



**Request for Quote  
Work Readiness Services  
at  
Region 23 Career Centers**

Released by  
The South Florida Workforce Investment Board (SFWIB)

**Release Date:  
October 16, 2015**

Deadline for Receipt of Responses  
**November 10, 2015, by 10:00 a.m. ET**

Submit Responses to:  
South Florida Workforce Investment Board, Reception Desk  
7300 Corporate Center Drive, Suite 500  
Miami, Florida 33126

The South Florida Workforce Investment Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

# TABLE OF CONTENTS

	PAGE
<b>PART I RFQ CALENDAR AND PROCESS.....</b>	<b>3</b>
A. SOLICITATION TIMETABLE	
B. METHOD OF SOLICITATION	
C. Eligible Respondents	
D. CONE OF SILENCE	
E. OFFERORS' CONFERENCE	
F. REQUEST FOR CLARIFICATION	
<b>PART II GENERAL SPECIFICATIONS.....</b>	<b>5</b>
A. INTRODUCTION	
B. SERVICES SOLICITED UNDER THIS RFQ	
C. CONTRACT TERMS	
D. CONFIDENTIALITY	
E. CANCELLATION CLAUSE	
F. OMISSION FROM THE RFQ	
G. INDEMNIFICATION	
H. NON-DISCRIMINATION AND EQUAL OPPORTUNITY	
I. OPERATING REQUIREMENTS	
<b>PART III SPECIFICATIONS: WORK READINESS SERVICES.....</b>	<b>10</b>
A. OVERVIEW OF SERVICES	
B. CAREER CENTER POPULATION	
C. SERVICE LOCATIONS	
D. AVAILABLE FUNDING	
E. PERIOD OF PERFORMANCE	
F. PAYMENT STRUCTURE	
G. PERFORMANCE EXPECTATIONS/DELIVERABLES	
<b>PART IV PROPOSAL PACKAGE SUBMISSION REQUIREMENTS .....</b>	<b>13</b>
A. SUBMISSION GUIDELINES	
B. PROPOSAL FORMAT, CONTENT AND ORGANIZATION	
<b>PART V SELECTION PROCESS.....</b>	<b>16</b>
A. EVALUATION PROCESS	
B. CONTRACT AWARD	
C. APPEAL PROCESS	
<b>ATTACHMENTS</b>	
A. Cover Sheet	
B. Operational Documents	

**Part I**  
**RFQ Calendar and Process**

**A. Solicitation Timetable**

<b>RFQ Events</b>	<b>COMPLETION DATE</b>		
	<b>Day</b>	<b>Date</b>	<b>Time</b>
<b>RFQ Issued</b>	<b>Friday</b>	<b>October 16<sup>th</sup>, 2015</b>	<b>5:00 p.m.</b>
<b>Deadline for Request for Clarification Inquiries</b>	<b>Tuesday</b>	<b>October 20<sup>th</sup>, 2015</b>	<b>1:00 p.m.</b>
<b>Offerors' Conference</b>	<b>Thursday</b>	<b>October 22<sup>nd</sup>, 2015</b>	<b>3:00 p.m.</b>
<b>Deadline for Receipt of Proposals</b>	<b>Tuesday</b>	<b>November 10<sup>th</sup>, 2015</b>	<b>10:00 a.m.</b>
<b>Public Review Forum</b>	<b>Tuesday</b>	<b>November 24<sup>th</sup>, 2015</b>	<b>2:00 p.m.</b>
<b>Funding Recommendations Approved</b>	<b>Thursday</b>	<b>December 17, 2015</b>	
<b>Execution of Contract</b>	<b>Thursday</b>	<b>December 24, 2015</b>	
<b>Contract Start Date</b>	<b>Friday</b>	<b>January 1, 2016</b>	

The SFWIB reserves the right to change this schedule, in its sole discretion, when it is in the best interest of the SFWIB.

