



**ONE STOP OPERATOR SERVICES AGREEMENT
BY AND BETWEEN
TAMPA BAY WORKFORCE ALLIANCE, INC.
D/B/A CAREERSOURCE TAMPA BAY
AND
KAISER GROUP, INC. D/B/A DYNAMIC WORKFORCE SOLUTIONS
2020-500-001**

THIS ONE STOP OPERATOR SERVICES AGREEMENT (“Agreement”) is entered into between **TAMPA BAY WORKFORCE ALLIANCE, INC. d/b/a CareerSource Tampa Bay**, a Florida not-for-profit corporation, headquartered at 4902 Eisenhower Blvd., Suite 250, Tampa, Florida 33634 (hereinafter “CAREERSOURCE TAMPA BAY”) and **Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions**, a Wisconsin Corporation (hereinafter the “Service Provider”), whose address is 237 South Street Waukesha WI 53186

RECITALS

WHEREAS, the federal Workforce Innovation & Opportunity Act and its implementing regulations (all as may be amended from time to time to collectively referred to herein as “WIOA”) retained the nationwide one-stop career center service delivery system created under the Workforce Investment Act of 1998 (“WIA”) branding it the “American Job Center” network; and,

WHEREAS, WIOA’s objective is to eliminate fragmentation among the various employment, training, and education programs by requiring the one-top career centers established under WIA to partner with certain federally-funded employment and training programs (referred to in WIOA as “Required Partners”) to promote the coordination of employment, education, training and support services; and,

WHEREAS, WIOA requires that CAREERSOURCE TAMPA BAY competitively procure an operator for the one-stop service delivery system to coordinate the delivery of employment, education, training and support services by Required Partners and service providers; and,

WHEREAS, CAREERSOURCE TAMPA BAY issued a request for proposal RFP#18-0428 on June 4, 2018, for One Stop Operator Services and through the review process carried out by the Selection Committee, CAREERSOURCE TAMPA BAY determined that the Service Provider submitted the proposal that best meets the needs of CAREERSOURCE TAMPA BAY; and

WHEREAS, CAREERSOURCE TAMPA BAY and the Service Provider previously entered into an Agreement on July 27, 2018 and in the Letter of Renewal dated May 3, 2019 extended the term of the Agreement for an additional year; and

NOW, THEREFORE, in consideration of the mutual promises contained in this Agreement, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged by both parties, it is agreed as follows:

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

1. Subaward Data

| | | |
|--------|--|--|
| (i) | Subrecipient Name | Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions |
| (ii) | Subrecipient Unique Entity Identifier: | 05-083-4357 |
| (iii) | Contact Information for Subrecipient Authorizing Official: | Paul G. Dunn, CEO pdunn@dwfs.us |
| (iv) | Funding source | Indirect cost |
| (v) | Amount of Federal Funds Obligated by this Action by the Pass-Through Entity to the Subrecipient: | \$46,378.33 |
| (vi) | Federal Award Project Description: | One-Stop Operator Services |
| (vii) | Name of Pass-Through Entity: | Tampa Bay Workforce Alliance, Inc. d/b/a CareerSource Tampa Bay |
| (viii) | Contact Information for Pass-Through Entity Authorizing Official: | John Flanagan, CEO flanaganj@careersourcetb.com |

2. Recitals and Exhibits The foregoing recitals are true and correct and are hereby incorporated in *haec verba*. All exhibits attached to this Agreement contain additional terms of this Agreement and are hereby incorporated in *haec verba*.

3. Term. The term of this Agreement (“Term”) shall commence on July 1, 2020 and end on June 30, 2021, unless earlier terminated as provided for herein. This Agreement may be renewed for one (1) additional year in alignment with the fiscal year of CAREERSOURCE TAMPA BAY under the same terms and conditions and in the sole discretion of CAREERSOURCE TAMPA BAY upon mutual agreement.

4. Statement of Work The Service Provider agrees as follows:

a. To provide and perform the One Stop Operator Services as set forth in Exhibit A, and incorporated herein by reference; and,

b. Service Provider agrees to cooperate with and provide assistance to CAREERSOURCE TAMPA BAY with respect to any matter in which: (i) it was involved during the Term; and (ii) its subsequent assistance and cooperation is reasonably necessary and appropriate. Service Provider agrees to make appropriate personnel available to CAREERSOURCE TAMPA BAY for a period of up to sixty (60) days after termination of this Agreement to assist CAREERSOURCE TAMPA BAY in an orderly transition of services to a subsequent Service Provider, all without further compensation from the Purchaser.

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

5. Service Delivery Standards

a. *Standard of Service.* Service Provider shall ensure that all services provided under this Agreement are delivered timely, completely, and commensurate with required standards of quality and customer service.

b. *Cooperation.* Service Provider agrees to cooperate with all agents, contractors and employees of CAREERSOURCE TAMPA BAY in all reasonable manners.

c. *Background Screening.* Service Provider agrees its employees will submit to background screening, criminal record checks, and credit checks as statutorily required, or as requested by CAREERSOURCE TAMPA BAY, including local, state, and federal checks (minimum of FDLE level 1).

6. Performance

a. Service Provider represents that all persons delivering the services required by this Agreement have the knowledge and skills, either by training, experience, education, or a combination thereof, to adequately and competently perform the duties, obligations, and services set forth in this Agreement, and to provide and perform such services to CareerSource Tampa Bay' satisfaction for the agreed compensation.

b. Service Provider shall make every effort to exercise economic reasonableness in all expenditures involved in the delivery of services under this Agreement.

c. Service Provider shall perform its duties, obligations, and services under this Agreement in a skillful, respectable and cost conscious manner. The quality of the Service Provider's performance and all interim and final product(s) provided to or on behalf of CAREERSOURCE TAMPA BAY shall be comparable to the best local, state and national services.

