



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
d/b/a CAREERSOURCE SOUTH FLORIDA**

REQUEST FOR PROPOSAL (RFP)

FOR

**RECRUITING and PAYROLL SERVICES
(March 1, 2017 to June 30, 2017)**

Release Date: January 17, 2017

**All proposals shall be submitted by 3:00 p.m. E.T., February 3, 2017 at
South Florida Workforce Investment Board Headquarters,
7300 Corporate Center Drive, Suite 500, Reception Desk,
Miami, Florida 33126**

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PART I INVITATION

A. South Florida Workforce Investment Board (SFWIB) Background

The South Workforce Investment Board (SFWIB) of Region 23 (Miami-Dade and Monroe Counties) is one of 24 regional workforce boards in the State of Florida. Through its network of CareerSource centers located throughout the region, the SFWIB serves businesses, job seekers, adults, youth, dislocated workers, refugees and individuals transitioning from welfare to work.

The SFWIB is a governmental agency and instrumentality of both Miami-Dade and Monroe Counties, eligible to exclude income under Section 115 of the U.S. Internal Revenue Code. The Board is comprised of volunteers who represent local private sector businesses, educational institutions, economic development agencies, labor organizations, veterans' interests, community-based organizations, state and local government agencies. The Board conducts its business in accord with federal and state laws, the Interlocal Agreement creating the SFWIB for Region 23 of the State of Florida, the By-Laws of the SFWIB, and its approved policies.

Additional information regarding the Board, its members, and approved policies is located on the SFWIB's website (www.careersourcesfl.com).

B. RFP Purpose

The SFWIB is seeking the services of a qualified recruiting, staffing and payroll services provider with expertise in various facets of talent acquisition, including screening and payroll processing. The Contractor(s) must have the capacity to provide services that meet the needs of the SFWIB in the most cost effective manner. The best-qualified firm(s) will be determined upon review of the responses submitted, which will also be the basis for negotiating a contract.

**PART II
RFP CALENDAR AND PROCESS**

If your company is interested in providing a proposal, please read the following information carefully and return as directed on the RFP no later than the proposal due date listed below:

A. Solicitation Timetable

RFP Events	COMPLETION DATE		
	Day	Date	Time
Public Notice	Sunday	January 15, 2017	N/A
Solicitation Release Date	Tuesday	January 17, 2017	N/A
Deadline for Request for Clarification Inquiries	Thursday	January 26, 2017	5:00 p.m.
Offerors' Conference	Tuesday	January 30, 2017	3:00 p.m.
Deadline for Receipt of Proposals	Wednesday	February 8, 2017	3:00 p.m.
Public Review Forum	Thursday	February 9, 2017	2:00 p.m.
Award Date on or about	Tuesday	February 21, 2017	N/A
Delivery Date		March 1, 2017	N/A

The SFWIB, in its sole discretion, reserves the right to change this schedule when it is in the best interest of the SFWIB. It is the Respondent's responsibility to routinely check the SFWIB's website (www.careersourcesfl.com) for amendments to the schedule.

B. Method of Solicitation

In an effort to assure the greatest degree of open competition and obtain the best technical responses and services at the best possible price, a Request for Proposal (RFP) is being used as the method of solicitation. Public notices of this RFP have been published in the region's major newspapers and also distributed via e-mail to agencies on the SFWIB's Vendor List. Moreover, the RFP and all accompanying attachments will be published on the SFWIB's website.

C. Cone of Silence

All Respondents to this RFP are limited by the "Cone of Silence" surrounding solicitations and prohibitions against ex parte communications. The "Cone of Silence" prohibits communications regarding this solicitation between a current or potential contractor and any SFWIB member, SFWIB staff, or any other person serving as a selection committee member during this solicitation process. Respondents directly contacting Board members, staff, or selection committee members risk immediate elimination of their response.

D. Request for Clarification

Respondents shall submit all questions regarding the clarification of any requirement or procedure to the SFWIB's liaison, Teresa Serrano at teresa.serrano@careersourcesfl.com not later the deadline indicated in the RFP timetable.

Oral requests for clarification shall not be accepted. All written requests for clarification accepted by the SFWIB along with corresponding responses will be posted on the SFWIB's website at www.careersourcesfl.com under RFQ Q/A.

E. Offerors' Conference

An Offerors' Conference will be held to afford Respondents an opportunity to voice questions and/or concerns relevant to the RFP. While attendance is not required, all potential Respondents are strongly encouraged to attend. The meeting will be held at the SFWIB Headquarters: 7300 Corporate Center Drive, (NW 19 Street), 5th Floor, conference room 2, Miami, Florida 33126.

The conference is the only forum available to Respondents to communicate questions and/or concerns to the SFWIB's staff and to receive responses to the questions and/or concerns. Except for information provided at the Offerors' Conference, the SFWIB's staff is prohibited from communicating with Respondents. Note that oral answers during the conference will not be binding on the SFWIB.

Answers to relevant questions during the conference will be posted on the SFWIB's website (www.careersourcesfl.com) under RFP Q&A.

**PART III
GENERAL SPECIFICATIONS**

A. Services Solicited Under this RFP

The SFWIB is seeking professional temporary staffing services to be provided on an as needed basis to support the goals and objectives of the SFWIB. The selected vendor(s) will enter into an agreement with the SFWIB effective March 1, 2017 through June 30, 2017, with the option to renew for two (2) additional one (1) year periods.

B. Specifications

The Contractor selected to provide services specified below assures the SFWIB that the services (i) will be performed in a good workmanlike and professional manner, (ii) shall conform to generally prevailing industry standards and practices, and (iii) shall conform to SFWIB's expressed qualifications and attributes for any given assignment.

The Contractor shall provide the following services, which include, but are not necessarily limited to, the services described below:

- a. Referral of Qualified Candidates
 - i. Contractor shall recruit, screen, and assign employees with the qualifications, training, formal education, licenses, skills, and abilities to perform the type of work described in each job description provided by the SFWIB.
 - ii. The SFWIB shall have the option to request from the Contractor more than one individual at a time to conduct an interview and to make a selection of the best qualified candidate for assignment with the SFWIB.
 - iii. In the event that any employee is found to be unqualified for his/her specific assignment, the SFWIB will notify the Contractor who shall remove such employee as requested by the SFWIB.
- b. On-board Processing
 - i. At the Contractor's expense, the hiring process shall include drug and alcohol testing of Contractor's employees prior to the placement and acceptance of any individual with the SFWIB.
- c. Job Descriptions
 - i. Contractor shall hire individuals based on the job descriptions provided by the SFWIB and included in this solicitation.
- d. Payroll Data Processing
 - i. Contractor shall designate sufficient resources to insure payroll services are seamless, accurate and processed timely.
 - ii. Contractor shall work in conjunction with the needs of the SFWIB to process the payroll on a bi-weekly or weekly basis.
 - iii. Offer direct deposit and ensure direct deposits are posted to bank on pay date.
 - iv. Offer efficient payroll processing alternatives such as, paperless time reporting and paperless pay options.

- e. Holidays
 - i. Contractor shall not require employees to perform services to the SFWIB on holidays officially observed by Miami-Dade County (County), unless such services are approved in writing by the SFWIB. If such services are required on official holidays observed by the County, the SFWIB will notify the Contractor in advance.
 - ii. Holidays shall be billed at the regular billing rates. No additional allowances will be given for Holidays worked.
- f. Reporting Requirements
 - i. Prepare payroll reports and provide to the SFWIB on a bi-weekly basis.
 - ii. Prepare, in a timely manner, all year-end payroll/tax processing report(s).
 - iii. Remit all payroll taxes to federal and state agencies on bi-weekly basis.
 - iv. Handle unemployment and workers' compensation claims involving employees.
- g. Technical Assistance
 - i. Contractor shall identify a Project lead to work with the SFWIB's designated team member on projects.
 - ii. Contractor shall provide training either on-site or tele-conference at the request of the SFWIB.
- h. Timeframes
 - i. Contractor shall work and cooperate with the SFWIB to ensure on-boarding process coincides with the timeframes established by the SFWIB.
- i. Transition
 - i. The selected Contractor's transition process and timeline must be provided and acceptable to the SFWIB.

C. Available Funding

The SFWIB approved funding for the services solicited under this RFP in the SFWIB's PY 2016-17 annual budget.

PART IV TERMS AND CONDITIONS

The issuance of this RFP does not commit the SFWIB to pay any costs incurred by the Respondent in preparation of and response to this solicitation. The SFWIB reserves the right to investigate or inspect, at any time, the qualifications or the product offered by the Respondent(s) to meet the RFP's requirements.

