



# Agenda Report

2725 Judge Fran Jamieson  
Way  
Viera, FL 32940

## Consent

F.40.

7/6/2021

### Subject:

Approval, re: Agreement Affirming the Local Workforce Development Board One-Stop Operator and Workforce Services provider

### Fiscal Impact:

n/a

### Dept/Office:

Brevard Workforce Development Board D/B/A CareerSource Brevard

### Requested Action:

The Brevard County Board of County Commissioners is requested to approve and authorize the chair to execute attached agreement confirming C2 Global Professional Services, LLC ("C2 GPS") as the designated One-Stop Operator for the Local Workforce Development Board (LWDB) Area

### Summary Explanation and Background:

In Brevard County, which is LWDB 13 in the state workforce system, the Brevard County Board of County Commissioners serves as the Chief Elected Official. Pursuant to the Workforce Innovation and Opportunity Act (WIOA), the Chief Elected Official of the local area designates the One-Stop Operator and Workforce Service Provider after the Workforce Board competitively procures and selects an experienced and capable vendor to perform such duties. CareerSource Brevard (CSB) must follow WIOA Section 121(d) (2) (A) by using a competitive process for the selection of a one-stop operator and workforce services for the system and the re-competition of operators every four years. CSB must also procure following the procurement standards in the Uniform Guidance (2 CFR Part 200). All procurements conducted are audited by the Department of Economic Opportunity (DEO) and an outside monitoring firm as part of CSB's annual audit.

The One-Stop Operator operates the career centers in Brevard County. The operator is charged with coordinating the service delivery among partner agencies in One-Stop Centers. Duties include managing daily operations & partner responsibilities defined in the partner Memorandum of Understanding (MOU), providing services for job-seeking individuals and businesses, implementing local policies, ensuring basic services are available, adhering to all Federal & State regulations and reporting on local operations, performance and continuous improvement recommendations.

CareerSource Brevard initiated a competitive selection beginning in March 2021. A selection committee consisting of Board of Director and committee members was tasked with evaluating responses and made the recommendation to the Board of Directors in May 2021. The Board of Directors selected C2 GPS, as the One-Stop Operator and Workforce Service Provider and entered into a contract effective July 1, 2021. This agreement outlines the required firewalls between the service provision and oversight of the system and specifies that the Board of County Commissioners affirms C2 GPS as the One-Stop Operator and provider of workforce services.

Contact: Marci Murphy, President, CareerSource Brevard (321-394-0700) ([mmurphy@careersourcebrevard.com](mailto:mmurphy@careersourcebrevard.com))

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[<mailto:mmurphy@careersourcebrevard.com>](mailto:mmurphy@careersourcebrevard.com)

**Clerk to the Board Instructions:**

Please have the Chair sign one original copy of the agreement.



July 7, 2021

**M E M O R A N D U M**

**TO:** Jill Hayes, Budget Office Director

**RE:** Item F.40., Approval for Agreement Affirming the Local Workforce Development Board One-Stop Operator and Workforce Services Provider

The Board of County Commissioners, in regular session on July 6, 2021, approved and authorized the Chair to sign the Agreement, confirming C2 Global Professional Services, LLC (C2 GPS) as the designated One-Stop Operator for the Local Workforce Development Board (LWDB) Area. Enclosed is the fully-executed Agreement.

Your continued cooperation is always appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS  
RACHEL M. SADOFF, CLERK

A handwritten signature in cursive script, reading "Kimberly Powell", is written over the typed name and title.

Kimberly Powell, Clerk to the Board

/cld

Encl. (1)

cc: CareerSource Brevard

**AGREEMENT  
ONE-STOP OPERATOR AND WORKFORCE SERVICES**

**Whereas**, this Agreement is required by Workforce Innovation and Opportunity Act (WIOA), and is made and entered into by and between the Brevard Workforce Development Board, Inc. d/b/a CareerSource Brevard (hereinafter referred to as "CareerSource"), C2 Global Professional Services, LLC (hereinafter referred to as "C2 GPS") and the Brevard County Board of County Commissioners (hereinafter referred to as "Chief Elected Official" or "CEO"), and;

**Whereas**, each of the parties to this Agreement serve distinct roles under WIOA, with CareerSource serving as the Local Workforce Development Board (LWDB), as fiscal agent, grant recipient and administrative entity, with C2 GPS serving as the contracted one-stop (Career Center) operator and provider of career services and the Chief Elected Official providing local approval authority, and;

**Whereas**, CareerSource developed a detailed Scope of Work for the services to be provided in the Brevard County LWDB One-Stop Service Delivery System region; and

**Whereas**, in March 2021, CareerSource properly procured the services of a One-Stop Operator and Career Services Provider under one procurement, as contained in RFP # CSB20-600-001, a copy of which is attached hereto and incorporated by this reference as Exhibit A; and

**Whereas**, CareerSource negotiated and entered into one (1) contract with C2 GPS, CSB20-600-002, on July 1, 2021 to provide One-Stop Operator and Career Services under WIOA, a copy of which is attached hereto and incorporated by this reference as Exhibit B; and

**Whereas**, this Agreement is developed to promote transparency regarding C2 GPS providing multiple functions in the local one-stop system according to the detailed Scope of Work in the contract; and

**Whereas**, the U.S. Department of Labor stresses the importance of appropriate firewalls between service provision staff and oversight of the system and requires that specific policies and procedures are in place, that standard protocols are established to address the oversight, monitoring, evaluation of performance for the One-Stop and Career Services operator pursuant to WIOA, 20 CFR § 679.430 and § 678.625; and

**Whereas**, notwithstanding any provision of this Agreement to the contrary, this Agreement shall remain in full force and effect as long as the contract between CareerSource and C2 GPS, attached as Exhibit B, remains in effect.

**NOW, THEREFORE**, the parties to this Agreement hereby agree as follows:

**SECTION 1. APPOINTMENT OF C2 GPS.**

CEO hereby appoints as C2 GPS as the One-Stop and Career Services Operator.



## **SECTION 2. DUTIES OF C2 GPS.**

C2 GPS hereby agrees to the following terms and conditions:

- **C2 GPS will not:**

- Be involved in the development of procurement documents or any part of the procurement and selection process as it relates to the Operator, Career Services, Youth Services, or any other procurement where C2 GPS may have a perceived or real interest.
- Establish or implement policies or practices that create impediments to service providers to properly assist individuals or that creates an advantage to the C2 GPS Career Services programs over any other partner program (e.g. preference for referrals for services).
- Convene system stakeholders to assist in the development of the Local plan.
- Prepare and submit local plans as required under § 107 of WIOA.
- Provide oversight of C2 GPS as either the Career Services Provider or the One-Stop Operator.
- Select or terminate one-stop operators, career services or youth providers.
- Negotiate local performance accountability measures on behalf of the local area and the State of Florida or on behalf of other service providers.
- Develop and submit a budget for activities of the LWDB in the local area.

- **C2 GPS will:**

- Promptly report all violations of the Code of Conduct by any team members/employees, proper disclosure, and accountability.
- Notify CareerSource immediately in the event of an apparent or real conflict of interest come to the attention of a manager or supervisor.
- Follow the C2 GPS Code of Ethics which was created to set standards for and promote honesty, ethical conduct, compliance, and avoidance of actual/apparent conflicts of interest.
- Train new employees on the Code of Ethics upon hire and provide continuing training for all employees every two years.
- Require all employees to submit written agreement to the terms of the Code of Ethics every two years.
- Abide by all terms and conditions as contained in RFP # CSB20-600-001 and C2 GPS' response to the same, a copy of which is attached hereto and incorporated by this reference as Exhibit A.

## **SECTION 3. TERM AND TERMINATION.**

This Agreement shall become effective on the date of the last signature set forth below ("Effective Date") and shall remain in full force and effect as long as the contract between CareerSource and C2 GPS, attached as Exhibit B, remains in effect. Either party may terminate this Agreement by providing the other party 120 days written notice.

## **SECTION 4. NOTICES.**

All notices sent under this Agreement shall be sent to the following parties at the contact information below:

**Brevard Workforce Development Board, Inc. d/b/a CareerSource Brevard**  
297 Barnes Blvd.  
Rockledge, FL 32955

**Brevard County**  
2725 Judge Fran Jamieson Way, C-308  
Viera, Florida 32940

**C2 Global Professional Services, LLC**  
5620 Oak Boulevard  
Austin, TX 78735

**SECTION 5. MODIFICATION.**

This Agreement may only be modified by mutual written agreement of all parties.

**IN WITNESS WHEREOF, C2 GPS, CareerSource and the CEO** have caused this Agreement to be signed by their authorized officers on the day and year first set forth below:

**Brevard Workforce Development Board, Inc.**  
**d/b/a CareerSource Brevard**

**C2 Global Professional Services, LLC**

Marci Murphy 06 / 16 / 2021  
Marci Murphy, President Date

Chakib Chehadi 6/19/21  
Chakib Chehadi, CEO Date

**CEO**  
**Brevard County Board of County Commissioners**



Rita Pritchett  
Rita Pritchett, Chair

Rachel M. Sadoff  
Attest: Rachel M. Sadoff, Clerk  
(As approved by Board of County  
Commissioners on 07/06/2021)

# Signature Certificate

Document Ref.: QGHMR-AN8U5-O3QET-FHWVP

Document signed by:

	<p><b>Marci Murphy</b> Verified E-mail: mmurphy@careersourcebrevard.com</p>	<p><i>Marci Murphy</i></p> 
IP: 76.240.240.243	Date: 16 Jun 2021 18:15:53 UTC	

Document completed by all parties on:  
16 Jun 2021 18:15:53 UTC

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Signed with **PandaDoc.com**

PandaDoc is a document workflow and certified eSignature solution trusted by 25,000+ companies worldwide.



## **EXHIBIT A**



**Local Workforce Board 13 serving Brevard County**

### **REQUEST FOR PROPOSALS RFP #CSB20-600-001**

### **ONE-STOP OPERATOR WORKFORCE SERVICES**

**BREVARD WORKFORCE DEVELOPMENT BOARD, INC.  
d/b/a CAREERSOURCE BREVARD**

**Release Date**  
February 8, 2021

**Deadline for Receipt of Responses**  
March 12, 2021 by 12:00 PM EST

### **PROCUREMENT CONTACT**

Jana Bauer, Program and Contracts Officer  
CareerSource Brevard  
297 Barnes Blvd., Rockledge, FL 32955  
jbauer@careersourcebrevard.com  
321-394-0696

**REQUEST FOR PROPOSAL**  
***One-Stop Operator Workforce Services***

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**Attachments**

A – Cover Sheet  
B – Past Performance Table  
C – Pricing Schedule  
Representations and Certifications

**Resources**

Job Descriptions  
Career Center Standards Review Tool

*Attachments and Resources are available on the CSB Website.*

## 1. PURPOSE

Brevard Workforce Development Board, Inc., d/b/a CareerSource Brevard, hereinafter referred to as the "Board" or "CSB" is soliciting proposals from qualified organizations to manage the day-to-day operations of multiple One-Stop Career Centers in Brevard County, Florida and deliver a broad range of federally mandated one-stop workforce services to employers and job seeking customers in the region in accordance with the federal Workforce Innovation and Opportunity Act (WIOA) and other governing laws and rules. A link to the CSB 2020-2024 Local Plan is [contained here](#) for informational purposes.

It is the intent of the Board to award a single contract for the services identified in this solicitation. Respondents are advised that CSB is the recipient of Federal and State funds to carry out the awarding agency's projects or programs and the entity awarded a contract as a result of this RFP will be the sub-recipient of said funds and will be accountable to CSB for the use of the funds provided.

Respondents to this proposal are expected to acknowledge as part of their response, that the work of the One-Stop Operator requires knowledge of the following laws, rules and guidance:

- The Training and Employment Guidance Letter (TEGL) WIOA No. 15-16 provides information on the requirements to designate or certify one-stop operators through a competitive process as set forth in sec. 121(d)(2)(A) of the Workforce Innovation and Opportunity Act.
- Workforce Innovation and Opportunity Act (WIOA) [Public Law 113-128 (29 U.S.C. Sec. 3101, et. seq.)] and associated WIOA Final Rules [20CFR Parts 603, 652-654, 658, 675 - 688] and [34CFR Parts 361 and 463].
- As subrecipients of Federal funds, one-stop operators must follow the Uniform Guidance at 2 CFR part 200, including the contractual provisions in 2 CFR 200.326 and 2 CFR part 2900.
- The Florida Workforce Innovation Act (Chapter 2000-165, Laws of Florida)
- Personal Responsibility and Work Opportunity Act of 1996 Welfare Transition Program (WTP)
- The Supplemental Nutrition Assistant Program (SNAP)
- The Wagner-Peyser Labor Exchange Program
- Social Security Act, Title IV, as amended
- Various Federal and State guidance and policy issued from the U.S. Department of Labor, Employment & Training Administration and the Florida Department of Economic Opportunity.
  - [Federal Guidance](#)
  - [State Guidance](#)
- Special emphasis on the most recent WIOA Advisories and Guidance related to Youth, Adults and Dislocated Workers.

### One Stop Operator Roles and Prohibited Functions

The basic role of a one-stop operator is to coordinate the service delivery of participating one stop partners and service providers. At a minimum, States and Local WDBs must ensure that in carrying out this role, one-stop operators will do the following:

- Disclose any potential conflicts of interest arising from the relationships of the one-stop operators with particular training service providers or other service providers, including but not limited to, career services providers;
- In coordinating services and serving as a one-stop operator, refrain from establishing practices that create disincentives to providing services to individuals with barriers to

employment who may require longer-term services, such as intensive employment, training, and education services; and

- Comply with Federal regulations and procurement policies, relating to the calculation and use of profits.
- Local WDBs may establish additional roles for the one-stop operator, including the following: being the primary provider of services within the center; providing some of the services within the center; coordinating service providers within the center and across the one-stop system; and coordinating service delivery in a multi-center area, which may include affiliated sites. The role of the one-stop operator must be clearly articulated in all phases of the procurement process, as well as in the legally binding agreement between the Local WDB and the one-stop operator.

One-stop operators may not perform the following functions:

- Convene system stakeholders to assist in the development of the local plan;
- Prepare and submit local plans (as required under WIOA sec. 107);
- Be responsible for oversight of itself;
- Manage or significantly participate in the competitive selection process for one-stop operators;
- Select or terminate one-stop operators, career service providers, and youth providers;
- Negotiate local performance accountability measures;
- Or develop and submit budgets for activities of the Local WDB in the Local Area.

Pursuant to the Stevens Amendment, this project is supported by the U.S. Department of Labor Employment & Training Administration, Health and Human Services, Education and Agriculture as part of awards not to exceed \$16,000.000 with 0% percentage financed from non-governmental sources.

## 2. BACKGROUND

CSB is designated as the administrative entity and grant recipient for federal workforce investment programs in Brevard County, Florida. An essential element of the organization's operating criteria is to respond to a demand-driven economy based on local employer needs and equipping jobseekers with the skills and knowledge to meet the current and future occupational needs of the region's businesses. The primary objective is to provide a high quality, integrated workforce services program using a model of operation that is responsive to the needs of employers and residents of Brevard County. At present, CSB has three one-stop or career center locations strategically located in the North, Central and South areas of the county. All three CSB Career Center's (CSBCC) are considered full-service centers. The full-service locations include the integrated employment and career development system coordinated and structured by CSB.

### North Brevard

3880 S. Washington Ave.,  
Suite 214  
Titusville, 32780

### Central Brevard

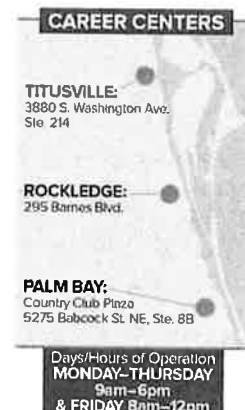
297 Barnes Blvd.  
Rockledge, 32955

### South Brevard

5275 Babcock St. NE  
Suite 8B  
Palm Bay, 32905

### Hours of Operation

Monday – Thursday, 9am – 6pm  
Friday, 8am – 12pm



The CSBCC's have two primary customers: **employers** and **jobseekers**.

employers with a full range of services including, but not limited to, labor market information, job order listings, job matching and placements, rapid response, recruiting events, and training and education.

The CSBCC's also provide jobseeker customers with training and employment opportunities using an integrated case management system for the delivery of workforce services to customers eligible under Welfare Transition (WT); Workforce Innovation and Opportunity Act (WIOA); Supplemental Nutrition Assistance Program (SNAP); Trade Adjustment Assistance (TAA); Wagner-Peyser (WP); Veteran; and Reemployment Services and Eligibility Assessment (RESEA) programs.

### Workforce Innovation and Opportunity Act (WIOA)

WIOA defines the nationwide system of one-stop centers which directly provide an array of employment services and connects customers to work-related training and education. WIOA promotes a high quality one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. It places great emphasis on one-stops achieving results for jobseekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for one-stops to provide jobseekers and workers with the high-quality career services, education and training, and supportive services they need to acquire stable employment opportunities with a livable sustainable wage.

WIOA also outlines a broader youth vision that supports an integrated service delivery system to support in-school and out-of-school youth. It affirms the U.S. Department of Labor's (USDOL) commitment to providing high quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a career pathway or enrollment in postsecondary education that will garner a livable sustainable wage.

Additionally, WIOA emphasizes the need for services targeted to persons with barriers to employment including those individuals with disabilities; individuals who receive public assistance or are otherwise low-income and/or are basic skills deficient. It seeks to ensure that one-stop operators do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training and education services. WIOA §121(d) (4) (B) defines an "individual with a barrier to employment" as a member of one or more of the following populations:

- Displaced homemakers
- Low-income individuals
- Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166
- Individuals with disabilities, including youth who are individuals with disabilities
- Older individuals
- Ex-offenders
- Homeless individuals (as defined in Section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6))), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2)))
- Youth who are in or have aged out of the foster care system
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- Eligible migrant and seasonal farmworkers, as defined in section 167(i)
- Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)



- Single parents (including single pregnant women)
- Long-term unemployed individuals
- Such other groups as the Governor involved determines

***While requiring adherence to WIOA requirements, it is not the intent of CSB to dictate specific strategies to meet these requirements so that Respondents to this RFP can exhibit their innovative ideas and approaches, to be combined with their past experience and success, in conveying how they might provide high performance one-stop services to our region. Respondents are encouraged to exhibit innovative ideas and solutions.***

Currently, CSBCC program service delivery is focused on business and industry as the primary customer under the premise that jobseekers are the human capital necessary to meet business needs. The employer-centered approach focuses on increasing customer access to all services while ensuring efficient and unduplicated use of resources. Staff with industry- specific based knowledge are available for employer and jobseeker customers alike. Emphasis is placed on sector-based initiatives that strategically align not only within the region, but labor market area and statewide to be effective, efficient, innovative, and sustainable. The philosophy of this approach is based on a “no wrong door” approach that assures all employer and jobseeker customers’ access to information on all services.

The Board is firmly committed to ensuring that the CSB Career Centers (CSBCC) provide universal services equitably to all the various groups of employer and jobseeker customers. The CSBCC’s must have solid, effective methods for serving a wide range of diverse groups. A primary measure of success for any contract awarded as a result of this RFP will be the Contractor meeting the performance measures set forth in the negotiated Contract.

