



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

REQUEST FOR PROPOSALS (RFP)

FOR

MYSTERY SHOPPER SERVICES

Release Date: October 17, 2012

All proposals shall be submitted by 2:00 p.m. Eastern Time, November 16, 2012, at South Florida Workforce Investment Board, 7300 Corporate Center Drive, Suite 500, Reception Desk, Miami, Florida 33126

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

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I. Invitation

A. South Florida Workforce Investment Board (SFWIB) Background

The South Florida Workforce Investment Board (SFWIB) of Region 23 (Miami-Dade and Monroe Counties) is the largest of the State of Florida's 24 regional workforce boards. Through its 14 Career Centers located across the region, 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 composed of volunteers who represent local private sector businesses, educational institutions, economic development agencies, organized 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.

The following is a list of the Board's strategic goals:

- Premier Florida Provider of Employment and Career Training;
- Strong, Timely Reporting Standards for End User Customers and Providers of Services;
- Improved Digital Literacy;
- Celebrated, Benchmark Leader in Best Practices;
- Dedicated Commitment to Youth Participation in the 21st Century Economy;
- Effective Demand Driven Management Control Tools; and
- State Leader in Collaborative Partnerships.

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

B. Workforce Investment Act Background

The Workforce Investment Act (WIA) of 1998 (Public Law 105-220) is one of the primary sources of funding for workforce development activities in Region 23. The goals of the WIA are to improve the quality of the workforce, enhance the region's competitiveness and reduce welfare dependency.

It is the Respondent's duty to be familiar with the WIA and the federal regulations applicable to WIA. Both WIA and the regulations can be accessed on the Department of Labor's site (www.doleta.gov).

C. RFP Purpose

SFWIB is issuing this RFP to solicit entities capable of successfully assessing the quality and efficacy of the employment and training services delivered through its Career Center network. The assessment will culminate in a final report detailing areas of deficiency and suggesting corrective action procedures. The report shall also include information pertinent to customer service, physical condition of each Career Center and uniformity of service delivery across Career Centers.

The ultimate goal of mystery shopping is to improve Career Center performance and to standardize service delivery techniques.

II. RFP Calendar and Process

A. Solicitation Timetable

RFP Events	COMPLETION DATE		
	Day	Date	Time
RFP Issued	Wednesday	October 17, 2012	
Deadline for Request for Clarification Inquiries	Thursday	October 25, 2012	5:00 p.m.
Offeror's Conference	Monday	October 29, 2012	2:00 p.m.
Deadline for Receipt of Proposals	Friday	November 16, 2012	2:00 p.m.
Public Review Forum	Tuesday	December 4, 2012	10:00 a.m.
Funding Recommendations Approved at Board Meeting	Thursday	December 20, 2012	9:30 a.m.
Execution of Contract		January 2013	
Mystery Shopper Services Start Date		January 2013	

SFWIB reserves the right to change this schedule, in its sole discretion, when it is in the best interests of SFWIB, and thus it is the responsibility of the Respondent to routinely check the website for all amendments to the schedule (www.southfloridaworkforce.com).

B. Method of Solicitation

A Request for Proposals (RFP) is a solicitation method that ensures open competition in order to maximize the likelihood of receiving exemplary proposals.

Public notices of the RFP will be published in the region's major newspapers and notice will also be sent via e-mail to agencies on the SFWIB Bidders List. Upon its release, the RFP and all accompanying attachments will be posted on the SFWIB website (www.southfloridaworkforce.com).

C. Cone of Silence

The Cone of Silence is designed to protect the integrity of the procurement process by shielding it from undue influences prior to the recommendation of contract award. Upon the RFP's release, the "Cone of Silence" is in effect, prohibiting communication regarding the RFP between: a potential service provider and SFWIB staff; a potential service provider and SFWIB members; and a potential service provider and members of the selection committee.

Communications regarding the RFP between a potential service provider and the procurement agent responsible for administering the procurement process is exempted from the Cone of Silence provided that the communication is limited strictly to matters of process or procedure. Respondents contacting Board members, staff, or selection committee members risk immediate disqualification from the competitive procurement process.