1. Delivery of services is required to begin on **March 1, 2017**.
2. Respondents must submit responses as indicated in the delivery method section of this RFP.
3. Bid opening shall be on **February 9, 2017**. Bids will be opened in the presence of the Bidder's representative(s) who choose to attend. Late bids shall not be accepted.
4. Companies are not under any obligation to respond. If a response is late or not received within the specified deadline, the SFWIB shall consider this action as non-responsive.
5. Vendors must be fully registered with Miami-Dade County and/or the State of Florida prior to being awarded a contract.
6. The SFWIB reserves the right to modify or make no award if deemed by the SFWIB to be in the best interest of the SFWIB.
7. Where two (2) or more related parties, as defined herein, each submit a bid for any contract, such bids shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such bids. "Related parties" shall mean the bidder or the principals thereof which have direct or indirect ownership interest in another bidder for the same contract. Furthermore, any prior understanding, agreement, or connection between two or more corporations, firms, or persons submitting a bid for the same materials, supplies, services, or equipment shall also be deemed collusive. Bids found to be collusive shall be rejected. Bidders who have been found to have engaged in collusion may be considered non-responsive, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.
8. Any individual, corporation or other entity that attempts to meet its contractual obligations with the SFWIB through fraud, misrepresentation, or material misstatement(s), may be debarred for up to five (5) years. The SFWIB as a further sanction may terminate or cancel any other contracts with such individual, corporation, or entity. Such individual or entity shall be responsible for all direct or indirect costs associated with termination or cancellation, including attorney's fees.
9. The SFWIB may conduct a pre-award inspection of the goods or hold a pre-award qualification hearing to determine if the bidder is capable of performing the requirements of this bid solicitation.
10. Bidders are hereby notified that after opening of bids and in compliance with Chapter 119 of the Florida Statutes, the "Public Records Law," all information submitted as part of, or in support of bid submittals will be available for public inspection. The bidder shall not submit any information in response to this RFP, which the bidder considers to be a trade secret, proprietary or confidential. The submission of any information to the SFWIB in connection with this invitation shall be deemed conclusively to be a waiver of any trade secret or other protection, which would otherwise be available to the bidder.
11. This RFP does not establish an exclusive arrangement or employment between the SFWIB and Contractor.

PART V VENDOR REQUIREMENTS

The vendor must meet all requirements under this RFP in order to be considered. After opening the proposals, for verification purposes, the SFWIB may require additional proof of satisfying the RFP's requirements. Failure to provide additional required verification within 24 hours from the request may result in the vendor being deemed as non-responsive.

A. Completion of the Vendor Questionnaire:

All areas on the Vendor Questionnaire form must be completely filled out and signed by the authorized agent representing the business. Information not provided will be considered as incomplete.

B. Completion of the following disclosure forms:

1. Proposal Package Checklist
2. Proposal Form
3. Vendor Questionnaire
4. Code of Business Ethics
5. Contractor Disclosure and Certification
6. Assurances and Certifications
 - (a) Certification Regarding Debarment, Suspension, and Other Matters
 - (b) Certification Regarding Lobbying
 - (c) Certification Regarding Drug-Free Workplace Requirements
 - (d) Non-Discrimination and Equal Opportunity Assurances
 - (e) Certification Regarding Public Entity Crimes
 - (f) Sarbanes-Oxley Act of 2002
 - (g) Association of Community Organization for Reform Now (ACORN) Funding Restrictions Assurance
 - (h) Discriminatory Vendor List

**PART VI
EVALUATION PROCESS AND SELECTION CRITERIA**

A. Submission Guidelines

Three (3) sets of sealed proposals are required to be submitted not later than the deadline indicated in the RFP timetable. Proposal packages shall be delivered to the address set forth on the cover of this Request for Proposal. The SFWIB shall not accept any modifications to any submitted proposal package after the submission deadline. **Any proposal package arriving post deadline will not be accepted by the SFWIB and will be returned, unread, to the sender. No proposal package will be accepted via electronic mail or facsimile.**

The Proposal Form must be legible. All changes must be crossed out and initialed in ink. Failure to comply with these requirements may cause the proposal to be rejected.

The Proposal Form must be signed by the Respondent's authorized agent **FAILURE TO SIGN THE PROPOSAL FORM SHALL RENDER THE PROPOSAL NON-RESPONSIVE.**

B. Proposal Format, Content and Organization

All proposal packages must be assembled in the following format:

1. Proposal Package Checklist
2. Proposal Form
3. Vendor Questionnaire
4. Organizational Experience/Capability
5. Work Plan
6. Code of Business Ethics
7. Contractor Disclosure and Certification
8. Original W-9 -- Request for Taxpayer Identification Number & Certification
9. Assurances and Certifications
 - (a) Certification Regarding Debarment, Suspension, and Other Matters
 - (b) Certification Regarding Lobbying
 - (c) Certification Regarding Drug-Free Workplace Requirements
 - (d) Non-Discrimination and Equal Opportunity Assurances
 - (e) Certification Regarding Public Entity Crimes
 - (f) Sarbanes-Oxley Act of 2002
 - (g) Association of Community Organization for Reform Now (ACORN) Funding Restrictions Assurance
 - (h) Discriminatory Vendor List

Three (3) sets of sealed proposals must be submitted **via regular mail or delivery to the SFWIB Headquarters: CareerSource South Florida, Reception Desk, Suite 500, 7300 Corporate Center Drive, Miami, Florida, 33126** by the deadline as provided in this RFP.

C. Selection Process

The SFWIB will conduct a review of all proposals received by the deadline. Proposals will be evaluated first to determine if all information required by the RFP is complete. Incomplete proposals or those not satisfactorily addressing each requirement of the RFP may be disqualified. During the evaluation process, the SFWIB may or may not consider additional information submitted with proposals.

The evaluation process will be conducted in a thorough and impartial manner at a publicly noticed selection committee meeting (Public Review Forum) held in accordance with the Florida Public Meetings Law, at the SFWIB Headquarters: 7300 Corporate Center Drive, (NW 19 Street), 5th Floor, conference room 2, Miami, Florida 33126. Respondents are encouraged to attend the Public Review Forum.

Criteria for Review:

1. Organizational Experience/Capabilities (35 points)
2. Past Performance (25 points)
3. Work Plan (25 points)
4. Pricing structure (15 points)

The SFWIB reserves the right to reject any and all proposals. The SFWIB reserves the right to withdraw this solicitation or any portion of this solicitation at any time without prior notice. The SFWIB is not responsible for any costs incurred for responses to this solicitation.

D. Contract Award

Price Evaluation

(a) Only those proposals receiving a score of 60 points or more of the total maximum possible score will be considered for award.

(b) All price proposals will be opened. However, prices will only be evaluated from those Respondents meeting the minimum point threshold.

Final award of a contract will be contingent upon:

- Respondent's acceptance of the contract terms and conditions; and
- Satisfactory verification of Respondent's past performance (References).

The SFWIB reserves the sole discretion to make awards to up to two (2) responsive/responsible vendors.

E. Appeal Process

Respondents will be advised of the SFWIB's appeal process at the **Public Review Forum**.

F. ORGANIZATION EXPERIENCE/CAPABILITIES

Describe services provided in the past ten (10) years that demonstrate the experience of your firm which you consider relevant to your ability to successfully manage a Contract for the services defined by this RFP. Include sufficient detail to demonstrate the relevance of this experience to the size and scope of activities, and the organization for which the service was provided.

Description of experience should include project/client descriptions, starting and completion dates of projects/contracts successfully completed. Also, include the name, address, and phone number of the responsible official of the customer organization who may be contacted.

This can be the same references identified on the Vendor Questionnaire Form or three (3) additional references. If any of the organizations you identify decline to respond to the SFWIB, the evaluation of past performance will not be considered may affect rating.

KEY PERSONNEL/STAFFING

The written proposal should indicate the competence of personnel whom the Respondent intends to assign to the project. Provide information on the following:

- Explain the type of training that is provided to the employees prior to placing them on the job assignment and other relevant information as it relates to any on-going training that your company provides to employees.

