified sectors and occupations. Efforts will include enhancing communication, coordination, and collaboration among businesses, educational partners, economic development entities, and service providers to develop and implement strategies for meeting the employment and skill needs of workers and businesses.

CareerSourceFV has embarked on an initiative to quantify and identify Flagler and Volusia Counties' industry sectors that are most poised for growth/expansion, require additional assistance to facilitate the creation of jobs, and are in line with its regional economic development partners' targeted sectors for the purposes of expediting job growth. CareerSourceFV's sector strategies are designed to be highly responsive to current and future industry demands when compared to traditional job matching and training services because each sector has been identified through an intensive data-driven process.

In response to rapid advances in technology and market globalization, the local regional economies are becoming increasingly knowledge centered, technology based, and innovation driven. These changes present new challenges to businesses, workers and communities. While businesses confront growing shortages of adequately prepared workers, low-skilled workers lack the tools to secure better jobs and the resources to obtain higher-level skills. Flagler and Volusia Counties' growth industries increasingly need workers with higher skill levels and credentials, yet the percentage of the local labor force with four-year college degrees is leveling off and the number of workers with two-year degrees and vocational certificates will fall short of the local economy's predicted needs.

Career Centers and Young Adult Programs will:

- Engage industry sectors by addressing the needs of businesses through focusing intensively on the workforce needs of a specific industry/sector over a sustained period, often concentrating on a specific occupation or set of occupations within that industry.
- Address the needs of job seekers by creating formal career paths to quality jobs, reducing barriers to employment, and sustaining or increasing middle-class jobs.

CareerSourceFV's goal is to promote systemic change that achieves ongoing benefits for the sectors and facilitates education and growth of workers and the workforce within the community. It is the intent of CareerSourceFV to establish standing work groups (with programmatic focus) with selected contractors. For example, a business services work group may be established that would have members from all contractors, as well as CareerSourceFV, with the intent to ensure seamless services to both business and job seeker customers.

CareerSourceFV has identified, at this time, the following industry super sectors:

- Construction
- Healthcare

- Manufacturing
- Business and Professional Services
- Retail
- Leisure and Hospitality

To achieve success in these sectors, respondents must work with CareerSourceFV staff and be poised to assist both job seekers and businesses with developing career pathways: a combination of rigorous and high-quality education, training, and other services that will lead to career success within each sector. Respondents must show how they will use the latest Labor Market Information (LMI) tools to develop and adjust their programs and how frontline staff will use LMI in their daily interactions with customers in relation to the career paths of each of their customers, regardless of where the customer is on their career path.

All staff, regardless of their roles within each program, must be experts not only in using the latest LMI tools, but utilizing the information to increase the effectiveness of career plans and the likelihood of success by their customers to enter a career. Accurate and effective use of LMI is pivotal to all career services to adults, dislocated workers and young adults. Without the inclusion of LMI and career pathways, the likelihood of customers moving into sustainable employment is low. CareerSourceFV is looking for proposals that show the utilization of LMI and career pathways in all aspects of the services provided, from the moment the customer begins services to the conclusion of their follow up services.

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## SCOPE OF WORK: CAREER CENTER OPERATOR

The Career Center Operator is expected to provide management of the three current Career Center locations:

359 Bill France Blvd.  
Daytona Beach, FL 32114

846 Saxon Blvd.  
Orange City, FL 32763  
(*Comprehensive Center*)

20 Airport Road, Suite E  
Palm Coast, FL 32164

Respondents for the Career Center Operator should provide a detailed explanation for each of the following sections:

### **1. Outreach, Physical and Programmatic Accessibility and Confidentiality**

- a. Describe how assurances will be made that services are accessible to all job seekers and employers, including areas with high poverty and transportation barriers in rural communities.
- b. CareerSourceFV has established community partner locations (“mini career links”) to serve as a way to link with potential job seekers who would otherwise not be able or willing to travel to a Career Center for services. Include location and scope of any proposed “mini career links”, specialized sites, access locations and/or other venues to provide services within the different communities of customers with barriers.
- c. Describe outreach and enrollment methods to reach target populations to promote CareerSourceFV’s services. Respondents should be specific as to the actual outcomes and show how partner programs will be brought together to ensure adequate outreach of target populations.
- d. Explain and justify the service model that will be used to serve traditionally underserved participants and businesses to assure access to the Career Centers or “mini career links”.
- e. Include a description for meaningful access and adaptation for customers with disabilities and customers for whom English is not their first language.
- f. Identify approach to management of information systems. Note: The State of Florida is currently utilizing the Employ Florida (EF) as its data collection system. Include any specific experience with EF or similar systems.
- g. Describe how a partnership with CareerSourceFV will be utilized to identify technology and occupancy needs to ensure customers have a professional, efficient and effective environment.
- h. Describe plan for supervision, including local/on-site, functional and direct.

### **2. Career Center Operator Coordination, Partnerships and Certification**

The Career Center Operator will participate as a local Leadership Team member with CareerSourceFV in development of interagency agreements, such as a Memorandum of Understanding (MOU) and Resource Sharing agreements; reviewing and updating as necessary. The Career Center Operator is expected to ensure that the One-Stop partners adhere to MOU’s, agreements and reporting procedures. The Career Center Operator will work with Mandatory Partners to ensure that the services they provide to mutual customers are relayed to Career Center and Young Adult Program staff.

- a. Discuss the plan for the incorporation of all mandatory partners into the Comprehensive Career Center currently located in the Orange City location.
- b. Describe how the “staffing” of any joint customers with partners’ case managers will ensure that no services are duplicated while all needs of the customers are met.
- c. Describe the coordination of services to assure that all partner staff are knowledgeable, trained and motivated to dress and act professionally with the confidence to address both business and job seeking customers.
- d. Describe successful experience working with LWDBs, partners, and/or service providers to develop strategic approaches to support regional economic development and businesses with high staffing needs in high demand occupations.
- e. CareerSourceFV staff (in partnership with Career Center staff for content) develops and creates online workshops for customers to access any time and from anywhere. Assessment labs are provided in the Career Centers and are led by knowledgeable staff who are also tech savvy and capable of assisting “technology challenged” customers. Respondents should describe how they will ensure that services offered in the assessment labs are customer focused and that relevant content changes are regularly communicated to CareerSourceFV staff.
- f. The Career Center Operator is responsible for assuming a leadership role in the development of One Stop certification applications which will be submitted to CareerSourceFV. This includes, but is not limited to, ensuring all required posters are displayed prominently, that the facilities meet all ADA requirements, an accessible resource room is available to all customers and any and all other State requirements are met. Respondents should describe past successful experience in One Stop certifications.