D. Request for Clarification

Respondents shall submit via e-mail all questions regarding the clarification of any requirement or procedure to the SFWIB Policy Coordinator at pedwards@southfloridaworkforce.com no later than 5:00 p.m., Thursday, October 25, 2012.

Oral requests for clarification shall not be accepted. SFWIB reserves the right to reject any or all requests for clarification, in whole or in part. All written requests for clarification accepted by SFWIB along with corresponding responses will be posted on the SFWIB website (www.southfloridaworkforce.com) under RFP Q&A.

E. Offeror's Conference

An Offeror's 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 conference is scheduled for 2:00 p.m., Monday, October 29, 2012 at SFWIB Headquarters, 7300 Corporate Center Drive (NW 19th Street), 5th Floor, Conference Room 3, Miami, FL 33126.

Due to the Cone of Silence, the conference is the only forum available to Respondents to communicate questions and/or concerns to SFWIB staff and to receive responses to the questions and/or concerns. Except for information provided at the Offeror's Conference, SFWIB 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 website (www.southfloridaworkforce.com) under RFP Q&A.

III. Scope of Services

A. Overview

The selected Respondent will deliver mystery shopper services (e.g., pose as a jobseeker or business seeking workforce services) at each of the Career Centers seen in the table below.

Career Center	Address
Carol City	4690 NW 183 Street, Miami
City of Miami	750 NW 20 Street, 4th Floor, Miami
Downtown Miami	1550 NW 3 Avenue, Building C, Miami
Hialeah Downtown	240 E 1 Avenue, Suite 222, Hialeah
Hialeah Gardens	2851 W 68 Street, Suite 14, Hialeah
Homestead	140 NE 8 Street, Homestead
Key Largo	103400 Overseas Hwy, Suite 239, Key Largo
Key West	1111 Twelve Street, Suites 307 & 308, Key West
Little Havana	701 SW 27 Avenue, Miami
Miami Beach	833 Six Street, 2nd Floor, Miami Beach
North Miami Beach	633 NE 167 Street, Suite 200, N Miami Beach
Northside	7900 NW 27 Avenue, Suite 200, Miami
Perrine	9555 SW 175 Terrace, Miami
West Dade	8485 Bird Road, 2nd Floor, Miami

The Respondent will develop a tool to evaluate Career Center staff's knowledge and service delivery techniques relevant to the following listed services and programs. Upon the completion of mystery shopping services across all centers, the Respondent shall submit a report to the SFWIB Executive Director to present to the Board. The report will communicate Respondent's findings (e.g. service deficiencies) and recommendations for improving performance. The report shall also outline steps to standardize service delivery and customer service across the Career Center network.

B. Jobseeker Services

Career Center contractors are required to provide core, staff-assisted core, intensive and training services to jobseekers.

Core/Staff-Assisted Core services include: job search and placement assistance, including career counseling; labor market information identifying job vacancies, skills necessary for occupations in demand, and relevant employment trends in the local, regional and national economies; initial assessment of skills and needs; provision of information on available services and programs (i.e. orientation); and follow-up services to assist in job retention. Core services are available on a universal basis with no eligibility requirement.

Intensive services are provided to unemployed workers who are unable to obtain employment through the core services and to employed workers who are determined to need additional

assistance to obtain or retain employment. Intensive services include comprehensive assessments, development of individual employment plans, group and individual counseling, case management and short-term prevocational services.

Training services are provided to individuals who met the eligibility requirements for intensive services but have been unable to obtain or retain employment through such services, have the skills and qualifications to successfully participate in a selected program, select programs that are directly linked to employment opportunities in the local area, and are unable to obtain other grant assistance, including Pell grants, or need assistance above the levels provided by such other grants. Authorized training includes occupational skills training, on-the-job training, entrepreneurial training, skill upgrading, job readiness training and adult education and literacy activities in conjunction with other training.

The WIA requires that training be provided through the use of Individual Training Accounts (ITAs), through which a participant chooses among eligible providers. Specifically, the Contractor shall provide participants with the list of eligible training providers and related performance information. The participant then is to choose the program that best meets his needs, with payment arranged through the ITA.

Training may be provided through a contract for services in lieu of an ITA for: on-the-job training and customized training; where there are an insufficient number of providers to meet the competitive purposes of ITAs; and for programs offered by community-based organizations or other private agencies that serve special participant populations that face multiple barriers to employment.

