

**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
REQUEST FOR PROPOSALS (RFP)**

**FOR**

**WORKFORCE SERVICES**

**Release Date: July 11, 2011**

**All proposals shall be submitted by 5:00 p.m. ET, August 5, 2011 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 one of 24 regional workforce boards in the State of Florida. Through its 12 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](http://www.southfloridaworkforce.com)).

### **B. Workforce Investment Act Background**

The Workforce Investment Act (WIA) of 1998 (P.L. 105-220) is one of the primary sources of funding for workforce development activities in Region 23. It is the Respondent's responsibility to be familiar with the WIA and the federal regulations applicable to the WIA. Both WIA and the regulations can be accessed on the Department of Labor's site ([www.doleta.gov](http://www.doleta.gov)).

### **C. RFP Purpose**

SFWIB is issuing this RFP to solicit agencies capable of successfully delivering the following principal workforce programs:

- Welfare Transition (Career Advancement Program);
- Workforce Investment Act (WIA);
- Trade Adjustment Assistance (TAA);
- Wagner-Peyser;
- Veterans;
- Unemployment Compensation (UC);
- Reemployment and Eligibility Assessment and;
- Supplemental Nutrition Assistance (formerly Food Stamp Employment & Training Program).

Proposal responses shall sufficiently articulate the Respondent's plan of action to deliver the solicited services and demonstrate a successful performance track record in delivering the solicited services. Responses shall also document an in-depth knowledge of the fiscal, administrative and programmatic requirements of the multiple funding streams utilized by SFWIB.

### **D. Eligible Respondents**

Private non-profit, for-profit and public entities licensed to operate in the State of Florida are eligible to apply.

### **E. Anticipated Term of Contract and Available Funding**

SFWIB anticipates executing one-year agreements with successful Respondents for Program Year (2011-12), October 1, 2011 to June 30, 2012. SFWIB reserves the right to renew the agreements for up to two additional one-year periods based on the Service Provider's performance and funding availability.

Funding for this solicitation shall be from the following streams:

- Temporary Assistance for Needy Families (TANF);
- WIA Adult;
- WIA Dislocated Worker;
- Reemployment and Eligibility Assessment (REA);
- Supplemental Nutrition Assistance Program (SNAP); and
- Unemployment Compensation (UC).

Estimated funds are listed in the table below; the estimates are solely for the purpose of giving Respondents planning guidance.

<b>Funding</b>	<b>Amount</b>
TANF	\$8,834,933.00
WIA Adult	\$2,269,461.00
WIA Dislocated Worker	\$2,631,114.00
REA	\$697,698.00
SNAP	\$1,358,793
UC	\$314,246.00

## II. RFP Calendar and Process

### A. Solicitation Timetable

<b>RFP Events</b>	<b>COMPLETION DATE</b>		
	<b>Day</b>	<b>Date</b>	<b>Time</b>
<b>RFP Issued</b>	<b>Monday</b>	<b>July 11, 2011</b>	
<b>Deadline for Request for Clarification Inquiries</b>	<b>Friday</b>	<b>July 15, 2011</b>	<b>1:00 p.m.</b>
<b>Offeror's Conference</b>	<b>Tuesday</b>	<b>July 19, 2011</b>	<b>2:00 p.m.</b>
<b>Deadline for Receipt of Proposals</b>	<b>Friday</b>	<b>August 5, 2011</b>	<b>5:00 p.m.</b>
<b>Public Review Forum</b>	<b>Monday</b>	<b>August 15, 2011</b>	<b>2:00 p.m.</b>
<b>Funding Recommendations Approved at Board Meeting</b>	<b>Thursday</b>	<b>August 18, 2011</b>	<b>9:30 a.m.</b>
<b>Execution of Contract</b>		<b>August 2011 – September 2011</b>	
<b>Workforce Services Start Date</b>	<b>Monday</b>	<b>October 1, 2011</b>	

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.

## **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 workforce services proposals.

Public notices of the RFP will be published in the region's major newspapers and notices will also be given 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.

## **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 SFWIB Policy Coordinator Phillip Edwards at [pedwards@southfloridaworkforce.com](mailto:pedwards@southfloridaworkforce.com) no later than 1:00 p.m., Friday, July 15, 2011.

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 the SFWIB along with corresponding responses will be posted on the SFWIB website ([www.southfloridaworkforce.com](http://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., Tuesday, July 19, 2011 at SFWIB Headquarters, 7300 Corporate Center Drive (NW 19th Street), 5th Floor, Conference Room 3, Miami, FL 33126.