### **3. Career Center Staffing Patterns**

The Career Center Operator is the *functional supervisor* of all Career Center staff and has the authority to organize and supervise staff, without regard to the program that funds an individual staff member and will focus on day-to-day supervision of service delivery efforts. The Career Center Operator creates daily work schedules, team assignments and workflow based upon the operational needs of each specific Career Center. The Career Center Operator provides direct supervision, oversight and management of assigned Florida Department of Economic Opportunity staff (which include the Wagner-Peyser, TAA and Migrant Seasonal Farm Worker staff) and the integration of these staff duties and responsibilities as they integrate with the overall service delivery of the Career Centers.

- a. Describe the coordination of supervising all Career Center staff that ensures adequate staff are available to meet the needs of job seekers and businesses. This includes staff vacancies and unscheduled absences regardless of program.
- b. Describe the coordination of staff for any events (i.e. job fairs, trainings, meetings, etc.) that take place within the Career Centers to meet the needs of all customers.
- c. Describe the coordination and scheduling of facilities usage such as, but not limited to, classrooms, training rooms, assessment labs and conference rooms.
- d. The Career Center Operator is responsible for the timely and efficient handling of incoming telephone calls and inquiries through the online chat function ([www.careersourcefv.com](http://www.careersourcefv.com)) by staff who are knowledgeable of the basic available services and the current availability of staff.

- e. Describe how customer flows will be tracked and staffing patterns will be adjusted to ensure all functions are staffed appropriately and workload is organized to meet the needs of customers, especially during peak hours of operation.
- f. Describe how work performance of staff implementing other programs will be communicated to their supervisors to improve any issues that may arise and how follow up will result in positive staff behavior.
- g. Proposals should show how staff will be guided to understand their roles/responsibilities within a function and in relationship to other functions to achieve CareerSourceFV's goals.

#### **4. First Impression Team**

CareerSourceFV has created a Best Practice Model to ensure all first-time customers receive a one-on-one meeting with a Career Advocate upon their arrival to a Career Center. This approach is the First Impression Team (FIT.) Each customer receives an overview of available services, including all partner services and any other pertinent resources to ensure successful return to employment. This includes a complete overview of the processes and procedures for gaining maximum benefits from engagement with the Career Center.

- a. Describe the staffing plan to coordinate staffing, curricula, and the optimum customer flow process in the Career Centers as it relates to the FIT. This should include any planned adaptations for targeted populations (i.e. new high school graduates, college students, professional job seekers, etc.)
- b. Respondents should show how they will incorporate the Customer Service Philosophy and the provision of Labor Market Information, explained in the Career Pathway model, in their approach to the FIT delivery.
- c. Describe how the FIT staff will provide an initial assessment and referral to appropriate services, including services provided by mandatory partners.

#### **5. Staff Development Training**

The Career Center Operator is the entity that coordinates all professional development training for all Career Center staff regardless of program or funding source and staff of Young Adult Programs. These trainings may be conducted by the Career Center Operator staff, other program staff or by outside sources and will be scheduled to ensure that trainings will not disrupt services provided within the Career Centers or Young Adult Programs. Staff should be trained and keenly aware of how what they do effects, supports and contributes to the vision of the CareerSourceFV Board of Directors.

- a. Professional development and staff training are a priority to improve the customers' experiences. Proposals must demonstrate how they will incorporate the different learning styles of staff and ensure the retention of new information.
- b. Describe previous experience for new staff onboarding to ensure that all staff hired to work within the Career Centers understand and conduct business on a day-to-day basis in accordance with the Standard Operating Procedures approved by CareerSourceFV.
- c. Respondents will be responsible for attending and scheduling all appropriate staff to relevant state, regional or local trainings, and sharing information with staff.

- d. Proposals should address how the Career Center Operator will identify needed staff development activities and provide and/or secure technical assistance and/or training. These trainings must include responses to any Corrective Action Plans submitted by CareerSourceFV to the Florida Department of Economic Opportunity after annual programmatic monitoring.
- e. Any trainings provided to frontline staff must meet the mandatory required hours of continuous training, including electronic tracking of completed hours and annual reporting to the State of Florida.
- f. Currently frontline staff meetings take place on a monthly basis at each of the Career Centers and are used to foster teamwork, discuss Career Center operations, provide status of new or current projects, address technical problems, etc. Career Center Operator proposals should demonstrate how they will address these topics by incorporating new and innovative ways of relaying information to frontline staff, in addition to or replacement of current methods already in place. Proposals should address how they will encourage and foster teamwork within the Career Centers and with Young Adult Programs.

## **6. Quality, Performance, Data and Reporting**

CareerSourceFV must meet annual performance standards as mandated by the United States Department of Labor and Florida's Department of Economic Opportunity (DEO). While it is the responsibility of all contractors to assist in meeting and exceeding these performance standards, the Career Center Operator oversees the tracking of performance as well as ensuring that all program data entry is of the highest quality. The Career Center Operator is responsible for conducting scheduled monthly monitoring of all programs provided within the Career Centers, as well as, in the Young Adult Programs to ensure a positive outcome for annual monitoring by DEO.

- a. Proposals must show how the provider will develop and maintain written procedures in accordance with CareerSourceFV directives and policies and how they will be communicated throughout the Career Center system. This should include how new (or changed) procedures and processes will be communicated to relevant staff to ensure they have the most up-to-date and current information affecting their work. Those proposals that show innovative methods that utilize technology to communicate will be given preference.
- b. The Career Center Operator must create and maintain standard operating procedures that facilitate customer-focused work processes within each functional area, between functions and areas.
- c. Respondents must show a thorough working knowledge of all applicable laws, regulations, and policies to ensure that the appropriate delivery of workforce development services are provided within the Career Centers.
- d. It is the responsibility of the Career Center Operator to certify all Opportunity Act applications (Adult, Dislocated Worker and Young Adult), including those for special grants received by CareerSourceFV. Respondents should demonstrate experience ensuring the integrity and maintenance of customer files.
- e. Proposals must describe a strategy to meet or exceed CareerSourceFV's regional performance goals and how they will be managed, measured, achieved and

documented. It should also show how performance targets related to increasing Career Center traffic, data collection and method of reporting will be documented. This includes ensuring and maintaining data integrity.