C. Business Services

Business services are a critical component of the integrated workforce services delivery system, providing direct value to businesses and enhancing the ability of the workforce system to serve jobseekers. Career Center contractors are required to perform the following services:

1. Recruiting and Screening

- Advertise Job Openings
- Conduct Recruitments
- Screen Applicants
- Conduct Job Fairs

2. Information and Technical Assistance

- Advise businesses on Workforce Issues (e.g. workforce-related tax incentives and labor market statistics)
- Downsizing Services and Outplacement (e.g. Rapid Response services)

3. Employee Development Services

- Make Businesses aware of training incentives (e.g. customized, on-the-job, employed worker, paid work, quick response and incumbent)
- Broker On-the-Job Training and Employed Worker Agreements
- Retention Services

D. Welfare Transition/Career Advancement Program (CAP)

The goal of the Career Advancement Program (i.e. Welfare Transition) is to emphasize work, self-sufficiency, and personal responsibility as well as enable welfare recipients to move from welfare to work. CAP requires adults receiving cash assistance who are deemed work eligible to engage in work activities in order to develop the ability to support themselves before their time-limited assistance runs out. Work eligible CAP participants who fail to complete required work activities risk losing cash assistance.

Career Center contractors are responsible for managing the CAP caseload which includes, but is not limited to, the following:

- Work registration of Temporary Assistance for Needy Families applicants;
- Assignment to work activities;
- Daily management of CAP participants;
- Weekly system tracking of participation;
- Timely request of sanctions for non-participation;
- Follow-up to determine appropriate disposition;
- Managing requests for hardship exemptions (to mandated time limits); and
- Good cause deferrals from program participation.

E. Trade Adjustment Assistance Program (TAA)

Career Center contractors are required to serve TAA participants. TAA is designed to assist workers who have been laid off or whose jobs have been threatened as a result of foreign competition. Workers covered under a certified Trade Act petition are eligible to receive an array of services and benefits to include training, reemployment services, job search, relocation allowances, trade readjustment allowances, wage subsidy for older workers and health coverage tax credit benefits.

F. Wagner-Peyser (WP) Services

The Wagner-Peyser Act of 1933, as amended by the WIA, prescribes specific guidelines regarding the registration of jobseekers and the provision of employer services. The chief purpose of the WP program is to match employers with qualified out of work applicants.

Career Center contractors are responsible for the management of Department of Economic Opportunity (DEO) staff who provide WP employment services; DEO staff document service delivery to all jobseekers and employers and make available labor exchange services to all employers and job seekers, including, but not limited to, unemployment insurance claimants, veterans, migrant and seasonal farm workers and disabled individuals.

G. Reemployment and Eligibility Assessment Program (REA)

Career Center contractors manage the REA which requires one-on-one assessment interviews with eligible customers (Unemployment Compensation claimants). The assessment interview includes the following: sharing labor market information, developing an employability plan, and assisting with job search and training referrals. The program's goal is to shorten the duration of REA customers' Unemployment Insurance (UI) claims and consequently the length of their unemployment.

H. Supplemental Nutrition Assistance Program (SNAP)

Career Center contractors manage the SNAP program (formerly known as the Food Stamp Employment and Training Program). SNAP strives to meet the needs of participants in gaining skills, training, work and experience that will increase participants' ability to obtain self-sufficiency. The State of Florida provides SNAP services to able-bodied adults (ages 18-49) without dependents (children). Department of Children and Families (DCF) staff determines which food stamp recipients must register for work and participate in SNAP. The DCF refers all mandatory SNAP participants to SFWIB Career Center contractors for program participation.

I. Veterans

The goal of the Veterans Program is to promote and maximize the employment of the region's veterans, particularly veterans with barriers to employment, utilizing the full menu of Career Center resources.

Region 23 Career Centers are staffed with a network of professional Disabled Veterans Outreach Program (DVOP) Specialists and Local Veterans Employment Representatives (LVER) who are tasked to provide priority workforce services to veteran customers. DVOP staff focuses on providing intensive case management services to veterans with barriers to employment. LVERs conduct outreach to employers and engage in advocacy efforts with hiring executives and managers to increase employment opportunities for veterans.