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](http://www.southfloridaworkforce.com)) under RFP Q&A.

### **III. Scope of Services**

#### **A. Overview**

The solicited workforce services shall be provided in accord with the WIA (P.L. 104-193), Workforce Innovation Act of 2000 (Chapter 445 F.S.), Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (P.L. 104-193), Family Self Sufficiency Statute (Chapter 414 F.S.) and all other applicable federal, state and local laws and regulations.

Appropriate workforce services shall be provided to a diverse population that includes, but is not limited to, the following:

- Any individual in need of workforce services;
- Dislocated workers;
- Individuals with disabilities;
- Ex-offenders;
- Individuals on public assistance;
- Displaced homemakers;
- Non-custodial parents;
- Older youth;
- Veterans;
- Mature workers; and
- Unemployment Insurance claimants.

The SFWIB Career Center network operates as a workforce development resource for businesses and jobseekers in Region 23. Respondents shall propose to deliver an integrated menu of workforce services in one or multiple Career Center sites. Respondents have the option of proposing to deliver the solicited services to a special population, such as ex-offenders or disabled jobseekers. The integrated menu shall include, but is not limited to, the following services:

- Jobseeker;
- Business;
- Career Advancement;
- Trade Adjustment Assistance;
- Wagner-Peyser;
- Reemployment and Eligibility Assessment;



- Supplemental Nutrition Assistance;
- Veterans; and
- Unemployment Compensation.

Selected Respondents shall conduct follow-up activities with participants who receive the above bulleted services.

The table below sets forth the names and addresses of the current Career Center sites where proposed services shall be delivered:

<b>Career Center</b>	<b>Address</b>
Carol City	4690 NW 183 ST
Hialeah Downtown	240 E 1 Avenue, Suite 222
Hialeah Gardens	2851 W 68 ST, Suite 14
Homestead	140 NE 8 ST
Key Largo	103400 Overseas Hwy, Suite 239
Key West	1111 12 ST, Suites 307 & 308
Little Havana	701 SW 27 AVE
Northside	7900 NW 27 AVE, Suite 200
North Miami Beach	633 NE 167 ST, Suite 200
Perrine	9555 SW 175 TERR
West Dade	8485 Bird Road, 2nd Floor

### **B. Mandated Career Center Partners**

Mandated partners contribute to the delivery of workforce development services throughout Region 23. Respondents' proposals shall explain how the following list of mandated partners will collaborate (e.g. a referral process) with Career Center staff to deliver workforce services:

- Postsecondary Education;
- Department of Children and Families;
- Vocational Rehabilitation;
- Community Services Block Grant;
- Department of Housing and Urban Development;
- Job Corps;
- Senior Community Service Employment;
- Migrant and Seasonal Farm Worker; and
- Native American Employment and Training.

A Memorandum of Understanding (MOU) between SFWIB and a mandated partner shall be executed prior to collaboration between the Career Center and the partner. The MOU is required irrespective of whether the partner is co-located inside or outside the center.

### **C. Workforce Investment Act (WIA) Services**

The goals of the WIA are to improve the quality of the workforce, enhance the region's competitiveness and reduce welfare dependency. Selected Respondents shall be responsible for delivering a continuum of WIA services (e.g. core, assisted-core, intensive and training) to adults and dislocated workers. Services shall be rendered based on participant need, eligibility guidelines and funding availability.

Selected Respondents shall also be responsible for the following: (1) WIA eligibility determination and verification; (2) collection of required supporting documentation; (3) completion and submission of necessary eligibility documents; and (4) maintenance of documentation.

### **D. Jobseeker Services**

Funds allocated to Contractors under the various funding streams are to be used to provide core, staff-assisted core, intensive and training services to jobseekers. Proposals shall explain how Respondents intend to administer jobseeker services.

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; and follow-up services to assist in job retention. Core services are available on a universal basis with no eligibility requirement.

The Respondent shall provide intensive services 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.

And 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. If a Contractor's adult funds are limited, priority for intensive and training services shall be given to recipients of public assistance and other low income individuals.

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. Note that ITAs are applicable to the non-WIA solicited programs such as Trade Adjustment Assistance and Welfare Transition (Career Advancement Program).

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.