- f. Proposals must show experience with developing and implementing customer satisfaction instruments, such as web-based services used to track and report actual outcomes. Describe plan/method for measuring customer satisfaction for required services identified within this RFP and how this information will be utilized to improve the Career Centers' products and services and how adjustments will be implemented in response to customer feedback.
- g. Describe history with customer service and discuss any experience with handling complaints and/or concerns for customers. This should include the scenarios and solutions used to handle the complaints and/or concerns.

CareerSourceFV is responsible for writing and updating policies for all programs, as well as, for the Board of Directors, administration and fiscal operations. It will be the responsibility of the Career Center Operator to write and implement procedures to match these policies, in partnership with CareerSourceFV staff and ensure that all decisions relative to these policies and procedures are made in the best interest of CareerSourceFV and in alignment with local, State and Federal policies. The procedures will incorporate all sections above.

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## **SCOPE of WORK: CAREER and TRAINING SERVICES for ADULTS, DISLOCATED WORKERS and BUSINESSES**

Career and Training Services unifies numerous training, education and employment programs into a single, customer-friendly system in each Career Center. The underlying notion of this integrated service delivery model is the coordination of programs, services and governance structures so that all customers have access to a seamless system of workforce services regardless of funding stream. This model of operation emphasizes the cross training of staff who provide career services designed to assist participants in acquiring the skills needed by businesses and obtaining appropriate and long-term employment through all available programs. These programs include Adult and Dislocated Worker Programs, as well as, Business Services funded through the Opportunity Act, Welfare Transition Program (WTP), Supplemental Nutrition Assistance Program (SNAP), Wagner Peyser (WP), Re-Employment Services and Eligibility Assessment Program (RESEA), and Rapid Response.

Respondents for the Career and Training Services must explain in detail how their integrated service delivery model will lead to employment and self-sufficiency for customers (regardless of program enrollment), new hires for businesses and upskilling of the current workforce. The respondent must provide examples of current and/or proposed strategies that address each of the following sections:

### **1. Program and Case Management Staffing**

Case management involves a two-pronged approach:

- the customer focused/involved assessment that revolves around conversations with a customer to determine needs, barriers and goals; and
- the “behind the scenes” data entry, tracking and resource facilitation with partner agencies.

To provide high quality case management to customers, staff must be experts in all available resources; including but not limited to, tools, assessments, available training, open job positions, etc.

- a. Cross training of case managers increases the familiarity of all program eligibility, leading to higher access to sustainability wages and employment for all customers served. Describe the organization of case managers to ensure that all customers who may be served within the various funded programs (SNAP, the Opportunity Act, WP, RESEA, WTP and special grants) receive seamless case management.
- b. Respondents must show how all staff are kept up to date on case management tools, whether through a training model, a team approach or other method of internal staff training.
- c. The region’s needs of case management often change due to natural disasters, economic changes or opportunities through grant funded programs. Proposals must show how staffing patterns will be adjusted to meet the needs of the region while maintaining high quality case management.
- d. CareerSourceFV is looking for proposals with innovative approaches to case management that demonstrates emphasis on high quality staffing.

## 2. Eligibility, Assessment and Individualized Career Plans and Services

Assessment services shall include efforts to encourage the use of the workforce network to groups that need employment and training services to become more skilled and employable on the path to financial self-sufficiency. These targeted efforts must include, but are not limited to, persons with disabilities, long-term unemployed, and individuals with barriers to employment, including individuals who receive public assistance or are otherwise low income and/or basic skills deficient. Customers who seek services within the Career Centers will have individualized services, as well as, career plans as required by the different programs. The development of a career plan must identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve their employment and/or training goals.

- a. Respondents should show how they would coordinate with the Career Center Operator to provide a seamless delivery of services from the moment customers arrive at the Career Center to completion of services.
- b. Describe the comprehensive and specialized assessments of skill levels and service needs for different populations of customers.
- c. Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and support service needs must be incorporated throughout all case management. Describe how this will be completed, and the tools to be utilized, from the initial stages to the end of successful case management.
- d. It is important to note that the populations served in the Career Centers are quite diverse. Those with significant barriers often need stabilization services before they can enter or fully participate in the workforce, as well as specialized employment services that support work placement and ongoing employment. Respondents must show how they will incorporate a “trauma-informed care” approach and referrals to wrap-around services that will be incorporated in the career plans to transition all populations to self-sufficiency.
- e. Assessment and development of foundational skills needed to be successful in employment is the building block of each customer’s career plan. Describe the method of analyzing the skill needs of each customer and how they will be incorporated into career plans.
- f. Show how staff will be experts in job search and placement assistance and, in appropriate cases, career counseling, including providing information on in-demand industry sectors and occupations.
- g. Describe the coordination between case managers and the business services team to match the skills of job seekers with the current workforce needs of businesses. This must include workforce and labor market employment statistics, which includes job vacancy listings; job skills necessary for job openings; and information on local occupations in demand and the earnings, skill requirements and opportunities for advancement within those career pathways.
- h. How will referrals to and coordination of activities with partner programs and services be completed successfully?

### **3. Educational Training and Work-Based Learning Activities**

CareerSourceFV will establish, each program year, the budget for the training services (by each program funding) subject to available funding, as well as, modifications to meet the needs of the businesses and job seeker customers.

Job retention and advancement strategies may vary as greatly as the individuals to be served. In many cases, individuals with poor or no work history may need assistance in transitioning to new positions to help build better employment records. Work-based learning activities help job seekers along their career path and provide businesses the opportunity to build potential employees skills as well as improve job loyalty. Customers may need educational training to earn certifications, licenses or credentials to move into better paying jobs.