In conjunction with the WIOA performance measures found the CSB Board establishes local performance measures in order to evaluate program effectiveness and achieve continuous improvement in the delivery of WIOA programs. The Continuous Improvement Performance Initiative (CIPI). Performance focuses on mission-critical metrics established by the State. CareerSource Brevard receives additional funding when the goals are met or exceeded.

With respect to the day-to-day CSBCC operations and management, the Contractor will be responsible for the functional integration of all workforce investment activities of the CSBCC’s to ensure that they meet the needs of employer and jobseeker customers by enhancing communication, coordination, collaboration and engagement of customers.

The Contractor will be responsible and accountable for effectively and efficiently managing the CSB Career Centers under policies and guidelines established by the Board in accordance with the state, and federal rules and regulations. The Contractor will be required to deliver the services and activities below while providing excellent customer service and achieving the contracted performance measures and deliverables established by CSB. The Contractor will also ensure system-wide standards are achieved and utilize continuous quality improvement assessment tools to document positive change and to systemize standards and their usage across the system.

Respondents are expected to have (a) technical competence, knowledge and expertise in management and administration of one-stop centers, (b) professional staff that understand the human resource needs of business and the training and employment needs of the full range of CSBCC jobseekers (c) administrative and fiscal management systems to accomplish the scope of work and meet performance standards (d) knowledge of the laws, regulations, rules and policies of the specific funding sources involved and (e) knowledge of other Federal agency supported workforce development initiatives, under the Departments of Transportation, Energy,

Veterans Affairs, Housing and Urban Development, Interior, Health and Human Services, and Defense programs. Respondents should demonstrate considerable experience in assessing employer needs against labor market assets as well as workforce development and placement services. Proposals should describe Respondents’:

- Capacity to expertly manage staff and operations;
- Ability to represent CareerSource Brevard to the community as knowledgeable human resource professionals;
- Understanding of how to deliver high quality, customer-oriented service;
- Ability to work as a part of a team to satisfy our customers;
- Ability to ensure our system delivers the services promised to customers;
- Ability to understand the needs of business and industry;
- Ability to integrate and partner with Industry Relations & Planning staff managed directly by the Board;
- Capacity to provide a “front-line” perspective, operating & planning information as well as developing innovative ideas to ensure great service and performance.

The following table illustrates the most current number of employer and jobseeker customers that have been served by our CSBCC’s and is provided for planning purposes only. Actual year over year service levels may be higher or lower depending on the local economy, the level of unemployment, changes in legislation and/or funding, etc.

	7/1/18 – 6/30/19	7/1/19 – 6/30/20	7/1/20 – 12/31/20
<b>Businesses Served</b>			
Number of Businesses	2,017	1,842	1,871
Placements	1,970	1,571	465
<b>Jobseekers Served</b>			
Titusville	4,784	5,155	1,972
Rockledge	8,261	8,766	3,323
Palm Bay	10,504	11,789	4,456

In addition to the above activity, CSB handles approximately 3,500 inbound calls to the CSB phone system on a weekly basis. During the peak of the pandemic, CSB was handling up approximately 7,000 inbound calls on a weekly basis. Currently, staff maintains a web chat feature for customers who wish to engage us using the web page. The CSB website averages 13,000 unique visitors monthly. The CSBCC contractor is responsible for suggesting new/updated web content for this site so that it is always timely and up to date.

### 3. ELIGIBLE RESPONDENTS

All public or private not-for-profit corporations, organizations or agencies, or private for-profit corporations and businesses, not otherwise excluded; and properly organized in accordance with applicable state, local and federal law, that can demonstrate the capacity to successfully provide the services identified in this RFP may submit a proposal. Minority and women-owned and operated businesses are encouraged to submit a proposal.

Proposals from consortia, partnerships or other combinations of organizations can be submitted, provided one organization is designated as the lead agency, fiscal agent, and prime contractor

with details provided on the assignment of consortium/subcontracting relationship. A proposal that includes subcontracting all activities and services in this RFP to other organizations will not be considered responsive. Individuals are not eligible to apply.

In accordance with Florida Statutes Sections 607.1501, 605.0902, and 620.1902, foreign corporations, foreign limited liability companies, and foreign limited partnerships must be authorized to do business in the State of Florida. Any organization awarded a contract as the result of this solicitation will be required to be authorized and licensed to conduct business in the state of Florida prior to contract execution.

No entity may compete for funds if: (1) the entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental organization; (2) the entity's previous contract(s) with CSB has been terminated for cause; (3) the entity has not complied with an official order to repay disallowed costs incurred during the conduct of services under any contract; (4) the entity or its parent organization have filed for bankruptcy during the past (5) years; (5) the entity has been convicted of a public entity crime pursuant to 287.133(1)(a) Florida Statutes, or (6) the entity developed or drafted work requirements, or statements of work for this RFP. All proposals shall be reviewed for a perceived conflict of interest.

Respondents shall have direct experience with, and broad knowledge of, the federal workforce investment system, the services and programs associated with it, and employ a team who can promptly respond to CSB needs. The ability to provide innovative, high quality services, flexibility, and timely response to CSB requirements is of paramount importance to the Board.

**This RFP does not commit or obligate CSB to award a contract, to commit to any funds identified in this RFP document, to pay any costs incurred for the preparation or presentation of a proposal to this RFP, to pay for any costs incurred in advance of the execution of a contract, or to procure or contract for services or supplies.**

#### **4. CONTRACT TYPE AND AMOUNT**

Any contract awarded under this RFP is subject to available funding. CSB contemplates awarding a cost reimbursement, performance-based incentive fee contract. CSB does not guarantee any minimum or maximum amount of work and/or dollar value associated with this procurement. However, the Board does not anticipate the necessity of committing funding in excess of \$4 million per year for the services awarded under this RFP. This amount is provided as a planning figure only and does not commit CSB to award a contract for this amount. Respondents should keep in mind that funding associated with Business Services and Training are not part of this contract and are funded under the CSB budget. The specific method of payment for services to be rendered and award fee earned shall be as set forth in the negotiated contract and will be contingent upon demonstration that the negotiated performance deliverables have been successfully accomplished to CSB's satisfaction, and submittal of an invoice with supporting documentation.

The primary funding sources are the US Department of Labor-Employment and Training Administration (USDOL-ETA) for all WIOA-related services; Wagner-Peyser and Reemployment Assistance; the US Department of Health and Human Services (HHS) for Welfare Transition and Temporary Assistance for Needy Families (TANF) services; and the US Department of Agriculture for Supplemental Nutrition Assistance Program (SNAP) although other sources of funding may come available for variable periods of time throughout the contract period. Some examples of other sources currently include the USDOL Dislocated Worker Grant (DWG) funds for disaster-related recovery efforts, COVID-19 NEG funds, USHUD Community Development Block Grant –

Disaster Recovery (CDBG-DR), Manufacturing Extension Partnership (MEP) funding for the FloridaMakes NIST Grant, the State of Florida Sector Partnership NEG funds, and the USDOL America's Promise Grant. Funding during the initial contract period, or any option period, may be adjusted at the sole and absolute discretion of CSB. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a Contractor fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from the federal or state funding sources.

Due to the nature of the funding sources, potential changes in legislation, policies and performance achieved, Respondents are advised that any contract awarded under this RFP may be modified to incorporate such changes. The Respondent's ultimate role in any new grants, reductions or increases in funding are at the discretion of CSB.

Certain workforce services are integrated into the framework of the one-stop delivery system and are provided through the following partner agencies under other funding resources. Staff and funding for these services is provided by the partners on a full-time basis and come under the functional supervision of the Contractor. The Contractor will be responsible for ensuring a seamless delivery of services. The stated funding level above does not include costs for:

- Employment services funded under the Wagner-Peyser (WP) Act, including services to Claimants, Veterans and Migrant and Seasonal Farm Workers;
- Workforce services for veterans (VET) authorized under Title 38 USC, Chapter 42 including dedicated job counseling, training and placement for veterans;
- Outreach and referral services for the Job Corps (JC) program under Subtitle C of the Workforce Innovation and Opportunities Act;
- Employment and training services under the Senior Community Service Employment Program (SCSEP);
- Brevard County School District, Adult Education for General Equivalency Diploma (GED)
- Early Learning Coalition (ELC) childcare services.

The following chart shows the estimated staffing resources by funding source or program. These numbers are not impacted by current vacancies or DEO hiring freezes. This chart is can be impacted by new or expiring grants, funding fluctuations, programming changes directed by Federal and State entities as well as other funding partner agreements and goals. This chart is provided for planning purposes.

Staffing Resources by Fund Source										
General Contract Funded Positions								Various Grants	DEO	
GC Other	Career Counselor under GC Funding (total)	WIOA*	WT	SNAP*	RESEA*	MFEA	AARP BTW50+	Grant Projects	WP	VET
38	22.5	17.5	3 FTE	3 FTE	8	1	1	7.5	8	9

It is important to note:

- "GC Other" represent staff in various non-case management roles (e.g. managers, recruiters, workshop trainers, etc.).
- The asterisk (\*) represents integrated career counselors.
- WIOA, WT, SNAP, RESEA, Military Family Employment Advocate (MFEA) and AARP Back to Work 50+ (AARP BTW50+) are included in the GC or Career Counselor under GC columns.

- DEO are state employees where funding passes through to CSB.

In addition to the staff above, various partner staff have an on-site presence including Job Corps, AARP Senior Community Service Employment Program (SCSEP), Brevard Achievement Center, and Brevard County School Board Adult and Community Education (GED and ESOL programs).

## 5. PERIOD OF PERFORMANCE

The duration of the contract to be awarded as a result of this RFP shall be for an initial one-year period provided performance remains acceptable to CSB during that period. Time will be of the essence for performance of services under the contract. Any contract awarded as a result of this RFP will provide that CSB shall have the option to extend the term of the Contract. The duration of the contract, including any exercise options, will not exceed four (4) years. CSB anticipates the following periods of performance, provided contractor performance remains acceptable to CSB.

Year	Contract Phase	Contract Period	
		From:	To:
1	Initial	July 1, 2021	June 30, 2022
2	Option 1	July 1, 2022	June 30, 2023
3	Option 2	July 1, 2023	June 30, 2025
4	Option 3	July 1, 2024	June 30, 2025

The offer of an option renewal period is not guaranteed, and the award of the initial contract does not imply an exercise of the option renewal. The option to renew and the terms and conditions of the option to renew shall be exercised at the sole and absolute discretion of CSB.

## 6. SCOPE OF SERVICES – GENERAL

The following scope of services shall apply to any contract awarded as a result of this RFP. Upon contract award, Contractor shall:

- 6.1. With respect for overall operations and management of the CSBCC's, Contractor will be required to provide services and activities in accordance with, and as subscribed and authorized by Workforce Innovation and Opportunity Act (WIOA) [Public Law 113-128 (29 U.S.C. Sec. 3101, *et. seq.*)] and associated WIOA USDOL Final Rule [20CFR Parts 603, 652-654, 658, 675, 679 – 688] and Joint USDOL and US Dept. of Ed. Final Rules [20CFR Parts 676-678 and 34CFR Parts 361 and 463], related state and federal laws, rules, regulations, policy, guidance, communiqués and memoranda, as well as CSB policy.
- 6.2. Utilize universally accessible system using standard business software for all CSBCC-related procedures, forms and policies that is available to all CSBCC and BDWB staff. Currently, CSB utilizes a SharePoint system to accomplish this.
- 6.3. Ensure that services are broadly available to customers beyond traditional hours of operation during times that will meet the needs of the majority of customers. Contractor must have a staff presence at the CSBCC's whenever they are in operation. At a minimum, CSBCC's must be open to the public from 9 a.m. – 6 p.m., Monday through Thursday and Friday from 8 a.m. – 12 noon. The Career Centers will be closed on applicable State and Federal holidays and any other additional days approved by CSB. The presence of staff in the CSBCC's outside of these hours shall be mutually agreed to between the Contractor and CSB prior to the contract start date. Center hours may be

adjusted at CSB discretion. Saturday hours must be available if special conditions warrant as instructed by CSB. In addition, Contractor must ensure that arrangements are made to keep service delivery available throughout the holiday seasons with limited closings for major holidays.

- 6.4. In some cases, and during national emergencies, CSB may receive National Dislocated Worker Grant (DWG) funding to respond to large, unexpected layoff events causing significant job losses (e.g. end of shuttle program; pandemics; military base closures). DWG's also address rapid employment needs in our area when an emergency or major disaster, such as a hurricane, has occurred. The purpose of disaster funding is to create temporary jobs to provide clean-up, restoration and humanitarian assistance to designated communities. Contractor may be requested to provide services outside the stated scope of services and hours. These services will be identified and agreed upon following identification of CSB requirements and will be considered a reimbursable expense.
- 6.5. Be required to meet all performance requirements as indicated by CSB. Current performance requirements include but are not limited to WIOA Common Measures, Monthly Management Report (MMR) and CareerSource Florida Continuous Improvement Performance Initiative (CIPI). Reports may be periodically changed depending on grantor and CSB requirements. The contractor will be responsible for meeting specific grant reporting requirements for any new grants received during the contract period.
- 6.6. Ensure compliance with all State and Local policies and procedures relative to the One-Stop System and One-Stop Career Centers. Contractor may suggest revisions, additions and deletions to policies based on program knowledge and expertise.
- 6.7. Be required to provide monthly, bi-monthly, or quarterly progress reports or presentations of program performance and expenditures in comparison to the deliverables agreed upon in the contract.
- 6.8. As requested by CSB, work collaboratively with Board staff, partners, community members and others to provide the resources necessary to support other funding opportunities; assist with the preparation of reports and other documentation as requested; and provide quotations or project costs as required.
- 6.9. Be required to implement and fulfill CSB cooperative agreements and memorandum of understanding (MOU) with partners.
  - 6.9.1. Understand the mission, vision and service delivery requirements of the required one-stop partners to better strategically align with CSB priorities and services.
  - 6.9.2. Work to support building relationships with the required partners of the designated comprehensive one-stop center, as defined by CSB.
  - 6.9.3. Facilitate conversations and support the development of a mutual client assessment and referral process; an agreed upon data sharing process, and a mechanism to capture performance between all partners.
  - 6.9.4. Convene quarterly meetings to share information, discuss strategies to positively impact employment outcomes for shared customers and problem-solve collaboration issues.
  - 6.9.5. Make recommendations for additional partners that will help improve and support

the one-stop system.

- 6.9.6. Provide quarterly reports that includes updates to partner strategies to coordinate and deliver services, participant outcomes, partner success stories, and highlights of services coordination efforts, to CSB's designee.
- 6.10. Additional grants, contracts and workforce services may be obtained and provided by CSB during the contract period. It is anticipated that most of the additional service programs will have deadlines and performance measures. Contractor will be required to support CSB in the administration/local management of these additional grants and contracts regardless whether the performance is listed as specific pay point in the final contract. The Service Provider shall provide information specific to the capacity of the organization to respond to additional requirements while still maintaining normal programs and services and all expected performance levels. Contractor shall provide services for those special projects funded by CSB or some other funding source. Contractor shall also provide technical assistance and staff training to these special projects as requested by CSB.
- 6.11. The Board's revenues, which it uses to fund contracts and operations, are primarily federal and state funds, subject to the requirements for use of public funding. The Contractor is expected to understand and use applicable federal Office of Management and Budget (OMB) cost and administrative circulars including 2 CFR, Chapter II, Part 200, et al., and applicable federal and state laws and regulations in budgeting and expending the public funds in their CSB contracts. Contractors must maintain cost allocation plans that properly allocate costs between management/administrative functions and operations, as well as among the various service modules funded by CSB. Contractors' cost allocation plans must meet CSB requirements and will be reviewed and approved by Board staff. CSB will ask Contractors to develop their allocation plans when negotiating a contract budget.
  - 6.11.1. Contractor will be subject to mandatory, CSB-provided, independent programmatic and financial monitoring evaluations as well as separate monitoring evaluations conducted by the State of Florida Department of Economic Opportunity and the US Department of Labor.
    - 6.11.1.1. Contractor will be required to develop internal monitoring procedures to ensure that program operations are conducted in compliance with WIOA Final Rules and Regulations, as well as Federal, State and Board requirements.
    - 6.11.1.2. Contractor will be required to respond to any findings in accordance with Board requirements.
  - 6.11.2. If indirect costs are included in the budget, then include either, a) an agency-approved indirect cost rate with a copy of the Negotiated Indirect Cost Rate Agreement (NICRA), a description of the base used to calculate indirect costs along with the amount of the base, and the total indirect costs requested, or b) if you meet the requirements to use the 10 percent de minimis rate as described in 2 CFR 200.414(f) then include a description of the modified total direct costs base (see 2 CFR 200.68 for definition) used in the calculation along with the amount of the base, and the total direct costs requested based on the 10 percent de minimis rate.
  - 6.11.3. Contractor must accept complete liability for its role in providing services for all aspects of any WIOA program conducted under contract with CSB. Contractor will be liable for repayment of any disallowed costs or illegal expenditures of

funds or program operations conducted.

- 6.12. As required by CSB, Contractor shall attend both regularly scheduled and impromptu meetings, either in person or via teleconference, to review overall performance, and to address issues to ensure that the needs of employer and jobseeker customers are met and duplication of services is minimized or eliminated. Contractor will be expected to provide timely response and action as course corrections dictate. Contractor is expected to make suggestions and recommendations to maximize performance.
- 6.13. Upon contract award, Contractor shall designate a knowledgeable primary point of contact who shall have optimum management and operations authority and be available to the Board during normal business hours as defined by CSB with the ability to provide live assistance during those times. During peak performance periods, or emergencies, Contractor primary contact and/or staff may be required to be available beyond these parameters. Contact information shall be made available to CSB for after-hours assistance. Contractor is expected to notify CSB if there are any changes to the primary point of contact within 24 hours of a change.
- 6.14. Contractor is responsible for the control of all CSBCC assigned property. A Property Account Custodian shall also be designated to account for all acquired and CSB-tagged property assigned to the CSBCC's and verify property is maintained and controlled. All property is to be used for the sole purpose of the delivery of workforce services. All property purchased under the contract will comply with the terms of the State of Florida DEO policy regarding Accounting and Reporting Requirement for WIOA Property (FMA-86-3). Accountability for property purchased with WIOA funds must be in accordance with Chapter 273, Florida Statutes and Rules of the Auditor General - Chapter 10.300 State-Owned Tangible Personal Property. Equipment ownership will vest with the Service Provider until the end of the program at which time ownership will revert back to the Board.
- 6.14.1. Contractor must notify CSB immediately when property is acquired, lost, missing, destroyed, relocated or sent for maintenance or repair. Contractor must ensure theft of property is reported to proper authorities immediately. Depending upon the circumstances and value of the lost, missing or destroyed property, Contractor may be liable for the cost of replacement.
- 6.15. The Military Family Employment Advocacy (MFEA) program provides advocates through Florida's One-Stop Career Centers for regions where military bases and communities are located. The primary focus of the program is to assist military spouses and dependents in obtaining and retaining gainful employment. Patrick Space Force Base is located within the CSB region and provides space at the Airmen & Family Readiness Center for the one staff person assigned. This staff person is part of the career center contract. Persons eligible for assistance through this program include spouses and dependents of active-duty military personnel, activated Florida National Guard members, and activated military reservists. Contractor is expected to assist in maximizing this resource by suggesting and implementing innovative services to the MFEA program.
- 6.15.1. The Contractor will, in coordination with CSB, designate a Military Family Employment Advocate who will serve as a designated advocate for the employment of military spouses and families and through coordination with the Department of Defense (DOD) Family Support/ Service Centers and Transition Assistance Programs (TAP), identify military spouses and families for workforce



services.