Selected Respondents shall adhere to the SFWIB ITA Policy and ITA Procedures (Refer to Attachment N, ITA Policy and Attachment O, ITA Procedures) for issuing ITAs and tracking participant training progress and shall cooperate with Training Providers to ensure compliance with SFWIB reconciliation requirements.

## **E. Business Services**

Business services are a critical component of the solicited integrated service delivery system, providing direct value to businesses and enhancing the ability of the workforce system to serve jobseekers. Selected Respondents shall perform the following business services:

### 1. Recruiting and Screening Services

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

### 2. Information and Technical Assistance

- Advise 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, quick response and incumbent)
- Broker On-the-Job Training (OJT) and Employed Worker Agreements
- Retention Services

## **F. Welfare Transition Program/Career Advancement Program (CAP)**

The goal of the CAP 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.

The selected Respondent shall be responsible for managing the CAP caseload which includes, but is not limited to, the following:

- Work registration of TANF 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.

Respondent's proposal shall document its strategy to successfully administer CAP.

## **G. Trade Adjustment Assistance Program (TAA)**

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.

RFP responses shall include Respondent's strategy to administer TAA services; this strategy shall include serving Trade and Globalization Adjustment Assistance program participants.

## **H. Wagner-Peyser (WP) Program**

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.

Selected Respondents shall be responsible for the management of Agency for Workforce Innovation (AWI) staff who will provide WP employment services; AWI staff shall 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.

### **I. Reemployment and Eligibility Assessment Program (REA)**

The REA requires one-on-one assessment interviews with REA customers (UC claimants). The assessment interview includes the following: sharing labor market information, developing an employability development 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.

Selected Respondents shall document services administered to REA participants.

### **J. Supplemental Nutrition Assistance Program (SNAP)**

Selected Respondents shall manage the SNAP (formerly 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 the Regional Workforce Board providers for program participation.

### **K. Veterans Program**

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 shall be 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, such as disabled veterans. LVERs conduct outreach to employers and engage in advocacy efforts with hiring executives and managers to increase employment opportunities for veterans. LVER staff is also responsible for ensuring that veterans are provided the full range of priority workforce services in the Career Center.

### **L. Unemployment Compensation Program (UC)**

The Agency for Workforce Innovation (AWI) 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. Selected Respondents shall be 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.

## **M. Support Services**

Support Services are a vehicle to eliminate barriers to employment and self-sufficiency. Selected Respondents shall coordinate and pay for support services so eligible participants can fulfill required program activities. Payment of support services shall be documented in both the SFWIB Service Account Management System (SAMS) and the participant's file. Bulleted below are the primary support services:

- Transportation;
- Work permit;
- Tools;
- Uniforms;
- Clothing;
- Occupational License;
- Credential Validation and Translation; and
- Expunge and Seal.

## **N. Staffing**

In order for Career Centers to deliver maximum value to workforce services participants, Attachment P (Career Center Staffing) shall be adhered to as it ensures the hiring of qualified staff.

Selected Respondents shall provide their staff an orientation on the workforce development system, specifically on the delivery of the solicited services.

Additionally, selected Respondents shall provide their staff opportunities for continuous skills development and take steps to ensure retention of quality staff.

## **O. Data Entry Responsibilities**

Selected Respondents shall use the Initial Assessment Application (IAA), Employ Florida Marketplace (EFM), One Stop Service Tracking (OSST), and the Service Account Management System (SAMS) to document the provision of job seeker services. These systems are accessible from the SFWIB website.

## **P. Balanced Scorecard Measures**

The SFWIB Balanced Scorecard is a performance metric used to measure the effectiveness of Career Center operations. Specific Balanced Scorecard performance measures indicate program compliance of the contracted funding streams for the Career Center (i.e., WIA, Wagner-Peyser, Welfare Transition, etc.).

Selected Respondents shall ensure that their staff is trained on all Balanced Scorecard measures. Reference Attachment M for more in-depth information on the Balanced Scorecard.

#### **IV. Evaluation Process and Selection Criteria**

##### **A. Submission Guidelines**

Respondents are required to submit to the SFWIB two unbound originals and eight unbound copies (unless instructed otherwise in subsection B below) of proposal package components no later than 5:00 p.m., **August 5, 2011**. 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 will be accepted via electronic mail or facsimile.

