



**REQUEST FOR PROPOSAL
One-Stop Operator Services**

**Issued June 4, 2018
RFP #: 18-0428**

Table of Contents

Key Information	2
Background of Organizations . .	2
Scope of Services and Funding .	3
Contractor Qualifications	4
General Conditions	5
Contract Terms and Conditions .	7
Subrecipient vs. Contractor	7
Evaluation and Selection	8
Conditions of RFP	9
Appendix	10

INTRODUCTION

The vision for One-Stop career centers under the Workforce Innovation and Opportunity Act (WIOA) 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 One-Stop Operator services being solicited through this Request for Proposal as CareerSource Tampa Bay 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.

Tampa Bay WorkForce Alliance, Inc. d/b/a CareerSource Tampa Bay is requesting Proposals from qualified contractors with the expertise to provide One-Stop Operator services as further specified herein. Parties interested in submitting a quote in response to this RFP should review this entire document, including the key information shown directly below.

KEY INFORMATION

- Questions concerning this RFP must be submitted in writing by email to RFP@careersourcetampabay.com. Deadline for submitting questions is 4:00 p.m. EDT, June 12, 2018. Please reference RFP No. 18-0428 in the subject line. Answers will be posted on the CareerSource Tampa Bay website at http://careersourcetampabay.com/rfps_&_bids as soon as possible after the June 12th deadline.
- Sealed responses to this RFP must be submitted by no later than 2:00 p.m. EDT on June 18, 2018. The outside of the package should be marked "RFP 18-0428" and submitted to:

**CareerSource
One-Stop Operator Services
Attention: Juditte Dorcy
Interim Executive Director
4902 Eisenhower Blvd, Suite 250
Tampa, FL 33634**

- Any response, or portion thereof, received after the submittal deadline will be declared unresponsive and will not be considered.
- The official opening of the responses to this RFP will be held in the conference room at the address shown above on June 18, 2018 at 2:00 p.m. EDT.
- The anticipated effective date of a contract resulting from this RFP will be on or about July 1, 2018. This date is tentative and subject to the identification and selection of a qualified respondent.

A. BACKGROUND OF ORGANIZATION

Tampa Bay WorkForce Alliance, Inc. d/b/a CareerSource Tampa Bay is a 501(c)(3) non-profit organization. The CareerSource Tampa Bay 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 Workforce Innovation and Opportunity Act (WIOA) of 2014. CareerSource Tampa Bay has requested and received certification as the Local Workforce Development Board by CareerSource Florida, Florida's State Workforce Development Board. This public-private partnership supports and promotes economic growth through workforce development. CareerSource Tampa Bay is one (Region 15) of twenty-four local workforce development boards in Florida.

The Board of CareerSource Tampa Bay 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 years. Criteria for composition of the Board are set forth in Section 107, Title I of the Federal Workforce Innovation and Opportunity Act (WIOA) of 2014 and the State of Florida's policies. The Board of CareerSource Tampa Bay currently serves as the Administrative and Fiscal Agent for the region.

B. SCOPE OF SERVICE and FUNDING AVAILABLE

1) Scope of Services

CareerSource Tampa Bay is seeking a contractor with the expertise and an established track record for providing services required of a one-stop operator.

For purposes of this RFP, CareerSource Tampa Bay defines the basic role of a One-Stop Operator as an entity that will coordinate the service delivery of participating one-stop partners and service providers within the Career Centers of CareerSource Tampa Bay. This coordination shall, at a minimum, include the following responsibilities:

- Establish and/or maintain linkages between all one-stop partners designated by CareerSource Tampa Bay to improve communication, referral, service delivery, and tracking of performance of the partners;
- Coordinate and hold at least quarterly meetings with all one-stop partners designated by CareerSource Tampa Bay;
- Assist CareerSource Tampa Bay in the identification of appropriate clauses for all Memorandum of Understanding with all one-stop partners designated by CareerSource Tampa Bay as it relates to sharing of information, reporting of performance and tracking of customers;
- Establish a MOU database to easily track organizational involvement and expiration dates of the MOU;
- Manage CareerSource Tampa Bay's partnership efforts with the State of Florida required partners such as Blind Services;
- Facilitate and encourage participating one-stop partners to use the principles of universal design in their operations to ensure customer access;
- Disclose any potential conflicts of interest arising from the relationship of the One-Stop Operator with particular 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 and use of profits;

- Working with CareerSource Tampa Bay and applicable state agencies, create a strategic plan to integrate the intake, case management, and reporting of the one-stop partners; and
- Manage, track, and oversee CareerSource Tampa Bay's Customer Satisfaction initiatives.