7. Compliance Requirements

a. *Federal and State Program Compliance.* Service Provider agrees to perform the Statement of Work as described herein in accordance with the Workforce Investment Act (29 USC §2732, Public Law 105-220), as amended by the Workforce Innovation and Opportunity Act (Public Law 113-128) and Florida Statutes Chapter 445, and their respective implementing regulations as may be promulgated and amended from time to time (the "*Program Requirements*"), and other legal and regulatory standards, as applicable.

b. *Compliance with CAREERSOURCE TAMPA BAY Policies.* Service Provider agrees to comply with the terms of all policies and procedures of CAREERSOURCE TAMPA BAY which may be promulgated from time to time, including policies related to conduct, records, reporting and other procedures related to the orderly conduct of CAREERSOURCE TAMPA BAY's business.

c. *Non Discrimination.* As a condition to the award of financial assistance from the Department of Labor under Title I of the WIOA, the Service Provider assures that it will fully comply with the nondiscrimination and equal opportunity provisions of the following laws:

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

- i. Section 188 of the Workforce Opportunities and Innovation Act of 2014 (WIOA), 29 U.S.C. 2938(a)(3) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and, for beneficiaries only, on the basis of citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity;
- ii. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 20000d et seq., which prohibits discrimination on the bases of race, color and national origin;
- iii. Section 504 of the Rehabilitation Act of 1973 as amended, 29 U.S.C. 794, which prohibits discrimination against qualified individuals with disabilities;
- iv. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age;
- v. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 et seq., which prohibits discrimination on the basis of sex in education programs; and
- vi. The American with Disabilities Act of 1990, P.L. 101-336, which prohibits discrimination in all employment practices, including job application procedures, hiring, firing, advancement, compensation, training and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment related activities. And, requires reasonable accommodation for persons with disabilities.
- vii. Section 654 of the Omnibus Budget Reconciliation Act of 1981 as amended, 42 U.S.C. 9849, which prohibits discrimination of the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs;
- viii. Equal Employment Opportunity whereby Service Provider agrees that it shall not discriminate as to race, sex, color, creed, handicap, national origin, or other protected class in the selection, operations conducted, or performance related to the Statement of Work. Service Provider shall comply with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

d. *Employment Eligibility Requirements.* Employment of unauthorized aliens by Service Provider is considered a violation of the Immigration and Nationality Act. Service Provider shall use the U.S. Department of Homeland Security's E-verify system to verify the employment eligibility of all persons, including subcontractors, employed by Service Provider to perform work pursuant to this Agreement. Service Provider shall be responsible for including the provisions of this paragraph in any contract with, and requiring compliance by, any and all subcontractors performing any part of the Statement of Work under this Agreement.

e. *Trafficking Victims Protection Act of 2000(2 CFR 175.15(b)).* During the term of the Agreement, Service Provider, and its employees, may not engage in severe forms of trafficking in persons, procure a commercial sex act, or use forced labor in the performance of Statement of Work.

f. *Conflict of Interest.* Service Provider acknowledges and certifies that it does not have any conflicts of interest regarding this Agreement or the Statement of Work contemplated herein.

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

Service Provider further acknowledges and certifies that it does not now have, and shall not enter into, a direct or indirect ownership or controlling interest in, or a direct or indirect affiliation or relationship with CAREERSOURCE TAMPA BAY, or any of the members of its Board of Directors.

g. *Registrations and Licenses.* Service Provider agrees to maintain all registrations and licenses required by the State in which services are performed and shall comply with applicable federal and state laws; be and remain duly licensed by the State of Florida to provide services as contemplated herein without restrictions; comply with and be otherwise controlled and governed by the ethics and standards of care of the profession and industry in which Service Provider shall, from time to time, provide services hereunder. Service Provider further agrees to provide proof of insurance, licensure (occupational, professional, and driving when applicable) and evidence of credentials upon request, and to notify CAREERSOURCE TAMPA BAY immediately upon any change in insurance or licensure.

h. *Debarment and Suspension (Executive Orders 12549 and 12689).* A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR part 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

i. *Hatch Act.* None of the funds or services under this agreement provided by Federal Departments, the Governor or CAREERSOURCE TAMPA BAY to the Service Provider shall be used for any non-partisan or partisan political activity or to further the election or or the defeat of any candidates for public office within the constraints of the Hatch Act (5 USC section 1501) and he Federal Election Campaign Act, as amended (2 USC section 431).

j. *Drug-Free Workplace.* The Service Provider will or will continue to provide a drug-free workplace in accordance with P.L. 100-690, Title V, Subtitle D; 41 USC 701-707.

k. *Lobbying.* The Service Provider shall comply with the provision of the Lobbying requirements as stipulated under 216.347, FS, 29 CFR 93.100

l. *Code of Conduct.* The Service Provider agrees to abide by CAREERSOURCE TAMPA BAY' Code of Conduct or with its own Organizational Code of Conduct so long as it meets the minimum standard set forth within CAREERSOURCE TAMPA BAY' Code of Conduct. It is the Service Provider's responsibility to request and secure a copy of the Code of Conduct.

m. Service Provider agrees that allowability of costs shall be determined in accordance with the cost principles applicable to the Organization incurring the costs as stated in 29 CFR 95.27.

n. Service Provider agrees that compliance with the aforesaid requirements is a condition of continued receipt of, or benefit from, Federal and/or State funds, and that it is binding upon the Service Provider, its successors, transferees, and assignees during the Term. Service Provider further assures that all subcontractors, vendors, or others with whom it arranges to perform any of the Statement of Work in connection with this Agreement, are to comply with the above statutes, regulations, and standards.

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

o. Failure to comply with any of the provisions of this paragraph 5 shall be deemed a material breach of this Agreement.

8. Payment

a. *Compensation.* For its performance as provided for in Exhibit A – Statement of Work, and other applicable terms of this Agreement, the Service Provider will receive funds on a cost-reimbursement basis from CAREERSOURCE TAMPA BAY, as full compensation for all work done, materials furnished and costs and expenses incurred by the Service Provider an amount not to exceed \$46,378.33 for the term, unless otherwise authorized by CareerSource Tampa Bay in a written modification to this Agreement.

b. *Limitations on Payments.* All cost-reimbursement payments provided for in this Agreement shall be limited to the Budget as provided for in Exhibit B – Budget will be made in accordance with the procedures specified in Exhibit C – Method of Payment, and Exhibit D – Request for Payment Form, all of which are attached hereto and incorporated herein by reference.