G. WORK PLAN

Respondents must provide a detailed work plan indicating how they intend to deliver services. The work plan must provide details which explains:

- A Transition, Implementation, and Contingency plan.
 - Transition – Describe the plan for overtaking service(s) from current Contractor to your company. **If Respondent is current Contractor, so indicate and provide a transition plan from current contract to the anticipated new contract.**
 - Implementation – Describe how you plan to provide the service(s) without disrupting the current service level(s). **If Respondent is current Contractor, so indicate and provide an implementation plan from current contract to the anticipated new contract.**
 - Contingency – Describe your plan to provide the service(s) in the event of unforeseen circumstance (i.e. staff no show, staff walks off the jobsite, etc.).

**PART VII
CONTRACTUAL SPECIFICATIONS**

A. Indemnification

For Florida Governmental Entities: The Respondent shall indemnify and hold harmless the SFWIB, its officers, employees, agents, servants, agencies and instrumentalities from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the SFWIB and its officers, employees, servants, agents, agencies or instrumentalities may incur as a result of any and all claims, demands, suits, causes of action or proceedings of any kind or nature arising out of, relating to or resulting from the performance of the contract by the Respondent or the Respondent's officers, employees, agents, servants, partners, principals or subcontractors. The Respondent shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the SFWIB, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorneys' fees which may issue thereon. Provided, however, this indemnification shall only be to the extent and within the limitations of Section 768.28, Florida Statutes, subject to the provisions of that statute whereby the Respondent shall not be held liable to pay a personal injury or property claim or judgment by any one person which exceeds the sum of \$200,000, or any claim or judgment or portions thereof, which, when totaled with all other claims or judgments paid by the Respondent arising out of the same incident or occurrence, exceed the sum of \$300,000 from any and all personal injury or property damage claims, liabilities, losses or cause of action which may arise as a result of the negligence of the Respondent or the Respondent's officers, employees, servants, agents, partners, principals, or subcontractors.

All Entities Which are Not Florida Governmental Entities: The Respondent shall indemnify and hold harmless the SFWIB and its officers, employees, agents, servants, agencies and instrumentalities from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the SFWIB and its officers, employees, servants, agents, agencies or instrumentalities may incur as a result of any and all claims, demands, suits, causes of action or proceedings of any kind or nature arising out of, relating to or resulting from the performance of the contract by the Respondent or the Respondent's officers, employees, agents, servants, partners, principals or subcontractors. The Respondent shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the SFWIB, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorneys' fees which may issue thereon. The Respondent expressly understands and agrees that any insurance policies required by the Contract or otherwise provided by the Respondent shall in no way limit the responsibility to indemnify, keep and save harmless and defend the SFWIB, and its officers, employees, agents, servants, agencies and instrumentalities as herein provided.

Term of Indemnification: The provisions of this indemnification shall survive the expiration of the contract and shall terminate upon the expiration of the applicable statute of limitation.

B. Clean Air Act And Federal Water Pollution Control Act

The Respondent agrees that if this is a Contract for more than \$100,000, Respondent shall comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, (42 U.S.C. 7401 et seq.), and the Federal Water Pollution Control Act, as amended (33 U.S.C. 1251 et seq.). The SFWIB shall report violations to the Federal Awarding Agency and the appropriate Regional Office of the Environmental Protection Agency (EPA).

C. Compliance With Energy Efficiency Provision

The Respondent shall comply with the mandatory standards and policies relating to energy efficiency, if applicable, which are contained in the State of Florida's Energy Conservation Plan issued in compliance with the Energy Policy and Conservation Act (Public Law 94-163).

D. Drug and Alcohol Testing Requirement

The Contractor must provide the SFWIB with proof of drug and alcohol testing prior to the assignment of Contractor's employee with the SFWIB. The Contractor shall bear all costs associated with drug and alcohol testing.

E. Employment Eligibility Verification

Pursuant to Executive Order 11-116, signed May 27, 2011, by the Governor of Florida, the Contractor shall:

Utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the Contract term; and,

Include in all subcontracts under this Contract, the requirement that subcontractors performing work or providing services pursuant to this Contract utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the term of the subcontract.

E-Verify is an Internet-based system that allows an employer, using information reported on an employee's Form I-9, Employment Eligibility Verification, to determine the eligibility of all new employees hired to work in the United States after the effective date of the required Memorandum of Understanding (MOU); the responsibilities and elections of federal contractors, however, may vary, as stated in Article II.D.1.c. of the MOU. There is no charge to employers to use E-Verify.

The Department of Homeland Security's E-Verify system can be found at:

http://www.dhs.gov/files/programs/gc_1185221678150.shtm

If the Contractor does not have an E-Verify MOU in effect, the Contractor must **enroll in the E-Verify** system **prior to hiring any new employee** after the effective date of this Contract.

F. Holidays

For official holidays observed by Miami-Dade County, the Contractor shall not provide such services unless approved in writing by the SFWIB. Holidays shall be billed at the regular billing rates. No additional allowances will be given for Holidays worked.

G. Overtime

Overtime may be billed by the Contractor only if the overtime hours were previously approved in writing by the SFWIB and after the assigned employee has worked 40 hours in a week.

H. Level 2 Background Screening Requirement (Upon Award)

The SFWIB requires and the Contractor agrees to comply with all applicable federal, state and/or local laws, regulations or ordinances regarding background screening of employees, volunteers and subcontracted personnel. The Contractor's failure to comply with any applicable federal, state and/or local laws, regulations, ordinances or Miami-Dade County resolutions (collectively referred to as "Laws" for purposes of this Section) regarding background screening of employees, volunteers and subcontracted personnel is grounds for a material breach and termination of the Contract at the sole discretion of the SFWIB.

Laws include, but are not limited to the National Child Protection Act (NCPA) of 1993, as amended, and as implemented by Sections 943.0542, 984.01(2), Chapters 39, 402, 409, 394, 407, 393, 397, 984, 985 and 435, Florida Statutes, as may be amended from time to time. The Contractor agrees to perform background screening through the Florida Department of Law Enforcement (FDLE), Volunteer & Employee Criminal History System (VECHS) program.

The SFWIB requires and Contractor agrees that the Contractor's current and prospective employees, volunteers and subcontracted personnel must satisfactorily complete and pass a **Level 2** background screening before working, volunteering or doing any work for the Contractor related to the Contract. The Contractor shall furnish the SFWIB with proof that the employees, volunteers and subcontracted personnel who will be working for the Contractor on this Contract satisfactorily passed a Level 2 background screening, pursuant to Chapter 435, Florida Statutes, as may be amended from time to time. The Level 2 background screening shall be conducted upon the award of the Contract. The Level 2 background screening records shall be retained in accordance with the Contract and applicable law.

Unless otherwise agreed to in writing and signed by the SFWIB and Contractor, Contractor agrees to conduct Level 2 background screenings upon the award and renewal of all contracts.

The **Level 2** background screening shall include, but is not limited to, fingerprinting for statewide criminal history records checks through the Florida Department of Law Enforcement (FDLE) and nationwide criminal history records checks through the Federal Bureau of Investigation (FBI), and may include local criminal records checks through local law enforcement agencies.

- The Contractor shall not hire persons who have been arrested for and are awaiting final disposition of, have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to, or have been adjudicated delinquent and the record has not been sealed or expunged for, any offense prohibited under any of the following provisions of state law or similar law of another jurisdiction for any offense prohibited under any of the provisions of Section 435.04, Florida Statutes.
- The Contractor shall not hire persons who may have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to any offense in Chapter 414, Florida Statute, relating to public assistance fraud or Chapter 443, Florida Statutes, relating to unemployment compensation fraud, or any offense that constitutes domestic violence as defined in Section 741.28 Florida Statute, whether such act was committed in this state or in another jurisdiction.

The Contractor shall make the decision to hire or retain persons with criminal history information unrelated to theft, fraud, or financial crime, on a case-by-case basis, where the background screening for the current and prospective employee, volunteer, and subcontracted personnel, is not expressly prohibited by Section 435.04, Florida Statutes or other applicable law.

Any current employee, volunteer, or subcontracted personnel with criminal history information described above and as outlined in Section 435.04, Florida Statutes, shall immediately cease working in any SFWIB-funded program. The Contractor, employees, volunteers and subcontracted personnel must comply with Sections 943.0585(4) and 943.059(4), Florida Statutes or other applicable law. The Contractor's failure to immediately terminate an employee, volunteer or subcontracted personnel for failure to comply with Sections 943.0585(4) and 943.059(4), Florida Statutes, or other applicable law and report said termination to the SFWIB is grounds for a material breach and termination of the Contract, at the sole discretion of the SFWIB.

It is the responsibility of the Contractor to ensure that each current employee, volunteer, or subcontracted personnel **attests**, subject to penalty of perjury, to meeting the requirements for qualifying for employment pursuant to Chapter 435, Florida Statutes, and agreeing to inform the employer immediately if arrested for any of the disqualifying offenses while employed by the employer.