- 6.16. Services include, but are not limited to, registration, assessment and testing services, job search and placement assistance, resume assistance, labor market information, employability skills workshops, job clubs, career planning and counseling, case management, interviewing skills training, and referral to educational and training programs. WIOA contemplates additional services not listed here but may be requested in the future. Contractor is expected to be knowledgeable of such services and provide recommendations when appropriate.
- 6.17. All CSBCC's will provide a wide range of short-term skills development opportunities through multiple service delivery methods.
- 6.18. CSB staff plans and directs all external marketing, outreach and system communications. Contractor involvement in these efforts is at CSB direction. Contractor is expected to provide suggestions and recommendations to CSB to maximize service to customers. Internal communications, flyers, etc. are produced by the Contractor and must be in compliance with CSB guidelines and policy.
  - 6.18.1. Internal printed material and other written information at the CSBCC's must be language accessible for Brevard County's diverse population of jobseekers. Whenever feasible, language barriers should be removed so that all visitors to the CSBCC's feel welcome and can benefit from the experience. Depending on future guidance, the contractor may establish and maintain a Limited English Proficiency Plan (LEP Plan), including services for individuals with a hearing impairment.
- 6.19. Contractor will be required to maintain accurate auditable records, including, but not limited to, records, timesheets, activity logs, invoices, or other expense records, which are the basis of charges for any fees, expenses or other charges to CSB under the contract. State regulations require that all records attributable to the contract must be maintained for a minimum period of 5 fiscal years after all applicable audits have been released.
- 6.20. Any work product developed by Contractor in performance of this contract will require review and approval by CSB and shall be the sole property of CSB. CSB shall have the right to copyright or otherwise protect its rights in, and ownership of, the work product.
- 6.21. Contractor will be required to develop systems to provide user-friendly ad hoc reporting capability and ensure that such systems produce all information needed to manage the daily operations of the CSBCC's. This information includes, but is not limited to, program operation, performance outcomes, customer satisfaction, cost effectiveness, unduplicated customer and transaction counts, training enrollments, etc. Contractor will be responsible for submitting reports with real-time data that reflect progress towards meeting these metrics.
- 6.22. Contractor shall create and implement a continuous improvement model of the career center services using leading indicator performance measures to quantify and evaluate organizational success relative to meeting operations expectations and performance outcomes, and ensure means are developed to improve performance.
- 6.23. Contractor shall serve any specific industry or population that CSB identifies and targets as special priority.

- 6.24. Contractor shall not at any time or in any manner, either directly or indirectly, disclose, publish or otherwise reveal information obtained by Contractor in performance of the contract to any other party for any purpose not in conformity with state and federal regulations without the prior approval of CSB.
- 6.25. Assist employer and jobseeker customers with responsive and knowledgeable staff through a user-friendly, quality driven, service delivery system. Adequate numbers of staff will be assigned to facilitate customers through the identification, access, and use of services.
- 6.25.1. In accordance with State policy, minimum skills standards for front-line staff (all those employees providing direct customer service) includes communication skills training, basic computer software skills (e.g. Word, Excel, Outlook) training, specific programmatic training and attainment of Florida Workforce Professional Tier 1 Certification. Training and certification is provided through the Florida Department of Economic Opportunity Learning Management System.
- 6.25.2. Newly hired front line staff must attain the Tier I certification within six months of their hire date. For this purpose, front line staff is defined as any individual who works primarily with customers, either employers or jobseekers.
- 6.25.3. Subsequent to the attainment of the initial certification, staff must complete in the second year and thereafter, 15 hours of continuing education credits per year in order to remain certified. New staff who complete their Tier 1 Certification have a one-year period after the completion date to accumulate their credits. Contractor will identify staff that will be assigned to system-wide training and who will be expected to train or coordinate the training of new and existing staff to include, but not limited to, competency-based training across programmatic funding lines, organizational productivity, and customer service.
- 6.26. Contractor is required to utilize the US Department of Homeland Security's E-Verify system to verify employment eligibility of all persons employed during the contract term by Contractor to perform employment duties within Florida; and all persons assigned by Contractor to perform work under the terms of the contract.
- 6.26.1. All employees of One-Stop Center contractors, subcontractors, or agents with access to, and the ability to change or destroy confidential data, including data stored in the information systems used by workforce service providers to manage and report participant information, are required to undergo background screening as a condition of employment or contract award. Contractors shall be rescreened upon assignment to a new contract, or after a new contract award period or based on the screening standards prescribed by the State of Florida. All staff are required to have a Level 1 background screening.
- 6.26.2. Section 435.03 mandates that a Level 1 background screening shall include but not be limited to, employment history checks and statewide criminal correspondence checks through the Florida Department of Law Enforcement. Local criminal records checks through local law enforcement agencies may be included. Any person for whom an employment screening is required by statute must not have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to, any offence prohibited under Section 435.04(2) or similar law of another jurisdiction. The background screening

results shall be used to determine eligibility for employment or continued employment, and approval of contractor/agent personnel performing work on behalf of CSB. If Florida Statute 445.002(3) is modified, requirements may change to Level 2 background screenings.

- 6.27. The Contractor shall, at its sole expense, maintain the following insurance. A certificate of insurance satisfactory to the Board and evidencing the coverage must be presented to the Board prior to commencement of services and updated upon exercise of any option to extend the contract. All policies of insurance referenced herein will be primary and will include CSB as an additional insured party with the exception of Workers' Compensation. All policies will include provisions that the insurers waive the rights of recovery or subrogation against CSB. CSB shall be exempt from, and in no way liable for, any sum of money which may represent a deductible in any of the aforementioned insurance policies. The payment of such deductible shall be the sole responsibility of the Contractor.
- 6.27.1. Liability Insurance: A standard liability insurance policy in the single limit amount of \$1,000,000 per occurrence and \$2,000,000 as an aggregate amount. General liability insurance in an amount not less than \$100,000 per person and \$200,000 per occurrence.
- 6.27.2. Worker's Compensation: Workers' Compensation or similar insurance which provides coverage to all staff in at least the minimum statutory limits required by the state of Florida.
- 6.27.3. Bonding: A company-wide blanket Employee Fidelity Bond intended to cover every officer, director, agent, subcontractor, or employee authorized to receive or deposit funds under the contract, or issue financial documents, checks, or other instruments of payment of program costs. This bond shall be in the amount of \$100,000 or the highest planned single payment by the CSB during the contract period, whichever is more.
- 6.27.4. Motor Vehicle Insurance: When using motorized vehicles in performance of actions authorized by the Contract, Contractor agrees to obtain Motor Vehicle Insurance coverage in the amounts of not less than \$500,000 property damage, and \$1,000,000 per person, per occurrence. Contractor shall require and maintain proof of current motor vehicle insurance and vehicle registrations of all employees receiving any vehicle reimbursement expenses, including, but not limited to, mileage reimbursement.
- 6.28. Ensure employers and jobseekers are made aware of and can access services in a timely manner.
- 6.28.1. Employers and jobseekers will learn about the services, understand the services available to them, and be directed to services immediately upon entering the centers.
- 6.28.2. Contractor shall ensure employers and jobseekers are given access to the services they need to successfully achieve their business or career goals.
- 6.28.3. Employer and jobseeker customers will receive the most appropriate services along a continuum of services to meet their established short-term and long-term goals.
- 6.29. Employer and jobseeker customers will receive quality services in a facility that is easily

accessible, accommodating to all special needs' customers, professional, and inviting. Successful outcomes will be meeting Contractor Career Center Standards criteria.

- 6.29.1. Contractor will appoint a minimum of one staff member in each CSBCC to conduct periodic safety reviews of the facilities to ensure compliance with applicable safety standards. Any concerns will be immediately reported to the Center Manager and Facilities Director.

6.30. CSB provides oversight of all CSBCC services and operations.

- 6.30.1. Contractor will report to CSB.

- 6.30.2. Contractor must openly and immediately communicate to CSB any challenges or problems faced by the Contractor in the operation and management of the CSBCC that will adversely affect the CSBCC's performance of this contract, or the effectiveness of CSB meeting State and Federal requirements.

6.31. Contractor shall submit timely reports in accordance with Schedule of Reports and Deliverables, as established at contract execution, and as requested by CSB. Content and format shall be in accordance with CSB guidelines. CSB retains the right to seek clarification or to request expansion or modification of Contractor submittals.

## **7. SCOPE OF SERVICES – EMPLOYER SERVICES**

CareerSource Brevard recognizes employers as the economic driver of the region. Contractor will assist area employers to find workforce solutions for a variety of human resource needs, ranging from gathering information for job postings and referring candidates to employers' current job openings to facilitating and participating in industry-wide projects to address critical skill shortages. WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. WIOA promotes work-based training, incumbent worker training and transitional jobs and other strategies as allowable activities.

Contractor staff is assisted by Board Staff Business Liaisons through the CSB Board Industry Relations Division. CSBCC Contractor staff manage business accounts and provide basic services to any employer in the region while CSB Business Liaisons provide more intensive services to employers in the region's key industries. CSB Business Liaisons represent CareerSource Brevard to regional employers and have the responsibility for communicating employers' needs to CSBCC Contractor staff. The CSB Business Liaisons establish regular communications with CSBCC Contractor staff to transmit real-time information on employers' current needs for workers, labor market trends, and feedback from employers on the services received from the CSBCC. The cooperative flow of information between CSB Business Liaisons and Contractor staff is vital to the CSB mission and key in ensuring that businesses are getting the talent they need and job seeking customers are getting linked to employment opportunities which allow for self-sufficiency and future growth.

Employer customers will view the CSBCC as a business resource. The business customer will be offered a broad range of services that address the needs of the business community. Contractor staff services include, but are not limited to, the following:

- 7.1. Responding to employers' demands for skilled workers and meeting the expectations of area employers by providing high quality candidate referrals, and suggesting solutions to employers' hiring needs including, but not limited to:

- Onsite Recruitment and Placement Assistance for Employers
  - On-the-Job (OJT) Training Subsidies
  - Registered Apprenticeship Program & Pre-apprenticeship programs
  - Customized Training
  - Lay-off Aversion Services
  - Federal Bonding Program
  - Supportive Services
  - Occupational Skills Training
  - Incumbent Worker Training
  - Work Opportunity Tax Credit Program
  - Rapid Response Services
  - Work Experience Program
  - Access to Labor Market Information
  - Information about grants and resources targeted to certain business or industry
  - Information about grants and resources targeted at certain jobseekers which may assist the employer in meeting talent pipeline needs.
- 7.2. Contractor shall work with the CSB Business Liaisons to develop a systematic, equitable approach in determining (based on need) what level of services each business will receive from the Career Centers.
- 7.3. Contractor shall develop effective linkages with employers that lead to resource alignment and training efforts to address the immediate and long-term skilled workforce needs of in-demand industries and to address critical skill gaps within and across industries. Successful outcomes for employer customers will be a sufficient number of quality job applicant referrals for each job order, job placement and sustained employer use of CSBCC services. Where sufficient quality applicants for job orders are not available, the Contractor is expected to develop strategies to fill employer needs.
- 7.3.1. Contractor is responsible for working with the CSB Business Liaisons to achieve employer performance measures set forth by the State as well as by CSB. The success of employer services will be measured, in part, on the following types objective criteria.
- Number of registered businesses that have been provided an intensive service by Contractor staff
  - Number of businesses who have received services from Contractor staff and returned for more services
  - Number of jobseeker referrals made against internal job orders
  - Number of staff referred placements made against internal job orders
  - Providing employers with skilled workers.
  - Providing quality engagement and services to employers and sectors and establishing productive relationships over an extended period of time.
  - Providing quality engagement and services to all employers and sectors with the local workforce region.
- 7.3.2. Contractor is also responsible for submitting additional performance measures to be met, subject to CSB approval.

- 7.3.3. Contractor may also be required to address any new performance measures created by USDOL and specific grant conditions not known at the time of this proposal.
- 7.3.4. Contractor is responsible for assisting with performance related to the State of Florida, CareerSource Florida Continuous Improvement Performance Incentive (CIPI). [View the current metrics and goals.](#)
- 7.4. Data enter job posting information from businesses into the statewide employment database Employ Florida (EF) and help employers who prefer to enter data directly.
- 7.5. Screen and recruit candidates for openings identified by CSB Business Liaisons or requested directly from area employers including:
  - 7.5.1. Basic job matching of resumes and applications
  - 7.5.2. Employee pre-screening
  - 7.5.3. Conduct preliminary basic skills and other assessments
  - 7.5.4. Recruiting for and sourcing qualified candidates
  - 7.5.5. Assisting in recruiting talent to register in the Employ Florida system to meet current and future employer needs.
- 7.6. In coordination with CSB Industry Relations, respond to employers' requests including providing salary information, offering program options for employed worker or on-the-job-training, providing interview space, etc.
- 7.7. Contractor will be required to participate as necessary in providing Rapid Response Services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notifications (WARN) issued by the State. Services may include:
  - 7.7.1. Reviewing affected workers' assistance needs.
  - 7.7.2. Assisting with Rapid Response workshop presentations to assist with career transition, job search tools and skills, resume preparation and interviewing techniques.
  - 7.7.3. Assessing re-employment prospects for workers in the local community.
  - 7.7.4. Providing information on available resources to meet the short and long-term needs of affected workers.
  - 7.7.5. Establishing a process of referring affected employees to the CSB Career Centers.
  - 7.7.6. Developing recruitment/job development activities including job fairs, positive recruitments, job lead development and general recruitment notifications.
  - 7.7.7. Determine if affected workers or business would be eligible for TAA program.
  - 7.7.8. Other services and options provided under WIOA for Rapid Response.
  - 7.7.9. Assisting CSB in tracking and ensuring that Rapid Response requirements have been met and reporting as requested to CSB and any other reporting entity.

- 7.8. Provide continual, timely, business engagement to market CSBCC services to businesses that have not used, or discontinued using, CSBCC services.
- 7.9. Work with employers in facilitating and participating in special projects such as conducting job fairs, business seminars and information sessions, etc. on an array of workforce issues.
- 7.10. Design and implement a system where employer/jobseeker event hiring data is tracked and evaluated.
- 7.11. Develop and deliver services from a standard menu of services for employer customers.
- 7.12. Conduct follow-up to assure customer satisfaction and offer a customer service survey.
- 7.13. Staff members working with businesses will track and report their interactions and services to the CSB Business Liaisons for input in the customer relations management tool, *Salesforce*.
- 7.14. Staff members will work with business to assist with the development of and success of sector strategy activities.
- 7.15. Staff members will work with business to assist with the new grants and services not known at the time this procurement was written.

## 8. SCOPE OF SERVICES – JOBSEEKER CAREER SERVICES

The Contractor will ensure adult and/or dislocated workers seeking employment receive career and training services consistently, and in a coordinated way as prescribed in WIOA Title 1, Subtitle B - "Workforce Investment Activities and Providers", Chapter 3, Section 134, USDOL WIOA Final Rule at 20 CFR Parts 679-680 and any subsequent guidance or technical memorandum. Customers will be served through a seamless process related to the various services/functions offered in order to reduce duplication of resources, minimize number of contacts, and streamline processes.

WIOA emphasizes the development of strategies to support the use of career pathways for the purpose of providing individuals, including low-skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities) with workforce investment activities, education and supportive services to enter or retain employment.

The following Walk-in traffic counts represent the number of individuals who visited the CSB career centers during the past 2 program years. CSB anticipates the same level of visits for program years contemplated under this RFP.

Walk-In Traffic Counts per Program Year	
Program Year	Visits
July 2017 – July 2018	33,554
July 2018 – July 2019	30,303
July 2019 – February 2020	23,351
March 2020 – May 17, 2020	During the COVID-19 pandemic, center traffic was not tracked as the focus shifted to transitioning staff to virtual operations.

	<p>Between March 2020 – May 13, 2020, CSB staff:</p> <ul style="list-style-type: none"> <li>• Fielded a total of 67,244 calls</li> <li>• Served 1,586 businesses</li> <li>• Sent texts to 11,660 customers</li> <li>• Received/responded to 1,130 chats on website</li> <li>• Received 503 customer inquiries via website</li> <li>• Received 113,526 inbound emails</li> </ul>
May 18, 2020 – June 2020	696 Walk-In Visits / 1,291 Virtual Visits
July 2020 – December 2020	5,814 Walk-In Visits / 8,220 Virtual Visits

The following table illustrates the most current number of cases by funding stream for ongoing programs that are being served by our CSBCC's and is to be used for planning purposes only.

2019 – 2020 Average Monthly Caseload by Ongoing Program									
WIOA Adult	WIOA Dislocated	WIOA Youth	Welfare Transition	SNAP	RESEA	TAA	AARP Grant	NEG	Total
357	135	354	956	485	1,005	8	153	153	3453

The following table illustrates the number of cases by special grant program for various grants received throughout the most recent years. This is provided as an example of the culture of CSB's grant award opportunities and to demonstrate the expectation of the Contractor's support for various funding opportunities CSB pursues. This chart is to be used for planning purposes only.

2019 – 2020 Average Monthly Caseload by Special Grant Program		
<b>Active Grant Programs</b>		
Grant Program	Grant Timeframe	Caseload
America's Promise Grant	Jan '17 – July '21	132
NDWG Hurricane Irma	Sept '17 – Sept '21	152
FloridaMakes Aeroflex Pre-Apprenticeship	Jan '19 – March '21	5
NEG Brevard Recovery Works	Apr '19 – March '22	59
NDWG Hurricane Dorian	Jan '20 – March '22	22
<b>Completed Grant Programs</b>		
SPNEG AIM	July '15 – June '18	7
NDWG Hurricane Matthew	Dec '16 – Sept '19	50
Soft Skills	July '17 – June '19	219
Nursing Career Pathway	Nov '17 – June '19	36
Pre-Apprenticeship Expansion	Apr '18 – Dec '20	20
RISE	Jan '19 – June '20	15
NDWG Hurricane Maria	Jan '19 – Sept '20	36
<b>TOTAL</b>		<b>753</b>

The Contractor will provide case management, career assessment and counseling; place applicants into jobs; provide financial aid for education and supportive services; and keep accurate, up-to-date, complete records of the services and financial aid provided to customers.

Contractor services also include, but are not limited to:

- 8.1. Conduct standardized, orientations at all CSBCC's to inform jobseekers of the array of services offered and include overviews of the processes and procedures customers can



expect as well as program specific requirements. Currently, a self-paced online presentation available on the [CSB website](#) is used to help facilitate these orientations as a means to ensure a consistent message and quality delivery at each CSBCC as required by customer flow and customer demand. It is the Contractor's responsibility to continuously review the presentation for accuracy and to provide updates and revisions and/or replacements to CSB for review, approval and uploading to the website. All videos and presentations require CSB approval prior to release.