CareerSource Tampa Bay has been approved to provide and will continue to provide direct career services as defined by the WIOA, sec.134(c)(2) and shown below. As a result, this RFP's Scope of Services does ***not*** include the One-Stop Operator providing training services or providing any of the following career services or information:

- Eligibility determination
- Outreach, intake, orientation
- Initial assessment of skills and support service needs
- Labor exchange services (job search and placement assistance and career counseling) and services to businesses
- Referrals and coordination with other programs
- Providing Labor Market Information
- Providing performance info and program cost info of training contractors
- Providing performance info on local WDB in regard to accountability measures
- Providing info on the availability of and referral to support services, SNAP, EITC, and TANF
- Providing info and assistance on filing claims for UC
- Providing assistance in establishing eligibility for financial aid for programs not funded through WIOA
- Providing services in order to obtain and retain employment, such as comprehensive assessment, IEP development, group and individual counseling, career planning, short term pre vocational services, internship and WE, work prep, financial literacy, out of area job search, ESOL, etc.
- Providing follow-up services.

CareerSource projects that an entity selected as a One-Stop Operator as a result of this procurement will need to allocate at least 400 hours per year to deliver the services requested in this RFP.

2) Funding Available

CareerSource will make sufficient funding available from various sources to deliver the services requested in this RFP. CareerSource Tampa Bay does not anticipate the necessity of committing funding in excess of \$30,000 - \$40,000 per year. This amount is provided as a planning figure only and does not commit CareerSource Tampa Bay to award a contract for this amount. Funding during the contract period may be adjusted due to changes in funding received.

C. CONTRACTOR QUALIFICATIONS AND REQUIREMENTS

Respondent must meet all of the minimum qualifications outlined below.

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

D. GENERAL CONDITIONS

1) Response Due Date and Time

Each proposer is required to submit its response to this RFP no later than 2:00 p.m. EDT on June 18, 2018. The delivery of the response is solely and strictly the responsibility of the respondent. Responses received after 2:00 p.m. EDT on June 18, 2018 will be considered unresponsive.

Only a fully responsive RFP will be considered. All conditions set forth in this RFP must be followed to be considered fully responsive. All responses must be manually and duly signed by an authorized corporate officer, principal, or partner (as applicable).

2) Response Content

Should your firm be interested in providing these one-stop operator services as described in the Scope of Services section within this RFP, please prepare a response to this RFP and include the following information in your response in the order presented below.

- a) Cover letter that includes a statement that the firm understands the scope of the services sought and a statement guaranteeing the price for the term of the contract. This cover letter must be signed by an individual with the authority to bind the firm to the response presented.
- b) Table of Contents
- c) Scope of Services. In this section respondent should explain its proposed approach to providing one-stop operator services.
- d) Appendix A – Organization Information
- e) Appendix B - Qualification and Requirements
- f) Appendix C – References
- g) License Information. Provide a copy of your State of Florida business license.
- h) Budget Information. Provide a total cost for the delivery of the services described in the Scope of Services section of this RFP as well as budget detail by line item. A for-profit entity submitting a proposal must present any proposed profit in a separately identifiable budget line item. Profit must be negotiated separately from costs to ensure it is fair and reasonable and is based on the contractor's efforts and risks in achieving the intended results.
- i) Other Information. Please include any additional information not already requested that your firm considers essential to your response. If there is no additional information to include, state, "There is no additional information our firm wishes to present."

3) RFP Timeline

Solicitation Action	Date
Issue RFP	June 4, 2018
Question & answer period	June 6, 2018 through June 12 th at 4 p.m.
Responses to RFP Due	June 18, 2018 at 2 p.m.
Evaluation of Responses	Begins on or about June 18, 2018 and will continue until completed
Negotiation with most qualified contractor responding	After review and approval by the Boards or one of the Committees
Contract begins	On or about July 1, 2018.

4) Who can submit a response

Any private-for-profit corporation, not-for-profit corporation, local education agency (with the exception of elementary or secondary schools), a governmental unit, or public agency properly organized in accordance with State and Federal law and in business for at least 3 years may submit a response. Minority and women-owned and operated businesses are encouraged to submit a response.

Responses will not be reviewed if (1) the respondent has been disbarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (2) the respondent's previous contract(s) with CareerSource Tampa Bay have been terminated for cause; (3) the respondent has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or (4) the respondent's name appears on the convicted contractor list.