- a. Respondents must show how they will design their programs to best meet the needs of customers preparing for, maintaining or advancing employment through work-based learning or educational training. This should link to the assessments and career plans completed for each customer.
- b. Respondents must discuss how they will provide intensive and individualized customer service and how assigned work sites, or educational trainings are in the best interest of returning the customer to gainful employment.
- c. Proposals must show what systems or innovative approaches will be used to ensure proper tracking of educational and/or work experience attendance as required by programs.
- d. Work experience sites are to be developed by the service provider and with the collaboration of local businesses and community-based organizations. All job descriptions, as well as renewal of worksite agreements, are to be completed and updated annually. Proposals should discuss how they will retain current worksite partners, as well as, develop new business partnerships for the purpose of work-based learning activities. This should also include the monitoring of worksites to ensure that they remain appropriate.
- e. Respondents must provide how the educational and training activities will improve the basic skills or otherwise improve their customers' employability.
- f. Proposals should demonstrate experience working with educational and workforce partners and the outreach and incorporation of current and/or new training partners.
- g. Respondents must demonstrate case managers' experience with developing training budgets with customers.
- h. Proposals must show how they will monitor monthly and year-to-date actual training expenditures to the budget, to ensure funds are not over obligated or underspent. Proposals must ensure training can be maintained throughout the entire program year while meeting state program specific requirements.

### **4. Business Effectiveness and Business Services Team**

CareerSourceFV has built and maintained strong relationships with businesses through partnerships with economic development organizations, the chambers of commerce, targeted business outreach and bi-annual business interchanges. It will be the responsibility of the respondent to compliment and enhance these relationships.

- a. Part of CareerSourceFV's business model is about increasing penetration in the regional market and delivering high quality services to businesses as needs arise. This approach is responsive to the current needs of a business and evaluates their potential for a

deeper and more strategic engagement. Proposals should detail how this model will be implemented and define how successful business penetration will be measured and what success looks like.

- b. Another part of CareerSourceFV's business model revolves around a targeted, in-demand, industry and economic development approach. This sector strategy consists of partnerships with regional economic development organizations. These efforts focus on CareerSourceFV's targeted industry sectors and the industries and businesses in the sector cluster that provide essential services, products and support. Respondents must describe their current expertise within these sectors and how they will structure their business services team around serving these businesses. Respondents must also demonstrate how they will stay informed of changes within each sector.
- c. Relationship management is the ongoing process of communication with the business customer. It's fulfilling their needs, communicating and following up and fixing problems as they arise. This approach requires asking how we are doing and what could be done better. It is about being proactive in seeking out qualified applicants to fill the jobs and meeting the business customer's needs. Proposals should detail extensive experience in building business relationships and the innovative approaches used to maintain these relationships, including the use of customer management tools.
- d. Proposals must show what innovative and team approaches will be used to provide the following services to businesses. This approach will require coordination with case managers of job seekers within the Career Center, regardless of funding streams.
  1. Posting job orders and following up to keep the database (Employ Florida) of openings current.
  2. Working with businesses to obtain positive hiring results, this may include screening applicants, thus requiring broad knowledge of open job orders, EEO guidelines and the understanding of the businesses' needs.
  3. Matching job seekers to job openings and helping to fulfill hiring needs, this will require knowledge of current participants looking for employment and their skills.
  4. Providing assessments to potential hires, increasing the likelihood that a match will be successful.
  5. Coordinating and staffing recruitment and hiring events.
  6. Delivery of Rapid Response Services
- e. CareerSourceFV has implemented a model of On-the-Job Training and Customized Training that requires the Business Service Representative to complete the Opportunity Act application and case manage the participant throughout the training and for six months after the completion. This model has led to the decrease of "handing off" of customers and increased the number of customers who are successfully matched to a job. Respondents should explain how they will continue and enhance this model.

## **5. Accurate Data Entry and Case File**

As the organization responsible for case management, the effectiveness and ability to self-evaluate is far reaching. CareerSourceFV is monitored annually by the Florida Department of Economic Opportunity (DEO) on programmatic integrity, transparency and effective use of federal dollars. Inaccurate or untimely management of case files can result in corrective actions implemented by DEO. To maintain CareerSourceFV's high level of integrity, proposals must include the following components:

- a. Demonstrate experience maintaining program compliance, and other necessary case documentation, in obtaining, recording and utilizing databases and electronic storage of

customer case files. Proposals should show how these systems will be utilized for innovative case management to reduce duplication of customer's documentation submissions.

- b. Respondents must show a thorough working knowledge of all applicable laws, regulations, and policies to ensure the appropriate delivery of workforce development services are provided within all programs.
- c. Describe innovative approaches towards effective management of case files that assist staff in accurate and timely data entry. Use of technology or customer management tools should be described in detail.
- d. Describe resources and practices that assist case managers with workflow and scheduling of customer meetings.
- e. The Career Center Operator is responsible for the collecting of customer satisfaction which includes engagement with case managers. Proposals should describe how information gathered will be used to increase interactions between case managers and customers.

## **6. Performance Management**

CareerSourceFV must meet annual performance standards as mandated by the United States Department of Labor and the Florida Department of Economic Opportunity (DEO). While the Career Center Operator is responsible for overseeing the tracking of performance, it is the responsibility of all staff to ensure continuous improvement that leads to positive performance outcomes and customer satisfaction.

- a. Respondents must show a thorough working knowledge of all Federal, State and local performance metrics for all programs to ensure the appropriate delivery of workforce development services.
- b. Research shows that involving employees in the planning process makes them feel part of a team, creates buy-in and improves communication. Discuss how your organization will use communication with employees (from top down) about organizational and regional performance and what measures will be in place to assist in continuous and successful meeting of benchmarks.
- c. Proposals must show the implementation of processes and schedules for reviewing and analyzing performance data for all programs provided within the Career Centers. This should include identifying weak areas to target performance improvement, plus plans to address any identified problems in day-to-day operations. Plans must detail the continued application of corrective actions until performance meets and exceeds local standards.

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## **SCOPE of WORK: CAREER and TRAINING SERVICES for YOUNG ADULT RE-ENGAGEMENT PROGRAMS**

CareerSourceFV envisions a high quality, integrated and comprehensive young adult service delivery model built around three policy objectives which are intended to re-engage, serve and empower the “Opportunity Youth” (young adults, ages 16-24 who are high school dropouts) in Flagler and Volusia Counties. These objectives are:

- Foster demand-driven attainment of skills, credentials and impactful work experience;
- Enable upward mobility for all young adults, especially populations with barriers to employment, that ultimately leads to economic security; and
- Align, coordinate and integrate programs and services.

This model incorporates a seamless coordination of workforce services between young adult providers and their partners and CareerSourceFV’s contracted Career Center staff, including the Business Services staff. This coordination connects young adults to career pathways with high-quality jobs in growing industries.