- 8.2. Specialize in assisting the long-term unemployed, individuals with barriers to employment including those individuals with disabilities; individuals who receive public assistance or are otherwise low-income and/or are basic skills deficient; individuals who are currently employed and seek to enhance or change their present positions; first time entrants into the labor market; and workers who have been dislocated due to company closings or reductions.
  - 8.2.1. Develop Individualized Employment Plans (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services to achieve employment goals for each customer.
- 8.3. Career Centers must provide basic career services in accordance with WIOA that offer universally accessible (self-serve) resources including the following assistance to job and training seeking customers:
  - Ensure that jobseekers can understand and work with the Employ Florida (EF) system including the full registration and the ability to use the EF tools to conduct a competent job search.
  - Eligibility determination
  - Skills assessment
  - Labor exchange services
  - Provision of information on programs and services and program referrals
  - Career, job and labor market information
  - Computer applications software
  - Resume writing software
  - Career exploration software
  - Job, career, and skill self-assessment tools
  - Career planning information
  - Job search information
  - Interviewing information
  - Information on job retention
- 8.4. Individualized career services must be provided to participants after CSBCC staff determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.
- 8.5. Follow-up services must be provided for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. One type of follow-up service highlighted in WIOA is to provide individuals counseling about the workplace. Follow-up services do not extend the date of exit in

performance reporting; for more information on performance reporting see TEGL 10-16. Youth and other specialized grants also require follow-up services.

- 8.6. Develop a career pathways framework for CSB by forming a system-wide approach to career pathways that has the following key elements:
  - 8.6.1. Provides multiple entry and exit points along a continuum of increasing skills, competencies and credentials informed by industry/employers;
  - 8.6.2. Links adult basic and remedial education with occupational skills training;
  - 8.6.3. Includes strategies to serve hard-to-employ populations, including unemployed & underemployed individuals
  - 8.6.4. Increases access to career and technical education programs for special populations, including individuals with disabilities.
  - 8.6.5. Ensures that career pathway programs are designed and implemented in a manner that leads individuals to a post-secondary degree or certification in a high-skill, high-wage, and high-growth or emerging field;
  - 8.6.6. Prioritizes work-based learning opportunities for customers in partnership with regional business and industry.
- 8.7. Work collaboratively with partner organizations to deliver supportive services, including soft skills, case management, mentoring, work supports, and other services designed to help individuals succeed.
- 8.8. Work collaboratively with partners to ensure that the education and training results in an industry-recognized certificate or credential, and/or credits, and/or a degree relevant to the targeted industry sector.
- 8.9. Demonstrate American Disabilities Act (ADA) (42 U.S.C., 12101 et seq.) compliance and conduct all activities in accordance with the ADA and Section 504 of the Rehabilitation Act of 1975, as amended, which prohibits discrimination against qualified individuals with disabilities. The ADA prohibits discrimination by public and private entities on the basis of disability in employment, public accommodations, transportation, State and local government services, and in telecommunications.
  - 8.9.1. Contractor will designate a Disability Services Coordinator (DSC) for each CSBCC location who shall become familiar with all facets of serving the disabled population; act as a liaison with the CSB Disability Program Manager and/or Equal Opportunity Officer (EEO); and research, identify, and report in writing to CSB any ADA compliance discrepancies for all customers at each CSBCC location. DSC's shall be identified at each CSBCC by name with a placard prominently displayed in the front entrance reception area of each CSBCC. DSC's are required to successfully complete training / certification as a Community Partner Work Incentive Coordinator (CPWIC) through Virginia Commonwealth University (VCU) within 365 days of assignment as a DSC.
- 8.10. Using CSBCC resources and staff, meet all requirements and serve as an Employment Network (EN) for the Ticket to Work and Self-Sufficiency Program (42 U.S Code Chapter 7 Subchapter XI Part A 1320b-19) in accordance with Social Security Administration requirements. Accept, assign and produce milestone outcomes for jobseeker tickets in accordance with goals established by CSB.

- 8.10.1. Assist in increasing business participation in the Florida Unique Abilities program which recognizes businesses that employ individuals who have a disability as well as businesses that support the independence of individuals who have a disability.
- 8.11. Refer customers who experience domestic violence, substance abuse, or mental health issues to specialized services. Ensure that at least one staff member at each CSBCC site will have specialized skills to recommend assistance to victims of domestic violence.
- 8.12. Refer Customers with learning disabilities to partnering agencies for specialized assessments and services in addition to those services provided at CSBCC.
- 8.13. Contractor will be responsible for the case management of customers and will be responsible for all decisions related to each case including, monitoring of job search activities, arranging additional assessment and testing, and referring customers for supportive and other services as appropriate.
- 8.14. Training Services as defined by WIOA Section 134(c)(3)(D) and WIOA Final Rule 680.200 are services designed to equip individuals to enter the workplace and retain employment. A measure of success is the placement and retention of the customer into a training-related job.
  - 8.14.1. Contractor is required to facilitate access to Training Services including, but not limited to, the following:
    - Occupational skills training, including training in non-traditional jobs
    - On-the-Job training
    - Programs that combine workplace training with related instruction
    - Training programs operated by the private sector
    - Skills upgrading and retraining
    - Entrepreneurial training
    - Job readiness training
    - Incumbent Worker Training
    - Transitional Jobs
    - Customized training
    - Financial literacy education
    - Adult education and literacy activities in combination with services described above
  - 8.14.2. A Scholarship Unit (SU) serves as a catalyst for providing financial aid for training and supportive services to eligible customers. The SU reviews and approves all training and supportive services. The SU is comprised of senior contractor and Board staff who review the information compiled by the front-line staff to ensure that the training opportunity is appropriate and a good investment of public funds. Each member of the SU votes independently. The SU process is conducted electronically and allows SU members to ask questions of the front-line staff and receive clarification before casting their vote. CSB currently allocates an average of \$1,200,000 per annum to Scholarship Unit funding. The Contractor will provide oversight and be responsible for convening the SU and will manage a variety of customer training requests including, Individual Training Accounts (ITA's), Work-based Training (On-the-Job Training & Work

Experience), Transitional Jobs, Employed Worker Training, Customized Training and Support Services. Responsibilities include, but not limited to the following:

- 8.14.2.1. Submit scholarship applications on a timely basis for training fund approval and closing accounts upon completion.
- 8.14.2.2. Supply accurate and complete customer information in to the SU's decision-making process.
- 8.14.2.3. Provide accurate and objective assessment information, comprehensive, fully developed career plans, customer's financial attributes, and comprehensive case management insights concerning the customer.
- 8.14.2.4. Ensure that skills training is market driven with priority given to high wage/high demand occupations on the Regional Targeted Occupation List (RTOL) and identified by CSB.

8.15. Additionally, Respondents to this subsection must outline other career services they intend to provide to customers seeking to obtain or retain employment and include proposed performance metrics and outcomes for earning award fee for these services. Examples may include, but are not limited to:

- Short-term pre-vocational services such as communication skills and interviewing skills
- Workforce preparation activities
- Financial literacy
- Job retention skills and coaching
- Basic Computer Skills

8.15.1. Provide an evaluation plan including benchmarks, data collection points, and proposed analyses you propose to implement.

## **9. SCOPE OF SERVICES - WELFARE TRANSITION (WT) & SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)**

The Welfare Transition Program is Florida's plan for providing eligible families with services that will assist them in becoming self-sufficient. It requires individuals receiving Temporary Assistance for Needy Families (TANF) Temporary Cash Assistance (TCA) payments to participate in work activities and move toward economic self-sufficiency. The program serves three major groups:

- Applicants - individuals who must register for work in order to be eligible for TCA.
- Mandatory Participants – individuals who receive TCA are required to participate
- Transitional Participants – former TCA recipients who are working but need additional assistance

The Florida Welfare Transition Program enables welfare recipients to move from welfare to work by emphasizing work, self-sufficiency and personal responsibility. Florida recipients of temporary cash assistance must register for work and participate in assigned work activities.

Florida has an integrated workforce system designed to engage jobseekers, including food stamp recipients, in activities geared towards helping individuals gain skills, gain employability, and connect them to employment opportunities.

Customers apply for TCA through the Department of Children and Families (DCF) ACCESS

system. Once an application is made, DCF interviews the applicant and screens each family for benefits as well as their work participation requirements. If during the interview DCF determines the applicant is required to register for work they will provide the applicant with instructions on how to access the One Stop Service Tracking (OSST) system if they have access to a computer or provide them with information on the nearest one-stop career center.

Contractor-provided services include Job Search, Preparation, and Placement; Education and Training; Case Management and Counseling; Subsidized Child Care; Transportation Assistance and Relocation Assistance. Families who receive temporary cash assistance are automatically eligible for services.

- 10.1. The following two major elements are required:
  - 10.1.1. Orientation or Program Overview; and
  - 10.1.2. Intake/Screening for:
    - Domestic Violence
    - Medical limitations
    - Substance Abuse and Mental Health
    - Up-front Diversion
- 10.2. Additionally, CSBCC Contractor staff provides job skills training, GED training, work experience programs, childcare and transportation assistance to low-income families with children including:
  - Individuals receiving TANF that are subject to the Welfare Transition work requirements who have been referred by the Department of Children and Families (DCF)
  - Former TANF recipients who are eligible for transitional benefits
  - Individuals who are eligible for TANF but are not on TANF
  - Non-custodial parents of the children of Welfare Transition program customers
- 10.3. Contractor will refer to partner agencies eligible youth customers for additional services associated with teen pregnancy prevention and assistance for teen parents.
- 10.4. Contractor will be required to consistently monitor and track Welfare Transition customers' progress for the purpose of determining non-compliance with the Welfare Transition Program's participation requirements. While front line staffing specialists provide WT assessment and case management, the Contractor will be responsible for reviewing case files for completeness, and monitoring and tracking WT customer compliance. Compliance is tracked from the first date of expected participation through completion of all planned activities, including employment retention. Non-compliance requires the Contractor to make any recommendations to the DCF on sanctioning in accordance with State guidelines.
  - 10.4.1. Provide an evaluation plan including benchmarks, data collection points, proposed analyses and persons/positions accountable for the compliance monitoring you propose to implement.
- 10.5. Florida's Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) program is designed to help Able-Bodied Adults without Dependents (ABAWD) gain skills, training, and/or work experience that will increase their ability to move directly into employment. The SNAP is an integrated part of the workforce system established in Florida Statutes Chapter 445 and the Contractor is responsible for engaging food stamp recipients at the local level through the CSBCC's.

- 10.5.1. An ABAWD is an individual who is between the ages of 18-49, does not have dependents, and does not meet an exemption outlined in 7 Code of Federal Regulations (CFR) 273.7(b) or an ABAWD exception outlined in 7 CFR 273.24(c).
- 10.5.2. The Department of Children and Families (DCF) determines food stamp recipients' eligibility for benefits. DCF refers SNAP applicants, to include zero benefit households, to the SNAP E&T program, if they meet the criteria for mandatory participation
- 10.5.3. Contractor will be required to offer employment services to SNAP recipients who:
  - Respond to an *outreach letter* issued by DCF,
  - Request workforce services as a result of:
    - Formal or informal referral from community partners;
    - Internet Information;
    - Word of mouth information regarding program; and,
    - Regional outreach by CSB.
- 10.5.4. Contractor will ensure program components are meaningful and enhance the employability of individual food stamp recipients and will engage SNAP recipients in one or more of the following components:
  - Job search;
  - Job search training;
  - Work experience;
  - Education and training;
  - Employment Retention Services to participants who gain employment after engaging in a qualifying program activity. This can include support services such as transportation, work related clothing/uniforms, testing fees, tools, supplies and equipment.
- 10.5.5. ABAWDs who are job ready and assigned to job search will be connected with the universal services offered through the Wagner-Peyser program to assist with continued skill building through employability skills workshops and job search, referral, and placement assistance.
- 10.5.6. Participants in the Temporary Assistance for Needy Families (TANF) work program or the Welfare Transition (WT) program are not eligible to participate in the SNAP E&T program.
- 10.5.7. SNAP performance Measures include:
  - Number of participants who completed online job search or job search training
  - Percent of ABAWD's who completed job search or job search training and obtained employment
  - Number of participants who completed WIOA basic core skills to reduce barriers to employment for low income individuals (i.e. assessments, development of employment plans, soft skills, workshops, work experience-based training)
  - Percent of participants who completed WIOA basic core skills and obtained employment

## 10. SCOPE OF SERVICES - YOUNG ADULT (YOUTH) SERVICES

Contractor will provide Young Adult/Youth Services as prescribed in WIOA Title 1, Subtitle B - "Workforce Investment Activities and Providers", Chapter 2, §129, USDOL WIOA Final Rule at 20 CFR Part 681 and TRAINING AND EMPLOYMENT GUIDANCE LETTER WIOA NO. 21-16 OPERATING GUIDANCE No. 21-16, "Third Workforce Innovation & Opportunity Act Title I Youth Formula Program Guidance.

WIOA emphasizes providing high quality services for youth and young adults beginning with career exploration and guidance, providing continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education. WIOA also emphasizes work experience opportunities. The primary focus is on Out-of-School Youth (OSY) with 75% of available funding allocated to OSY vs 25% on In-School-Youth (ISY). However, CSB has placed emphasis on OSY and historically we have been in the 80<sup>th</sup> percentile of OSY.

Out-of-school young adults must be aged 16-24, not attending any school, and meet one or more additional conditions, which could include:

- School dropout; within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter;
- holds a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner;
- subject to the juvenile or adult justice system;
- homeless, runaway, in foster care or aged out of the foster care system,
- eligible for assistance under Section 477, Social Security Act, or in out-of-home placement;
- pregnant or parenting;
- an individual with a disability;
- low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment.

In-school young adults must be aged 14-21, attending school, low income, and meet one or more additional conditions, which could include:

- Basic skills deficient;
- English language learner;
- an offender;
- homeless, runaway, in foster care or aged out of the foster care system;
- pregnant or parenting;
- an individual with a disability;
- person who requires additional assistance to enter or complete an educational program or to secure and hold employment.

Young adult services provide a coordinated, integrated service strategy for in-school and out-of-school youth facing serious barriers to future employment. The current CSB Youth Services strategy is designed to be the one-stop contact for all youth services offered through the CSBCC's.

Contractor staff provide youth services and dedicated recruitment of young adults into CSB's NextGen Program. Recruitment includes engaging regional community and industry

organizations to participate in work experience or OJT opportunities by communicating the benefits and opportunities available through the NextGen Program.

CSB funding is intended to support the Contractor's ability to incorporate participants into existing program and service offerings including a youth employment program. Contractor will be required to manage and provide resources and designated staff for young adult services in accordance with the design and elements identified in WIOA §129(c). It is not required to provide all the following services to all participants, however Contractor must ensure the services are available to youth participants.

**Preparation for and success in Employment**

1. Paid and unpaid work experiences
2. Occupational skills training
3. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific operation or occupational cluster
4. Entrepreneurial skills training
5. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area (e.g. career awareness, counseling, or exploration)

**Improving Education Achievement**

6. Tutoring, study skills training, instruction, that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
7. Alternative secondary school services, or dropout recovery services
8. Activities that help young adults prepare for and transition to postsecondary education and training

**Support for Youth**

9. Supportive services that enable an individual to participate in WIOA activities
10. Adult mentoring that includes structured activities where the mentor offers guidance, support and encouragement to the participant to develop competence and character
11. Follow-up services
12. Comprehensive guidance and counseling

**Services to develop the potential of young adults as citizens and leaders**

13. Leadership development activities that encourage responsibility, employability, and other positive social behaviors
14. Financial literacy education

Services provided will be creative, flexible, effective, age and culturally appropriate for youth populations in a manner that educates youth about CSBCC workforce services and the benefits these services provide for youth. Additional services include, but are not limited to, the following:

- 10.1 Collaborate with organizations to ensure an effective, streamlined youth referral/eligibility process is maintained to serve the most at-risk youth populations including youth who are out of school, aging out of foster care, offenders or at-risk of offending, or who have a disability. Current partner organizations can be found on our website: [www.careersourcebrevard.com](http://www.careersourcebrevard.com).
- 10.2 Conduct and document a comprehensive assessment of all participants, to include basic skills, occupational skills, interests, aptitude, work readiness skills, barriers and



supportive service needs in order to develop Individual Service Strategies (ISS) that include education, training and employment.

- 10.3 Facilitate a work readiness training program with out-of-school, unemployed young adults.
  - 10.3.1 Within 90 days of the initial contract period effective date, develop for CSB approval, a year-round youth employment program which includes an on-the-job work experience and incorporates the best practices of the existing CSB summer youth employment program.
  - 10.3.2 Develop a set of metrics to measure the efficiency, effectiveness and overall success of the program.
  - 10.3.3 Contractor shall complete a minimum of 4 complete program sessions each contract year thereafter subject to CSB exercising options to extend the contract period of performance.
- 10.4 Facilitate Digital Literacy Certification or equivalent training with youth customers as appropriate.
- 10.5 Serve a negotiated number of young adults during each program year including carryovers. Currently the Contractor is required to serve a minimum of 350 youth.
  - 10.5.1 Carryover youth must be actively participating in one or more of the following activities with the appropriate activity open in EFM:
    - An approved education program with expected attainment of a state recognized education credential within the new program year.
    - An approved occupational skills training program with expected attainment of an industry recognized credential within the new program year.
    - Employability Skills Training with expected completion within the new program year.

## 11. PERFORMANCE

A primary measure of success for any contract awarded as a result of this RFP will be the Contractor meeting the performance measures set forth in the negotiated Contract.

CSB establishes local performance measures in order to evaluate program effectiveness and achieve continuous improvement in the delivery of services. CSB is held to a level of performance the following and may be sanctioned for failing to meet a measure in two consecutive years:

- A) WIOA Primary Indicators of Performance (PIP) Measures - As stated in TEGL 10-16, Change 1, PM (Program Memorandum) 17-2, and TAC (Technical Assistance Circular) 17-01, section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs. (Adult, Dislocated Worker, Youth, Adult Education and Family Literacy, Employment Service program, and Vocational Rehabilitation). These measures are passed down from the state to the local boards and performance expectations are negotiated every two years.
- B) Continuous Improvement Performance Initiative (CIPI) Measures are established at the state level by CareerSource Florida and are used to incentivize local boards. To be eligible for incentive monies the local board must have met all negotiated levels of

performance on the WIOA Primary Indicators of Performance. The measures include Entered Employment Rate, Career Training Rate and Employer Penetration Rate. Performance expectations for these measures consist of an increase of 10% above the same period the previous year.

- C) Locally Defined Performance Measures (referred to as "Attachment F" in the established contract) are designed to be leading indicators of performance on A and B above. Attachment F measures are evaluated and performance expectations are negotiated with the Contractor annually.

Overall performance metrics and outcomes for earning award fee are driven by State negotiated measures with USDOL (PIP Measures) and CareerSource Florida (CPII measures). Local measures will include, but not be limited to, the number of staff- referred placements, entered employment, employment retention, credential attainment, and earnings. Contactor will be measured quarterly. The following table shows current measures and goals.