9. Financial Accountability and Grant Administration

a. *Financial Management.* Service Provider shall maintain a financial management system and financial records and shall administer funds received pursuant to this Agreement in accordance with all applicable federal and state requirements.

b. *Limitations on Expenditures.* Service Provider shall not be reimbursed or otherwise compensated for any expenditures incurred or services provided prior to the Effective Date, or following the earlier of the expiration or termination of this Agreement. CAREERSOURCE TAMPA BAY shall only reimburse Service Provider for documented expenditures incurred during the Agreement Term that are: (i) reasonable and necessary to carry out the Statement of Work detailed in Exhibit A (ii) documented by contracts or other evidence of liability consistent with established CAREERSOURCE TAMPA BAY and Service Provider procedures; and (iii) incurred in accordance with all applicable requirements for the expenditure of funds payable under this Agreement.

c. *Improper Payments.* Any item of expenditure by Service Provider under the terms of this Agreement which is found by auditors, investigators, and other authorized representatives of CAREERSOURCE TAMPA BAY, the U.S. Government Accountability Office or the Comptroller General of the United States to be improper, unallowable, in violation of federal or state law or the terms of this Agreement, or involving any fraudulent, deceptive, or misleading representations or activities of Service Provider, shall become Service Provider's liability, to be paid by Service Provider from funds other than those provided by CAREERSOURCE TAMPA BAY under this Agreement or any other agreements between CAREERSOURCE TAMPA BAY and Service Provider. This provision shall survive the expiration or termination of this Agreement.

d. *Audited Financial Statements.* In any fiscal year in which Service Provider expends \$750,000 or more in federal awards during such fiscal year, including awards received as a subrecipient, Service Provider must comply with the federal audit requirements contained in the Uniform Guidance, [45 CFR Part 75], including the preparation of an audit by an

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

independent Certified Public Accountant in accordance with the Single Audit Act Amendments of 1996, 31 U.S.C. 7501-7507, and with Generally Accepted Accounting Principles.¹ If Service Provider expends less than \$750,000 in federal awards in any fiscal year, it is exempt from federal audit requirements, but its records must be available for review by CAREERSOURCE TAMPA BAY and appropriate officials of the Federal Awarding Agency, the U.S. Government Accountability Office and the Comptroller General of the United States, and it must still have a financial audit performed for that year by an independent Certified Public Accountant. Service Provider shall provide CAREERSOURCE TAMPA BAY with a copy of Service Provider's most recent audited financial statements, federal Single Audit report, if applicable (including financial statements, schedule of expenditures of federal awards, schedule of findings and questioned costs, summary of prior audit findings, and corrective action plan, if applicable), and management letter within thirty (30) days after execution of this Agreement and thereafter within nine (9) months following the end of Service Provider's most recently ended fiscal year.

- e. *Audit resolution.* Service Provider agrees to be subject to audit resolution procedures established by CareerSource Tampa Bay, the State of Florida, or the Federal Government and to cooperate with CareerSource Tampa Bay in the event resolution cannot be achieved at CareerSource Tampa Bay' level.
- f. *Closeout.* Final payment request(s) under this Agreement must be received by CAREERSOURCE TAMPA BAY no later than thirty (30) days from the earlier of the expiration date or termination date of this Agreement. No payment request will be accepted by CAREERSOURCE TAMPA BAY after this date without authorization from CAREERSOURCE TAMPA BAY. In consideration of the execution of this Agreement by CAREERSOURCE TAMPA BAY, Service Provider agrees that acceptance of final payment from CAREERSOURCE TAMPA BAY will constitute an agreement by Service Provider to release and forever discharge CAREERSOURCE TAMPA BAY, its agents, employees, representatives, affiliates, successors and assigns from any and all claims, demands, damages, liabilities, actions, causes of action or suits of any nature whatsoever, which Service Provider has at the time of acceptance of final payment or may thereafter have, arising out of or in any way relating to any and all injuries and damages of any kind as a result of or in any way relating to this Agreement. Service Provider's obligations to CAREERSOURCE TAMPA BAY under this Agreement shall not terminate until all closeout requirements are completed to the satisfaction of CAREERSOURCE TAMPA BAY. Such requirements shall include, without limitation, submitting final reports to CAREERSOURCE TAMPA BAY and providing any closeout-related information requested by CAREERSOURCE TAMPA BAY by the deadlines specified by CAREERSOURCE TAMPA BAY. This provision shall survive the expiration or termination of this Agreement.

10. Recordkeeping

- a. *Obligation to Maintain Records.* All files, papers, materials, publications, presentations, electronic material, computer discs or information stored in any other data storage medium (hereafter "Records") produced or developed by Service Provider in the performance of the Statement of Work rendered to CAREERSOURCE TAMPA BAY are the intellectual property of

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

CAREERSOURCE TAMPA BAY and are the sole property of CAREERSOURCE TAMPA BAY. Service Provider agrees to keep and maintain (or cause to be kept and maintained) meticulous Records, relating to all Statement of Work rendered by Service Provider under this Agreement, to comply with all Federal and/or State requirements.

b. *Financial Records.* Service Provider further agrees to keep and maintain financial records in accordance with generally accepted accounting principles, procedures and practice, which sufficiently and properly reflect revenues and expenditures for the Statement of Work performed under this Agreement. Service Provider acknowledges that a failure to maintain accurate accounting records may result in the suspension or termination of this Agreement.

c. *Public Records Law; Sunshine Law.* Service Provider agrees to comply with public records and open meeting requirements as applicable, and as may be required by Florida Public Records Law and Florida Sunshine Law.

i. In furtherance of this provision, Service Provider is required to:

1. keep and maintain public records required by CAREERSOURCE TAMPA BAY to perform the Scope of Service;

2. upon request from CAREERSOURCE TAMPA BAY's custodian of public records, provide CAREERSOURCE TAMPA BAY with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a reasonable place or as otherwise provided by law;