It is the responsibility of the Contractor to provide an **Affirmation/Acknowledgement Form** to the SFWIB not later than thirty (30) days upon award of contract, which confirms the background screening was completed for all current employees, volunteers and subcontracted personnel. The Form must include the names of all person(s) screened, date of screening, and the employment decision made by the Contractor. The Contractor shall ensure during the hiring process all prospective employees, volunteers and subcontracted personnel submit to a **Level 2** background screening as specified above.

I. Insurance Requirements

1. The Contractor shall provide the SFWIB, prior to the execution of this Agreement, Certificates of Insurance or written verification (binders) required under this section or as determined by the SFWIB. Such insurance policies shall be in the amounts indicated in section 2 below.
2. Commercial General Liability Insurance - \$1,000,000 aggregate; this insurance shall be secured on a comprehensive basis to include contingent liability in an amount that ensures that the Contractor is protected against any suits. The SFWIB shall be the certificate holder and also be named as an additional party insured with respect to this coverage.
3. Worker's Compensation Insurance shall be secured for all persons employed by the Contractor in an amount that is consistent with Chapter 440 of Florida Statutes.
4. Workers' Reemployment Assistance Insurance shall be secured for each person employed by the Contractor. This insurance shall be secured in an amount that is consistent with Federal and State laws.
5. All insurance certificates and policies secured by the Contractor shall be issued by companies authorized to perform such functions under the laws of the State of Florida.
6. All insurance certificates must list the SFWIB as "Certificate Holder" in the following manner:

South Florida Workforce Investment Board
7300 Corporate Center Drive, Suite 500
Miami, Florida 33126-1234

7. The Contractor shall be responsible for assuring that the insurance certificates required in conjunction with this Agreement remain in force for the duration of the effective term of this Agreement. If insurance certificates are scheduled to expire during the effective term, the

Contractor shall be responsible for submitting new or renewed insurance certificates to the SFWIB prior to expiration. In the event that expired certificates are not replaced with new or renewed certificates which cover the effective term, the SFWIB may suspend the Agreement until such time as the new or renewed certificates are received by the SFWIB in the manner prescribed herein; provided, however, that this suspended period does not exceed ten (10) calendar days. Thereafter, the SFWIB may, in its sole discretion, terminate this Agreement.

Part VIII
ATTACHMENTS

A. PROPOSAL PACKAGE CHECKLIST

1. Proposal form complete?	YES	NO
2. Vendor Questionnaire attached?	YES	NO
3. Code of Business Ethics?	YES	NO
4. Contractor Disclosure and Certification?	YES	NO
5. Original W-9 Request for Taxpayer Identification Number & Certification?	YES	NO
6. Assurances and Certifications	YES	NO
a. Certification Regarding Debarment, Suspension, and Other Matters		
b. Certification Regarding Lobbying		
c. Certification Regarding Drug-Free Workplace Requirements		
d. Non-Discrimination and Equal Opportunity Assurances		
e. Certification Regarding Public Entity Crimes		
f. Sarbanes-Oxley Act of 2002		
g. Association of Community Organization for Reform Now (ACORN) Funding Restrictions Assurance		
h. Discriminatory Vendor List		

Name of Business/Company

Mailing Address

City/ State/ Zip

Signature of Authorized Representative

Print or Type Name, Title

Telephone / Fax

B. PROPOSAL FORM

Having carefully read and understood all sections of this RFP, I/we agree to provide all labor and materials as per specifications described in this RFP. I/we understand that the SFWIB reserves the right to modify or make no award if deemed by the SFWIB to be in the best interest of the SFWIB.

Please provide the information below:

Company's Name	
Federal ID No.	
Mailing Address	
Telephone /Fax	
e-mail address	
Contact Person's name and Title	

Do not include sales tax. Complete all areas on this form.

Complete and Submit the Pay Rate Tables, Exhibit's A & B
Do not include sales tax

AUTHORIZED AGENT'S SIGNATURE: _____ **DATE** _____

C. VENDOR QUESTIONNAIRE FORM

Complete all areas on this form

1. Has your company been in business since July 2006 providing the same type of service under the same business name? **YES** **NO**

2. In the past twelve months has your company provided similar service within the State of Florida? **YES** **NO**

3. Complete all the areas below **if response to Item #2 is Yes.** (Please contact the references below prior to submitting your proposal to ensure they will openly discuss your contract with the SFWIB's staff). Your score will be reduced if any of the references listed below decline the SFWIB's request for information.

	Company Name	Name of Contact Person, telephone number <u>and e-mail</u>
1		
2		
3		

Business/Company Name

Name and Title of Authorized Agent/Representative

Signature

Date

E. CONTRACTOR DISCLOSURE AND CERTIFICATION

For purposes of the contract between the **South Florida Workforce Investment Board (SFWIB)** and _____ (Contractor), the following disclosure is made:

The principals* and owners** of the contracting entity:

_____ have no relative who is a member of the SFWIB;

_____ have a relative who is a member of the SFWIB, whose name is _____

There is / is not (circle one) a principal or owner who is a member of the SFWIB. If applicable, the principal's or owner's name is _____.

There is / is not (circle one) a principal or owner who is an employee of the SFWIB. If applicable, the principal's or owner's name is _____.

* "Principal" means an owner or high level management employee with decision-making authority.

** "Owner" means a person having any ownership interest in the contractor.

I hereby certify that the information above is true and correct.

Date filed

Signature of Authorized Representative

Printed Name of Authorized Representative

Title

F. ASSURANCES AND CERTIFICATIONS

The South Florida Workforce Investment Board (SFWIB) will not award funds where the Respondent has failed to accept the **ASSURANCES AND CERTIFICATIONS** contained in this section. In performing its responsibilities under this agreement, the Respondent hereby certifies and assures that it will fully comply with the following:

- (a) **Certification Regarding Debarment, Suspension and Other Responsibility Matters (29 CFR Part 98)**
- (b) **Certification Regarding Lobbying (29 CFR Part 93)**
- (c) **Certification Regarding Drug-Free Workplace Requirements (29 CFR Part 94)**
- (d) **Non-discrimination and Equal Opportunity Assurances (29 CFR Part 37)**
- (e) **Certification Regarding Public Entity Crimes, Section 287.133 Florida Statutes**
- (f) **Sarbanes-Oxley Act of 2002**
- (g) **Association of Community Organizations for Reform Now (ACORN) Funding Restrictions Assurance (Pub. L. 111-117)**
- (h) **Discriminatory Vendor List (Section 287.134 Florida Statutes)**

By signing the agreement, the Respondent is providing the above assurances and certifications as detailed below:

(a) **CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTION.**

As required by the regulation implementing Executive Orders No. 12549 and 12689, Debarment and Suspension, 29 CFR 98, the Respondent certifies to the best of Respondent's knowledge and belief, to the following:

1. The Respondent is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department, agency or subcontractor;
2. The Respondent has not, within a three-year period preceding this application/proposal/contract, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or Agreement under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. The Respondent is not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (a)2. of this certification; and
4. The Respondent has not, within three-year period preceding this application/proposal/contract, had one or more public transactions (federal, state, or local) terminated for cause or default.

The Respondent shall comply with the language of the certification with regards to Respondent's Subcontractors. Respondent shall ensure and require the same certification from its subcontractor(s), which shall be forwarded to the SFWIB along with the request to subcontract as required by this solicitation/Contract.

Where the Respondent is unable to certify to any of the statements in this certification, such Respondent shall submit an explanation to the SFWIB attached to this form.

(b) CERTIFICATION REGARDING LOBBYING.

The Respondent certifies, to the best of the Respondent's knowledge and belief, that:

1. No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of a Respondent, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The Respondent shall require that the language of this certification be included in the award documents for "all" sub-awards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all* subrecipients shall certify and disclose the same accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by the Byrd Anti-Lobbying Amendment Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

(c) CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS.

The Respondent assures and guarantees that Respondent shall comply with the Federal Drug Free Workplace Act of 1988, its implementing regulations codified at 29 CFR 94, subpart F, and the Drug-Free Workplace Rules established by the Florida Worker's Compensation Commission.