J. Unemployment Compensation

DEO administers the Unemployment Compensation (UC) program which provides temporary wage replacement benefits to qualified individuals who are out of work through no fault of their own. Career Center staff is responsible for identifying UC customers, providing UC services (e.g. toll free telephone number for UC office, UC booklet, and claim filing methods) and seeking innovative approaches to providing these services.

IV. Contractual Specifications

A. Eligible Respondents

Businesses licensed to operate in the State of Florida are eligible to apply.

B. Anticipated Term of Contract and Available Funding

SFWIB anticipates executing a six-month agreement with the successful Respondent, January 1, 2013 to June 30, 2013. The sum for services will be dependent on SFWIB's available funding. It is the Respondent's duty to proffer a reasonable cost for the delivery of mystery shopping services.

C. Cancellation Clause

It should be understood that the submission of a response does not commit 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. SFWIB reserves the right to accept or reject any or all responses received as a result of this request or to cancel and revoke this RFP in whole or in part. SFWIB also reserves the right to end negotiations if acceptable progress, as determined in the sole discretion of SFWIB, is not being made within a reasonable timeframe. All contract awards are subject to the availability of funds.

D. Omission from the Specification

The apparent silence of this specification and any addendum regarding any details or the omission from the specification 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 at all times.

E. Indemnification

For Florida Governmental Entities: The Respondent shall indemnify and hold harmless 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 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 the contract by the Respondent or the Respondent's officers, employees, agents, servants, partners, principals or sub contractors. 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 SFWIB, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's 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, exceed 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 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 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 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 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.

F. Non-Discrimination and Equal Opportunity

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Investment Act of 1998, the Respondent assures that it will comply fully with the non-discrimination and equal opportunity provisions of the following laws:

1. Section 188 of the Workforce Investment Act of 1998 (WIA), 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 lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I – financially assisted program or activity;
2. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C 2000 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. The American with Disabilities Act of 1990, P.L. 101-336, which prohibits discrimination on the basis of disability and requires reasonable accommodation for persons with disabilities; and prohibits discrimination in all employment practices, including, job application procedures, hiring, firing, advancement, compensation, training and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.
8. 45 CFR 98, the Temporary Assistance for Needy Families Program (TANF), 45 CFR Parts 260-265, and other applicable federal regulations and policies promulgated hereunder; and
9. 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.

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 Respondent's operation of the WIA Title I – financially assisted program or activity and to all agreements the Respondent makes to carry out the WIA Title I – financially assisted program or activity. The Respondent understands the United States has the right to seek judicial enforcement of this assurance.

G. Operating Requirements

Operational Status: The Respondent must be an incorporated organization or a governmental entity that has been operating in the State of Florida **for at least two years**.

Administrative Review: The Respondent must be able to meet SFWIB's administrative capability requirements through a review process, which may be on-site; the review includes an inspection of staff resumes, facilities and equipment (if appropriate), insurance, documentation of the agency's past performance in meeting contractual goals and other relevant documentation.

IV. Evaluation Process and Selection Criteria

A. Submission Guidelines

Respondents are required to submit to the SFWIB proposal package components no later than 2:00 p.m., **November 16, 2012**. Proposal packages shall be delivered to the address set forth on the cover page of the RFP. SFWIB shall not accept any modifications to any submitted proposal package after the aforesaid submission deadline. Any proposal package arriving post deadline will not be accepted by the SFWIB and will be returned unread to the Respondent. No proposal package shall be accepted via electronic mail or facsimile.

B. Proposal Format, Content and Organization

All proposal components shall be separately labeled and packaged, in 12 point font, Times New Roman and assembled in the following manner:

1. Identifying Data Cover Sheet (Attachment A)

Attachment A is a form for the Respondent to specify both the name of its organization and the ten-digit alpha-numeric code chosen by it. The code must not contain the initials of the organization. Attachment A will be sealed in an envelope with no identifying information on the cover. **Only one original of Attachment A is required to be submitted.**

Attachment A will be opened at the Public Review Forum scheduled for Tuesday, December 4, 2012.

2. Organizational Experiences/Capabilities

Attachment B is the cover sheet for Respondent to utilize for the submission of its experience and capabilities. **Two unbound originals and four unbound copies** are required to be submitted.