Bidders are encouraged to refer to effective and evidence-based practices in designing their approach to service delivery. Respondents are not limited to the required six sections described in the RFP but are encouraged to propose innovative and best practices to demonstrate proven and meaningful program design.

### **1. Outreach, Programmatic Accessibility, Eligibility and Assessment**

CareerSourceFV’s Board of Directors has identified high school dropouts as a targeted population to be served through its young adult re-engagement programs. Included in this population are young adults currently or formerly legal/justice involved and/or those currently in or aged out of foster care.

- a. Proposals must demonstrate effective outreach and recruitment activities to identify participants for the program. Outreach and recruitment methods may include formal advertising, effective social media campaigns, flyers, word-of-mouth and other methods of program information dissemination. Bidders are highly encouraged to engage young adults in designing and planning targeted, culturally-competent outreach and engagement strategies.
- b. Respondents must show how they will develop effective community partnerships that will support the service delivery needs of disengaged, hard-to-serve young adults.
- c. Describe how assessments will be used to decrease the number of “disengaged young adults” through successful attachment to the labor market, entry into career pathways, increased education and/or paid work experience.
- d. Selected providers will need to demonstrate the capacity and experience of reaching out to and engaging targeted populations.
- e. Proposals must describe the extent of partnerships with community-based organizations that have established histories of serving and communicating to these populations.

- f. Intake and eligibility determination of appropriate young adults must be submitted to the Career Center Operator for certification prior to enrollment in Opportunity Act funded activities. It will be the respondent's responsibility to ensure that all required eligibility documentations are submitted in a timely and efficient manner.

## **2. Case Management Staffing and Continuous Improvement Staff Training**

Case management involves a two-pronged approach:

- the customer focused/involved assessment that revolves around conversations with a customer to determine needs, barriers and goals; and
- the "behind the scenes" data entry, tracking and resource facilitation with partner agencies.

To provide high quality case management to young adults, staff must be experts in all available resources; including but not limited to, tools, assessments, available training, open job positions, etc.

- a. Describe the organization of case managers to ensure that all young adults receive seamless case management.
- b. Respondents must show how all staff are kept up to date on case management tools, whether through a training model, a team approach or other method of internal staff training.
- c. The region's needs of case management often change due to natural disasters, economic changes or opportunities through grant funded programs. Proposals must show how staffing patterns will be adjusted to meet the needs of the region while maintaining high quality case management.
- d. Staff training is coordinated with the Career Center Operator, however training specific to young adult programs is also the responsibility of Young Adult providers. Professional development and staff training are a priority to improve the customers' experiences. Proposals must demonstrate how they will incorporate the different learning styles of staff and ensure the retention of new information.

## **3. Customer Individualized Career Plan and Services**

Young adult providers are required to provide or make available to participants all fourteen of the Opportunity Act elements. "Make available" does not mean that every young adult participant must receive all program elements; it means that they have access to these services if they require them to meet their goals. Individualized and comprehensive assessments and services will determine each participant's needs and preferences for their success. Career plans must address the needs identified through the comprehensive assessment, in a manner that is appropriate to the individual, developmental needs of each young adult, and follows clear timeliness in which to be completed.

- a. Describe how individualized employment plans, which are developed and adjusted throughout the duration of services, will incorporate elements of employment services including:
  1. Comprehensive assessment of employment history, interests, skills abilities and experience;
  2. Results of career exploration, counseling, planning and goal-setting;
  3. Job readiness and identified foundational skills development;
  4. Job search skills training, including resume development and interview preparation;

5. Basic skills remediation and tutoring;
  6. Work-based learning to help gain skills relevant to their career interests, including paid and unpaid work experience, pre-apprenticeship, and on-the-job training; and
  7. Placement in employment that is a step into their identified career pathway.
- b. All young adults enrolled are high school dropouts, and therefore will need individualized, and sometimes extensive, tutoring, study skills training, instruction and evidence-based recovery strategies that will lead to the completion of a secondary school diploma or its recognized equivalent. Proposals must show how participants will be given the skills needed to be successful in their journey of lifelong learning.
  - c. Occupational skills training shall include priority consideration for training programs that lead to recognized credentials that are aligned with in-demand industry sectors or occupations in the local area. Describe how and what credentials will be offered to participants, supporting their diverse and individualized needs and interests.
  - d. Describe how young adults may be referred to services currently available within the community, if needed, to meet the required access to all fourteen elements. To ensure full access is successfully provided, respondents should show what current relationships with community organizations already exist and how new ones will be developed.
  - e. Respondents should demonstrate how the need of individualized support services will be identified, provided and incorporated into each young adult's career plan.

#### **4. Work-Based Learning Activities**

Job retention and advancement strategies may vary as greatly as the individual young adults to be served. In many cases, individuals with poor or no work history may need assistance in transitioning to new positions to help build better employment records. Work-based learning activities help young adults along their career path and provide businesses the opportunity to see the potential of young adults' skills, as well as, improve job loyalty.

- a. Proposals must provide program design of industry engagement, delivery and hiring of young adults in work-based learning programs.
- b. It is important that young adults (especially those with little, to no work history) have access to internships and other work-based learning opportunities. Respondents must show, through coordination with the adult Business Service Representatives, how businesses will be identified and engaged and how young adults will be matched to increase the success of the work-based activities.
- c. Due to the stigma and issues of disengaged young adults, program designs must show how any issues between the young adult and the business will be addressed to ensure business satisfaction and participant retention within the program.
- d. Work experience sites are to be developed by the service provider and with the collaboration of local businesses and community-based organizations. All job descriptions, as well as renewal of worksite agreements, are to be completed and updated annually. Proposals should discuss how they will retain current worksite partners, as well as, develop new business partnerships for the purpose of work-based learning activities. This should also include the monitoring of worksites to ensure that they remain appropriate.
- e. Describe how structured career exploration activities will be conducted to allow for young adults to discover a range of career options in particular industries. These industries

should correlate with local identified targeted sectors that show high growth job expectancy.

- f. Young Adult Program contractors will coordinate payroll for young adults participating in paid work experiences either as the Business of Record or through a staffing agency. Respondents must show how they will ensure that timesheets and payroll are accurately documented in participants' case files.
- g. Proposals must show how they will monitor monthly and year-to-date actual training expenditures to the budget, to ensure funds are not over obligated or underspent. Proposals must ensure training can be maintained throughout the entire program year while meeting the Opportunity Act's specific expenditure requirements for young adult paid work experience.