3. ensure that public records that are exempt, or confidential and exempt, from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Term and following completion of the Agreement if Service Provider does not transfer the records to CAREERSOURCE TAMPA BAY;

4. upon completion of the Agreement, transfer, at no cost, to CAREERSOURCE TAMPA BAY all public records in possession of Service Provider or keep and maintain public records required by CAREERSOURCE TAMPA BAY to perform the service. If Service Provider transfers all public records to CAREERSOURCE TAMPA BAY upon completion of the Agreement, Service Provider shall destroy any duplicate public records that are exempt, or confidential and exempt, from public records disclosure requirements. If Service Provider keeps and maintains public records upon completion of the Agreement, Service Provider shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to CAREERSOURCE TAMPA BAY, upon request from CAREERSOURCE TAMPA BAY's custodian of public records, in a format that is compatible with the information technology systems of CAREERSOURCE TAMPA BAY.

ii. IF SERVICE PROVIDER HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO SERVICE PROVIDER'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 813-397-2021, and 4902 Eisenhower Blvd., Suite 250.

d. *Confidentiality/Safeguarding Information.* Service Provider agrees to treat all non-public information obtained from participants or CAREERSOURCE TAMPA BAY as confidential and agrees not to release or discuss any such information with other parties unless prior consent of CAREERSOURCE TAMPA BAY. Service Provider agrees to adhere to confidentiality policies of CAREERSOURCE TAMPA BAY and to ensure the confidentiality of records, employee information, and any CAREERSOURCE TAMPA BAY information or records to which Service Provider might have access in the course of completing the service. Service Provider agrees to adhere to all federal, state and local privacy laws, rules and regulations.

11. Reporting, Auditing and Monitoring Service Provider will be subject to fiscal, administrative, and performance auditing and monitoring on a periodic basis to ensure contractual compliance, fiscal accountability, performance and compliance with applicable state and federal laws and regulations. The Service Provider agrees to provide CAREERSOURCE TAMPA BAY, or its designee, unqualified access to all Records and/or other documentation developed pursuant to this Agreement. The Service Provider further agrees to furnish to CAREERSOURCE TAMPA BAY, upon request, whatever information and documentation that is necessary to effect CAREERSOURCE TAMPA BAY's monitoring of activities under this Agreement.

12. Independent Contractor It is understood that Service Provider is an independent contractor and not an agent or employee of CAREERSOURCE TAMPA BAY for any purpose including, but not limited to, federal tax and other state and federal law purposes. Service Provider assumes responsibility for payment of all federal, state and local taxes imposed or required of Service Provider under unemployment insurance, Social Security and income tax laws. Service Provider shall be solely responsible for any worker's compensation insurance required by law and shall provide CAREERSOURCE TAMPA BAY with proof of insurance upon request. The parties agree that CAREERSOURCE TAMPA BAY shall not: (a) pay dues, licenses or membership fees for Service Provider; (b) require attendance by Service Provider, except as otherwise specified herein; (c) control the method, manner or means of performing Services under this Agreement, except as otherwise specified herein; or (d) restrict or prevent Service Provider from working for any other party. Neither party has the right or the power to enter into any contract or commitment on behalf of the other party, including entering into agreements with third parties, exercising incidents of ownership with respect to property owned by the Party or executing contracts binding upon the other Party.

13. Indemnification and Insurance

a. Service Provider shall indemnify and save harmless CAREERSOURCE TAMPA BAY, its directors, officers, employees, volunteers, donors, clients, grantee agencies and affiliates from any liability or damages CAREERSOURCE TAMPA BAY may suffer as a result of claims, demands, costs or injuries sustained by CAREERSOURCE TAMPA BAY as a result of any negligent act or willful misconduct by the Service Provider of the services provided hereunder. Service Provider further agrees to pay interest at the highest percentage rate per year allowable by law on any necessary expenses or costs incurred by CAREERSOURCE TAMPA BAY in the enforcement of this provision.

b. Service Provider shall maintain the following minimum scope and limits of insurance:

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

i. Comprehensive general liability insurance including but not limited to coverage for bodily injury, property damage, premises and operations, products/completed operations, personal and advertising injury, and contractual liability, with a combined single limit of \$1,000,000 per occurrence, with an aggregate liability per occurrence of \$2,000,000. Such insurance must be primary, non-contributory, and must waive subrogation. Such insurance shall also name CAREERSOURCE TAMPA BAY, its officers, directors, employees, agents and representatives, as additional insured for liability arising from Service Provider's operation.

ii. Comprehensive Automobile Liability Insurance for all owned, non-owned and hired automobiles and other vehicles used by Service Provider with a minimum \$1,000,000 per occurrence combined single limit bodily injury and property damage. Such insurance must be primary, non-contributory, and must waive subrogation. Such insurance shall also name CAREERSOURCE TAMPA BAY, its officers, directors, employees, agents and representatives, as additional insured for liability arising from Service Provider's operation.

iii. Crime and Employee Dishonesty Liability Coverage with limits of not less than \$100,000. Such insurance must be primary, non-contributory, and must waive subrogation. Such insurance shall also name CAREERSOURCE TAMPA BAY, its officers, directors, employees, agents and representatives, as additional insured for liability arising from Service Provider's operation.

iv. Workers Compensation as required by applicable state law.

c. Service Provider shall require any subcontractors doing work under this Agreement to provide and maintain the same insurance, which insurance shall also name CAREERSOURCE TAMPA BAY and its officers, directors, employees, agents and representatives as an additional insured.

d. Certificates showing Service Provider is carrying the above described insurance, and evidencing the additional insured status specified above, shall be furnished to CAREERSOURCE TAMPA BAY within fifteen (15) calendar days after the date on which this Agreement is made. Such certificates shall show that CAREERSOURCE TAMPA BAY shall be notified of all reductions in limits or cancellations of such insurance policies. Service Provider shall forthwith obtain substitute insurance in the event of a cancellation.

e. All insurance required by express provision of this Agreement shall be carried only in responsible insurance companies licensed to do business in the State of Florida.