Elements of Contractor Performance Earnings - PY 20-21						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Customer Services						
Brand New Jobseekers with Extra Credit	1,650 per Qtr.	1,800 per Qtr.	Data Source: SQL Reports			
Customer Engagement	70%	75%	Data Source: SQL Reports			
Entered Employment Rate/Positive Outcome						
Adults	90%	95%	Data Source: SQL Reports			
Dislocated Workers	90%	95%	Data Source: SQL Reports			
Youth	90%	95%	Data Source: SQL Reports			
Welfare Transition*	33%	38%	Data Source: Monthly Management Report			
Wagner Peyser	37%	40%	Data Source: SQL Reports			
Short Term Veteran	38%	42%	Data Source: SQL Reports			
Average Wage at Placement						
Adult	\$17.01	\$17.73	Data Source: SQL Reports			
Dislocated Worker	\$18.59	\$19.31	Data Source: SQL Reports			
Youth	\$10.90	\$11.15	Data Source: SQL Reports			
Welfare Transition*	\$10.01	\$10.65	Data Source: Monthly Management Report			
Wagner Peyser	\$11.44	\$12.15	Data Source: SQL Reports			
Retention at 12 Months						
Adult	80%	85%	Data Source: SQL Reports			
Dislocated Worker	80%	85%	Data Source: SQL Reports			
Youth	72%	75%	Data Source: SQL Reports			
Measurable Skills Gain						
Adult	55%	60%	Data Source: SQL Reports			
Dislocated Worker	55%	60%	Data Source: SQL Reports			
Youth	55%	60%	Data Source: SQL Reports			

Elements of Contractor Performance Earnings - PY 20-21						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Quality of Referrals						
Referral to Placement Ratio by Jobseeker	45%	50%	Data Source: SQL Reports			
Training Services						
PFM Career Training Services	55%	60%	Data Source: SQL Reports			
Grants and Special Projects Measured Annually						
Performance on Special Projects and Grants	N/A	N/A	Data Source: Program Manager Reports			

Tools/Reports available to Contractor with regards to Performance Measures include, but are not limited to:

- Monthly Management Report: Designed, calculated, produced and maintained by the state, and available on-line by the 21<sup>st</sup> of every month for the previous month.
- On Demand reports are available on the CareerSource Board Intranet to track results for the local performance measures. These reports are designed with input from the contractor and maintained by Board staff.
- The Primary Indicators of Performance Report – are designed and maintained by the state and are available here:

The contractor is encouraged to establish leading indicator performance measures for staff to ensure an understanding of what drives performance and how their actions impact the results.

## 12. SOLICITATION PROVISIONS INCORPORATED BY REFERENCE

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. The full text of the solicitation provision may be accessed electronically at the following addresses. This address list is not inclusive, and it remains the responsibility of each Respondent to research the related laws and regulations of prevailing legislation.

- United States Code
  - Code of Federal Regulations (CFR)
  - Federal Register (FR)
  - Federal Statutes (FS)
  - Department of Economic Opportunity [DEO] (State Workforce Board Guidance, Policy, Memoranda, Communiques, Monitoring Tools, Etc.)
  - Executive Orders (EO)
  - Office of Management and Budget (OMB)
  - US Department of Labor/Employment & Training
- 
- Uniform Administrative Requirements for Grants and Cooperative Agreements with Institutions of Higher Education, Hospitals, Other Non-Profit and with Commercial Organizations, and other International Organizations. (29 CFR Part 95 et al)

- Workforce Innovation and Opportunity Act (PL 113-128 (29 U.S.C. Sec. 3101, *et. seq.*) and associated Final Rules).
- Veteran's Priority of Service (38 USC 4215 and 20 CFR 1010)
- Hatch Act (5 USC 1501-1508 and 7328)
- USDOL-ETA, TEGL 5-06, Implementation of Public Law 109-234, Section 7013, which limits salary and bonus compensation of recipients and subrecipients of funds appropriated to the Employment and Training Administration and states that funds shall not be used to pay the salary and bonuses of an individual, either as direct or indirect costs, at a rate in excess of Executive Level II for ETA appropriated funds.
- USDOL-ETA, TEGL 15-14, Implementation of the New Uniform Guidance Regulations
- Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR, Chapter II, Part 200, *et. al.*)
- Purchase of American-Made Equipment and Products (PL 103-333 §507)
- Public announcements and advertising (PL 103-333 §508)
- Audit Requirements for Grants, Contracts and Other Agreements (29 CFR, Part 96)
- Effect of Judgement Lien on Eligibility for Federal Grants, Loans or Programs (28 USC §3201(e))
- New Restrictions on Lobbying (31 USC § 1352, 29 CFR part 93, FS 216.347)
- Debarment and Suspension (Subpart C of 2 CFR Part 1326, and 29 CFR 98, 45 CFR 74 and EO 12549 and 12689)
- Inspector General Act of 1978 (5 USC App.3 § 1 *et seq.*)
- Drug-Free Workplace Act of 1988 (Public Law 100-690, Title V, Sec. 5153, as amended by Public Law 105-85, Div. A., Title VIII, Sec. 809, as codified at 41 U.S.C. § 702; 29 CFR 94 and 45 CFR 82)
- Program Fraud Civil Remedies Act (31 U.S.C. §§ 3801-3812)
- False statements (18 U.S.C. §§ 286 and '1001)
- False Claims Act (31 U.S.C. 3729 *et seq.*)
- Public Entity Crimes (FS 287.133)
- Confidential Records (FS 119.021)
- Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements (37 CFR Part 401)
- Clean Air Act (42 U.S.C. §§ 7401 *et seq.*)
- Clear Water Act (33 U.S.C. §§ 1251 *et seq.*)
- Safe Drinking Water Act, as amended (PL 93-253)
- Environmental Protection Agency regulations (40 CFR part 15)
- PL 91-190 and EO 11514 National Environmental Policy Act; EO-11738, EO 11988, 16 USC 1451 *et seq.* Coastal Zone Management Act; PL 94-163 Energy Policy and Conservation Act, Energy Efficiency; Endangered Species Act PL 93-205: The Contractor shall comply with mandatory standards and policies relating to energy efficiency which are contained in the State of Florida's Energy Conservation Plan issued in compliance with the Act.
- Resource Conservation and Recovery (PL 94-580 as codified at 42 USC 6962)
- Environmental Tobacco Smoke (PL 103-227 Part C)
- Pro-Children Act (20 USC 6083 and Public Law 103277)
- Trafficking Victims Protection Act of 2000 (2 CFR 175)
- Equal Treatment for Faith-Based Organizations (29 CFR 2, Part D)
- Equal Employment Opportunity (EO 11246, as amended by EO 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.")
- Civil Rights Act of 1964 Title IV as amended (42 USC 2000d *et seq.* and 42 USC section 3601 *et seq.*)
- Rehabilitation Act of 1973 as amended (29 USC 794, Section 504)
- Education Amendments of 1972 Title IX as amended (20 USC 1681 *et seq.*)
- Age Discrimination Act of 1975 as amended, (42 USC 6101, *et seq.* Section 654 of the Omnibus Budget Reconciliation Act of 1981 as amended, 42 USC 9849, which prohibits discrimination on the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs.)
- Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998 (29 CFR, Part 37 Implementation and 45 CFR Part 80)
- American with Disabilities Act of 1990, as amended (42 USC 126 and 47 USC 5, and Public Law 101-

336)

- Prohibition of discrimination based on race, creed, color, etc., as basis for denial of financial assistance (42 USC 9849)
- Florida Department of Economic Opportunity/Workforce Florida, Inc. – Applicable Regional Workforce Guidance, Policy, Memoranda, and Communiqués, as amended
- Brevard Workforce Board Policy, Guidance, Memoranda, and Communiqués, as amended

## *PROPOSAL INFORMATION*

### 13. PROPOSAL SCHEDULE

The following schedule represents CSB's the intended schedule that shall be followed. CSB reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. All communication from CSB pertaining to this RFP will be posted on the [CSB website](#).

**Unless otherwise specified, the time of day shall be from 8am to 5pm Eastern Daylight Savings Time (EDST).**

Activity	Date & Time
RFP Issued	February 8, 2021
Questions/Clarifications Submitted to CSB	March 1, 2021 Questions will be accepted until 2 p.m. <i>Submittals past this period will not be responded to.</i>
Responses posted on CSB Website (link listed above)	March 4, 2021
Proposals Due to CSB	March 12, 2021 no later than 12 p.m.
Virtual Public Opening of Proposals	March 15, 2021 9 a.m.
Recommendations/best value determinations submitted for CSB approval	April 22, 2021
CSB Approval	April 29, 2021
Notice of Intent to award posted on CSB Website (link listed above)	April 29, 2021
Anticipated negotiations	May 3 – May 31, 2021
Anticipated transition planning and contract execution	June 1 – June 30, 2021
Commencement of Effort	July 1, 2021

**Proposals and Notices are to be submitted to:**

Jana Bauer, Program and Contracts Officer  
Brevard Workforce Development Board Inc., d/b/a CareerSource Brevard  
297 Barnes Blvd.  
Rockledge, FL 32955  
ATTN: RFP CSB20-600-001

**Virtual Public Opening of Proposals**

Members of the public are invited to dial in to 321-394-4800, meeting ID: 0696 on Monday, March 15, 2021, at 9 am for the public opening of the proposals.

### 14. PROPOSAL INQUIRIES

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following CSB posting the notice of intent to award on the CSB website address indicated below (excluding Saturdays, Sundays, and holidays) any CSB or CSB employee, officer, or member of the board of directors concerning any aspect of this solicitation, except in writing to the CSB Program and Contracts Officer noted above. *Violation of this provision may be grounds for rejecting a proposal.*

The questions must be sent via e-mail to the point of contact by the date indicated above. No telephone calls will be accepted. Inquiries submitted after the period specified above will not be addressed. Please refer to the RFP number and title in the email subject line. All attempts will be

made to post questions received by the due date and the corresponding answers on the CSB website by the date indicated above. No verbal or written information that is obtained other than by information in this document or by addendum to this RFP will be binding on CSB.

**Questions are to be submitted in writing to [jbauer@careersourcebrevard.com](mailto:jbauer@careersourcebrevard.com).**

## 15. PROPOSAL NOTICES, ADDENDA AND COMMUNICATIONS

CSB will post all notices and addenda relative to this procurement on the CSB website. An Addendum Acknowledgment Form will be included with each addendum and shall be signed by an authorized company representative, dated, and returned with the proposal. Interested parties are responsible for monitoring this site for new or changing information relative to this procurement.

**Electronic Posting of Notice of Intent to Award.** Subject to Board approval, on the date indicated on the Schedule, CBS shall electronically post a notice of intended award at the link above. If the notice of award is delayed, in lieu of posting the notice of intended award, CSB shall post a notice of the delay and a revised date for posting the notice of intended award. CSB shall not provide notices of award by any other means.

## 16. PROPOSAL PREPARATION AND FORMAT

All Respondents should be cognizant that the Board is committed to the delivery of services within the context of WIOA principles and DWG funding requirements. Respondents are encouraged to submit modern, innovative approaches to business processes, staffing methods and levels that will provide the best solution to meeting performance outcomes on time and within budget. Proposals should address each of the points listed below to demonstrate that the Respondent has the experience, expertise and ability to operate multiple one-stop career service centers.

All proposals must be assembled in three (3) inch ring binders, with the appropriate tabs according to the following outline. Tabs must be clearly marked, and all narratives, corresponding attachment(s) and documentation must be placed behind the tab. Proposals must be in compliance with page limitations noted. All narratives must be on 8 1/2" x 11" plain white paper with margins of 1" on each side. All narratives must utilize 12-point font size and must be printed on one side only. Charts and tables must utilize a minimum of 10-point font. It is expected that the narrative responses will be labeled according to their corresponding question(s) below.

The proper binder format includes:

1. Page 1 – Cover Sheet (Attachment A)
2. [TAB] Organizational, Administrative, Fiscal Capacity and Past Performance.
  - Corresponding narrative (limit 20 pages)
  - Past Performance (Attachment B)
  - Copy of most recent audit and financial statement(s) – ***Provide two copies each, only necessary to include with the original and on the digital version.***
3. [TAB] Service Delivery/Operations
  - Corresponding narrative (limit 20 pages)
4. [TAB] Management and Staffing
  - Corresponding narrative (limit 20 pages)
5. [TAB] Budget
  - Corresponding narrative (limit 5 pages).



- Budget Template (Attachment C)
  - Provide two (2) copies of your cost allocation plan [CAP] if one is used. ***It is only necessary to include the CAP with the original and on the digital version.***
6. [TAB] Representations and Certifications
- ***Only necessary to include with the original and on the digital version.***

**[TAB] Organizational, Administrative, Fiscal Capacity and Past Performance: Limit 20 pages**

**Organizational Information**

- 16.1.1 Provide an organization chart that shows geographically how your organization operates.
- Provide a list of key staff for your organization. Identify the principals and leadership and briefly describe their responsibilities, experience and length of service with your organization. Who controls the management of your organization?
  - What principals, if any, would be assigned to work on the CSB contract?
- 16.1.2 Please quantify or describe your executive staff's on-site presence through the transition period, if applicable, and throughout contract management.
- If a local presence is not currently established by the organization, please describe the intended plan for local presence.
- 16.1.3 Provide a brief description and history of your organization.
- How long has the organization been providing services?
  - Describe how offering services in response to this RFP will fit into the organization's business plan and long-range plan.
- 16.1.4 CSB expects the majority of work performed under this contract to be done directly by the Contractor. However, CSB understands subcontracting certain portions of work, at certain times, is desirable from both a CSB and industry standpoint in order to enable the companies involved to complement each other's unique capabilities; and offer CSB the best combination of performance, cost, and delivery. CSB will recognize the integrity and validity of contractor/ subcontractor arrangements; *provided*, the arrangements are identified, and company relationships are fully disclosed in the offer. CSB will not normally require or encourage the dissolution of contractor/subcontractor arrangements. However, CSB reserves the right to approve any subcontractors for the Contract and to require the successful Respondent, upon award of the Contract, to replace subcontractors that CSB finds to be unacceptable. No subcontract will be approved unless the Respondent provides a written guarantee with its proposal that the Respondent's firm will be contractually obligated to assume all contract responsibilities. Subcontractors are to be considered a direct expense payable by the Contractor. No Contractor mark-up will be allowed for subcontracted services. The Contractor shall be fully responsible for contract performance, regardless of any arrangement between the Contractor and its subcontractors.
- Does the Respondent intend to utilize subcontract any portion of the work identified in Sections 6-10? If yes, please describe the reason for using the subcontractor(s), the specific role each subcontractor will play in the project, and the relationship between the Respondent and the subcontractor to be maintained during the term of the contract.

- Any work contemplated to be subcontracted shall be sufficiently detailed in the proposal as to subcontractor/firm name, address, contact person, qualifications of the subcontractor, a complete description of the work to be subcontracted, cost of the subcontracted work, and the measures in place by the Contractor to assure that contract performance will be met.

### Financial and Administrative

- 16.1.5 Describe your organization's financial and administrative experience and capabilities. Include in that description the organization's experience in managing and accounting for multiple federal, state and local funding sources in accordance with General Accepted Accounting Principles (GAAP), subcontracting experience if applicable, and conducting self-monitoring for contract performance and compliance.
- Describe how the organization will financially support the costs of doing business until an invoice can be submitted and paid by CSB. Note that the time lag between disbursement and reimbursement is normally 30 days but can take up to 60 days and under some circumstances monthly disbursements can average \$350,000.
  - Include a brief description of your financial stability and any comments you wish to make about your credit rating, your payment policies and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Provide descriptions of the administrative and financial management capabilities of the organization. How will contracted funds be kept separate from other funds? How will financial information be made available for monitoring and auditing purposes? What are the qualifications of the organization's key program management and financial staff and to what extent will they be involved with this project?
  - Include a copy of your organization's most recent audit and audited financial statements. (Excluded from the 20-page count limit).
- 16.1.6 Describe the financial and administrative capacity of your organization to account for funds, property, and other resources.
- Note that minimum requirements include the ability to segregate and track costs by funding streams and/or program and provide monthly and cumulative cost data. It should also be noted that grant periods of performance are not standardized and may result in varying start and ending dates for programs during the term of a contract and that data will be required in Microsoft Excel format.

### Past Performance

- 16.1.7 Complete the Past Performance Table, **Attachment B** [excluded from 20-page count but does have limitations noted on form]. The form requires you to briefly describe past and current activities or programs managing federally-funded workforce development programs over the past 10 years that are similar in size, scope and relevance to those requested in this RFP which demonstrate your capability to serve as a one-stop operator and where there is documented success in participant outcomes for training program completion and or credentialing, employment placements, and/or wage increases.
- Briefly describe what workforce development services you now provide to employers and jobseekers.
  - Include any experience in providing combined adult, dislocated worker, youth, welfare transition services, SNAP and other specialized programs in a one-stop

environment.

- Include specific data on outcomes achieved to demonstrate your ability to meet contractual performance standards for WIOA services or comparable programs. The same information should be supplied for any proposed subcontractors.

**[TAB] Service Delivery/Operations: Limit 20 pages**

CSB is committed to the delivery of services within the context of the WIOA principles: streamlining services through a One-Stop service delivery system; empowering individuals through information and access to training services; providing universal access to employment related services; increasing accountability (i.e. improving jobseekers' employment retention and earning, improving the quality of the workforce, sustaining economic growth, enhancing productivity, and reducing welfare dependency); and improving youth programs by linking them more closely to local labor market needs and community youth programs and services, and ensuring strong connections between academic and occupational learning.

It is the objective of CSB to place the maximum amount of resources at points in the system where customers are directly served.

Specific questions Respondents should address regarding these services are indicated below.

- 16.2.1 Describe your understanding of the workforce need of employers in Brevard County and how you would leverage all the system resources to best help Brevard County employers meet their human resource needs and job seeking individuals build careers?
  - Describe the strategies your organization will implement that will provide innovative solutions to employers' workforce concerns. Describe your strategies for assisting jobseekers find jobs which lead to self-sufficiency.
- 16.2.2 Explain the depth of your organizations knowledge and experience, and those of your proposed partners as applicable, with WIOA and/or its predecessor the Workforce Investment Act (WIA).
  - Include experiences in providing training, employment and case management similar to those described in this RFP.
  - Include other programs and services currently conducted by CSB in the One-Stop Operations.
- 16.2.3 Describe, in detail, any previous evidence and background experience in serving target populations, identified in Section 5, Background, WIOA, and provide a comprehensive explanation of strategies that will be used to remove or mitigate individuals' barriers to training and employment.
  - Describe any experience working with customers of special populations including, but not limited to; mental health, substance abuse, re-entry, mature workers. Describe any customized programs or services offered to all special populations that apply.
  - Respondent may also choose here to provide information about other populations not covered.
- 16.2.4 Explain your organization's plans for reaching out to and recruiting new clients for workforce services in Brevard County to meet employer needs.
  - Discuss specific message vehicles and activities you will use, as well as the expertise of the specific staff members who will be responsible for initiating and following through on these activities.