**B. Method of Solicitation**

A Request for Quote (RFQ) is being used as the method of solicitation to seek to assure the greatest degree of open competition and to obtain the best technical proposals and services at the best possible price. Public notices of this RFQ have been published in local newspapers and notices of this solicitation have been sent to agencies on the SFWIB's Bidders List. This RFQ has been published on the SFWIB's website.

The method of solicitation being used is intended to require a minimal expenditure of resources by responding organizations while at the same time enabling the SFWIB to identify those organizations that can provide the highest quality and levels of service in the workforce environment. The SFWIB is not seeking elaborate proposals. Brief narratives that specify the proposed services, document qualifications and a demonstrated performance track record in providing the proposed services are requested. Responses should illustrate experience with the

targeted populations and an in-depth knowledge of the fiscal, administrative and programmatic requirements of the multiple funding streams utilized by the SFWIB.

**C. Eligible Respondents**

Private non-profit, for-profit and public entities licensed to operate in the State of Florida are eligible to apply. Current Workforce Services, Youth Services and Refugee Program Operators are not eligible respondents.

**D. Cone of Silence**

All parties to this solicitation are limited by the “Cone of Silence” surrounding solicitations and prohibitions against ex parte communication. 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 procurement process. Respondents directly contacting board members, staff, or selection committee members regarding this solicitation, risk immediate elimination of their proposal.

**E. Offerors’ Conference**

Potential respondents are encouraged to attend the Offerors’ Conference that is scheduled for 3:00 p.m. on Thursday, October 22, 2015. This conference will be held at the SFWIB’s Headquarters, 7300 Corporate Center Drive (NW 19<sup>th</sup> Street), Suite 703, Miami, FL 33126. Attendance is not mandatory.

This conference is the only communication opportunity given to respondents regarding this solicitation. This will provide the only forum available to respondents for submitting questions. Except for information provided at the Offerors’ Conference, the SFWIB’s staff is prohibited from communicating with respondents.

**F. Request for Clarification**

All questions regarding the clarification of any requirement, standard or question in this RFQ, because of any alleged ambiguity, conflict, discrepancy or omission or other alleged error must be received by the SFWIB not later than 1:00 p.m. ET on Tuesday, October 20, 2015. Written requests should be emailed to Frances Gonzalez at [frances.gonzalez@careersourcesfl.com](mailto:frances.gonzalez@careersourcesfl.com).

1. The SFWIB reserves the right to accept or reject any or all request(s) for clarification, in whole or in part, and may require requests to be supplemented through additional written submissions.
2. 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](http://www.careersourcesfl.com)

**INTENTIONALLY BLANK**

## **Part II General Specifications**

### **A. Introduction**

The South Florida Workforce Investment Board (SFWIB) is soliciting competitive quotes from qualified organizations specializing in the provision of the highest quality of work readiness services to universal populations. Successful respondents will have demonstrated an overall understanding of the workforce system within Region 23. Responses should illustrate experience with the populations served and an in depth knowledge of the fiscal, administrative and programmatic requirements of the multiple funding streams utilized by the SFWIB.

The SFWIB is one of twenty-four (24) regional workforce boards in Florida and comprises the geographical area of Miami-Dade and Monroe Counties, known as Region 23. The SFWIB is composed of representatives of local private business, educational institutions, economic development agencies, labor organizations, community-based organizations, state agencies, and other individuals deemed appropriate who are responsible for shaping the regional workforce development system in accordance with federal and state law.

### **B. Services Solicited Under this - RFQ**

This solicitation is intended to stimulate creativity in providing quality and cost effective Work Readiness Services within the Region's Career Centers at the lowest cost per participant. Work Readiness Services may include but are not limited to:

- Provision of Traditional Work Readiness/Employability Skills Training;
- Specialized Services for professionals;
- Instruction on proper dress and grooming standards to prepare job seekers for success in the workplace; and
- Job retention/career advancement training for Career Center jobseekers who are employed but not yet achieving self-sufficiency.