## **5. Seamless Adult Service Integration**

Local Career Centers have been established to serve as a community-wide resource and a centralized place where community members and businesses can access information and resources on education and workforce development. Many services and informational resources already exist that could meet the needs of young people. Each successful bidder is required to develop linkages and access appropriate resources from the Career Center. The goal is to provide young adults with exposure to the Career Center's information resources and services and to integrate young adults into a mainstream system.

- a. Proposals must show tangible ways the Career Center services and resources will be used to support their program design.
- b. Eligible young adults, 18-24 years old, may be co-enrolled into adult services. Respondents should show their thorough understanding of which adult services are allowable and how they will work with partners within the Career Centers to provide services and reduce customers duplicating documentation submissions.
- c. Some young adults may be receiving SNAP or WT services. Proposals must show how they will train staff to increase their awareness and knowledge of these services, as well as work with Career Center case managers to ensure that young adults are receiving streamlined services.

## **6. Accurate Data Entry and Case Files, Performance Management**

Service providers will be responsible for providing client and program data under policies and procedures established by CareerSourceFV. A case file for each program participant will be maintained in an electronic file as well as inputted into the state system (currently Employ Florida) and must include all required documentation, including documentation of program eligibility, assessments, CareerSourceFV local forms, case notes, training paperwork, attendance records, etc., as appropriate. CareerSourceFV will provide technical assistance and trainings as needed to incorporate changes in local, State or Federal policies.

- a. Providers must demonstrate experience maintaining program compliance, and other necessary case documentation, in obtaining, recording and utilizing databases, including but not limited to Employ Florida, State Systems and electronic storage of customer case files.

- b. Accurate data entry is a key component of managing Young Adult Programs. Proposals must show what goals they will set for the team and how desired results will be monitored and achieved.
- c. WIOA “youth” performance measures are designed to measure the effectiveness and continuous improvement of the workforce service delivery system and are subject to any changes made by the State of Florida or the US Department of Labor. CareerSourceFV may set performance benchmarks or implement additional measures in response to regulations or local need. Respondents must demonstrate a thorough knowledge of the current Opportunity Act “youth” performance measures and what program elements will be utilized to ensure meeting or exceeding each performance measure.
- d. Proposals must show the implementation of processes and schedules for tracking, reviewing and analyzing performance data for all elements of young adult programs. This should include identifying weak areas to target performance improvement, plus plans to address any identified problems in day-to-day operations. Plans must detail the continued application of corrective actions until performance meets and exceeds local standards.

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## **SCOPE of WORK for OTHER PROGRAMS**

The preceding Scopes of Work outline the traditional services provided through Workforce Innovation and Opportunity Act and other Federal funds received by CareerSourceFV.

This Scope of Work allows for responses not outlined by the previous Scopes of Work within this RFP.

Emphasis is placed on the appropriateness of the activity to local employment needs and attainment of CareerSourceFV's goals.

CareerSourceFV is seeking innovative ideas that will strengthen the workforce in Volusia and Flagler Counties and assist the workforce system in meeting the goals established. Funding, provided by CareerSourceFV, through this Scope of Work generally has not exceeded Twenty-Five Thousand Dollars (\$25,000).

A critical responsibility of providers of services is the on-going close coordination with the workforce system. All responses submitted under this Scope of Work must thoroughly describe how the proposed program will be integrated into the existing system and how it will enhance and supplement traditional services.

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## SCOPE of WORK for Vendor Services

### Vendor Services

CareerSourceFV is soliciting proposals for the following services to be contracted on an as-needed basis:

- Cleaning Services
- Staffing Services

CareerSourceFV will enter into fixed unit price agreements for each of the services listed above on an as-needed basis.

CareerSourceFV will maintain a separate budget for each of the above services. The total annual budget for vendor services will not be assigned through a contract to one provider. Each proposal submitted will be reviewed through the evaluation process and each approved proposal will be added to the CareerSourceFV vendor list. As the need for each service arises, the menu of vendors will be reviewed to match the service to the customer needs.

Below is a description for each of the above-named services.

#### 1. Cleaning Services:

CareerSourceFV is seeking a qualified vendor to provide the delivery of cleaning services.

Proposers must specifically describe, in detail, services to be included for:

- General daily cleaning
- Additional weekly cleaning
- Additional monthly cleaning

of all areas listed below:

- Reception/ Waiting
- General office space
- Training/ Conference rooms
- Computer Lab (where applicable)
- Restrooms
- Break rooms

Proposers should indicate additional services available on an as needed basis.

Proposal Outline:

All proposals should include and will be evaluated on the following items:

- A general description of the organization, including contact information, organization's EIN and a copy of Certificate of Liability Insurance
- An overview of the vendor's background and experience
- A fee schedule outlining costs associated with this effort

- Ability to provide the requested services.

## 2. Staffing Services

CareerSourceFV seeks statements of qualifications with interest and pricing from staffing agencies and personnel employment organizations (PEO) with expertise in expeditiously sourcing, screening and providing top quality candidates to assist and serve with payroll and staffing on an as needed basis. CareerSourceFV utilizes temporary staffing services to assist with supplying high-quality, cost-effective, and professional temporary employees to fill short-term staffing needs in the area of, but not limited to, administrative support, technical support, financial support and case management. We require qualified individuals to assist staff in project completion, or for interim placement necessary due to grant-funded projects and programs.

In addition to regular temporary staffing services, CareerSourceFV would also have the occasional need to hire temporary staff through the staffing agency.

The selected temporary staffing agency will be expected to conduct all stages of candidate identification including sourcing candidates and advertising specific available positions (posted on Employ Florida Marketplace) to reach potential candidates. The agency will be expected to furnish complete, detailed references and background checks for each successful candidate. The agency will be expected to provide reports regarding temporary staff usage and cost to CareerSourceFV, as requested.

**Proposals for vendor services do not need to include a budget sheet form or submit a budget justification. Fees for service will be compared to historical data, State rates and other significant costs.**

Respondents may submit more than one proposal for any of the listed services.