- Please include specific innovative actions, plans or ideas for increasing the number and quality of jobseekers completing a full registration in Employ Florida.
- 16.2.5 Describe your customer in-take process. What is accomplished during the first visit? What engagement occurs so that staff learn about the customer's goals and customer's leave with a great understanding of the programs offered?
- 16.2.6 How will you assure that front line staff has sufficient skills and knowledge to recognize and offer the services that will help each employer and jobseeker reach their employment goals? In your answer list some of the particular skills and/or knowledge you expect from staff employed by the contractor.
- 16.2.7 Describe service delivery quality improvement policies and procedures used by your organization.
  - Be specific in describing the methods used to collect information on services, staff assessment, and how the organization responds to areas needing improvement. Provide examples of recent, successful, best practices, transformations or innovations introduced into the organization to promote quality.
  - Quality Improvement. Other than staff training, describe the quantitative and qualitative tools that the organization will use to implement a continuous improvement model of career center services as described under Section 6, Scope of Services - General, Paragraph 6.22 above, to determine quality of performance in services and programs, reduce findings and observations, and meet performance measures.
    - i. Include a description of your methods for collecting, analyzing, and using data to inform program decisions, outcomes, and deliverables to improve services, programs and meet monitoring standards to maximize their quality and outcomes. List specific instances where you have used these tools and provide their outcomes. View Current State of Florida monitoring review tools. It should be noted that these criteria are subject to periodic change based on State priorities and policy.
- 16.2.8 Describe what best practices you will employ that will directly impact efficiency, streamlining of services, and meeting performance measures.
  - Discuss your organization's approach to staff assessment, education and training in relation to how you will manage performance outcomes.
  - Include any additional indicators of performance not noted in Section 11, Performance, of this RFP that you have experience managing and believe to be relevant to this RFP.
  - Briefly describe your success and lessons learned in meeting performance measures in contracts of a similar nature to this RFP.
  - Describe the strategies to be implemented to ensure federal and state performance standards and local objectives will be achieved if awarded a contract as a result of this RFP.
  - Describe how monthly reports will be submitted.
- 16.2.9 A key component to Rapid Response is assisting with the re-employment of laid-off workers as rapidly as possible.
  - Describe your plans, strategies and employee transition services to deliver Rapid Response services.
  - Include specifically what you plan to offer businesses and discuss your

- organization's ability to provide appropriate workshops to employees of a company that has requested these services.
- Include the methods to be used to engage and assist with persons receiving or nearing the end of Reemployment Assistance payments so that they can return to work.
- 16.2.10 What specific transition plan(s) will you use to ensure that customer services are not interrupted and that performance measures are continuously met during a transition time for a new contractor?
- Detail the action steps, strategies and timelines with specific dates for transitioning the services requested under this RFP.
- 16.2.11 CSB has identified healthcare, manufacturing, IT, aviation and aerospace as in-demand industry sectors. Providing training and work-based experiences leading to sustained employment in in-demand sectors and emerging careers is a priority of CSB.
- Describe how you will identify and recruit the best candidates for this training and work experience.
  - Describe how you will work with employers in the demand industry sectors.
  - Provide examples of successful best practices of each.
- 16.3.3 In the current economy, and most recently due to the COVID-19 pandemic, there is a growing need for many of our services to be provided as virtually as possible.
- Describe your current virtual services offered and practices you utilize.
  - Include any innovative ideas that focus on ease-of-use for job seeking customers.
  - Identify software that you have utilized, or plan to implement, to enhance services, assessments or outcomes for job seeking customers. Describe how you measure and determine the return on investment.
- 16.2.12 What are the standards for customer service within your organization and how will you ensure your standards will be met consistently if you are awarded a contract as a result of this RFP?
- 16.2.13 Describe any future innovations that you envision implementing should you be awarded a contract under this RFP.
- Describe how these innovations match CSB priorities, industry sectors, jobseekers and methods of service delivery.
  - Identify metrics and outcomes you propose to meet.
- 16.2.14 Describe your plans to collaborate with schools and community partners to increase your ability to recruit and serve Out-of-School young adults.
- 16.2.15 Describe your plan to incorporate career pathways and sector strategy activities in your program model.
- 16.2.16 Describe your plans to collaborate with community-based organizations including, non-profits and faith-based organizations.

**[TAB] Management and Staffing: Limit 15 pages**

16.3.1 Provide a management/staffing plan for each Career Center location. Include a staffing table indicating number of staff, status (full-time/part-time/seasonal/temporary), location, job function (e.g. fiscal, administrative support, etc.) and brief job descriptions for each staff position as follows. Subcontracted services should be addressed if applicable. **Job Descriptions for the current operations are in the Resources Section of this RFP.**

- Provide a description of the basic approach to the management of the contract as it relates to the coordination and implementation of the components of the scope of work above. The inclusion of an organizational process flow chart is recommended.
    - Include a description of your previous experience in transitioning/acquiring the operations of a multi-location service delivery system similar to what is required in this RFP.
    - Describe your transition communication plan to incumbent staff.
  - After reviewing the Job Descriptions for current operations under the Resource section of this RFP, please describe any modifications or differences your organization would operate under. (Not included in the 15-page count).
  - Describe the experience, training, certification, and expertise that will be required of staff including minimum qualifications.
    - Include criteria and examples of the tools used to determine suitability for the position.
    - Explain what criteria will be used to determine which incumbent CSBCC staff will remain (if any).
  - Identify and provide resume(s) of Key Staff designated to oversee the proposed service delivery model.
    - At a minimum, resumes should include education, work history, and any specialized training or certifications relevant to proposed job function. If your organization will need to hire staff as a result of being awarded a contract, please outline your plan and timeline to hire qualified staff to deliver these services and programs.
- A. Explain in detail what actions the organization will take to upgrade the skills, knowledge and abilities of its staff. Provide information on the plan for continuous learning among staff.
- B. Explain in detail what actions the organization will take to minimize attrition, staff turnover and ensure positive, professional, engaged and motivated staff. Please describe your organizational history of staff turnover and method used to reduce or manage.
- C. Submit a detailed organization chart of the proposed operation. Indicate how many people by what job title, will be assigned to each service at each geographic location. Describe your methodology for determining the optimum proportion of staff to the services identified in the proposal narrative.

16.3.2 Current average caseloads are identified in Section 8, Scope of Services – Jobseeker Services this RFP.

- Describe if there is room for growth in the number of customers that could be served if there is cost effectiveness with no loss in service quality if the number of customers/cases is increased without an increase in budget.
- Include how many customers your organization can serve effectively with your

proposed headcount.

- What was your organization's average yearly capacity in your most current contract for similar services to this RFP? What is the current caseload ratio? What is your proposed ratio?
- If there is a disparity between the number of customers that you propose serving and the number served on your most current contract for similar services to this RFP, explain how you plan on increasing and supporting the proposed capacity within the estimated budgetary constraints identified in Section 4, Contract Type and Amount, of this RFP.

16.3.4 Describe your human resources practices concerning background checks, drug screening, staff probationary periods, and the criteria of performance evaluations.

- Discuss how these practices will be applied to new hires as well as incumbent personnel.
- Include examples of all relevant tools to describe how your process and practices provide an objective assessment of the above.

#### **[TAB] Budget**

For any contract awarded as a result of this RFP, the Contractor shall supply all personnel, labor and materials necessary in performance of the contract unless otherwise indicated. All proposed project costs must be necessary and reasonable and in accordance with Federal guidelines. Determinations of allowable costs will be made in accordance with the Cost Principles, now found in the Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance), codified at 2 CFR Part 200 and at 2 CFR Part 2900 (Uniform Guidance-DOL specific). Respondents, whether successful or not, will not be entitled to reimbursement of pre-award costs.

If the respondent(s) is proposing to be reimbursed for a Federally Approved Indirect Cost Rate (ICR), the respondent(s) must submit a copy of the approved indirect cost plan that has been approved by the Federal cognizant agency for the organization for indirect costs to be considered for payment.

The Respondent(s) must follow the guidelines established in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. If the Respondent(s) does not have an approved ICR, CSB reserves the right to negotiate possible indirect costs with the recipient after contract award.

This is a cost reimbursement contract that provides for the reimbursement of all allowable costs under WIOA, and any other Federal, State and local grants/programs which are approved in the contract budget. The respondent(s) must maintain the documentation necessary to support all costs and expenses, and ensure that costs are separated by funding streams and/or programs.

In preparing the budget, Respondents should take into consideration that CSB will directly pay for facility costs (rent, utilities, phones, etc.), equipment (copiers, desks, chairs, tables, etc), information technology (data lines, network development and maintenance, hardware, software, technical support, etc), customer training (tuition, books, uniforms, OJT employer reimbursements, customized training costs), and all support services for customers (such as child care, transportation, car repair, etc.). CSB will also directly pay for CSB approved job related employee training fees (not including travel, lodging or per diem which will be reimbursed in accordance with state policy) and the staff training budget will be established each program

year by CSB. Therefore, respondents should not include costs for such expenses in the budget submitted with the proposal. CSB **does not** provide systems or services to contract staff for the purpose of: asset management, time and attendance tracking; staff scheduling, payroll processing; miscellaneous financial accounting and general ledger activities, or Internal purchasing of items.

Cost proposals should clearly identify reasonable fees and other compensation directly related to services requested in this RFP. A detailed line item budget must be submitted using the format of the budget forms provided as Attachment C which can be found in the Attachments section of this RFP. Fillable Excel budget forms are provided as a separate attachment [on our website](#).

Provide a narrative explanation for each line item in the budget. **[Limit 5 pages]** The budget narrative is a representation of the overall fiscal capability of an organization. It must detail each item within every category for which funding is requested. The budget description must include how the project's proposed budget supports the stated objectives and activities along with how funds are allocated to minimize administrative costs and support direct services to customers. The budget narrative should follow in the same order as the line items in the line item budget.

The narrative should describe the following:

1. Justify each proposed expense in terms of it being necessary, allowable and reasonable. Show the method of computation (e.g., insurance = salary x 2.35%).
2. Give details of the organization's cost allocation method if one is used (e.g., prorating the cost of supplies based on the number of staff, or the cost of salaries based on time spent on each fund source allocated the contract). Provide a copy of your cost allocation plan [CAP] if one is currently used. [CAP not included in page limitation.]
3. Identify any in-kind resources/support beyond what is requested in the budget. Include each committed or proposed source of funding and the amount of that funding. If your agency has an approved indirect cost plan and you are not proposing to be reimbursed for indirect costs, provide this amount as an in-kind contribution.
4. State what contingency plans are in place to repay CSB in the event that there are any disallowed costs as a result of an audit or monitoring review.
5. If funded, what percentage of the organization's total budget will this contract represent?
6. What strategies will be used to ensure level expenditures throughout the program year?

The following definitions are applicable to budget line items:

- **Wage/Salaries:** Staff salaries and associated fringe benefits that are necessary for direct service delivery. Personnel expenses do not include subcontracted professional services or staffing (these costs should be allocated to the Other Direct Cost category). While staff performing some administrative functions is allowable, positions that are fiscal, managerial or administrative in nature should be allocated to the Indirect Cost category.
- **Other Direct Costs:** Program costs that are necessary to run the program, including general consumable materials and supplies, subcontracts, travel, insurance and other related direct costs such as professional services (accounting/payroll) purchased from vendors (as opposed to subcontractors) are included in this category. CSB establishes an annual budget for costs related to small equipment purchases (e.g. calculators, earphones, recorders, etc.). Purchases will be reviewed for cost effectiveness, allowability and reasonableness.
- **Award Fee:** Cost-plus-award fee (CPAF) contracts include an estimated cost and an award fee amount that is paid based upon periodic subjective evaluations of contractor performance. The available award fee pool is negotiated and will be included in the contract. However, the actual



award fee earned by the Contractor is determined by CSB's assessment of the Contractor's performance. Criteria for contract performance will be included in the contract, and the Contractor is judged on how well it performs in relation to those criteria. While the Contractor can comment on CSB's evaluation it cannot dispute the score and the resulting award fee determination and is not subject to Disputes clause procedures. The Contractor can earn any amount of award fee, from all of the award fee pool to none of it. A Contractor will not be paid any award fee for less than satisfactory overall performance.

For-profit proposals must include a narrative of the proposed award fee along with the proposed deliverables that must be met before award fee will be paid to the organization. The sum of the proposed award fee should reflect the character and difficulty of the contract effort. Deliverables may be broken down into smaller increments of the total effort in order to receive an award fee payment at predetermined achievement points. If applicable, please provide the details in your narrative.

CSB consideration of the proposed award fee will be given to the complexity of the work to be performed, the proposed deliverables to be met, and the risk borne by the contractor to meet the deliverable criteria.

## 17. PROPOSAL SUBMISSION

To be considered responsive, one original hard copy proposal clearly marked "Original", and 6 copies marked "Copy" plus one digital (CD or thumb drive) version of the proposal clearly marked with the Respondents business name and the RFP Number, must be received at the CSB administration offices no later than the due date and time shown in the Proposal Schedule above. **Faxed or emailed proposals will not be accepted.** CD or thumb drives will not be returned.

Given the predominance of Microsoft Office in the market, CSB relies on Microsoft Office to conduct day-to-day operations. Respondents are required to submit their proposals using software that is completely compatible with, at a minimum, Microsoft Office 2007. Compatibility means CSB staff will NOT have to go through extra steps to view documents.

All proposals received will be recorded in with the date and time of receipt. Proposals delivered after the deadline will not be accepted.

The timely delivery of a proposal is entirely the responsibility of the Respondent. Proposals postmarked on or before the proposal due date, but delivered after the due date or time, will be considered non-responsive. Proposals hand delivered after the due date or time will be considered non-responsive.

All documents requiring a signature shall be signed in black or blue ink by a duly authorized individual or official of an organization. The proposal shall also provide the following information: name, title, address, and telephone number of individual(s) with authority to negotiate and contractually bind the organization, and the name of the person who may be contacted during the period of proposal evaluation if different from the signatory official. **Respondents are required to fill out and sign the Cover Page provided as Attachment A.**

Acceptable proposals shall, at a minimum, meet the specifications contained in this RFP. Respondents are responsible for determining all factors necessary for preparation of informative, responsive proposals. Proposals should demonstrate methods, strategies and expertise to accomplish the tasks identified in the Scope of Work. The contents of the proposals should be clear, concise, and easy to understand and not exceed the indicated maximum limitations noted

for each required submittal. Unnecessarily elaborate brochures or other presentations beyond that sufficient to present a complete and effective proposal are not desired. Elaborate artwork, expensive paper, and plastic zip bindings are neither necessary, nor desired. It is generally preferred that written material be single-spaced, except where there is a reason for double spacing. An outline form using major headings is preferred. Legibility, clarity, and completeness are essential.

Respondents should submit a single proposal, no longer in length in as prescribed in the Proposal Preparation section above. No more than one bid will be accepted from any one organization, whether in the form of a sole bid or as part of a collaborative. Inclusion of any organization in more than one bid is a basis for disqualification from consideration.

Respondents must address safeguards and provide assurances the services provided under the Contract will be operated as a separate entity from the Respondent's core organization and that all referrals are customer-appropriate and not biased towards its own programs or those of any parent or affiliated organization.

CSB will award contracts based on what is in the best interests of CSB. The contract will be awarded based on offers received considering price, value, quality of the proposal and negotiation of such contract with the successful Respondent(s). The assessment of experience and qualifications will take into account such factors as understanding of the services needed; demonstrated skills, experience and ability to deliver high quality services on time and within budget. The assessment of price will take into account that rates are reasonable in relation to the services provided; detailed; and that assumptions by the Respondent regarding calculation of fees are relevant.

Proposals must be presented in the same order as set forth in the "Proposal Format" below and contain all information requested in the individual areas of service being proposed.

Giving incomplete or erroneous information or withholding important information could result in disqualification, or later, contract termination.

Time is of the essence with respect to performance on the services and products to be provided in the final agreements.

**The Representations and Certifications are required to be signed by the Respondent, using black or blue ink, notarized, and submitted with the proposal.**

## 18. PROPOSAL EVALUATION

All proposals will be evaluated using a weighted scoring criterion based on the following:

#	Criteria	Points
1a	Organization Structure and Experience	15
1b	Financial Capacity	10
1c	Past Performance	5
2	Service Delivery / Operations	30
3	Management and Staffing	25
4	Budget	15

## 19. CONDITIONS AND LIMITATIONS

The following conditions are applicable to all proposals:

This RFP does not commit or obligate CSB to award a contract, to commit any funds identified in this RFP document, to pay any costs incurred in the preparation or presentation of a proposal to this RFP, to pay for any costs incurred in advance of the execution of a contract, or to procure or contract for services or supplies.

CSB reserves the right, at its sole and absolute discretion, to withdraw this RFP solicitation without prior notice, to accept or reject any and all proposals in whole or in part, to change or waive any informalities or irregularities in the proposals received to request additional information, clarifications, an interview with; or presentation from any or all Respondents; to allow corrections for errors or omissions, and to accept any proposal that is deemed most favorable to CSB at the time and under the conditions stipulated in the specifications of this request.

Non-conforming proposals may be considered non-responsive and are subject to return without review.

CSB reserves the right to negotiate the final terms of all contracts, change any terms and conditions set forth in this RFP; or require amendments at any time during the contract period.

Any contract, modifications of contract, or contract extensions executed as a result of this RFP are subject to available funding.

CSB reserves the right to end contract negotiations if acceptable progress, as determined by CSB, is not being made within a reasonable time frame.

Pursuant to Florida Statute 445.007 and in accordance with CareerSource Florida Inc. d/b/a CareerSource Florida (CSF) 2012 Modifications to CareerSource Florida Inc. Contracting Policy concerning Regional Workforce Board Contracting, all contracts between CSB and a CSB board member or other person or entity who, as defined in the Statute, may benefit financially from a contract must be approved by a two-thirds vote of the of the board, a quorum having been established. Further, any of these contracts greater than \$25,000 cannot be executed prior to the written approval of CareerSource Florida.

CSB reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the individual or firm of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between CSB and the individual or firm(s) selected.

CSB may require the selected Respondents to submit price, technical, or other revisions of their proposals in writing which may result from negotiations.

CSB reserves the right to conduct a pre-award review that may include, but is not limited to, the Respondent's record keeping procedures, management systems, accounting and administrative systems, and program materials.

## 20. APPEAL PROCEDURE FOR PROCUREMENT ACTIONS

In accordance with applicable regulations, Respondents who are not selected for award of a

CSB procurement action have the right to appeal. The following steps must be taken for organizations to appeal funding decisions:

- A. Submit a letter within 3 business days from the date of the notification of intent to award contract to the President of the Brevard Workforce Development Board, Inc. stating that an appeal to the contract award is being filed and the specific reasons for that appeal based on any of the criteria below:
- i. Clear and substantial error or misstated facts by the rating team upon which the decision was made by the CSB Board of Directors.
  - ii. Unfair competition or conflict of interest in decision making process.
  - iii. Any illegal or improper act or violation of law.
  - iv. Other legal basis on grounds that may substantially alter the Board's decision.

The CSB President will review the appeal and respond within 10 business days from receipt of the letter from the Respondent.

- B. In the event the CSB President's response is not satisfactory to the Bidder, an appeal to the CSB Executive Committee may be requested. The request must be addressed in writing via certified mail within 15 days from receipt of response from the CSB President to:

Chair, CSB Executive Committee  
Brevard Workforce Development Board, Inc.  
297 Barnes Blvd.  
Rockledge, FL 32955

The appeal will be scheduled to be heard at a time set by the CSB Chair after consultation with counsel, but within 30 days of receipt of the appeal. Decisions by the CSB Executive Committee are final.

An appeal will not prevent CSB from conducting contract negotiations and implementation of tasks with the prevailing proposals if it is in the best interests of the organization to do so.

FAILURE TO FILE A PROTEST WITHIN THREE (3) BUSINESS DAYS FROM THE DATE OF NOTIFICATION OF INTENT TO AWARD THE CONTRACT SHALL CONSTITUTE A WAIVER OF THE BIDDER'S RIGHT TO APPEAL.