(d) NON-DISCRIMINATION AND EQUAL OPPORTUNITY ASSURANCES

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Innovation and Opportunity Act (WIOA), and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), the Respondent assures that Respondent will comply fully with the non-discrimination and equal opportunity provisions of the following laws:

1. Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex gender identity, gender expression or sex stereotyping (except as otherwise permitted under title IV of the Education Amendments of 1972), national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either 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;
2. Title VI of the Civil Rights Act of 1964 (42 U.S.C 2000d et seq.), as amended, which prohibits discrimination against qualified individuals on the basis of race, color and national origin;
3. Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), as amended, which prohibits discrimination against qualified individuals with disabilities;
4. Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.), as amended, which prohibits discrimination on the basis of sex in educational programs;
5. The Age Discrimination Act of 1975 (42 U.S.C. 6101), as amended, which prohibits discrimination on the basis of age;
6. Section 654 of the Omnibus Budget Reconciliation Act of 1981 (42 U.S.C. 9849), as amended, which prohibits discrimination on the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs;

7. Titles I, II and III (42 U.S.C. 12101 et seq.) of the Americans with Disabilities Act of 1990, as amended, which prohibit discrimination on the basis of disability, respectively, by: (a) private employers, state and local governments, employment agencies and labor unions that employ 15 or more employees; (b) state and local government entities (“public entities”) and requires public entities to provide persons with disabilities an equal opportunity to benefit from their programs, services and activities; and (3) places of public accommodations and mandates that places of public accommodations and commercial facilities be designed, constructed, and altered in compliance with specific accessibility standards;
8. Executive Order (EO) No. 11246, “Equal Employment Opportunity” as amended by EO No. 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and as supplemented by regulations at 41CFR Part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor”; and in Department of Labor regulation 29 CFR Parts 33 and 37 as well as 45 CFR Part 80; and Part 92, if applicable;
9. Chapter 11A of the Code of Miami-Dade County which, among other things, prohibits discrimination in employment and places of public accommodations on the basis of race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, marital status, familial status, actual or perceived status as a victim of domestic violence, dating violence and stalking, gender identity, gender expression or sexual orientation.

The Respondent also assures that Respondent will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to Respondent’s operation of the WIOA Title I and TANF – financially assisted program or activity and to all agreements the Respondent makes to carry out the WIOA Title I and TANF – financially assisted program or activity. The Respondent understands the United States has the right to seek judicial enforcement of this assurance.

(e) CERTIFICATION REGARDING PUBLIC ENTITY CRIMES, SECTION 287.133 Florida Statutes

Respondent hereby certifies that neither Respondent, nor any person or affiliate of Respondent, has been convicted of a Public Entity Crime as defined in Section 287.133 Florida Statutes, nor placed on the convicted vendor list.

Respondent understands and agrees that Respondent is required to inform the SFWIB immediately upon any change in circumstances regarding this status.

(f) SARBANES-OXLEY ACT OF 2002

It is the policy of the SFWIB to comply with the requirements of the Sarbanes-Oxley Act of 2002, Sections 1102 and 1107, set forth by the Act, the United States Code Title 18, Sections 1512 and 1513, as amended, and the requirements of the Workforce Board. By signing below, the Respondent assures that the Respondent will comply with the Sarbanes-Oxley Act provisions as set forth below:

Provisions of the Act – Title X1 – Corporate Fraud Accountability

Section 1102 – Tampering with a record or otherwise impeding an official proceeding – “Whoever corruptly: 1) alters, destroys, mutilates, or conceals a record, document or other object, or attempts to do so, with the intent to impair the object’s integrity or availability for use in an official proceeding 2) otherwise obstructs, influences, or impedes any official proceeding, or attempts to do so, shall be fined under this title or imprisoned not more than 20 years, or both”.

Section 1107 – Retaliation against Informants – “Whoever knowingly, with the intent to retaliate, takes any action harmful to any person, including interference with the lawful employment or livelihood of any person, for providing to a law enforcement officer any truthful information relating to the commission or possible commission of any Federal offense, shall be fined under this title or imprisoned not more than 10 years, or both”.

(g) ASSOCIATION OF COMMUNITY ORGANIZATIONS FOR REFORM NOW (ACORN) FUNDING RESTRICTIONS ASSURANCE (Pub. L. 111-117)

As a condition of an award, Respondent assures that Respondent will comply fully with the federal funding restrictions pertaining to ACORN and its subsidiaries per the Consolidated Appropriations Act, 2010, Division E, Section 511 (Pub. L. 111-117). The Continuing Appropriation Act, 2011, Section 101 and 103 (Pub. L. 111-242), provides that appropriations made under Pub. L. 111-117 are available under the conditions provided by Pub. L. 111-117.

(h) DISCRIMINATORY VENDOR LIST

The Respondent shall disclose to the SFWIB if Respondent appears on the discriminatory vendor list. An entity or affiliate placed on the discriminatory vendor list pursuant to Section 287.134, Florida Statutes, may not:

1. Submit a proposal on a contract to provide any goods or services to a public entity;
2. Submit a proposal on a contract with a public entity for the construction or repair of a public building or public work;
3. Submit proposals on leases of real property to a public entity; or
4. Be awarded or perform as a contractor, supplier, sub-contractor, or consultant under a contract with any public entity; or transact business with any public entity.

BY SIGNING BELOW, THE RESPONDENT CERTIFIES AND ASSURES THAT RESPONDENT WILL FULLY COMPLY WITH THE APPLICABLE ASSURANCE OUTLINED IN PARTS A THROUGH H, ABOVE.

Respondent Name

***Name and Title of Authorized Representative**

Signature of Authorized Representative

Date

***The signatory should be fully and duly authorized to execute agreements on behalf of Respondent named above.**

G. AFFIRMATION/ACKNOWLEDGEMENT FORM

_____ affirms and acknowledges that a Level 2 Background screening

(Name of Contractor)

was conducted for the following employees with the employment decision indicated below:

Name of Employee	Hire Date	Screening Date	Terminated (Yes/No)	Termination Date

_____ *Name and Title of Authorized Representative

_____ Signature of Authorized Representative

_____ Signature of Authorized Representative

_____ Date

* The signatory should be fully and duly authorized to execute agreements on behalf of the Contractor named above.

**H. JOB DESCRIPTIONS
GROUP - A**

Job Description (1) Account Clerk

Duties and Responsibilities

- Performs bookkeeping and clerical work pertaining to the maintenance of accounting or fiscal records.
- Performs bookkeeping operations in coding invoices.
- Receives and reviewing reimbursement package.
- Verifies reimbursement packages to assure required documentation was submitted.
- Contacts service providers to obtain receipts, signatures, and related paperwork.
- Corrects any discrepancies & reviewing for completeness.
- Assists with other duties such as reviewing and approving close-outs.
- Performs other work related duties as required.

Required Training and Experience

- Associate's degree in Accounting from an accredited college or university.
- Experience may substitute for education on a year for year basis.
- Experience with creating spreadsheets.
- Experience with Fund Accounting and budgets.
- Must pass background screening.

Job Description (2) Accountant 1

Duties and Responsibilities

- Performs bookkeeping and clerical work pertaining to the maintenance of accounting or fiscal records.
- Reconciles and analyzes the monthly payroll, including, but not limited to retrieving employees' timesheets and allocating payroll costs accordingly.
- Reviews agency budgets, researches and identifies reasons for any differences between actual expenditure and budgets.
- Analyzes expenditure rates and patterns.
- Compiles and analyzes the monthly Financial Reports.
- Prepares and completes the monthly cost allocations.
- Performs pre-auditing of fiscal documents for completeness, accuracy, and compliance with SFWIB defined policies and procedures, as well as governmental regulations.
- Maintains accounting records such as monthly account reconciliations and analysis of all balance sheet accounts.
- Assists with annual financial audits and State fiscal monitoring.
- Receives and reviews service provider reimbursement packages.
- Verifies the receipt, accuracy, and completeness of documentation submitted by the service provider.
- Contacts service provider to obtain signatures, forms, and related paperwork not submitted in the reimbursement package.
- Corrects any discrepancies noted during the review process.
- Reviews budgets and budget modifications received from the service provider.
- Maintains accounting records relating to the service providers' actual expenditures, and entering budgets in the accounting system.
- Reviews and approves close-outs.
- Trains and assists subordinate Account Clerks as necessary.
- Assists supervisors with more complex accounting activities.

Required Training and Experience

- Bachelor's degree in Accounting from an accredited college or university and one (1) year of professional accounting experience; or a Bachelor's degree to include 21 semester credits in Accounting; or completion of 21 semester credits in Accounting and four (4) years of accounting or bookkeeping experience.
- Experience with creating spreadsheets.
- Experience with Fund Accounting and budgets.
- Must pass background screening.