5) Response Format

Each response should 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 unless they are provided as examples of your firm's expertise.

CareerSource Tampa Bay will not return responses, binders or exhibits. All responses become the property of CareerSource Tampa Bay and, in accordance with TEG 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.

Each firm submitting a response to this RFP agrees that the preparation of all materials and all presentations are at the respondent's sole cost and expense, and CareerSource Tampa Bay shall not, under any circumstances, be responsible for any costs or expenses incurred by a respondent.

The respondent should follow the instructions in this RFP in order to be considered fully responsive. Submissions should be concise and easily understood.

Responses should be submitted on 8 ½" X 11" paper, a minimum of 12-point font size and single-spaced. Text should be presented single-sided on each separate page. The response shall not exceed 15 pages in length, excluding required appendixes.

Do 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*" or "*see above*" or similar statement shall be considered unresponsive. Failure to respond to any section of this RFP may result in disqualification of the proposal.

Submissions must include:

- 1 signed paper original and 5 paper copies of the entire original response delivered to One-Stop Operator Services, Attention: Juditte Dorcy, Interim Executive Director, CareerSource Tampa Bay, 4902 Eisenhower Blvd., Suite 250, Tampa, FL 33634. The original should be stamped or marked "Original" on the front. No email or facsimile copies will be accepted.
- The response must be submitted in a sealed package with RFP # 18-0428 prominently displayed on the front or top of package.

- 1 flash drive on which the response is saved must be included in the sealed package. Please format the text in a Word document. PDF submissions will be considered non-responsive.

6) 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, CareerSource Tampa Bay, and any other party(ies) to this RFP. The respondent is responsible for disclosing at the point of response submission any such relationships. CareerSource Tampa Bay 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 CareerSource Tampa Bay.

7) Questions

All questions of this RFP document must be submitted in writing and received by CareerSource Tampa Bay by the due date shown under "RFP Time Line"; see contact information for questions on the front page of this RFP. CareerSource Tampa Bay will make a good-faith effort to prepare a written response to each question or request for clarification as soon as possible after the deadline. Any resultant interpretation or clarification response, if issued, will be added to the CareerSource Tampa Bay website.

E. 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 CareerSource Tampa Bay and any respondent. All legal rights and obligations between the successful respondent, if any, and CareerSource Tampa Bay 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, 2018 and terminating June 30, 2019 with an option to extend for up to three (3) additional one-year periods based on performance, business needs and funding availability. Invoices must be submitted on a monthly basis by the 10th of the month following the month of service.

No third party contracts or subcontracts will be allowed unless specifically approved in writing by CareerSource Tampa Bay.

F. Subrecipient vs Contractor

In accordance with USDOL TEGL 15-16 issued January 17, 2017, Any entity selected to provide the requested one-stop operator services, including for-profits, nonprofits, educational organizations, and State or Local governments shall be considered a subrecipient when acting as a One-Stop Operator and therefore must comply with 2 CFR 200, including 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](#).

G. Evaluation and Selection

The evaluation of each response to this RFP will be based on the proposer’s overall expertise and track record in delivering the services requested in this RFP and proposed price. Consideration will be given to the entity’s integrity, compliance with public policy (Uniform Guidance), record of past performance, and financial and technical resources. See breakdown of selection criteria below

The selection committee will review and score each proposal deemed responsive, place the responses in rank order, and present the results along with their recommendation to the appropriate committee of the CareerSource Tampa Bay Board for review. A final selection will be made by the Board or a designated committee of the Board, contingent upon successful contract negotiations. Upon selection of the most qualified respondent, CareerSource Tampa Bay staff will begin negotiations in order to secure a contract at a level of compensation that CareerSource Tampa Bay determines is fair, competitive and reasonable. Should CareerSource Tampa Bay be unable to negotiate a satisfactory contract with the respondent considered to be most qualified at a price CareerSource Tampa Bay determines to be fair, competitive and reasonable, negotiations with that respondent will be formally terminated. CareerSource Tampa Bay shall then undertake negotiations with the next most qualified respondent, re-solicit for the services, identify an operator and develop a contract under a sole source method consistent with 2 CFR 200.320(f) or postpone/cancel the RFP as determined by the Executive Committee of the Board.

Final award of a contract will be contingent upon:

- identification of a respondent qualified and capable of successfully providing the services sought by CareerSource Tampa Bay in this RFP and performing under the terms and conditions of the this procurement and the resulting contract;
- successful negotiation of a contract at a price CareerSource Tampa Bay determines to be fair, competitive and reasonable; and
- availability of sufficient funding.