-----Refer to Proposal Attachments-----

**Attachment A  
COVER SHEET****LEGAL NAME OF RESPONDENT:** \_\_\_\_\_**RESPONDENT DOES BUSINESS UNDER THIS NAME:** \_\_\_\_\_**BUSINESS ADDRESS:** \_\_\_\_\_**Phone:** (    ) \_\_\_\_\_ **Fax:** (    ) \_\_\_\_\_**DUNS Number:** \_\_\_\_\_ **Website:** \_\_\_\_\_

Name, title and contact information of person authorized to answer any questions about the proposal, negotiate the contract terms and contractually bind the respondent:

**Name and Title:** \_\_\_\_\_**Phone:** (    ) \_\_\_\_\_ **Fax:** (    ) \_\_\_\_\_**Email:** \_\_\_\_\_

I do hereby certify that this proposal is submitted in accordance with the provisions and conditions outlined RFP CSB20-600-001, that this firm, acknowledges and accepts the terms and conditions of this RFP by tendering an offer to Brevard Workforce Development Board, Inc.; that all the information is complete and accurate, and that this proposal represents a firm and fixed offer to provide the requested services. This offer shall remain valid for a minimum of 90 days. I also certify that the fees in the proposal have been arrived at independently, without consultation, communication, or agreement with any other bidder or with any other competitor for the purpose of restricting competition, as to any matter relating to such fees; and no attempt has been made or will be made by the bidder to induce any other person or organization to submit or not submit a proposal for the purpose of limiting or restricting competition. I further certify that this organization can and will provide and make available, at a minimum, all services described in the proposal.

\_\_\_\_\_  
Signature of Authorized Representative\_\_\_\_\_  
Date\_\_\_\_\_  
Printed Name and Title**BWDB USE ONLY:**

Date Received: \_\_\_\_\_

Time Received: \_\_\_\_\_

Received By: \_\_\_\_\_

## Attachment B - PAST PERFORMANCE

**Respondent:** \_\_\_\_\_

Describe your past performance managing federally funded workforce development programs, or comparable experience by completing the following table. Please be brief. We do not expect a list of all performance criteria – include only key points that you have determined to best relate to the requirements of this RFP.

Information Requested	Response
<b>Contract/Project Title</b> (e.g. One- stop operator for Florida Region 13 Workforce Investment Board):	
<b>Buyer and Contact Information</b> (include funding organization name/address, primary POC name/title, POC telephone, and email address)	
<b>Funding Source(s)</b> (e.g. WIA/WIOA, NEG, etc.)	
<b>Funding Amount</b>	
<b>Period of Performance</b>	
<b>Contract Type</b> (e.g. fixed price, ID/IQ, cost plus fixed fee, etc.)	
<b>Brief Summary of Project</b>	
<b>Primary Contractual Performance Criteria</b>	
<b>Verifiable Performance Outcomes Achieved</b>	

**RFP CSB20-600-001  
ONE-STOP WORKFORCE SERVICES  
PROPOSED BUDGET SUMMARY**

**RESPONDENT:** \_\_\_\_\_

<b>Budget Category</b>	<b>Budget</b>
Personnel	\$ -
Fringe Benefits	\$ -
Staff Travel	\$ -
Staff Development	\$ -
Office Costs	\$ -
Professional Fees	\$ -
Other	\$ -
<b>Total Direct Costs</b>	<b>\$ -</b>
Corporate / Indirect Charges <i>(Calculated at no more than 8% of Direct Costs)</i>	\$ -
Profit / Program Income <i>(Calculated at no more than 7% of Direct Costs)</i>	\$ -
<b>Total Budget Request</b>	<b>\$ -</b>

# One-Stop Workforce Services Detailed Description of Budget

## 1. Personnel (List all positions that provide direct support to the one-stop system, including salary and wages for managers, staff, and other key personnel)

Position Title	Average Salary	# of FTEs	% of Time	Cost
Ex. Program Manager	\$ 36,000.00	3	75%	\$ 81,000.00
				\$ -
				\$ -
				\$ -
				\$ -
Total Personnel				\$ -

## 2. Fringe Benefits (List all positions mentioned in Personnel that are eligible for benefits, indicate the type of benefit, salary calculated in Personnel section and rate of calculation of each benefit)

Position Title	Type	Salary	Rate (%)	Cost
Ex. Program Manager	benefits/health insurance	\$ 81,000.00	29%	\$ 23,490.00
				\$ -
				\$ -
				\$ -
				\$ -
Total Fringe Benefits				\$ -

## 3. Travel (Actuals may not exceed Florida Statutes and DEO Policies.)

### 3a. Mileage - Personal Vehicles

(Purpose and Estimated Miles)	Mileage Round trip	# of Trips	Rate/mile	Cost
Ex. Program Manager's travel between centers for staff meetings	54	52	\$ 0.45	\$ 1,263.60
				\$ -
				\$ -
				\$ -

### 3b. Airfare (Purpose and Location)

	# Travelers	# of Trips	Cost Per Trip	Cost
Ex: Program Manager's travel to workforce conference in Washington DC	1	2	\$ 900.00	\$ 1,800.00
				\$ -
				\$ -
				\$ -

### 3c. Meals (Purpose and Location, note meals are only for overnight travel)

	# Travelers	# Days Travel	Cost Per Day	Cost
Ex: Program Manager's travel to workforce conference in Washington DC	1	4	\$ 56.00	\$ 224.00
				\$ -
				\$ -
				\$ -

### 3d. Lodging (Purpose and Location)

	# Travelers	# Nights Lodging	Cost Per Night	Cost
Ex: Program Manager's travel to workforce conference in Washington DC	1	3	\$ 86.00	\$ 258.00
				\$ -
				\$ -
				\$ -

### 3e. Incidental Expenses

	Quantity	Rate	Estimated Cost
Ground Transportation (taxi, rental)			\$ -
Parking			\$ -
Gas for rental			\$ -
			\$ -
Total Travel			\$ -



**One-Stop Workforce Services  
Detailed Description of Budget**

**4. Staff Development / Continuing Education**

Item	Purpose	Quantity	Unit Costs	Cost
<i>Ex. Program Manager's college tuition for 3 semesters</i>	<i>Required professional development</i>	3	\$ 450.00	\$ 1,350.00
			\$	-
			\$	-
			\$	-
<b>Total Staff Development</b>				\$ -

**5. Office Costs**

Item	Intended Use	Quantity	Unit Costs	Cost
<i>Ex. Cell phones for Community Leaders</i>	<i>Voice and email communications</i>	8	\$ 600.00	\$ 4,800.00
			\$	-
			\$	-
			\$	-
<b>Total Office Costs</b>				\$ -

**6. Professional Fees (List all services and fees to be paid.)**

Name of Provider	Service	Rate	hourly or flat fee	Cost
<i>Ex. KPMG</i>	<i>Annual A-133 audit</i>	\$ 10,000.00	<i>flat fee</i>	\$ 10,000.00
			\$	-
			\$	-
			\$	-
			\$	-
<b>Total Professional Fees</b>				\$ -

**7. Other Direct Costs (List all other direct costs.)**

Description	Description	Rate	hourly or flat fee	Cost
<i>Ex. FBCO/RIF Initiative</i>	<i>Support for displaced workers</i>	\$ 50,000.00	<i>flat fee</i>	\$ 50,000.00
			\$	-
			\$	-
			\$	-
			\$	-
<b>Total Other Direct Costs</b>				\$ -

**8. Corporate / Indirect Costs (Identify separately and calculate at no more than 8% of Total Direct Costs.)**

	Base	Rate	Cost
Total Direct Costs		8%	\$ -
<b>Total Corporate / Indirect Costs</b>			\$ -

**9. Profit / Program Income (Calculate at no more than 7% of Total Direct Costs.)**

Profit or Program Income	Base	Rate	Amount
		7%	\$ -
<b>Total Profit / Program Income</b>			\$ -

**REPRESENTATIONS and CERTIFICATIONS**

THESE REPRESENTATIONS AND CERTIFICATIONS MUST BE SIGNED AND SWORN TO BY AN AUTHORIZED REPRESENTATIVE OF THE RESPONDENT IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

Where the respondent is not able to certify to any of the following representations and certifications, the respondent shall submit with its proposal a written explanation of why it cannot do so.

Representations and certifications provided by vendors are submitted to Brevard Workforce Development Board, Inc. in response to a specific solicitation. In submitting a proposal, each respondent understands, represents and acknowledges the following:

**Solicitation Number:**

**Company Name:**

**DUNS:**

**Certification Validity Date:**

By submitting this certification, I, \_\_\_\_\_, am attesting  
(Authorized Representative Name)  
to the accuracy of the representations and certifications contained herein. I understand that I may be subject to penalties if I misrepresent \_\_\_\_\_  
(Respondent/Company Name)  
in any of the representations or certifications to Brevard Workforce.

**By submission of this proposal I certify that following statements are true and correct:**

1. The respondent is not currently under suspension or debarment by the State or any other governmental authority.
2. To the best of the knowledge of the person signing the response, the respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract.
3. Respondent currently has no delinquent obligations to the State or U.S. Government including a claim by the State or U.S. Government or for liquidated damages under any other contract.
4. The submission is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive response.

5. The prices and amounts have been arrived at independently and without consultation, communication, or agreement with any other respondent or potential respondent; neither the prices nor amounts, actual or approximate, have been disclosed to any respondent or potential respondent, and they will not be disclosed before the solicitation opening.
6. The respondent has fully informed Brevard Workforce Development Board in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a) of the Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of state or federal antitrust laws with respect to a public contract for violation of any state or federal law involving fraud, bribery, collusion, conspiracy or material misrepresentation with respect to a public contract. This includes disclosure of the names of current employees who were convicted of contract crimes while in the employ of another company.
  - A. The respondent understands that a “public entity crime” as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
  - B. The respondent understands that “convicted” or “conviction” as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
  - C. The respondent understands that an “affiliate” as defined in Paragraph 287.133(1)(a), Florida Statutes, means:
    1. A predecessor or successor of a person convicted of a public entity crime; or
    2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm’s length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

D. The respondent understands that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

E. Based on information and belief, the applicable statement which I have marked below is true in relation to the entity submitting this sworn statement.

**(Initial one)**

- \_\_\_\_\_ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.
- \_\_\_\_\_ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989.
- \_\_\_\_\_ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. Attached is a copy of the final order.
7. The respondent has read and understands the terms and conditions, and the submission is made in conformance with those terms and conditions.
8. If an award is made to the respondent, the respondent agrees that it intends to be legally bound to the Contract that is formed with Brevard Workforce Development Board.
9. The respondent has made a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the response, and has been advised by each of them that he or she has not participated in any communication, consultation, discussion, agreement, collusion, act or other conduct inconsistent with any of the statements and representations made in the response.

10. The respondent shall indemnify, defend, and hold harmless Brevard Workforce Development Board and its employees against any cost, damage, or expense which may be incurred or be caused by any error in the respondent's preparation of its bid.
11. All information provided by, and representations made by, the respondent are material and important and will be relied upon by Brevard Workforce Development Board in awarding the Contract. Any misstatement shall be treated as fraudulent concealment from Brevard Workforce of the true facts relating to submission of the bid.
12. **CERTIFICATION OF DRUG-FREE WORKPLACE.** As required by the Drug-Free Workplace Act of 1988, the respondent represents as part of its offer that it will or will continue to provide a drug-free workplace by complying fully with the following requirements:
- A. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
  - B. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
  - C. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection A.
  - D. In the statement specified in subsection A, notify the employees that as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, F.S., or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
  - E. Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
  - F. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

*Complete appropriate boxes:*

13. **SMALL BUSINESS REPRESENTATION.** The respondent represents as part of its offer that it:

- ☐ is, ☐ is not a small business concern.
- ☐ is, ☐ is not, a small disadvantaged business concern
- ☐ is, ☐ is not a women-owned small business concern.
- ☐ is, ☐ is not a veteran-owned small business concern

Representations and Certifications

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☐ is, ☐ is not a service-disabled veteran-owned small business concern.

**14. PREVIOUS CONTRACTS AND COMPLIANCE REPORTS.** The respondent represents as part of its offer that it:

☐ has, ☐ has not participated in a previous contract or subcontract subject either to the Equal Opportunity clause of this solicitation;

☐ has, ☐ has not filed all required compliance reports

**15. CONFLICT OF INTEREST CERTIFICATION.** Except for the possible exceptions noted below, respondent certifies that it and its principals, owners, and employees have no interest, direct or indirect, which could conflict in any manner or degree with the performance or provisions of these goods and/or services to Brevard Workforce Development Board, Inc.

**Disclosure of Possible Conflict of Interest**

The principals\* and owners\*\* of the firm:

☐ Have, ☐ do not have a relative who is a Member of the Board of Directors of Brevard Workforce Development Board, Inc. If applicable the relative's name is \_\_\_\_\_. The relationship of the relative to the principle and/or owner of the firm is \_\_\_\_\_.

There ☐ is, ☐ is not a principal or owner who is a Member of the Board of Directors of Brevard Workforce Development Board, Inc. If applicable, the principal's or owner's name is \_\_\_\_\_.

There ☐ is, ☐ is not a principal or owner who is an employee of Brevard Workforce Development Board, Inc. If applicable, the principal's or owner's name is \_\_\_\_\_.

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

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

**16. CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS**

A. The definitions and prohibitions contained in the clause, at FAR 52.203-12, Limitation on Payments to Influence Certain Federal Transactions, included in this solicitation, are hereby incorporated by reference in paragraph (b) of this certification.

Representations and Certifications

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- B. The Respondent, by signing its offer, hereby certifies to the best of his or her knowledge and belief that on or after December 23, 1989, —
- (1) No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of a contract;
  - (2) If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with this solicitation, the Offeror shall complete and submit, with its offer, OMB standard form LLL, Disclosure of Lobbying Activities, to the Contracting Officer; and
  - (3) He or she will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of \$100,000 shall certify and disclose accordingly.
  - (4) Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by section 1352, title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision, shall be subject to a civil penalty of not less than \$10,000, and not more than \$100,000, for each such failure.

**17. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTIONS**

As required by Executive Order 12549, Debarment and Suspension and implemented at 29 CFR Part 98 for prospective participants in primary covered transactions —

- (1) The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:
  - (a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency,
  - (b) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

Representations and Certifications

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- (c) are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
- (d) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

I UNDERSTAND THAT THE SUBMISSION OF THESE REPRESENTATIONS AND CERTIFICATIONS TO THE CONTRACTING OFFICER FOR BREVARD WORKFORCE DEVELOPMENT BOARD, INC. IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THESE REPRESENTATIONS AND CERTIFICATIONS ARE VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED, OR THROUGH THE END OF THE CONTRACT FOR WHICH IT IS BEING SIGNED. I ALSO UNDERSTAND THAT I AM REQUIRED TO TIMELY INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT OF ANY CHANGE IN THE INFORMATION CONTAINED IN THESE REPRESENTATIONS AND CERTIFICATIONS.

FOR: \_\_\_\_\_  
Respondent/Company Name

\_\_\_\_\_  
Name and Title of Authorized Representative

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

PERSONALLY APPEARED BEFORE ME, the undersigned authority,

\_\_\_\_\_ who, after first sworn by me, affixed his/her signature in  
the space provided

above on this \_\_\_\_\_ day of \_\_\_\_\_, 2\_\_\_\_\_

\_\_\_\_\_  
NOTARY PUBLIC

My commission expires: \_\_\_\_\_



## **Services Contract**

# **ONE-STOP OPERATOR AND WORKFORCE SERVICES**

**Between**

**Brevard Workforce Development Board, Inc.**  
297 Barnes Blvd.  
Rockledge, FL 32955

**And**

**C2 Global Professional  
Services, LLC**  
5620 Oak Boulevard  
Austin, TX 78735

**CAREERSOURCE BREVARD  
SUB-AWARD TO  
C2 GLOBAL PROFESSIONAL SERVICES, LLC FOR  
2021 – 2022 ONE STOP OPERATOR AND WORKFORCE SERVICES**

<b>Title 2 – Subtitle A – Chapter II – Part 200 – Subpart D - §200.332: Requirements for pass-through entities.</b>	
a) The following sub-award information is provided by CareerSource Brevard, the Pass-Through Entity, to C2 Global Professional Services, LLC, the Sub-Recipient. If/when any of these data elements changes, the change(s) will (also) be included in any subsequent sub-award modification(s).	
<b>(1) Federal Award Identification.</b>	
<b>Sub-Recipient Name:</b> (must match the name associated with its unique entity identifier)	C2 Global Professional Services, LLC
<b>Sub-Recipient's unique entity identifier:</b>	DUNS #04-731-2286
<b>Federal Award Identification Number (FAIN):</b>	AA347622055A12 - WIOA Adult/Youth/DW G2101FLTANF - Welfare Transition ES333871955A12 - Wagner Peyser/MFEA DV357892155512 - DVOP/LVER 205FL412Q7503 - SNAP UI344902060A12 - RESEA DW311631760A12 - NEG Irma DW331671960A12 - NEG Opioid DW340171960A12 - NEG Dorian DW346572060A12 - NEG COVID-19 B17DM120001 - CDBG Disaster Recovery
<b>Federal Award Date(s):</b>	July 1, 2021, April 1, 2021
<b>Sub-Award Period of Performance Start/End Dates:</b>	July 1, 2021 – June 30, 2022
<b>Sub-Award Budget Period Start/End Dates:</b>	July 1, 2021 – June 30, 2022
<b>Amount of Federal funds obligated by this action:</b>	\$4,274,900
<b>Total amount of Federal funds obligated to the Sub-Recipient:</b>	\$4,274,900
<b>Total approved cost sharing or matching:</b>	N/A
<b>Federal award project description:</b>	One-Stop Services
<b>Name of Federal Awarding Agency; Pass-Through Entity; and, Contact Information</b>	<u>Federal Awarding Agency(ies):</u> For WIOA/WP/DVOP/LVER/SNAP/RESEA/CDBG: U.S. Dept. of Labor through State of Florida, Dept. of Economic Opportunity For TANF: U.S. Dept. of Health and Human Services through State of Florida, Dept. of Economic Opportunity <u>Pass-Through Entity:</u> CareerSource Brevard <u>Contact Information:</u> Jana Bauer, Program and Contracts Officer, jbauer@careersourcebrevard.com
<b>Assistance Listing Number and Title: (CFDA)</b>	11.611, 17.268, 17.207, 17.801, 17.225, 17.245, 17.258, 17.259, 17.278, 17.277, 10.561, 93.558
<b>Is this sub-award for R&amp;D?</b>	No
<b>Indirect cost rate for the Federal Award:</b>	12.85%

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## Part 1 - Assurances

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### 1. PARTIES TO CONTRACT

THIS CONTRACT is made and entered into by and between the **Brevard Workforce Development Board, Inc.**, referred to in this Contract as the **Board** or **BWDB**, and **C2 Global Professional Services, LLC**, referred to in this Contract as "**Contractor** for the purpose of providing One-Stop Operator and Workforce Services.

The relationship of the parties is that the BWDB, the local fiscal and administrative agent, is the recipient of Federal and State funds to carry out the awarding agency's projects or programs, and that the Contractor is the sub-recipient of said funds and is contracted to serve as the one-stop operator and provider of career services while accountable to BWDB for the use of the funds provided.

### 2. CONTRACT TYPE AND AMOUNT

This is a cost reimbursement, performance-based incentive fee contract. BWDB agrees to pay for contracted services an amount not to exceed \$4,274,900 for the base contract year subject to the availability of funds. Funding during the contract period may be adjusted at the sole and absolute discretion of BWDB. All costs and pricing are in accordance with C2 GPS's submitted and CSB accepted budget as of June 1, 2021. A total of \$454,000 is specifically allotted for the following efforts through June 30, 2022:

- 1) Staff support for NEG Hurricane Irma (\$18,800);
- 2) Staff support for NEG Hurricane Dorian (\$10,800);
- 3) Staff support for the NEG Recovery Grant (Brevard Recovery Works) (\$191,800);
- 4) Staff support for the COVID-19 Grant (\$46,500) and
- 5) Staff support for the Rebuild Florida Grant (\$186,100), for the entire period with fractional FTE's of staff otherwise dedicated to One Stop Operations.