Career Center jobseekers may receive services that are funded through several funding streams, including Workforce Innovation and Opportunity Act (WIOA) funding for adults and dislocated workers, Temporary Assistance for Needy Families (TANF), Wagner Peyser Re-employment Services, Unemployment Compensation Services, Food Stamp Employment and Training (FSET), Trade Adjustment Assistance (TAA).

### **C. Contract Terms**

Specific contract terms, conditions and method of payment, if applicable, are a component of the contract negotiation process and the successful respondent(s) shall negotiate the final contract in good faith. Cash advances shall not be provided by the SFWIB. Therefore, successful respondents must have sufficient financial resources to operate the proposed program.

**D. Confidentiality**

The successful respondent, in the course of the respondent’s duties under the contract, may handle or have access to confidential customer information, and, to the extent required by any applicable federal or state law, or as requested by a regulatory authority, or as requested by the SFWIB, the respondent shall keep confidential any and all such information.

**E. Cancellation Clause**

It should be understood that the submission of a response does not commit the SFWIB to award a contract, to pay any costs incurred in the preparation of the response, or to procure or contract for services or supplies. The SFWIB reserves the right to accept or reject any or all responses received as a result of this RFQ or to cancel and revoke this RFQ in whole or in part, at any time. The SFWIB also reserves the right to end negotiations if acceptable progress, as determined in the sole discretion of the SFWIB, is not being made within a reasonable timeframe. All contract awards are subject to the availability of funds.

**F. Omission from the RFQ**

The apparent silence of this RFQ and any addendum regarding any details or the omission from the RFQ of a detailed description concerning any point shall be regarded as meaning that only the highest professional standards are to be maintained and that only professionalism of the highest quality is expected and shall be utilized by respondents at all times.

**G. 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, agents, servants, 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 this contract by the respondent or the respondent’s officers, employees, agents, servants, partners, principals, subcontractors or any other individual performing work on the respondent’s behalf under this contract, including, but not limited to, Florida Department of Economic Opportunity (DEO) staff. The respondent shall pay all claims and losses of any kind 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 damage 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 which exceeds the sum of \$300,000 from any and all personal injury or property damage claims, liabilities, losses or causes 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 this 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 this contract and shall terminate upon the expiration of the applicable statute of limitation(s).

#### **H. Non-Discrimination and Equal Opportunity**

As a condition of the award of financial assistance from the Department of Labor under Title I of the Workforce Innovation and Opportunity Act, and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, the respondent assures that it will comply fully with the nondiscrimination 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, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawful 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, as amended, 42 U.S.C 2000d et seq., which prohibits discrimination against qualified individuals from participating or receiving benefits in any Federal Assisted Programs on the basis of race, color, or national origin;
3. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination against qualified individuals with disabilities;
4. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age;
5. 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 educational programs;

6. Section 654 of the Omnibus Budget Reconciliation Act of 1981, as amended, 42 U.S.C. 9849, which prohibits discrimination on the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs;
7. Titles I, II and III of the Americans with Disabilities Act of 1990, 42 USC 12111 et seq., as amended, which prohibit discrimination on the basis of disability by covered employers in all employment practices, public entities and public accommodations and requires public entities to provide persons with disabilities an equal opportunity to benefit from all of their programs, services and activities 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, and as supplemented in Department of Labor regulation 29 CFR Parts 33 and 37 as well as 41 CFR, Part 60 and 45 CFR Part 80; if applicable;
9. Equal Employment Opportunity in Apprenticeship and Training (29 CFR Part 30); and
10. Chapter 11A of the Code of Miami-Dade County which prohibits discrimination in employment on the basis of race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, marital status, familial status, status as a victim of domestic violence, dating violence and stalking, gender identity, gender expression or sexual orientation.

**The respondent also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the 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.**

## **I. Operating Requirements**

Organizations may have a site visit conducted by SFWIB staff to determine whether the required fiscal and administrative systems are in place and are adequate to meet SFWIB requirements. On-site reviews of programmatic, administrative, and fiscal capabilities will include, but may not be limited to, the following:

Operational Status: The respondent must be a governmental entity or an incorporated organization that has been operating for at least two years.