Criteria for Selection

CRITERIA	WEIGHT FACTOR
Requirements a. The response was received by the due date and time. b. The response was presented in the required format, all questions in this RFP answered, an original and the correct number of copies provided and a flash drive provided on which the response was saved.	MANDATORY
Experience of contractor and key staff that would be involved in delivering these one-stop operator services as described in this RFP.	50 Points
Cost Reasonableness - The contractor’s budget information reflects reasonable costs for the staff and services as detailed in the Scope of Service.	50 Points

TOTAL SCORE	100 Points
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Appeal Procedure

From the date and time of selection/notice of intent to award, any contractor has 72 hours (3 business days) in which to file a written appeal/protest with the Interim Executive Director at the address included within this RFP. Any appeal(s)/protest(s) will be heard by individuals selected by the Executive Committee of CareerSource Tampa Bay. The decision of this ad hoc committee is final.

H. Conditions of this RFP - Reserved Rights

The issuance of this RFP constitutes only an invitation to present a response. All information provided by CareerSource Tampa Bay in this RFP is offered in good faith; CareerSource Tampa Bay makes no certification that any item is without error. CareerSource Tampa Bay 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 CareerSource Tampa Bay, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to CareerSource Tampa Bay, 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 time line 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 CareerSource Tampa Bay 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. CareerSource Tampa Bay 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 CareerSource Tampa Bay.

Appendix A – Organization Information

One-Stop Operator Services

RFP No. 18-0428

Company /Organization Name:			
Mailing Address:			
City:	State:	ZIP:	
Physical location:			
City:	State:	ZIP:	
Name of Company Owner:			
Contact Person:		Title:	
Phone:	Ext.	Fax:	
Email Address:		Website Address:	
Date Firm was Established:	Years in Business:	Total # Full-time Employees at this location:	
Legal Structure of Business:	<input type="checkbox"/> Sole Proprietor	<input type="checkbox"/> Partnership	<input type="checkbox"/> Corporation
	<input type="checkbox"/> Non-profit	<input type="checkbox"/> Other(please indicate)	
Employer's Federal ID #:	Unemployment Comp ID #:		
Dunn and Bradstreet. #:	Primary NAICS and or (SIC) Code:		
Is your company current on all State of Florida tax obligations?	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	
Is your company licensed by the State of Florida?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Does your company / organization have an approved indirect cost rate?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Description of your business, product(s) and/or service(s):			
<p>Authorized Signature: Execution hereof is certification that the undersigned has read and understands the terms and conditions of the RFP, and that the undersigned's principal is fully bound and committed.</p>			

Appendix B – Company Qualifications

One-Stop Operator Services

RFP No. 18-0428 Respondent must meet all of the minimum qualifications outlined below. Please answer each question and initial by your answer.

- Has your company provided services similar in nature and complexity as those requested in this RFP for at least two years? Yes No Initial: _____
- Has your company contracted to provide services similar in nature and complexity as those requested in this RFP with at least one organization within the past three years? Performance of similar services as an employee does not fulfill this requirement. Yes No Initial: _____
- Does your company or one of your collaborative partners have subsidiaries, a parent organization, or other affiliates? Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Is your company or one of your collaborative partners presently debarred or suspended or otherwise determined to be ineligible to receive funds by a government agency? Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Has your company had a previous contract(s) with CareerSource Tampa Bay, and/or Tampa Bay Workforce Alliance terminated for cause? Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Has your company complied with all official orders to repay disallowed costs incurred during your company's delivery of programs or services? Yes No Initial: _____ If no, provide a full explanation on a separate sheet of paper.
- Does your company's name appear on any convicted contractor list? Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Has your company had a contract terminated for default in the last five years? Termination for default is defined as notice to stop performance, delivered to respondent due to respondent's non-performance or poor performance and the issue of performance was either not litigated due to inaction on the part of respondent; or litigated and determined that respondent was in default. Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.
- Has your company or any of your collaborative partners declared bankruptcy and/or had any assets attached by any court in the last three (3) years?

Yes No Initial: _____ If yes, provide a full explanation on a separate sheet of paper.

- Is your company financially solvent? Yes No Initial: _____ If no, provide a full explanation on a separate sheet of paper.

Appendix C – Company References

One-Stop Operator Services

RFP No. 18-0428

Respondent must include a list of references that can speak to the respondent's prior experience and past performance in delivering similar services. Reference names and contact information should be included. 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.