**NOTE:** Use binder clips or rubber bands to keep copies separate, not section dividers.

##### **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 Monday, August 15, 2011.

###### **2. Organizational Experiences/Capabilities: 10 Page Limit (Limit excludes applicable attachments)**

**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 workforce services; complete Attachment D (Reference Chart);
- b. Describe Respondent's staffing plan (reference Attachment P, Career Center Staffing) to ensure the successful delivery of the solicited services; complete Attachment C (Staff Qualifications);

- c. Describe the financial control process that Respondent will use in the delivery of the solicited services;
- d. Complete Attachment E (Funding Sources).

**3. Technical Proposal Narrative – Thirty-Five (35) Page Limit (Limit excludes applicable attachments)**

**Attachment F** 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 that there is no identifying information on any page of the proposal that indicates the organization 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 managing Career Center operations and meeting performance measures; more specifically, the following elements of the solicited integrated workforce services delivery system shall be addressed:

- a. Mandated Career Center Partners – Respondent shall articulate its collaboration strategy;
- b. Business Services – Respondent shall articulate its strategy to administer the services; the strategy shall address staff integral to the successful administration of services;
- c. Support Services – Respondent shall articulate its strategy to administer the services; the strategy shall address staff integral to the successful administration of services;
- d. Career Center Programs – Respondent shall articulate its strategy to administer the programs; the strategy shall address the programs’ principal components and staff integral to the successful administration of the programs;
  - i. Workforce Investment Act;
    - 1. Assisted and Unassisted Core Services;
    - 2. Intensive Services;
    - 3. Training Services;
  - ii. Career Advancement Program;



- iii. Trade Adjustment Assistance Program;
  - iv. Wagner-Peyser Program;
    - 1. Jobseeker Services;
  - v. Reemployment and Eligibility Assessment Program;
  - vi. Supplemental Nutrition Assistance Program;
  - vii. Veterans Program;
  - viii. Unemployment Compensation Program;
- e. Data Entry Responsibilities – Respondent shall articulate its strategy to fulfill data entry responsibilities;
- f. Balanced Scorecard Measures – Respondent shall articulate its strategy to achieve Balanced Scorecard performance measures.

#### **4. Performance**

**Attachment J** shows PY 10-11 performance by program and cost. Complete the chart with Respondent's proposed PY 11-12 outcomes for each proposed location. Respondent's alpha-numeric code shall be present in the header of each submitted performance chart. **Two originals and eight copies of Attachment J are required to be submitted.**

#### **5. Budget**

**Attachment G** is the cover sheet for the submission of the Budget. **Two unbound originals and eight 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.**

The Respondent is expected to clearly outline proposed costs in detail on the Budget Forms, Attachment H. Respondent shall use pertinent background information provided in the RFP to complete the Budget Forms.

**Respondents shall submit individual budgets per proposed location.**

The Respondent shall provide separate program and administrative budgets per proposed location. The Respondent is expected to ensure administrative and indirect costs are properly classified and not exceeding ten percent (10%) of the proposed budget. Administrative/indirect costs (e.g. accounting, auditing, payroll administration, insurance, internet, etc.) are the general

overhead expenses necessary to operate the programs and are not program activities. These costs typically relate to the agency's general executive and administrative functions.

The Respondent shall provide a Budget Narrative that justifies each proposed expense included on the Budget Forms in terms of it being necessary, allowable and reasonable. Respondent shall show the method of computation. Respondent shall refer to Budget Narrative Instructions (Attachment I) in completing this requirement.

The Respondent is expected to identify any in-kind resources/support for the service delivery system beyond what is being requested in the budget. Include each committed or proposed source of funding and the amount of that funding.

For line items listed under "Other" in the budget, the Respondent shall clearly correlate proposed costs and outcomes by explaining and justifying the need for proposed costs in the Budget Narrative.

Proposed costs must be allowable as determined by SFWIB and governing statutes. **Allowable costs** are those that are reasonable, necessary, and/or required for the program. A cost is reasonable if, in its nature or amount, it does not exceed that which would be incurred by a prudent person under circumstances prevailing at the time the decision was made to incur the cost. Additionally, the cost is reasonable if it is of a type that is generally recognized as ordinary and necessary for the program.

## **6. Cost Allocation Plan (CAP)**

Due to the integrated approach for service delivery in the RFP, Respondent's staff will be cost allocated across all applicable funding streams.

A detailed Cost Allocation Plan (CAP) must be submitted with your proposal **in accordance with the guidance that can be accessed through the link provided below**. The CAP is a document that specifies the allocation methods used for distributing all costs of an organization. A plan for allocating shared costs is required to support the distribution of those costs to grant and non-grant programs. All Respondent's costs shall be included in the plan. Official accounting records must support all costs.