Funding Reserve: The respondent must be able to document, to the satisfaction of the SFWIB, that the respondent is currently receiving, and expects to continue receiving for the next fiscal year, at least 20% of respondent's requested budget from non-federal and non-state (Florida) sources, to insure adequate capability to assume liability in instances where an audit identifies disallowed costs. The only exception to this requirement may be made in the case of governmental entities.

Fiscal Review: The respondent must be able to meet the SFWIB's fiscal capability requirements through a review, which may be on-site, of fiscal systems, including documentation of fiscal accountability with previously operated programs, through the submission of copies of the respondent's most recent independent audit and management letters, if applicable, and evidence that the respondent:

- has an established system of internal controls,
- maintains a set of books,
- closes the books at the end of each month
- has a monthly trial balance prepared,
- has a bank account with pre-numbered checks that require two signatures,
- has a written Employee Procedures Manual,
- has a written Accounting Procedures Manual,
- has accurate procurement procedures,
- maintains personnel files,
- maintains time and attendance records,
- has general liability, bonding, and workmen's compensation insurance in a form and in amounts deemed sufficient by the SFWIB.

If a respondent approved for funding does not have an audit for review, the respondent will be given up to ninety (90) days to provide the required audit, and contract execution will be deferred until such time as the required audit is submitted and accepted by the SFWIB.

Programmatic and Administrative Review: The respondent must be able to meet the SFWIB's programmatic and administrative capability requirements through a review, which may be on-site, and inspection of staff resumes, facilities and equipment (if applicable), insurance, other documentation, and review of documentation of the organization's past performance with respect to accomplishing training and employment goals.

**INTENTIONALLY BLANK**

### **Part III**

#### **Specifications: Work Readiness Services**

The Region 23 workforce network is the publicly-funded resource for jobseekers and businesses in Miami-Dade and Monroe Counties. Employment and training services are provided through a network of Career Centers strategically located and designed to address all segments of the workforce. Currently, the Career Center network consists of fourteen (14) locations.

The Career Center concept is designed to serve both employers and jobseekers. Employers may be small, medium or large companies. Jobseekers may be individuals with barriers to initial job entry, those who cycle in and out of the workforce, and those seeking positions with higher pay. Jobseekers can expect to receive a variety of services such as: job training; placement; retention support; educational services (for basic literacy and computational skills, or English language proficiency, or both); and support services.

#### **A. Overview of Services**

This solicitation is intended to stimulate creativity in providing quality and cost effective Work Readiness Services within the Region's Career Centers. The services to be provided shall be in accordance with P.L. 105-220, the Workforce Innovation and Opportunity Act (WIOA), the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, and Chapter 414, F.S., Family Self Sufficiency and all other applicable federal, state and local laws and regulations.

Successful respondents will effectively and efficiently provide quality work readiness services for the diverse jobseekers that access the Region's Career Centers. Work Readiness services include, but are not limited to:

#### Traditional Work Readiness/Employability Skills Training

Traditional Work Readiness/Employability Skills training provides the Career Centers' jobseekers with the skills required to get hired in a job and the skills required in meeting employer expectations to help the customer keep the job once they are hired. Work Readiness/Employability Skills include, but are not limited to, the following skill areas:

- Pre-Employment Skills, which include the following five (5) skill areas:
  1. Making Career Decisions
  2. Using Labor Market Information for Job Search
  3. Preparing a Resume
  4. Completing Job Applications (to include on-line applications)
  5. Handling Job Interviews (in person and video)
  
- Work Maturity Skills which include the following six (6) skills to help jobseekers retain the job once they are hired:

1. Attendance
2. Punctuality
3. Positive Attitude/Behavior
4. Appearance
5. Interpersonal Relations
6. Task Completion

### Specialized Services for professionals

1. Defining career goals and values
2. Taking inventories of skills
3. Creative job searching tips and techniques that produce results
4. The power of networking
5. Developing an effective personal “infomercial”
6. The hidden job market and how to penetrate it
7. Winning cover letters and resume
8. Successful interviewing skills
9. Salary negotiating strategies
10. Instruction on proper dress and grooming standards to prepare job seekers for success in the workplace
11. Job retention/career advancement training for Career Center jobseekers who are employed but not yet achieving self-sufficiency

### **B. Career Center Population**

Work Readiness services may be provided to a diverse population, that include, but are not limited to, the following;

- The universal jobseeker;
- Adults transitioning from foster care;
- Individuals who meet the requirements for the Workforce Innovation and Opportunity (WIOA) registration and are included in the priority of service categories;
- Individuals seeking specialized services such as professionals, veterans, food stamp recipients, TANF diversion applicants, individuals impacted by off shore outsourcing who may be eligible for services under the Trade Adjustment Act (TAA), ex-offenders, individuals with disabilities, homeless and refugees;
- WIOA Adult and Dislocated Workers;
- Individuals receiving Temporary Assistance to Needy Families (TANF) cash assistance that have been referred by the Department of Children and Families (DCF);
- Former TANF recipients who are eligible for transitional benefits;
- Non-custodial parents of the children of Career Advancement Program jobseekers;
- TANF eligible individuals seeking services in alignment with one of the four purposes of TANF;
- Unemployment Compensation Claimants; and

- Veterans.

### **C. Service Locations**

The SFWIB is looking at the work readiness services to be provided across the entire Career Center system. Respondents may propose to limit services to specific geographic area and populations; however, they will need to provide justification in their proposal narrative.

### **D. Available Funding**

Respondents to this solicitation need to be aware that the SFWIB is looking for the services to be provided at the lowest possible cost per participant. Funds for a Work Readiness Services contract is estimated to be between \$100,000 to \$250,000 for each year depending on the number of jobseekers proposed to be served and the number of successful respondents, as determined by the SFWIB. Please note, this estimate is subject to the availability of funds.

### **E. Period of Performance**

Services provided under this solicitation are anticipated to commence on January 1, 2016 and shall terminate at the close of business on June 30, 2016. The SFWIB reserves the right to negotiate for continued services with the same respondent(s) for up to one (1) additional performance period of twelve (12) months, subject to satisfactory performance and availability of funding to the SFWIB. Such renegotiation may occur at the sole discretion and option of the SFWIB.

### **F. Payment Structure**

The SFWIB is seeking to pay respondent per participant that completes the work readiness program.

### **G. Performance Expectations/Deliverables**

This procurement solicitation does not mandate particular performance expectations or deliverables. Rather respondents will be given the opportunity to propose the deliverables or performance. Respondents will need to provide specific deliverables that will be used as the basis for the proposed performance measures.

The SFWIB may consider the proposed performance expectations or deliverables in the negotiations of contracts. The SFWIB also reserves the right to change and/or amend the performance standards at any given time to ensure clients are receiving the very best in services.

**INTENTIONALLY BLANK**

**Part IV**  
**Proposal Package Submission Requirements**

**A. Submission Guidelines**

Respondents are required to submit to the SFWIB two (2) unbound originals and eight (8) unbound copies of proposal packages not later than 10:00 a.m. on Tuesday, November 10, 2015. Proposal packages shall be delivered to the address set forth on the cover of this Request for Quote (RFQ). The SFWIB shall not accept any changes, modifications or additions to any proposal package submitted after the aforesaid submission deadline has passed.

Any proposal package that does not arrive at the aforesaid address by the aforesaid time and date will not be accepted by the SFWIB. Any proposal package received after the aforesaid time and date shall neither be considered nor evaluated by the SFWIB and will be returned unread to the respondent. No proposal packages will be accepted via electronic mail or facsimile.