Job Description (3) Business Consultant

Duties and Responsibilities

- Coordinates business training services.
- Acts as intermediary between businesses and Service Provider to establish and maintain cooperative relationship.
- Maintains a well-defined marketing plan of action to market the services of the SFWIB effectively and to assess the needs of the business to assist in its growth.
- Attends, exhibits, and presents at conferences, trade associations, and events.
- Coordinates special recruitments for businesses.
- Coordinates opportunities for program customers through established relationships with businesses in Miami-Dade and Monroe Counties.
- Promotes initiatives enacted by the SFWIB Economic Development and Industry Sector Committee.
- Provides follow-up services to businesses to assess satisfaction with services received.
- Promotes high-skill, high-wage employment opportunities which meet the self-sufficiency standard for the region.
- Performs related duties as assigned.

Required Training and Experience

- Bachelor's degree in business, public relations, marketing, economics, or related field from an accredited university or college is required.
- Two years of experience in business i.e. marketing, public relations, or economic development.
- Proficient with Microsoft office applications.
- Excellent verbal and written communication skills.
- Bilingual (English/Spanish or English/Creole) is preferred.
- Must pass background check.

Job Description (4) Career Advisor

Duties and Responsibilities

- Conducts orientations to individuals participating in one of the workforce programs; providing information about the services, requirements, or procedures associated with the program they qualify for or are seeking assistance.
- Interviews individuals to compile information on educational, social, criminal history.
- Makes referrals to available community and program resources such as housing, food, clothing, school programs and vocational opportunities.
- Assists individuals in conducting a job search, with resume writing, interviewing techniques, and related skills.
- Coordinates and monitor services, including comprehensive tracking of customer activities in relation to their personalized career plan.
- Coordinates services and ensure customers receive appropriate services.
- Ensures accuracy and completeness of customer file management.
- Performs necessary case record documentation, paperwork and record keeping.
- Coordinates with Job Placement Specialist as appropriate for the development of customer employment opportunities and job placement.
- Enters all relevant data (case management notes, job placement, follow-up etc.) into computer tracking system. Perform the day-to-day inputting of data into the One Stop System Tracking (OSST), Employ Florida Marketplace (EFM) system.
- Conducts follow-up with customers and employers and maintain case records relative to employment retention.
- Performs related duties as assigned, which may require assisting with “Rapid Response” activities for mass layoffs and company closings or assisting in other programs such as the Disability program.

Required Training and Experience

- Bachelor’s degree in Psychology, Social Science, Education or related field from an accredited college or university is required.
- One year of customer service experience.
- Bilingual (English/Creole or English/Spanish) is preferred.
- Excellent verbal and written communication skills.
- Proficient with Microsoft Office applications.
- Must pass background check.

Job Description (5) Center Director

Duties and Responsibilities

- Ensures attainment of operational and contractual requirements for the Career Center and perform on-going monitoring on the achievement of performance goals.
- Assigns and maintains work schedule for staff and ensure that staff availability is sufficient to meet the needs of customers of specified program(s).
- Performs monitoring to determine accuracy of paperwork, eligibility documentation and the provision of timely and appropriate services.
- Monitors customer case files for eligibility documentation where appropriate, and accuracy of paperwork and provision of timely and appropriate services.
- Coordinates provision of services with partner agencies.
- Oversees the collection and analysis of customer satisfaction data.
- Oversees center activities, such as job fairs for customers and employers.
- Ensures accuracy of customer financial information, preparation of purchase orders, certification of vouchers and review of invoices.
- Ensures that appropriate referrals to training opportunities such as Individual Training Accounts (ITAs) or On the Job Training (OJT) are being done as required.
- Develops and implement Quality Assurance/Improvement strategies.
- Ensures the Career Center's compliance with all applicable federal, state, and local policies, procedures and regulations.
- Supervises, hires and trains new staff.
- Attends community meetings and ensures staff has current information on services.
- Represents the agency at meetings and conferences.
- Performs related duties as assigned.

Required Training and Experience

- Bachelor's degree in Business or Public Administration, or Human Resources, or related field.
- Master's degree is preferred.
- Four years of management and supervisory experience to include experience in workforce development, economic development, or human resources.
- Proficient with Microsoft Office applications.
- Excellent verbal and written communication skills.
- Bilingual (English/Creole or English/Spanish) is preferred.

Job Description (6) Community Services Specialist

Duties and Responsibilities

- Performs services to obtain work experience sites for program participants.
- Conducts site visits to non-profit organizations, community and faith based organizations, and county, state and federal government agencies (referred to as providers) to develop work experience sites that are designed to provide participants with non-paid, job training experience.
- Discusses the Community Service Work Experience Program Agreement with the providers and explains the benefits of having a signed Agreement.
- Completes and signs required copies of the Agreement and ensures the corresponding job description is signed and attached. Original copies are distributed to the Provider, the SFWIB Contracts & the Administration sections.
- Conducts monthly follow up visits with the Providers to collect time sheets and to discuss the participants' involvement and performance on the work-site.
- Conducts research in the Suntax and FLORIDA computer systems to verify employment.
- Enters information and case notes in the One Stop Service Tracking system (OSST) computer system.
- Performs other work related duties as required in a “seamless” service delivery system.

Required Training and Experience

- Associate's degree from an accredited college or university is required.
- One year customer service experience.
- Must have excellent interpersonal, strong organizational and team leading skills.
- Valid Driver's License.
- Must pass background screening.

Job Description (7) Customer Service Representative

Duties and Responsibilities

- Greets and assists job seekers in the resource room, information desk, orientation, and in other assigned activities and make referrals to the appropriate place or person within the center when required.
- Provides customer assistance in the areas of work registration, resume preparation, job search, internet browsing and e-mail applications.
- Monitors Resource Area and ensures that customer has access to appropriate information and equipment to complete orientation and work registration Employ Florida Marketplace (EFM) and Initial Assessment Application (IAA), as well as conduct career and occupational exploration.
- Directs and provides information to customers regarding services and procedures and make referrals to the appropriate place or person within the center once customer has completed orientation and work registrations, when required.
- Maintains all customer records that receive orientation, work register in EFM and IAA, as well as other Resource Area transactions and prepare routine and ad hoc activity reports for management, as required.
- Provides general and program orientations.
- Provides back-up and assistance to other Career Center staff, as appropriate to individual position objectives and requirements to include, but not limited to processing Customer Satisfaction Surveys.
- Operates a variety of office equipment including personal computer, copy machine, and fax machine.
- Troubleshoots problems related to internet browsing and/or equipment use.
- Performs related duties as assigned.

Required Training and Experience

- Bachelor's degree in Business or Public Administration or related field from an accredited college or university is required.
- One year of customer service and/or sales experience.
- Proficient with Microsoft Office applications.
- Excellent verbal and written communication skills.
- Bilingual (English/Spanish or English/Creole) preferred.
- Must pass background check.

Job Description (8) Employer Specialist

Duties and Responsibilities

- Identifies businesses and industries to develop job placement opportunities for jobseekers and convert these opportunities into job orders for jobseekers.
- Identifies and develops employment opportunities for program customers.
- Coordinates community service and work experience worksites.
- Coordinates with employers' on-site recruitments and pre-screenings.
- Develops and manages On the Job Training (OJT) agreements with businesses in the Region.
- Works with employers to develop OJT and customized training in demand driven occupations.
- Provides leads to Business Consultants for those companies who may be interested in information on tax credits and financial incentives for available training services such as Employed Worker Training Program (EWTP) and OJT.
- Coordinates with staffing agencies and other organizations that provide placement services to ensure adequate employment opportunities exist for job seekers and program customers.
- Tracks career center placements and implements initiatives to increase placement outcomes.
- Organizes and collaborates on recruitments with Career Advisor and other program staff.
- Works with program Career Advisors to place program customers.
- Participates in business and trade organizations that promote workforce and economic development.
- Attends training opportunities that will enhance job related skills and program specific training.
- Performs related duties as assigned.

Required Training and Experience

- Bachelor's degree in business, public relations, marketing, human resources, or related field from an accredited college or university is required.
- Two years of experience in workforce development or business i.e. marketing, public relations, or economic development.
- Proficient with Microsoft office applications.
- Excellent verbal and written communication skills.
- Bilingual (English/Spanish or English/Creole) is preferred.
- Must pass background check.