Respondents shall address the items below:

- a. Describe Respondent's years of experience delivering the solicited services; complete **Attachment C (Reference Chart)**;
- b. Describe Respondent's staffing plan to ensure the successful delivery of the solicited services; staffing plan analysis shall include Respondent's process for training staff to perform mystery shopping services; include staff resumes.

3. Technical Proposal Narrative

Attachment D is the cover sheet for Respondent to utilize for the Technical Proposal Narrative component. **Two unbound originals and eight unbound copies are required to be submitted.**

The Technical Proposal Narrative is to be prepared in a manner that ensures there is no identifying information on any page of the proposal that indicates the organization's name submitting the proposal. **Technical Narrative Proposals that include identifying information will be deducted one point per occurrence from the total score.**

NOTE: Do not respond to any element of the narrative by referencing information presented elsewhere in Respondent's proposal. A response of "see above" or similar statements shall be considered unresponsive. Failure to respond to any section of the RFP may result in the Respondent's proposal being deemed non-conforming and thus eliminated from the competitive procurement process.

The Respondent's Technical Narrative shall sufficiently address its plan of action for conducting mystery shopper services. The plan of action shall explain Respondent's process for measuring the quality of service delivery across the region's Career Center network. The plan shall include the following: system to train staff to collect relevant data; approach to the production of a mid-project and final report; the final report shall detail findings and provide corrective action recommendations; and a timeline of services rendered.

The Respondent shall attach a copy of the proposed tool to measure service delivery and an explanation of the methodology applied to develop the tool.

The Respondent's tool shall evaluate Career Center staff's knowledge and service delivery techniques relevant to the following services:

- Jobseeker
- Business
- Career Advancement
- Trade Adjustment Assistance
- Wagner-Peyser
- Reemployment and Eligibility Assessment
- Supplemental Nutrition Assistance
- Veterans
- Unemployment Compensation

The tool shall also measure:

- Customer Service
- Accessibility of Staff
- Condition of Facility
- Availability and State of Resource Room, including functioning of computers
- Follow-up and Response Time (e.g. timeliness of response to employer inquiries and needs)

4. Budget

Attachment E is the cover sheet for the submission of the Budget. **Two unbound originals and four unbound copies are required to be submitted in sealed packages.** The Budget is to be prepared in a manner that ensures that there is no identifying information on any page of the budget that indicates the organization submitting the Budget. **Budgets that include identifying information will be deducted one point per occurrence from the total score.**

Respondent shall describe specific deliverables that will be used as the basis for the proposed payment structure. Include a budget form matching deliverables to cost.

5. Operational Documents

Attachment F identifies the required Operational Documents. **One original** and **one copy** labeled Operational Documents must be packaged separately and included in Respondent's submission.

C. Selection Process

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 may be disqualified. A Respondent may include additional information and such information may or may not be considered by SFWIB during the evaluation process.

The evaluation process is designed to assess the Respondent's ability to meet 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. That meeting (Public Review Forum) is scheduled for **Tuesday, December 4, 2012 at 10:00 a.m.** at SFWIB Headquarters. Respondents are encouraged to attend the Public Review Forum.

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 methodologies, administrative capability, previous experience in providing the same or similar services, and the ability to achieve the deliverables. SFWIB may elect not to award a contract to any Respondent under this solicitation.

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 SFWIB. SFWIB reserves the right to reject any and all responses or portions thereof. SFWIB reserves the right to withdraw this solicitation or any portion of this solicitation at any time without prior notice.

The table below displays the maximum points Respondents may earn per proposal component.

PROPOSAL COMPONENT	MAXIMUM VALUE
Organizational Experience and Capabilities	15
Technical Narrative	70
Budget	15
TOTAL SCORE	100

D. Contract Award

SFWIB reserves the right to request additional data, oral discussions or presentations to support proposals. A contract or contracts may be negotiated with one or more Respondents based upon Board action.

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 of the contract terms and conditions;
- Satisfactory verification of past performance;
- Availability of funds.

E. Appeal Process

Respondents will be advised of the SFWIB appeal process at the time of the December 4, 2012, Public Review Forum.