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## REQUEST for PROPOSAL INFORMATION

Contact person for this RFP:

Christine Sikora  
CareerSource Flagler Volusia  
329 Bill France Blvd.  
Daytona Beach, Florida 32114  
386-323-7082  
[christinesikora@careersourcefv.com](mailto:christinesikora@careersourcefv.com)

**Below are the items that CareerSourceFV considers critical to responsiveness in a proposal. Failure to meet any of these stipulations will result in non-responsiveness and your proposal will be disqualified.**

### **A. General Guidelines**

CareerSourceFV must receive all proposals no later than Monday, March 2<sup>nd</sup>, 2020 at 5:00 PM, EST. Any proposal received later than the specified time will not be considered in CareerSourceFV's evaluation process. Facsimiles or electronic copies will not be accepted.

Acceptable proposals shall, at a minimum, meet the specifications contained in this RFP. Respondents are responsible for determining all factors necessary for the preparation of informative, responsive proposals. Proposals should demonstrate methods, strategies and expertise to accomplish the tasks identified in the Scope of Work.

CareerSourceFV is not seeking elaborate proposals. Brief narratives are requested that specify and clearly define the proposed services and document qualifications. Responses should illustrate experience with populations targeted and an in-depth knowledge of the fiscal, administrative and programmatic requirements of the multiple funding streams utilized by CareerSourceFV.

Proposals must be received in sealed envelopes. Proposal packages must include two (2) originals and twenty (20) hard copies along with one (1) copy on a jump drive and must be received by CareerSourceFV on or before the specified due date. **Originals must include original "wet" signatures**, all proposal information and attachments, including last available audit. The twenty (20) copies do not require original signatures or attachments. Proposals without the required number of originals with "wet" signatures, the required number of copies and all required forms as specified in the RFP will not be considered in CareerSourceFV's evaluation process.

Print all narratives on 8 ½ x 11" plain white paper with margins of 1" on each side. All narratives must be printed in 12-point font size and double spaced. Three ring binders, spiral binding, plastic binding, etc., should be excluded from submissions. Acceptable binding is a staple in the upper left-hand corner on the copies only.

Each page of the proposal should be numbered sequentially. These page numbers should then be reflected on your table of contents.

### **B. Bidders' Workshop and Inquiries**

CareerSourceFV will host a bidders' workshop on Tuesday, December 3<sup>rd</sup>, at 9:00 a.m. EST. The workshop will be held at the CareerSourceFV's administrative office, 329 Bill France Blvd.,

Daytona Beach, Florida. For directions call (386) 323-7082. Link to meeting will be posted on CareerSourceFV Web site at [www.careersourcefv.com/newsroom](http://www.careersourcefv.com/newsroom).

All potential respondents are strongly encouraged to attend the bidders' workshop since this will be the best opportunity for having technical and other questions addressed.

All inquiries submitted to CareerSourceFV must be submitted at the bidders' workshop or in writing to CareerSourceFV on or before the close of business on Monday, February 3<sup>rd</sup>, 2020. Questions must be submitted electronically to [christinesikora@careersourcefv.com](mailto:christinesikora@careersourcefv.com)

All inquiries, responses and the video recording of the bidders' workshop will be posted on CareerSourceFV Web site at [www.careersourcefv.com/newsroom](http://www.careersourcefv.com/newsroom) as questions are received and answered. Final posting will be complete on or before Wednesday, February 5<sup>th</sup>, 2020.

CareerSourceFV will not address any questions or issues beyond the realm of technical assistance after Monday, February 3<sup>rd</sup>, 2020. It is the intention of this procurement process to promote equal information dissemination and equitable treatment of all respondents. Respondents to this solicitation or persons acting on their behalf may not contact any CareerSourceFV employee, officer, or member of the Board of Directors concerning any aspect of this solicitation, except in writing during the time frame and to the point of contact noted above. Violation of this provision may be grounds for rejecting a proposal.

### **C. Eligible Contractor**

All public or private not-for-profit corporations, local education entities, governmental units, public agencies, community-based organizations, faith-based organizations or private-for-profit corporations, properly organized in accordance with State and Federal law may submit a proposal for funding. A proposal that includes subcontracting all activities and services in this RFP to other organizations will not be considered responsive. Individuals are not eligible to apply.

Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal department or agency are not eligible to respond to this RFP or to receive a contract.

Respondents must disclose and rectify any and all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.

Respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP and must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and applying them in developing the RFP response.

### **D. Authorized Signature**

An official authorized to legally bind the applicant organization must sign **two original proposals: Attachment A (Cover Sheet) and Attachment B (Representations and Certifications)**. Proposals must also include the name of the contact person of the applicant organization during the period of proposal evaluation if different from the signatory official.

## **E. Limitation**

CareerSourceFV is requesting proposals with the intent of awarding contracts for the requirements contained in this RFP. However, CareerSourceFV is not obligated to award a contract on this solicitation and reserves the right to reject any and all proposals. This RFP does not commit or obligate CareerSourceFV to pay any costs incurred in the preparation or presentation of a proposal to this RFP, to pay for any costs incurred in advance of the execution of a contract or to procure or contract for services or supplies.

CareerSourceFV reserves the right to cancel in part, or in its entirety, this RFP if it is in the best interest of CareerSourceFV to do so. CareerSourceFV may require the bidders selected to participate in negotiations or to submit revisions of their proposals.

## **F. Acceptance of Proposals**

CareerSourceFV must receive all sealed proposals no later than March 2<sup>nd</sup>, 2020 at 5:00 p.m. EST. Deliver proposals to:

Robin R. King  
President & CEO  
CareerSource Flagler Volusia  
329 Bill France Blvd.  
Daytona Beach, Florida 32114

CareerSourceFV will not accept any changes, modifications or additions to the proposals after the deadline for submitting the proposals has passed. Any addendums submitted by the respondent prior to the March 2<sup>nd</sup>, 2020 deadline must be sealed with "Addendum" clearly marked on the package.

CareerSourceFV reserves the right to waive any minor technical irregularity.

## **G. Withdrawal of a Proposal**

Any organization that has submitted a proposal to CareerSourceFV on or before March 2<sup>nd</sup>, 2020 at 5:00 p.m. EST and who finds it necessary to withdraw their proposals must submit their request in writing to CareerSourceFV.