14. Designated Representative The Designated Representative for CAREERSOURCE TAMPA BAY for this Agreement is John Flanagan. The Service Provider will address all questions regarding this Agreement or Statement of Work to the Designated Representative. The Designated Representative for the Service Provider for this Agreement is Paul G. Dunn, CEO DWFS. If the Designated Representative for either party changes to someone other than the person named herein, written notification of the change shall be given to the other party in accordance with the Notice provision of this Agreement.

15. Notices All notices, demands, and other writing required under this Agreement shall be deemed to have been fully given or made or sent when (i) mailed in writing and deposited in the U.S. Mail, certified return receipt requested and addressed to the parties at the addresses noted in this Agreement or

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

(ii) delivered by nationally recognized courier, receipt of recipient acknowledged by signature.

| | |
|-------------------------|---|
| CareerSource Tampa Bay: | John Flanagan, CEO CareerSource Tampa Bay 4902 Eisenhower Blvd, Suite 250 Tampa, Florida 33634 |
| Service Provider: | Paul G. Dunn, CEO Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions 237 South Street, Waukesha, WI 53186 |

16. Entire Agreement; Incorporate of Documents This Agreement supersedes any prior understandings or agreements between the parties; there are no other agreements between the parties concerning this subject matter except as set forth herein; and there are no representations, warranties, or oral agreements other than those expressly set forth herein. This Agreement incorporates all rules, regulations, handbooks, manuals, policy statements, guidance or other notices issued pursuant to the Program Requirements identified in paragraph 5.a. of this Agreement.

17. Amendment and Modification CAREERSOURCE TAMPA BAY reserves the right to modify or amend the terms of the Statement of Work provision of this Agreement if the nature of the Statement of Work is required to be modified or amended due to changes in the law; changes in the availability of funds for the Statement of Work or other change of circumstances. In the event the Statement of Work is amended or modified by CAREERSOURCE TAMPA BAY, the parties agree to work cooperatively in good faith to renegotiate changes to the Payment provision of this Agreement, if applicable. All other terms, conditions and provisions of this Agreement shall remain in full force and effect unless modified, changed, altered or amended, in writing, executed by both parties.

18. Assignment and Subcontracting This Agreement shall not be assigned nor may any portion of the Statement of Work contemplated in the Agreement be subcontracted to another party without prior written approval of CAREERSOURCE TAMPA BAY.

19. Corporate Status; Change of Ownership

a. *Corporate Status.* If Service Provider is a corporation, or other entity, Service Provider shall ensure that the corporate status shall continuously be in good standing and active and current with the state of its incorporation and the State of Florida and at all times throughout the Term, and any renewal or extension hereof. Failure of Service Provider to keep its corporate status active and current shall constitute a material breach under the terms of this Agreement.

b. *Change in Ownership.* Service Provider shall notify CAREERSOURCE TAMPA BAY immediately upon any change in entity ownership or any substitution of the key professional assigned (the "Key Person") to perform the work under this Agreement ("Change of Ownership"). CAREERSOURCE TAMPA BAY shall have the option of cancelling this Agreement if a Change of Ownership is not suitable to CAREERSOURCE TAMPA BAY provided, however, no cancellation shall relieve Service Provider of its obligations to perform the work described herein or for liability for breach of same. A Change of Ownership means the occurrence of any one or more of the following: a sale, lease or other disposition of 50% or more of the interest or assets of the company or corporation; a merger, reverse merger or consolidation with another entity; a transaction wherein a third-party becomes the beneficial owner having fifty (50%) percent or more

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

interest in the corporation or company; or fifty (50%) percent or more of the total number of votes that may be cast for any act of the entity.

20. Dispute Resolution Any dispute concerning the delivery of services under this Agreement shall be first addressed with CAREERSOURCE TAMPA BAY's Designated Representative. If the dispute cannot be resolved, then Service Provider will provide a written memorandum to the Chief Executive Officer of CAREERSOURCE TAMPA BAY to render a decision on the dispute. Service Provider will be notified in writing, in accordance with the notice provision of this Agreement, of that decision.

21. Default Neither party shall declare the other party in default of any provision of this Agreement without giving the other party at least five (5) days advance written notice of intention to do so, during which time the other party shall have the opportunity to remedy the default. The notice shall specify the default with particularity.

22. Termination

- a. This Agreement may be terminated by either party with, or without, cause upon thirty (30) day's prior written notice.
- b. This Agreement is subject to the availability of federal and state legislative funding for the purposes of the performance of the Statement of Work. In the event such legislative funding is revoked, becomes unavailable or is reduced, CAREERSOURCE TAMPA BAY may terminate this Agreement upon no less than thirty (30) day notice in writing to the Service Provider.
- c. If Service Provider knowingly employs unauthorized aliens, in violation of paragraph 6, such action shall be cause for unilateral cancellation of this Agreement and CAREERSOURCE TAMPA BAY may recover damages from Service Provider resulting from such cancellation. Further, CAREERSOURCE TAMPA BAY may unilaterally terminate this Agreement, without penalty, if Service Provider is determined to have violated a prohibition in paragraph 5 of this Agreement; or has an employee who is determined by CAREERSOURCE TAMPA BAY to have violated a prohibition in paragraph 6 of this Agreement through conduct that is either associated with performance of the Statement of Work or imputed to Service Provider using the standards and due process for imputing the conduct of an individual to an organization that are provided in 2 CFR part 180, "OMB Guidelines to Agencies on Government-wide Debarment and Suspension (Non-procurement)," as implemented by CAREERSOURCE TAMPA BAY.
- d. In the event of a breach by the Service Provider, where the Service Provider fails to cure the breach within the time specified by CAREERSOURCE TAMPA BAY, then CAREERSOURCE TAMPA BAY may terminate this Agreement upon not less than seven (7) days' written notice to the Service Provider.

23. Jointly Drafted The parties agree that this Agreement is entered into knowingly and voluntarily, after having the opportunity to fully discuss it with an attorney. Having had the opportunity to obtain the advice of legal counsel to review, comment upon, and redraft the agreement, the parties agree that the Agreement shall be construed as if the parties jointly prepared it so that any uncertainty or ambiguity shall not be interpreted against any one party and in favor of the other.