Job Description (9)
Military Family Employment Advocate

Duties and Responsibilities

- Responsible for assisting military spouses and families in becoming gainfully employed.
- Provides and facilitates workforce services to active-duty military spouses and families, including registration, interviewing, assessment, counseling, job referrals, job development referrals, job search and placement assistance, resume assistance, labor market information, employability skills workshops and job clubs.
- Conducts special targeted workshops designed specifically to meet the needs of military spouses and families.
- Promotes the entry of military spouses into education, training and certification/licensure programs, and other critical needs occupations (i.e. healthcare, teaching occupations, etc.).
- Through coordination with the Department of Defense (DOD) Family Support/Service Centers and Transition Assistance programs (TAP), identifies military spouses and families for workforce services; directs military spouses and families into Florida's workforce system and available workforce services; Contact DOD Spouse Employment Contacts to promote the employment and training of military spouses; attend and participate in Spouses Newcomers Briefings and other special events for military spouses for the purpose of outreach and recruitment for workforce services.
- Contacts employers, chambers of commerce, economic development units and Regional Workforce Boards to promote the Military Family Employment Advocacy Program and develop employment, training, licensure/certification/credentialing opportunities for military spouses and families; facilitates Employer Job Fairs for military spouses and families; serves as a member of the Employer Services Team; works closely with the Career Center's Public Relations and Outreach Specialist to design and implement an Outreach plan for spouses.
- Serves as the Regional Workforce Board and Career Center's liaison with the local military base, National Guard /Reserve units on behalf of military spouses and family employment issues.
- Serves as the RWB's designated advocate for the employment of military spouses and families.
- Trains Career Center Managers and staff on the unique employment needs of military spouses and families.

Required Training and Experience

- Bachelor's degree in Business or Public Administration or related field from an accredited college or university is required.
- Proficient with Microsoft Office applications.
- Bilingual communication skills (English/Spanish or English/Creole) are preferred.
- Must have excellent interpersonal, strong organizational and team leading skills.
- Must pass background screening.

Job Description (10) Outreach Specialist

Duties and Responsibilities

- Conducts home visits to program customers in order to re-engage participation.
- Works with Career Advisors to place program participants in appropriate activities.
- Collaborates with staff to report results of re-engagement of customers.
- Facilitates services to customers to remove barriers that affect the customers' ability to participate in program services.
- Organizes and collaborate with staff to develop worksites for customers assigned to community service, work experience, or OJT to fill job openings.
- Visits worksites to supervise customers' activities and collect attendance logs.
- Travels within an assigned area to provide employment services to customers.
- Conducts follow-up service visits and documents outcome of outreach in case file and in the required Management Information System (MIS).
- Performs related duties as assigned.

Required Training and Experience

- Bachelor's degree in education, psychology, or related field.
- One year of workforce programs experience, which includes customer service experience.
- Excellent verbal and written communication skills.
- Bilingual (English/Spanish or English/Creole) is preferred.
- Must pass background screening.

Job Description (11) Placement Specialist

Duties and Responsibilities

- Develops community/work experience sites for the Temporary Assistance for Needy Families (TANF/RET) program to include expanding employer bases to provide Refugee clients with new opportunities including the promotion of On- the- Job Trainings.
- Develops unsubsidized employment, community/work experience sites and on-the-job training agreements for the TANF/RET case load.
- Expands employer base to provide TANF/Refugee clients with new opportunities, marketing employer incentives.

Required Training and Experience

- Bachelor's degree in Business, Public Relations, Marketing, Human Resources, or related field from an accredited college or university is required.
- Two years of experience in the business sector, sales, or marketing.
- Computer knowledge required (proficient in Microsoft Office applications).
- Excellent verbal and written communication skills.
- Must have excellent interpersonal, strong organizational and team leading skills.
- Bilingual (English/Spanish or English/Creole) preferred.
- Must pass background check.

Job Description (12) Program Specialist I

Duties and Responsibilities

- Provides assistance to the Career Center staff with routine typing and clerical work.
- Assists Career Center staff with follow-up activities and obtain Initial Assessment Application (IAA) updates.
- Meets the public and give non-technical information.
- Sorts and files correspondence, reports, or other materials numerically or alphabetically.
- Computes data and perform data-entry.
- Uses fax, typewriter, copy machine and other office equipment, as needed.

Required Training and Experience

- High school diploma or GED is required.
- One year experience in the analysis and evaluation of workforce development programs.
- Computer knowledge required (proficient Microsoft Office applications).
- Communication Skills (speak, read, and write in English) required.
- 1 year experience in Customer Service required.
- Bilingual (English/Spanish or English/Creole) is preferred.
- Must pass background check.

Job Description (13) Program Specialist II

Duties and Responsibilities

- Responsible for determining eligibility for assistance in an employment or training program.
- Meets with the public and provides technical information.
- Conducts interviews and obtains information necessary to establish eligibility under existing eligibility criteria; applies local, state & federal policies and procedures to determine eligibility.
- Verifies information received.
- Maintains case file and management of data entry for program systems.
- Completes records indicating type of services authorized.
- Performs other duties as assigned.

Required Training and Experience

- Associate's degree from an accredited college or university is required.
- Two (2) years of Workforce Programs experience required.
- Proficient with Microsoft office applications.
- Excellent verbal and written communication skills.
- 1 year Experience in Customer Service is required.
- Bilingual (English/Spanish or English/Creole) preferred.
- Required to have Workforce Programs Eligibility Certification.
- Must pass background check.

Job Description (14) RET Intake Worker

Duties and Responsibilities

- Interviews and performs intake assessment on prospective participants.
- Receives and reviews forms, documents, and identification required for determination of eligibility for services.
- Conducts orientation information and referrals.
- Maintains application flow log of potential participants.
- Completes various forms and documents essential to the intake process and for eligibility determination.
- Conducts initial interview.
- Processes support services forms and inputs information into SAMS.
- Inputs data into the ORACLE system, as required.
- Completes Assessment and input into SAMS, as required.
- Performs other duties as assigned.

Required Training and Experience

- High school diploma or GED is required.
- Two (2) years of experience working with economically disadvantaged clients, community based organizations or other social service agencies, preferably with refugee population Education may substitute for the required experience on a year for year basis.
- Experience working with a refugee-funded program is preferred.
- Valid Driver's License.
- Bilingual (English/Creole or English/Spanish) is preferred.
- Must pass background check.

Job Description (15)
Trade Adjustment Assistance (TAA) Coordinator

Duties and Responsibilities

- Assists dislocated workers in becoming gainfully employed.
- Interviews and assesses customer's needs and provides service or referrals as appropriate.
- Uses standardized counseling techniques to assist special groups and or individuals eligible under the Trade Adjustment Assistance Act or as a dislocated worker in deciding on vocational goals, availability of training and employment goals, and makes referrals to appropriate Career Center's for training.
- Refers customers to job openings, and other employment related services.
- Determines potential and eligibility for and/or participation in special programs.
- Assists in the development of career-laddering programs, job descriptions, and related advancement opportunities.
- Conducts eligibility screenings of participants.
- Provides referrals to community based organizations specializing in providing needed assistance.
- Utilizes network of established employment and/or training opportunities with local business leaders and community organizations.
- Assists with conducting transition sessions with employers and workers affected by layoffs or business closures.
- Assists in the development and delivery of training programs to staff working in the Career Centers/Refugee Centers.
- Assesses and refers customers to services and programs.

Required Training and Experience

- Bachelor's degree in Business or Public Administration or related field from an accredited college or university is required.
- One year experience in job placement assistance and referral.
- One year experience in eligibility determination.
- Proficient with Microsoft Office applications.
- Bilingual communication skills (English/Spanish or English/Creole) are preferred.
- Must have excellent interpersonal, strong organizational and team leading skills.
- Must pass background screening.

Job Description (16)
Workforce Program Supervisor

Duties and Responsibilities

- Responsible for the day-to-day oversight of one of an adult employment & training program under the welfare transition act, workforce investment act, supplemental nutrition assistance program or other workforce program.
- Evaluates programs' effectiveness and ensures that operational and contract requirements are met.
- Monitors customer case files for eligibility documentation where appropriate, and accuracy of paperwork and provision of timely and appropriate services and identifies need for technical assistance.
- Assists Career Center Director in setting goals for individual employees and evaluation of employee performance.
- Monitors and analyzes performance on an ongoing basis, and reports progress made towards performance goals to management and implements Quality Assurance/ Improvement strategies.
- Assists Career Center Director in assigning and maintaining work schedules for staff and ensures that staff availability is sufficient to meet the needs of the customers of specified program(s).
- Supervises, hires, and trains new staff.
- Ensures proper coordination of specified programs for training opportunities such as, On-the-Job Training (OJT) and Customized Training.
- Performs related duties as assigned.