In order for costs to be allowable in Federal grant programs, the costs must be allocable on the basis of benefits received. The requirements and guidance for cost allocation are found in the Office of Management and Budget (OMB) Circulars outlining the cost principles (**OMB Circular A-122 for nonprofit organizations; OMB Circular A-87 for governmental entities; Code of Federal Regulations (CFR) 45, Subpart B-74 and CFR 48, Subpart 31.2 for profit organizations**). For additional information, please visit:

<http://www.floridajobs.org/pdg/guidancepapers/050FinalRwbCapProcedures072805.pdf>

**One original** and **one copy** labeled Cost Allocation Plan must be packaged separately and included in Respondent's submission.

## **7. Operational Documents**

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

## **8. Due Diligence Requirements**

**Attachment L** sets forth the Due Diligence requirements. **One original** and **one copy** labeled Due Diligence documents must be packaged separately and included in Respondent's submission. Included in the Due Diligence package will be the organization's most recent Audit and Management Letter.

**NOTE:** Failure to include all of the above required proposal components will result in a reduced score or disqualification. SFWIB will not advise a Respondent of disqualification prior to the Public Review Forum.

## **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 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. That meeting (Public Review Forum) is scheduled for **Monday, August 15, 2011 at 2:00 p.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' responses and use such portions to form an overall program in the best interests of the SFWIB. SFWIB reserves the right to reject any and all responses or portions thereof. The 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.

<b>PROPOSAL COMPONENT</b>	<b>MAXIMUM VALUE</b>
<b>Organizational Experience and Capabilities</b>	<b>5</b>
<b>Technical Narrative</b>	<b>70</b>
<b>Performance</b>	<b>5</b>
<b>Budget</b>	<b>15</b>
<b>Cost Allocation Plan</b>	<b>5</b>
<b>TOTAL SCORE</b>	<b>100</b>

#### **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 and systems ( e.g. financial);
- Availability of funds.

#### **E. Appeal Process**

Respondents will be advised of SFWIB appeal process at the time of the August 15, 2011 Public Review Forum.

## V. Contractual Specifications

### A. Payment Structure

The contract awarded will be cost reimbursement and performance based. **The contract will include a performance hold-back provision. Payment for any contract entered into as a result of this solicitation will be made monthly subject to the receipt of the contractor's request for payment. Should a contractor fail to meet performance goals, up to ten percent (excluding payment to participants) of the total contract may be withheld.** The contractor will be reimbursed for a portion of the costs and the remaining portion of the costs will be paid only upon attainment of performance goals/outcomes.

**NOTE:** Respondents who are for-profit organizations shall not be awarded profit until their organization has met all performance requirements.

### B. Contract Terms and Financial Capacity

Solicitation regulations provide that awards are to be made to organizations with demonstrated ability, including consideration as to whether the organization has:

1. Adequate financial resources;
2. Satisfactory record of integrity, business ethics and fiscal accountability;
3. Necessary organization, experience, accounting and operational controls.

SFWIB expects that all Respondents will be capable of operating the solicited programs without any payments for at least six weeks from initial implementation of contracts. **Cash advances will not be provided.** Therefore, successful Respondents must have sufficient resources to await payment/reimbursement.

**Note that if the awarded workforce services facility is relocated by the SFWIB, in the sole discretion of the SFWIB, to a new facility, the Respondent shall perform the workforce services from the new facility.**

### C. Confidentiality

The successful Respondent in the course of the Respondent's duties under this contract, may handle or have access to confidential participant 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 information obtained during the course of the contract.

#### **D. 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.

#### **E. 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.

#### **F. 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 \$100,000, 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 \$200,000 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.

### **G. 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;

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.

## **H. Operating Requirements**

Organizations may have a site visit conducted by SFWIB staff to determine whether 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 an incorporated organization or a governmental entity that has been operating **for at least two years**.

**Funding Reserve:** The Respondent must be able to document that they are currently receiving, and expect to continue receiving for the next fiscal year, **at least 20% of their requested budget from non-federal and non-state (Florida) sources**, to ensure 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 government agencies.

**Fiscal Review:** The Respondent must be able to meet the SFWIB 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 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.

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

**Programmatic and Administrative Review:** The Respondent must be able to meet the SFWIB programmatic and 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 training and employment goals and other relevant documentation.