24. Parties Acknowledgement; Parties Bound The Parties acknowledge that they have read this Agreement and that they understand the terms and conditions herein and that the terms have been fully and completely explained to the Parties prior to the execution thereof. Each party acknowledges that the other party has made no warranties, representations, covenants, or agreements, express or implied, except as expressly contained in this Agreement. Further, the Parties have caused this Agreement to be executed on its behalf by the authorized officer whose signature appears below under its name, to be effective as of the date written above.

25. Waiver The waiver by any party hereto of a breach of any provision of this Agreement shall not operate or be construed as a waiver of any subsequent breach by any party.

26. Survivability Any provision of this Agreement which obligates Service Provider to pay an amount or perform an obligation either before the commencement of the Term or after the expiration of the Term, or any renewal or extension thereof, shall be binding and enforceable notwithstanding that payment or performance is not within the Term, and the same shall survive.

27. Severability Whenever possible each provision and term of this Agreement will be interpreted in a manner to be effective and valid, but if any provision or term of this Agreement is held to be prohibited or invalid, then such provision or term will be ineffective only to the extent of such prohibition or invalidity, without invalidating or affecting in any manner whatsoever the remainder of such provision or term or the remaining provisions or terms of this Agreement.

28. Counterparts This Agreement may be executed in a number of identical counterparts and a facsimile copy shall be treated as an original. If so executed, each of such counterparts is to be deemed an original for all purposes, and all such counterparts shall, collectively, constitute one agreement. In making proof of this Agreement, it shall not be necessary to produce or account for more than one such counterpart.

29. Law of the Agreement, Jurisdiction and Venue All questions, issues or disputes arising out of or under this Agreement, shall be governed by the laws of the State of Florida and jurisdiction and venue are hereby agreed by the parties to be solely and exclusively in the county or state courts in and for Hillsborough County, Florida and no other location. The parties hereby waive any rights to venue in any other jurisdiction. Service Provider hereby agrees that the jurisdiction and venue of all disputes arising out of this Agreement lie in no Court other than those stated above. Process in any action or proceeding referred to in this paragraph may be served on any party anywhere in the world.

30. Waiver of Jury Trial The parties hereto shall, and they hereby do, waive trial by jury in action, proceeding or counterclaim brought by either CAREERSOURCE TAMPA BAY or Service Provider against the other with respect to any matters whatsoever arising out of or in any way connected with this Agreement. The parties acknowledge that this provision is a material inducement to their respective execution of this Agreement.

31. Attorney's Fees; and Costs of Enforcement In the event suit is commenced to enforce this Agreement, costs of said suit, including reasonable attorneys' fees in all proceedings, trials, investigations, appearances, appeals and in any bankruptcy proceeding or administrative proceeding, shall be paid to the prevailing party by the other party.

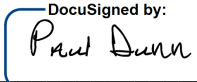
32. Miscellaneous Unless otherwise provided herein, this Agreement shall inure to the benefit of and be binding upon the parties, their successors, heirs and assigns. Whenever the context shall so require, all words in this Agreement of one gender shall be deemed to include the other gender. All captions herein contained are for convenience only and shall not be constructed to limit any provisions hereunder. Time shall be of the essence of this Agreement. All Parties agree to cooperate fully and to execute any

*CareerSource Tampa Bay.
Service Provider Agreement
One Stop Operator Services*

supplementary documents and to take any additional actions that may be necessary or appropriate to give full force and effect to the basic terms and intent of this Agreement and which are not inconsistent with its terms.

IN WITNESS WHEREOF, and intending to be legally bounding, the Parties have duly executed this Agreement by their authorized representatives as of the last signature date identified below.

SERVICE PROVIDER:


DocuSigned by:

809756A2C62946E

Paul G. Dunn, CEO
Kaiser Group, Inc.
d/b/a Dynamic Workforce Solutions

6/30/2020

Date

CAREERSOURCE TAMPA BAY:

DocuSigned by:

FB18B80F04FA439

John Flanagan, CEO
Tampa Bay Workforce Alliance, Inc.
d/b/a CareerSource Tampa Bay

6/30/2020

Date

EXHIBIT A: STATEMENT OF WORK

SERVICE PROVIDER: Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions

PROGRAM: One-Stop Operator Services

PRIMARY GOAL: The Service Provider shall provide the services required of a One-Stop Operator as defined in the USDOL final regulations; the USDOL's Training and Employment Guidance Letter (TEGL) 15-16, Competitive Selection of Service Providers, issued on January 17, 2017; and this statement of work.

For purposes of this Statement of Work, CareerSource Tampa Bay defines the basic role of a Service Provider 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.

PART I – Scope of Services

Description of Specific Services to be provided. The following services shall be provided by the Service Provider. At a minimum quarterly updates must be provided to the CareerSource Tampa Bay management team on each of these services.

1. **Maintain Linkages.** The Service Provider shall establish and maintain linkages between all mandatory one-stop partners designated by the CEO of CareerSource Tampa Bay to improve communication, referral, service delivery, and tracking of performance of the partners. At a minimum, this requires the Service Provider to:

- a. Understand who is designated and defined as a partner by the CareerSource President and CEO;
- b. Gather each designated partners' contact information and a description of services provided that supports the one-stop system; maintain current up-to-date contact list;
- c. Identify how each partner wishes to receive referrals from other designated partners;
- d. Maintain the contact information, services provided descriptive information and referral preferences in an up-to-date format;
- e. Use the information collected, clearly describe each partner's role and responsibilities in the one-stop delivery system;
- f. Following review and approval by CareerSource Tampa Bay, share that up-to-date contact information, services provided descriptive information, referral preferences and each partner's role and responsibilities with all designated partners and CareerSource at least quarterly and more frequently if changes are noted; and
- g. Develop and help manage an on-line portal that will allow the partners to easily post and access forms, processes, performance tracking, etc.
- h. Conduct annual refresher training on the CSTB One Stop Partner Portal to CSTB staff and partners.
- i. Establish CSTB Partner Portal Training Activity on an annual basis and track results of CSTB staff and Partner organization.
- j. Assist CSTB in developing marketing materials to promote CSTB One Stop Partner Portal.
- k. Conduct annual CSTB Partner Survey to gauge feedback and opportunities for enhancement for upcoming year.
- l. Work with CSTB to distribute CSTB Partner newsletter on a quarterly basis.
- m. Generate a CSTB Partner Referral Report monthly to include by service, by staff and originating agency.
- n. Assist CSTB in promoting an annual community partner fair open to the general public.