Required Training and Experience

- Bachelor's degree in business, public administration, or human resources, or related field.
- Two years of supervisory experience to include experience in workforce development, economic development, or human resources.
- Proficient with Microsoft Office applications.
- Excellent verbal and written communication skills.
- Bilingual (Spanish and/or Creole) preferred.
- Must pass background check.

Job Description (17) Workshop Facilitator

Duties and Responsibilities

- Responsible for providing workshop and coordinating training activities.
- Conducts Orientation Workshop for groups on employability skills, Job Readiness Workshops, or similar in-house training.
- Coordinates trainings and workshops with various agencies.
- Completes work registration.
- Tracks client participation and follows up.

Required Training and Experience

- Bachelor's degree in Psychology, Social Science, Education or related field from an accredited college or university is required.
- Proficient in Microsoft Office applications.
- One (1) year of instructional experience, in curriculum design, designing lesson plans, or related experience.
- Excellent verbal and written communication skills.
- Bilingual (English/Spanish or English/Creole) is preferred.
- Must pass background check.

Job Description (18) Youth Program Specialist

Duties and Responsibilities

- This position will carry out duties and functions in direct support of organizational responsibilities.
- Provides and assists the participant in progressing through the program services, and activities, including: recruiting and interviewing participants to determine program eligibility, meeting with participants to explain the program, intake, assessment, pre-employment skills, development and completion of Individual Service Strategy, counseling, data entry, worksite development and monitoring of worksites, assigning youth at worksites, time and attendance record keeping, payroll and etc.
- Carries out all tasks necessary to enable the participant to complete paperwork for the eligibility determination process, and work readiness skills training.
- Assists the participant in securing the appropriate internship occupation of interest. Assists the participant as needed to ensure motivation and continuation in program, and provides counseling and other assistance to maximize the chances for the participant to complete all internship hours.
- Develops worksites, conducts worksite visits, meets with employers to introduce program requirements, and provides clarification on issues and concerns about the program. Plans, schedules and conducts monitoring visits of worksites on a systemized basis to assure worksite compliance. Interfaces with employers to provide technical support, guidance and training as required.
- Enters participant data in the state's management reporting system.
- Manages and maintains participant case files.
- Provides reports on a weekly/monthly or on an as needed basis.
- Performs other related tasks as assigned.

Required Training and Experience

- Bachelor's degree in Business/Public Administration or related field.
- One (1) year of experience in determining eligibility for social service program assistance, or eligibility for employment & training program, or similar experience determining eligibility of youth or adults, or similar public contact experience is required.
- Proficient with Microsoft office applications.
- Excellent verbal and written communication skills are required.
- Bilingual (English/Spanish or English/Creole) is preferred.
- Must have excellent interpersonal, strong organizational and team leading skills.
- Must pass background check.

PAY RATE TABLE

	Job Title	Hourly Pay Rate	Rate without Benefits		Rate with Benefits	
			Mark-up Rate	Billing Rate	Mark-up Rate	Billing Rate
1	Account Clerk	\$13.11				
2	Accountant 1	\$19.25				
3	Business Consultant	*\$15.82 – \$26.52				
4	Career Advisor	\$16.83				
5	Career Center Director	*\$26.52 – \$44.52				
6	Community Service Specialist	\$16.83				
7	Customer Service Representative	\$10.00				
8	Employer Specialist	*\$15.10 – \$25.34				
9	Job Placement Specialist	*\$12.80 – \$22.21				
10	Military Family Employment Advocate	\$21.32				
11	Outreach Specialist	*\$11.96 – \$20.44				
12	Program Specialist I	\$13.11				
13	Program Specialist II	\$15.65				
14	RET Intake Worker	\$11.06				
15	TAA Coordinator	\$21.32				
16	Workforce Program Supervisor	*\$17.68 – \$33.69				
17	Workshop Trainer	\$16.83				
18	Youth Program Specialist	\$16.00				

*rate of pay commensurate with experience

**JOB DESCRIPTIONS
GROUP - B**

Job Description (1) Computer Technician

Duties and Responsibilities

- Installs computer hardware including: personal computers, terminals, servers, faxes, printers, telephone circuits, controllers, and other components and programs for staff at the South Florida Workforce Investment Board (SFWIB) Headquarters, the CareerSource South Florida (CSSF) Career Centers, and at the CSSF Access Points.
Installs local-area-networks including configuring hard drives and servers, network interface cards, cabling, hubs, routers, and associated software.
- Isolates the nature of system failures or personal computer (PC) problems and utilizes diagnostic utilities in order to troubleshoot problems; checks the connectivity of devices; performs procedures necessary for backing-up systems; performs system upgrades.
- Tests new software applications for compatibility, ease of installation, and viability, and make recommendations; provides assistance for terminal to host connectivity using a mainframe utility.
- Provides end-user support and service with regard to hardware and software problems through a formal help-desk or on-site repair; is part of the Help Desk personnel. Frequent travel to different CSSF sites within Miami-Dade and Monroe counties as required.
- Performs other work related duties as required.

Required Training and Experience

- Completion of 60 semester credits to include 15 semester credits in a computer related field and one (1) year of experience in the installation, maintenance and repair of personal computers and related equipment are required;
- Or completion of a vocational or trade school program in the installation, maintenance and repair of personal computers and related equipment and two (2) years of experience in the installation, maintenance and repair of personal computers and related equipment are required;
- Or high school diploma or GED and three (3) years of experience in the installation, maintenance and repair of personal computers and related equipment are required.
- Must pass background screening.

Job Description (2) Network Manager

Duties and Responsibilities

- Maintains and administers computer networks.
- Performs data backups and disaster recovery operations.
- Diagnose, troubleshoot and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Implements network security measures to protect data, software, and hardware.
- Configures, monitors, and maintains email applications or virus protection software.
- Operates consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Designs, configures, and tests computer hardware, networking software and operating system software.
- Monitors network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Confers with network users about how to solve existing system problems.
- Installs software.
- This position may require a varying work schedule to include evenings, weekends and holidays.

Required Training and Experience

- Bachelor's degree in Accounting from an accredited college or university and one (1).
- Preferred Certifications (two (2) or more):
 - Microsoft Windows NT
 - Microsoft Windows 2000
 - Microsoft Windows Server 2003
 - MCP 2.0 or MCPI 2.0
- Must pass background screening.

Job Description (3) Systems Analyst Programmer

Duties and Responsibilities

- Writes, updates and maintains computer programs or software packages to handle specific jobs.
- Writes, analyzes, reviews and rewrites programs using workflow chart and diagram, and applies knowledge of computer capabilities, subject matter, and symbolic logic.
- Consults with managerial and technical personnel to clarify program intent, identifies problems and suggest changes.
- Performs systems analysis and programming tasks to maintain and control the use of computer system software.
- Compiles and writes documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program.
- Prepares detailed workflow charts and diagrams that describe input, output and logical operation, and converts them into a series of instructions coded in a computer language.
- Consults with and assists system analysts to define and resolve problems in running computer programs.
- Corrects errors by making appropriate changes and rechecking the program to ensure that the desired results are produced.
- Conducts trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.
- Performs or directs revisions, repairs, or expansions of existing programs to increase operating efficiency or adapt to new requirements.
- Performs related duties as assigned.

Required Training and Experience

- Bachelor's Degree;
- Or minimum of four (4) years of programming and systems analysis;
- Or completion of 60 semester credits to include 15 semester credits in a computer information technology certification program (Novel, UNIX, Microsoft or Oracle) and two (2) years of programming and systems analysis.
- Business Application Development Experience
 - Website Experience for business processing
 - Financial Experience
- Must pass background check.

Tools and Technology

- Web Development Platform – ASP.net, NET Framework 3.5
- Data base management system software – Microsoft SQL Server 2005+

PAY RATE TABLE

	Job Title	Hourly Pay Rate	Rate without Benefits		Rate with Benefits	
			Mark-up Rate	Billing Rate	Mark-up Rate	Billing Rate
1	Computer Technician	*\$17.31 – \$19.71				
2	Network Manager	*\$25.24 - \$27.64				
3	Systems Analyst/Programmer	*\$25.24 - \$27.64				

*rate of pay commensurate with experience

I. Additional Job Descriptions

The SFWIB may add or delete job descriptions at the option of the SFWIB. The SFWIB and Contractor shall agree that any additions or deletions will be agreed to through an amendment to the original Agreement, which shall be executed by the SFWIB and Contractor.