CareerSourceFV will not return proposals, binders or exhibits. All proposals become the property of CareerSourceFV and will be a matter of public record subject to the provisions of the Opportunity Act and of Chapter 119, Florida Statutes. However, public access is not allowed if: (a) disclosure of information would constitute a clearly unwarranted invasion of personal privacy; and (b) the information constitutes a trade secret, or commercial or financial information that is obtained from a person that is privileged or confidential.

## **H. Proposal Evaluation**

The primary responsibility for proposal evaluation will reside with CareerSourceFV Board of Directors or a Committee(s) thereof. The perceptions of the members, based on their collective experience regarding employment and training needs within the community, cost, program design and any other variables the members deem relevant to the provision of a quality program, will form the basis for proposal evaluation. All proposals will be ranked in order of preference and not scored.

## **I. Notice of Contract Award**

The contract may be awarded, based on proposals received, without discussion of such proposed programs with the bidders. Therefore, each offer should be submitted in the most favorable terms, from a price and technical standpoint that the bidder can make to CareerSourceFV Board of Directors.

The notice to all respondents, including intended contract awardees, is expected to be made no later than May 30<sup>th</sup>, 2020.

## **J. Protests or Disputes**

Any respondent denied funding through this RFP, who wishes to appeal, must appeal in accordance with CareerSourceFV's Provider/Contractor Appeal Policy (see Attachment C)

## **K. Funding Availability**

CareerSourceFV will make sufficient funding available from various sources. At the time of this solicitation, CareerSourceFV has not received an official notice of its allocation for programs funds. For planning purposes, please submit budgets for the program year beginning July 1<sup>st</sup>, 2020 and ending June 30<sup>th</sup>, 2021.

This funding level does not include other funding resources managed by CareerSourceFV (i.e., Special Grants, Veterans services, etc.); however, staff from these other funding sources will be made available.

CareerSourceFV reserves the right to adjust the contract amount as final funding information becomes available. Funding during the contract period may be adjusted due to changes in funding received.

Although this solicitation involves Opportunity Act, SNAP, WP and WTP funds, CareerSourceFV reserves the right to later add additional dollars from other funding streams (such as State or Federal grants) to modify any agreement resulting from this solicitation. These additional dollars will be subject to the regulations that affect those specific funding streams.

## **L. Profit Rate**

Profit is allowed in the delivery of services. However, the total profit charged by private for-profit entities must not exceed ten percent (10%) of the total contract.

## **M. Program Income**

Income generated by a contract funded with Federal grant dollars, as a result of fees, rental, or real or personal property, the sale of commodities or items developed with contract funds, and revenues in excess of costs earned by organizations is considered program income. Program income does not include profit earned by for-profit agencies and identified and agreed to in the Contract budget. Program income must be returned to CareerSourceFV.

## **N. Stand-In Costs**

Costs paid from non-Federal sources that may be used to stand in for disallowed costs identified as a result of monitoring report or audit. These costs must be reported as uncharged program costs and must have been allowable under the grant for which the stand-in costs are offered. They are subject to verification through an audit and must be reported in accordance with standards set by the USDOL.

## **O. Conditions of this RFP/Reserved Rights**

The issuance of this RFP constitutes only an invitation to present proposals. The rights reserved by CareerSourceFV, which shall be exercised in its sole and absolute discretion, include without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in this solicitation at any time.
- Accept or reject any non-responsive or untimely responses or to reject all responses to this RFP and/or seek new proposals.
- Disqualify any respondent who submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Change or waive any provisions set forth in this RFP.
- Require additional information, oral presentation, additional data and/or technical or price revisions from one or more respondents to supplement or to clarify the proposal submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete or whether the respondent has adequately responded and has the necessary experience, including seeking and evaluating independent information on any respondent.
- Verify representations in the response by visiting and examining any of the project sites referenced in the proposal submitted and to observe and inspect the operations at such sites.
- Negotiate any and all proposed terms, conditions, costs, staffing level, services/activities mix, and all other specifics.
- Conduct a pre-award review that may include, but is not limited to, a review of the respondent's record keeping procedures, management systems, and accounting and administrative systems.
- Change specifications and modify contracts as necessary to **a)** facilitate compliance with the legislation, regulations and policy directives, **b)** to manage funding, and **c)** to meet the needs of the customers.
- End contract negotiations if acceptable progress, as determined by CareerSourceFV, is not being made within a reasonable time frame.

## **P. Type of Contract**

Proposed costs will be analyzed, and a contract will be negotiated on a demonstrated performance or fixed unit price basis.

No contract will be negotiated with more than a fifty (50%) cost reimbursement payment structure. All requests for reimbursement will be made to CareerSourceFV. Reimbursement requests must include documentation that the expense has already occurred and all receipts and supporting documents are required before reimbursement will be honored.

All contracts awarded will have a significant portion of the funds tied to the achievement of measurable outcomes. The type of contract will be determined at the time of contract negotiation with each bidder.

After the month has been closed out, no adjustments should be made to that particular month, and no reimbursement for a subsequent month will be made until all previous months have been properly processed.

## **Q. General Contract Conditions**

Should a proposal be selected for funding, the respondent will then complete contract negotiations. For a contract to be executed, the respondent must meet certain requirements with CareerSourceFV:

- All programs must be operational on or prior to July 1<sup>st</sup>, 2020.
- All contractors must have current fiscal and compliance audits as required by law.
- All contractors are required to be an Equal Employment Opportunity Business.
- All contractors must provide a certificate of insurance for comprehensive general public liability insurance with combined single limit coverage of at least \$1,000,000 and Workers Compensation Insurance. A certificate of coverage may be submitted within thirty (30) days of award.
- All contractors are ensuring, by signing the contract, that adequate and qualified staff will be dedicated to the contracted program services.

Respondents should be familiar with the general and special terms and conditions of CareerSourceFV's contracts. Attachment D of this RFP is CareerSourceFV's contractual terms and conditions.

## **R. Contract Modifications**

All contractors are ensuring, by signing the contract, that the negotiated price or services provided in a contract cannot be changed without CareerSourceFV's approval and a modification to the contract. All requests for modification must be submitted to CareerSourceFV with written justification prior to implementation of any changes, including costs.

## **S. Program Evaluation**

The primary responsibility for program evaluation and oversight throughout the year will reside with CareerSourceFV Board of Directors or a committee thereof. The CareerSourceFV staff will conduct regularly scheduled monitoring and evaluation of each program and service provider throughout the program year.