2. **Coordinate quarterly meetings.** The Service Provider shall schedule and coordinate quarterly meetings with all designated partners and CareerSource Tampa Bay. These meetings are intended to:

- a. Discuss and deliberate as a whole with no standing subcommittees.
- b. Find ways to reach agreement and stay focused on common goals in spite of differing philosophy, focus, mission, and perceptions, which may sometimes come into conflict with one another.
- c. Develop a common language among the designed one-stop partners and CareerSource Tampa Bay as it is recognized that each has its own terminology, jargon, and acronyms.
- d. Create strong feedback loops within the partners and CareerSource Tampa Bay so successes and issues are brought to light immediately and celebrated or resolved.
- e. Discuss how to improve and maintain an effective and successful one-stop delivery system.
- f. Work with CSTB to distribute CSTB Partner newsletter on a quarterly basis.
- g. Work through any misunderstandings, unreasonable expectations, myths, previous problems, current conflicts or other issues.
- h. Identify ways to ensure performance is tracked in accordance with the goals established by the USDOL, the State of Florida and the CareerSource Tampa Bay Board of Directors.
- i. Collect data from each partner on challenges/roadblocks, successes and outcomes achieved.
- j. Publish minutes from each of the partner meetings.

3. Memoranda of Understanding. The Service Provider shall assist CareerSource Tampa Bay in the identification of appropriate clauses for all Memorandum of Understanding with all designated One-Stop partners as it relates to sharing of information, reporting of performance and tracking of customers, as requested.

4. Universal Design. The Service Provider shall assist CareerSource Tampa Bay to facilitate and encourage designated One-Stop partners to use the principles of universal design in their operations to ensure customer access. Universal design is defined as a seamless, customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services. CareerSource Tampa Bay promotes accessibility for all job seekers to our career centers and program services, and is fully compliant with accessibility requirements for individuals with disabilities within our centers. This includes, but is not limited to, ensuring assistive technology and materials are in place, and front-line staff members are trained in the use of this technology.

- a. Conduct center visits and observe staff in action.
- b. Provide recommendations for promising practices and continuous improvement to CSTB throughout the program year.
- c. Notify partners of CSTB key organizational changes, program, services or initiatives throughout the year.

5. Barriers to Employment. The Service Provider shall assist CareerSource Tampa Bay with identifying practices that encourage the designated 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.

6. Strategic Plan. The Service Provider shall assist CareerSource Tampa Bay in creating a strategic plan to integrate the intake, case management, and reporting of the One-Stop partners.

7. Customer Satisfaction Initiatives. The Service Provider shall manage, track and oversee CareerSource Tampa Bay's Customer Satisfaction initiatives through Survey Monkey. Utilizing CareerSource Tampa Bay's current job seeker survey initiatives, which include: Customer Service/Resource Room, Employability Skills, the Service Provider will track monthly performance data by category and center. Monthly Customer Satisfaction Reports will be generated that identify overall levels of success summary details and comprehensive reports as well. Customer comments will be tracked to identify positive, negative and neutral comments. The Service Provider will be responsible for reviewing customer

comments, identifying trend data and making continuous improvement recommendations to CareerSource Tampa Bay management team.

- a. Conduct Job Seeker Survey monthly, produces NPS results tracked by center, categorized comments and provides PPT outlining the Customer Experience Survey.
- b. Conduct Employer Survey monthly, produces NPS results tracked results, categorized comments and provides to CSTB leadership team.
- c. Conduct Net Promoter meeting mid-year debriefing with CSTB management team to review NPS results, discuss trends and recommend continuous improvement plans to increase relative ratings in low performing areas.

8. CSTB Committee & Board Reports

- a. Prepare One Stop Operator Informational Item Reports providing a status update on the scope of work in the contract for CSTB Committee and Board of Directors meetings.
- b. Provides update during the CSTB Committee meetings as requested by CSTB leadership.
- c. Attend CSTB Committee and Board of Directors meetings either in person or remote.

PART II – Total Consideration

For its performance under this Agreement, the Service Provider will receive funds from CareerSource Tampa Bay in an amount not-to-exceed \$46,378.33 during the Term on a cost-reimbursement basis. Notwithstanding the foregoing, if the Service Provider fails to submit proper Request for Payment forms up to \$46,378.33 for the Term of this Agreement, then, any remaining portions thereof which CareerSource Tampa Bay has not disbursed to the Service Provider shall not be available for funding.

Exhibit B - Budget

SERVICE PROVIDER: Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions

PROGRAM: One-Stop Operator Services

| Budget Line Items | Salary | FTE | Budget Amount |
|--|--------------|------|---------------------|
| Salaries and Fringe | | | |
| Regional Director Provides overall management of One-Stop Operator contract and services rendered. | \$122,000.00 | 0.10 | \$ 12,200.00 |
| Project Accountant Works with Regional Director. Responsible for financial planning and reporting, and for the distribution of financial information used in the project. | \$ 65,004.00 | 0.10 | \$ 6,500.40 |
| One Stop Operations Support Works wil Regional Director to provide overall project support as directed by the Regional Director. | \$ 45,724.80 | 0.15 | \$ 6,858.72 |
| Total Salaries | | | \$ 25,559.12 |
| Fringe(28%) | | | \$ 7,156.55 |
| Total Salaries and Fringe | | | \$ 32,715.67 |
| Travel | | | |
| Total Travel costs | | | \$ 6,588.00 |
| Indirect/Profit | | | |
| Indirect (8%) | | | \$ 3,144.29 |
| Profits (10%) | | | \$ 3,930.37 |
| Total Indirect and Profit | | | \$ 7,074.66 |
| Total Contract Amount | | | \$ 46,378.33 |

Exhibit C – Method of Payment

SERVICE PROVIDER: Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions
PROGRAM: One-Stop Operator Services

Funding in accordance with agreed to amounts will be made upon receipt of a completed Exhibit D - Request for Payment Form and Exhibit E - Program Performance Report. No modifications to the Program Budget shall be funded unless prior written approval has been granted by the Chief Financial Officer. In no event, however, shall payments to the Service Provider exceed \$46,378.33.