For your convenience in preparing your proposal package, this RFQ and attachments are available on our website, [www.careersourcesfl.com](http://www.careersourcesfl.com)

**B. Proposal Format, Content and Organization**

All proposal packages shall be assembled in the following format:

1. Cover sheet (Attachment B).

Complete the proposal cover sheet.

2. Table of contents.
3. Proposal narrative – Twenty (20) pages limit. The narrative must be written in the order below, with each item clearly labeled. Each item must be answered independently; do not respond to any question by referencing information presented elsewhere in the proposal. A response of “will comply” or “see above” or similar statements shall be considered unresponsive. Failure to respond to any section of this RFQ may result in the proposal being deemed non-conforming.

A. Organizational Experiences/Capabilities

- 1) Describe your organization’s experience with providing the proposed services.
- 2) Describe relevant qualifications of key administrative and direct service staff.
- 3) Describe your staffing plan for the program. Provide a complete list of names and resumes for key program staff from your organization who will be involved in the program. If additional staff will be hired, include a job description for the proposed staff.
- 4) Provide a functional table of organization including where the proposed program(s) fits into your service delivery.

B. Service Strategies/Scope of Services: All respondents shall respond to the numbered items below for the Work Readiness Services solicitation.

- 1) Discuss the proposed services your organization will be providing, and discuss any innovative, creative or non-traditional aspects of the proposed program(s) design.
- 2) Describe your ability to immediately implement the program at the start of the contract.
- 3) Discuss your experience and strategies in developing and implementing the proposed work readiness services.
- 4) Describe any partnerships/cooperative arrangements that have been established for the proposed services. Identify any organization you expect to cooperate with to provide the proposed services, and the organization's qualifications. Describe the assets and resources each cooperating party brings to the provision of services. Include letters of support or commitment to cooperate.
- 5) Describe how proposed service delivery strategies align with planned program outcomes and performance measures.
- 6) Provide a service delivery timetable for your proposed plan, including planning activities, etc., and including milestones for success, as appropriate.
- 7) Discuss the proposed service location(s).
- 8) Describe your experience in tracking customer outcomes and overall program performance. Describe the system that you use.
- 9) Discuss your internal monitoring process to ensure that services are delivered. Describe your schedule for monitoring, the process for implementing corrective action and the method to disseminate findings and other relevant information to appropriate staff.
- 10) Describe any in-kind services and contributions to the program(s). This may include, but is not limited to:
  - a. Provision of clothing and grooming assistance and other assistance to prepare job seekers for success in the workplace
  - b. Job retention/career advancement services for Career Center jobseekers who are employed but not yet achieving self-sufficiency
- 11) If proposing Work Readiness/Employability Skills Training describe proposed curriculum.

### C. Deliverables/Budget and Fees

Describe specific deliverables that will be used as the basis for the negotiation of payment structure. Include a budget from which the deliverables are derived. If you are able to provide your services for a fixed fee, state the fee and services.

### 6. References

Respondents must provide, at a minimum, at least two (2) references for the same or similar services provided during the past two (2) years, which demonstrates the respondents' track record for the proposed services. Respondents are encouraged to

provide as many relevant references as possible. This information should include funding source, name of organization, contact person, title of contact person, contact number(s), a description of the service and program provided, and its performance requirements, and a report on the respondent's performance under the contract(s), including absolute numbers and percentages performance standard. Proposals that do not include at least one relevant reference may be eliminated from this competitive procurement process. Proposals that include references that the SFWIB is unable to contact or the provided information cannot be verified by the SFWIB may be eliminated from this competitive procurement process.

7. Operational Documents

Attachment B identifies required operational documents. One original labeled operational documents must be included with the proposal package.

**INTENTIONALLY BLANK**

## **Part VI Selection Process**

### **A. Evaluation Process**

The SFWIB will conduct a review of all proposals received by the deadline. RFQ proposals will be evaluated first to determine if all information required by the RFQ is complete. Incomplete proposals or those not satisfactorily addressing each requirement may be disqualified. A respondent may include additional information and such information may or may not be considered by the SFWIB during the evaluation process.