However, all funding under this Agreement is subject to availability and the amount may be reduced. CAREERSOURCE TAMPA BAY shall be the final authority as to the availability of funds and how available funds will be allotted. A current certificate of insurance meeting CAREERSOURCE TAMPA BAY requirements is required before payment.

Reimbursement requests shall be submitted monthly no later than 10 (ten) business days following the last business day of the previous month. The reimbursement request shall include sufficient support such as:

| Budget Categories | Supporting documentation (includes but is not limited to the below) |
|--------------------------|--|
| Salaries and Fringe | Payroll register, labor distribution report, personnel activity report, check stub |
| Travel | Purchase order, invoice, check, credit card statement, EFT, travel authorization/reimbursement |

Payment of the request shall be made within fifteen (15) business days after approval of such request by CAREERSOURCE TAMPA BAY.

CAREERSOURCE TAMPA BAY's Fiscal Year commences on July 1st and ends on June 30th of the following calendar year. Invoices with supporting documentation for services delivered between July 1st and June 30th must be received no later than July 10th of each year to allow closeout of CAREERSOURCE TAMPA BAY's Fiscal Year.

CAREERSOURCE TAMPA BAY funds shall only be used for the purpose as stipulated in Exhibit A – Scope of Services and Exhibit B – Budget.

With each request for payment the Service Provider shall provide a Program Performance Report (Exhibit E - Performance Report). The Program Performance Report must provide the Service Provider's progress in delivering the services described in Exhibit A – Statement of Work, accomplishments and problems, if applicable, for each deliverable.

Exhibit D – Request for Payment Form

SERVICE PROVIDER: Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions

PROGRAM: One-Stop Operator Services

REQUEST NUMBER: _____ MONTH: _____ AMOUNT: \$ _____

| Budget Line Items | Salary | FTE | Budget Amount | Expenditures | | Remaining Balance |
|--|--------------|------|---------------------|--------------------|----------------|-------------------|
| | | | | Current Request \$ | YTD Request \$ | |
| Salaries and Fringe | | | | | | |
| Regional Director Provides overall management of One-Stop Operator contract and services rendered. | \$122,000.00 | 0.10 | \$ 12,200.00 | | | |
| Project Accountant Works with Regional Director. Responsible for financial planning and reporting, and for the distribution of financial information used in the project. | \$ 65,004.00 | 0.10 | \$ 6,500.40 | | | |
| One Stop Operations Support Works wil Regional Director to provide overall project support as directed by the Regional Director. | \$ 45,724.80 | 0.15 | \$ 6,858.72 | | | |
| Total Salaries | | | \$ 25,559.12 | | | |
| Fringe(28%) | | | \$ 7,156.55 | | | |
| Total Salaries and Fringe | | | \$ 32,715.67 | | | |
| Travel | | | | | | |
| Total Travel costs | | | \$ 6,588.00 | | | |
| Indirect/Profit | | | | | | |
| Indirect (8%) | | | \$ 3,144.29 | | | |
| Profits (10%) | | | \$ 3,930.37 | | | |
| Total Indirect and Profit | | | \$ 7,074.66 | | | |
| Total Contract Amount | | | \$ 46,378.33 | | | |

Exhibit E - Program Performance Report

SERVICE PROVIDER: Kaiser Group, Inc. d/b/a Dynamic Workforce Solutions

PROGRAM: One-Stop Operator Services

REPORT PERIOD _____

| Deliverables | Accomplishments | Problems |
|--|-----------------|----------|
| <p>Maintain Linkages. The Service Provider shall establish and maintain linkages between all mandatory one-stop partners designated by the CEO of CareerSource Tampa Bay to improve communication, referral, service delivery, and tracking of performance of the partners.</p> | | |
| <p>Coordinate quarterly meetings. The Service Provider shall schedule and coordinate quarterly meetings with all designated partners and CareerSource Tampa Bay.</p> | | |
| <p>Memoranda of Understanding. The Service Provider shall assist CareerSource Tampa Bay in the identification of appropriate clauses for all Memorandum of Understanding with all designated One-Stop partners as it relates to sharing of information, reporting of performance and tracking of customers, as requested.</p> | | |
| <p>Universal Design. The Service Provider shall assist CareerSource Tampa Bay to facilitate and encourage designated One-Stop partners to use the principles of universal design in their operations to ensure customer access.</p> | | |
| <p>Barriers to Employment. The Service Provider shall assist CareerSource Tampa Bay with identifying practices that</p> | | |

| | | |
|---|--|--|
| <p>encourage the designated 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.</p> | | |
| <p>Strategic Plan. The Service Provider shall assist CareerSource Tampa Bay in creating a strategic plan to integrate the intake, case management, and reporting of the One-Stop partners</p> | | |
| <p>Customer Satisfaction Initiatives. The Service Provider shall manage, track and oversee CareerSource Tampa Bay’s Customer Satisfaction initiatives through Survey Monkey. Monthly Customer Satisfaction Reports will be generated that identify overall levels of success summary details and comprehensive reports as well. The Service Provider will be responsible for reviewing customer comments, identifying trend data and making continuous improvement recommendations to CareerSource Tampa Bay management team</p> | | |
| <p>CSTB Committee & Board Reports Service Provider shall prepare One Stop Operator Informational Item Reports for CSTB Committee and Board of Directors meetings and attend said meetings in person or remote.</p> | | |

A Final Program Performance Report is due within thirty (30) days after the end of the Term, summarize the results and outlining the accomplishments of the Program over the Term.