The evaluation process is designed to assess the respondent's ability to meet the SFWIB's requirements and to identify those respondents most likely to satisfy those requirements. The evaluation process will be conducted in a thorough and impartial manner at a publicly noticed selection committee meeting held in accordance with the Florida Public Meetings Law. This session is scheduled for 2:00 p.m. on Tuesday, November 24, 2015 at SFWIB Headquarters. Respondents are advised to periodically check the SFWIB's website calendar ([www.careersourcesfl.com](http://www.careersourcesfl.com)) for the scheduled date, time, and location of this session in the event that a change occurs. Respondents are encouraged, but are not required to attend this meeting.

Price is an important factor in selecting a respondent. However other factors in the competitive selection process will be considered and may take precedence over price. These factors may include, but are not limited to: quality of service offered; operating characteristics; technical innovations; administrative capability; previous experience in providing the same or similar services; and the ability to achieve the deliverables. The SFWIB may elect not to award a contract to any respondent under this solicitation. References may be checked and background checks may be performed to verify information submitted in the proposals.

Alternate means of accomplishing the requirements specified herein, with reasonable assurance of satisfactory results, will be considered and may be accepted, at the sole discretion of the SFWIB without further addendum to the solicitation.

The SFWIB may enter into negotiations with the respondent(s) to achieve the best services for the SFWIB. The SFWIB reserves the right to accept one or more portions of competing respondents' proposals and use such portions to form an overall program in the best interests of the SFWIB. Further, the SFWIB shall have the right to use any or all ideas or adaptations of the ideas presented in any proposal received pursuant to this RFQ; selection or rejection of a proposal will not affect this right. The SFWIB reserves the right to reject, in the SFWIB's sole discretion, any and all proposals or portions thereof at any time without prior notice. The SFWIB reserves the right to withdraw, in the SFWIB's sole discretion, this RFQ or any portion of this RFQ at any time without prior notice.

The following criteria will be used to evaluate the proposals. **(Check the Criteria and Points System)**

Criteria	Points
Organizational Experience/Capabilities and staffing Qualifications	20 points
Proposed Service Strategies/Scope of Services	45 points
Proposed Fees (cost effectiveness)	35 points

**B. Contract Award**

A contract or contracts may be negotiated with one or more respondents based upon the proposals received by the SFWIB. The SFWIB reserves the right to request additional data, oral discussions or presentations to support proposals.

Final award of a contract or contracts will be contingent upon:

- Successful negotiation of a contract between the SFWIB and the respondent;
- Acceptance by the respondent and the SFWIB of the contract terms and conditions;
- Satisfactory verification of respondent’s past performance and systems (e.g. financial); and
- Availability of funds to the SFWIB.

**C. Appeal Process**

Respondents will be advised of the SFWIB’s appeal process at the time of the November 24, 2015, public meeting.

**INTENTIONALLY BLANK**

## SPECIFICATIONS

Develop and conduct Work Readiness Workshops commencing on January 1, 2016 through June 30, 2016

### **Workshop Requirement**

- Ability to deliver Work Readiness Workshops from January 2016 through June 30, 2016.
- Capability to provide Work Readiness Workshops for a minimum ten (10) participants per workshop.
- The Work Readiness Workshop schedule shall provide each participant with a total of thirty (30) hours of training.
- Workshops will consist of a minimum of five (5) days of training and six (6) hours per day.
- Ability to provide participants with make-up sessions in order to complete thirty (30) hours when needed.
- Ability to conduct Work Readiness Workshops in various, assigned locations within Miami-Dade County (South, North, and Central), no more than three (3), as identified by the SFWIB.
- If selected for more than one location, vendor must have the capability to conduct workshops simultaneously in the locations assigned.
- Provide weekly Sign-in Sheets for participants.
- Provide a Certificate of Completion affirming each participant completed the required number of workshop hours.