BWDB's obligation to pay under this contract is contingent upon the State of Florida providing sufficient funds to BWDB to pay the amounts allowable under this Contract. The primary funding sources are the US Department of Labor-Employment and Training Administration (USDOL-ETA) for all WIOA-related services, Wagner-Peyser and Reemployment Assistance; the US Department of Health and Human Services (HHS) for Welfare Transition and Temporary Assistance for Needy Families (TANF) services; and the US Department of Agriculture for Supplemental Nutrition Assistance Program (SNAP) although other sources of funding may come available for variable periods of time throughout the contract period. Some examples of other sources currently include the USDOL Dislocated Worker Grant (DWG) funds for Hurricane Irma, USDOL Dislocated Worker Grant (DWG) funds for Hurricane Dorian, COVID-19 NEG funds, USHUD Community Development Block Grant – Disaster Recovery (CDBG-DR), and the State of Florida Sector Partnership NEG funds. This list is not exclusive as grant funding sources can change throughout the contract period.

The specific method of payment for services to be rendered shall be as set forth below and shall be contingent upon demonstration that performance deliverables have been successfully accomplished to BWDB's satisfaction, and submittal of an invoice with supporting documentation.

Pursuant to the Stevens Amendment, this project is supported by the U.S. Department of Labor Employment & Training Administration, Health and Human Services, Education and Agriculture as part of awards not to exceed \$16,000.000 with 0% percentage financed from non-governmental sources.

### 3. PERIOD OF PERFORMANCE

The parties hereto agree that each of them may execute this Contract on different dates, but hereby acknowledge that this Contract shall begin on July 1, 2021 and remain in full force and effect until June 30, 2022 unless otherwise terminated or extended.

Initial Contract and Option Periods			
Year	Contract Phase	Contract Period	
		From:	To:
1	Base/Initial	July 1, 2021	June 30, 2022
2	Option 1	July 1, 2022	June 30, 2023
3	Option 2	July 1, 2023	June 30, 2024
4	Option 3	July 1, 2024	June 30, 2025

The offer of an option renewal period is not guaranteed, and the award of the initial contract does not imply an exercise of the option renewal. The option to renew and the terms and conditions of the option to renew shall be exercised at the sole and absolute discretion of CSB.

### 4. NOTICES AND COMMUNICATION

All notices required herein, shall be considered *received* when delivered to:

**Contractor:**

Chakib Chehadi, CEO  
C2 Global Professional Services, LLC  
P.O. Box 92377  
Austin, TX 78709-2377  
Phone: 512-577-3313  
Email: [chakib@c2gps.net](mailto:chakib@c2gps.net)

**BWDB:**

Jana Bauer, Program and Contracts Officer  
Brevard Workforce Development Board, Inc.  
297 Barnes Blvd.  
Rockledge, FL 32955  
Phone: 321-394-0696  
Email: [jbauer@careersourcebrevard.com](mailto:jbauer@careersourcebrevard.com)

4.1 Contractor shall notify BWDB in writing of any material change in its financial condition, which could significantly affect the Contractor's ability to perform or comply with the provisions of this Contract, within three (3) business days. Notification may be made verbally only if followed by a written notification within five (5) business days of the Contractor's learning of the material change. Material changes include, but are not limited to the following:

- Bankruptcy of the Contractor,
- Resignation or transfer of key staff members,
- Lawsuits or other legal action that may materially impact the financial viability of Contractor,
- Official investigations of fraud or abuse on the part of Contractor's staff, officers, or directors, AND/OR
- Theft or loss of funds or equipment that support the contracted activities.

4.2 Contractor shall notify BWDB in writing of the receipt of any Federal, State, or local grant that may materially affect the quality or cost of the services provided under this Contract. In such case, the BWDB shall have the right to renegotiate the price or deliverable performance, or at the BWDB's option, terminate this Contract in part or whole.

### 5. ASSIGNMENT AND SUBCONTRACTS

Contractor may not assign or subcontract any of its duties or responsibilities under this Contract without the express written consent of BWDB. BWDB expects the majority of work performed under this Contract to be done directly by the Contractor. BWDB reserves the right to review and approve any

subcontractors for the Contract and to require the Contractor to replace subcontractors that BWDB finds to be unacceptable. No subcontract will be approved unless the Contractor provides a written guarantee that the Contractor will be contractually obligated to assume all project responsibilities.

Subcontractors are to be considered a direct expense payable by the Contractor. No Contractor mark-up (i.e. profit on profit) will be allowed for subcontractor services. The Contractor shall be fully responsible for contract performance, regardless of any arrangement between the Contractor and its subcontractors.

In the event that a majority of the shares of stock of Contractor are sold, assigned or conveyed, or that control of Contractor is otherwise transferred to an entity other than Contractor's current shareholders, BWDB shall have the right, in its sole and absolute discretion, to terminate this Contract.

## 6. MODIFICATIONS

This Agreement contains all the terms and conditions agreed upon by the parties, which terms and conditions shall govern all transactions between BWDB and the Contractor. The Contract may only be modified or amended upon mutual written agreement of the parties.

The parties agree to modify or amend the Contract as necessary to comply with legislation, regulations, and policy directives; manage funding; and meet the needs of customers.

BWDB reserves the right to issue general notices unilaterally amending this Contract if it does not substantially, nor significantly, modify the scope and intent of work. Such notices will be accomplished by written letter amendment or Contract modification.

## 7. TERMINATION

7.1 Termination at Will: BWDB may terminate this Contract with or without cause by giving sixty (60) days written notice to Contractor.

7.2 Termination for Breach: Upon breach of this Contract by Contractor, BWDB may terminate this Contract by written notice to Contractor. This written notice of termination shall be sent via certified mail, return receipt requested.

BWDB reserves the right to grant the contractor the opportunity to rectify the breach. BWDB may send a suspension notice (via certified mail, return receipt requested) and give Contractor a specific time to respond with a corrective plan. Failure to respond with a corrective plan acceptable to BWDB may result in a termination notice to Contractor effective from the time of the original suspension. Waiver of a breach of any provision shall not be deemed a waiver of any other breach, and no waiver shall be construed to be a modification to any of the terms or conditions of this Contract.

The provisions within this Contract do not limit BWDB's remedies at law or in equity.

7.3 Payment Provisions: In the event of Contract termination by BWDB, BWDB shall be liable for payment of allowable costs to Contractor for prior services rendered up to and including the date of termination, including reasonable and necessary costs to terminate including unpaid leave balances that must be paid to employees. Final billing for payment must be received by the BWDB administrative office within fifteen (15) days of the termination date. A billing received late with a postmark dated on or before the fifteen (15) day mark does not meet the fifteen (15) day deadline.

## 8. DISPUTE RESOLUTIONS

This Agreement is governed and construed according to the laws of the State of Florida, and Contractor expressly submits to its jurisdiction and to the jurisdiction and venue of the Circuit Court of Brevard County, Florida, for any and all disputes which arise out of or relate to this Contract.

## 9. INTERPRETATION

This Contract and its attachments and exhibits as referenced are supplemental and incorporated into this Contract by reference. All attachments and exhibits are binding upon the parties as though fully set out in this Contract.

This Contract incorporates Request for Proposal CSB20-600-001 and all Amendments, Attachments and Exhibits, and Contractor's Proposal and all Attachments and Exhibits by reference and will be interpreted collectively with no sections taken separately and apart.

## 10. PAYMENT AND BUDGET

Overall performance metrics and outcomes for earning award fees will be driven by State negotiated measures with USDOL and will include but not be limited to, employment rate (2<sup>nd</sup> and 4<sup>th</sup> quarter after exit), Median Earnings, Measurable Skills Gains and Effectiveness in Serving Employers. Additional credit will be provided for the Welfare Transition program, Supplemental Nutrition Assistance Program, and other grant deliverables which may be needed from time to time to include new program requirements or challenges issued by state or other agencies.

Payment under this Contract shall be cost reimbursement with performance-based incentive payments not to exceed the contract amount in Section 2 Contract Type and Amount. Payment is subject to appropriate and accurate documentation relating directly to the delivery of services under this Agreement. Training and/or services under any other contract or from any other source are not eligible for payment under this Contract.

Payments to contractor will be made by electronic funds transfer (EFT) or automated clearing house (ACH) in accordance with instructions provided by Contractor to the BWDB Finance Director. The name, title, mailing address, email address, and telephone number of the Contractor official to whom payment shall be sent to is:

Chakib Chehadi, CEO  
C2 Global Professional Services, LLC  
P.O. Box 92377  
Austin, TX 78709-2377  
Phone: 512-577-3313  
Email: [chakib@c2gps.net](mailto:chakib@c2gps.net)

*With a copy to:*  
Patrick Mele, CFO  
C2 Global Professional Services, LLC  
Phone: 512-538-4053  
Email: [pat@c2gps.net](mailto:pat@c2gps.net)

### 10.1 Budget: Contractor shall follow the line items and cost allocations in Attachment C, Budget.

BWDB will directly pay for facility costs (rent, utilities, phones, etc.), equipment (copiers, desks, chairs, tables, etc.), information technology (data lines, network development and maintenance, hardware, software, technical support, etc.), customer training (tuition, books, uniforms, OJT employer reimbursements, customized training costs), and all support services for customers (such as child care, transportation, car repair, etc.). BWDB will also directly pay for BWDB approved job related employee training fees (not including travel, lodging or per diem which will be reimbursed in accordance with state policy) and the staff training budget will be established each program year by BWDB. BWDB **does not** provide systems or services to Contractor staff



for the purpose of asset management, time, and attendance tracking; staff scheduling, payroll processing; miscellaneous financial accounting and general ledger activities, or Internal purchasing of items such as non-standard office supplies.

Contractor shall maintain the positions established at the beginning of each contract period. Position changes that have no impact on the budget and the ability of the Contractor to effectively execute the work may be made without prior written consent of BWDB; however the BWDB President shall be apprised of such changes via e-mail, telecom or in person. Those position changes that require a contract modification for either an increase in budget or change in work scope will require the prior written approval of the BWDB President. Additionally, Contractor shall not exceed the total Salary Budget Category without prior approval.

BWDB shall conduct quarterly reviews of Contractor's line item expenditures and cost allocations within budget categories to determine projected budget overruns/underruns.

- 10.2 General Provisions: Payments under this contract shall be for costs up to the maximum of the contract value for allowable, allocable, and necessary costs and for performance outcomes as described below.

Contractor shall provide a cost comparison prior to the purchase of any materials or supplies utilized by the Contractor that will be billed to BWDB.

BWDB shall release funds based on evidence of progress supported by documentation maintained by Contractor in accordance with the terms of the payment schedule of this Contract. Contractor shall provide BWDB with access to this documentation, as requested or required.

- 10.3 Cost Reimbursement: Under the Contract, Direct Program budgeted costs, identified by line-item in Attachment C, will be invoiced monthly on a cost reimbursement basis.

The indirect costs plus incentive fee shall not exceed 15% of the total contract costs.

- 10.4 Indirect Cost Rate: Contractor has opted to accept a rate less than the de minimis maximum rate of 10%. For the base period of this contract, the Indirect Cost rate is 9.0%. Indirect costs in the contract budget are 9.0% of Total Direct Costs. Indirect costs will be billed monthly at a proportional amount (9%) of the modified total direct costs (MTDC).

- 10.5 Incentive Fee: Total Incentive Fee for the base contract period of performance shall not exceed 6.0% of total direct costs. The total amount of Incentive Fee available for the base contract period is \$224,995, consisting of \$201,100 for general contact programs; \$990 for the NEG Irma grant; \$10,095 for the NEG Recovery grant (Brevard Recovery Works); \$568 for the NEG Dorian grant; \$2,447 for the NEG COVID-19 grant; and \$9,795 for the Rebuild Florida grant. See Section 11. Performance for a detailed breakdown of elements of performance and the corresponding incentive payments.

Payment of withheld Incentive Fee will be available for Contractor to earn on a quarterly basis and shall be based on a performance measurement model based on the elements delineated below. At the end of the program year or close of the contract if the contractor has not met the measures in an element the funds allocated in the element for the period of performance will be forfeited.



Contractor Incentive Fee, identified in Attachment C, will be withheld by BWDB until measurable performance outcomes are achieved and documented. BWDB reserves the right, at its sole and absolute discretion, to provide relief to Contractor for performance measures impacted by items outside of Contractor's control.

- 10.6. Invoicing: Contractor shall submit Attachment A: Monthly Request for Payment to the BWDB Finance Director by the 10<sup>th</sup> of each month, along with all required documentation and any deliverables due under the Contract.

A Monthly Request for Payment received after the 10<sup>th</sup> or received with incomplete documentation or without the deliverables, if any, may be processed the following month or within thirty (30) days of receipt of the required documentation and/or deliverables, whichever is later.

In addition to the "Monthly Request for Payment" to be submitted by the 10<sup>th</sup> of each month, Contractor will submit to the BWDB Finance Director request for payment of payroll costs for the previous payroll period for payroll related costs every two weeks. C2 GPS will retain all liability for payments to SWBC, PEO.

- 10.6.1. Invoice Documentation: BWDB considers required documentation as the following:

1. Original and completed monthly Request for Payment, reflecting the appropriate time period and signed by an authorized Contractor official;
  2. General or Accounting Ledger accurately reflecting all amounts billed; OR copies of paid invoices and checks for reimbursement of supplies, equipment, travel expenditures (including travel log with appropriate approval signature), and justification of the allocation of costs within the line item budget. Supporting explanations and/or calculations must be included to sufficiently verify ledger entries and to reconcile ledger line items to corresponding line-items on the Request for Payment. All costs billed must be incurred and paid;
  3. Payroll ledger/register reflecting allocation of staff time among cost categories and signed by an authorized Contractor official for reimbursement of salaries and benefits;
  4. Time and attendance sheets, as appropriate, for each person billed under the Contract. Time sheets should be submitted in a timely manner and coincide with payroll processing dates. Prior written Board approval must be obtained for those persons not working solely for the purpose outlined in the contract and a timesheet must be submitted indicating actual hours worked as billed. Hours cannot be based on percentage of time or based on budget;
  5. Supporting explanations for allocations and/or calculations sufficiently verifying ledger entries, and reconciled ledger line items to the corresponding line items on the Request for Payment;
- AND**
6. Detailed tapes and/or highlighted numbers on the invoices to support amounts listed on the payment requests.

- 10.6.2. Invoice Variances: BWDB expects the following items will occur or payment may be denied for any variances until corrected by contractor:

1. Invoice should only include staff wages/fringes/expenses in support of the BWDB contract.
2. Payroll journal should balance to wages total(s) on invoice(s). Variances are to be footnoted.
3. Timesheets should be for the same period as the Payroll Journal being invoiced.
4. Travel and mileage reimbursements must be at the current State of Florida/DEO approved rate.
5. Any costs being allocated between multiple contracts must be properly documented/supported with each invoice.
6. All costs should be incurred and paid in the month that precedes the invoice date.

The BWDB Finance Department will provide written notice to Contractor within seven (7) working days of receipt of the monthly payment request if any deficiencies are identified. Contractor will then be permitted up to three (3) working days from the notification date to resubmit a corrected monthly payment request.

**Final billing for payment must be received by the BWDB administrative office no later than fifteen (15) days after the contract end date. A billing received late with a postmark dated on or before the fifteen (15) day mark does not meet the day deadline.**

- 10.7. **Deobligation of Funds:** Contract funds obligated under this contract may be deobligated and no longer available, owed, or due to Contractor should Contractor fail to meet any of the terms of this contract.
- 10.8. **Budget Adjustments:** Without contract modifications, Contractor may adjust budgeted individual direct cost category line items by no more than 10% of that direct cost category line item subject to the following situations:
  - 10.8.1. All contemplated adjustments must first be submitted in writing to the BWDB Director of Finance for prior approval. All requests for adjustment shall include a justification for the adjustment. Adjustments due to corporate cost variations shall not be approved. Failure to obtain prior approval shall result in BWDB's determination that Contractor costs exceeding the current line item budget shall not be reimbursed.
  - 10.8.2. All contemplated adjustments shall be for the benefit of employees currently budgeted to the contract.
  - 10.8.3. Adjustments shall only be offset by transferring a dollar amount out of the offset (funding) cost category line item to a maximum increase of 10% of the cost category line item being funded.
  - 10.8.4. Offsets shall not be reallocated out of the budgeted "Salaries" cost line item without prior written approval of the BWDB President. Contractor shall first submit a written justification to the BWDB Director of Finance that includes, but is not limited to, the reason for using the salary line item and why there is availability of funds suitable for the reallocation/offset. The BWDB Finance Director shall review and forward the request to the BWDB President for approval.

- 10.8.5. Contractor may not exceed contract value without a written contract modification approved and signed by BWDB.
- 10.8.6. No adjustments to Incentive Fee may be made without a written contract modification approved and signed by BWDB.
- 10.9. Deviations of the Expenditure Schedule for Reimbursable Costs (Attachment D-1) in excess of 10% during the contract period will result in BWDB's request for a corrective action plan by Contractor to be approved by BWDB.
- 10.10. Final Payment: The BWDB shall withhold final payment, or 1/12th of the contract value, whichever is more, until all deliverables are received.
- 10.11. Return of Funds and Disallowed Costs: Contractor shall immediately return to BWDB any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to Contractor by BWDB or funds that are disallowed in the final resolution of an audit report. In the case of disallowed costs, Contractor shall repay from funds other than funds received under this Contract. BWDB may withhold funds from future deliverables or other requests for payment pending resolution of disallowed costs.

Upon accidental payment to Contractor, refunds, or credits from training institutions or other vendors for costs that have been paid by BWDB shall be returned to that institution or vendor, noting that direct payment should be made to BWDB.

## 11. PERFORMANCE

BWDB establishes local performance measures to evaluate program effectiveness and achieve continuous improvement in the delivery of services. BWDB is held to a specified level of performance and may be sanctioned for failing to meet a measure in two consecutive years. Below are the Elements of Contractor Performance Earnings for PY 21-22 and is a summary of Attachment F: Performance Standards.

Elements of Contractor Performance Earnings - PY 21-22						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Customer Services						
Brand New Jobseekers with Extra Credit	1,650 per Qtr.	1,800 per Qtr.	Data Source: SQL Reports			
Customer Engagement	70%	75%	Data Source: SQL Reports			
Entered Employment Rate/Positive Outcome						
Adults	90%	95%	Data Source: SQL Reports			
Dislocated Workers	90%	95%	Data Source: SQL Reports			
Youth	90%	95%	Data Source: SQL Reports			
Welfare Transition*	33%	38%	Data Source: Monthly Management Report			
Wagner Peyser	37%	40%	Data Source: SQL Reports			
Short Term Veteran	38%	42%	Data Source: SQL Reports			
Average Wage at Placement						
Adult	\$17.01	\$17.73	Data Source: SQL Reports			

Elements of Contractor Performance Earnings - PY 21-22						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Dislocated Worker	\$18.59	\$19.31	Data Source: SQL Reports			
Youth	\$10.90	\$11.15				
Welfare Transition*	\$10.01	\$10.65	Data Source: Monthly Management Report			
Wagner Peyser	\$11.44	\$12.15				
Retention at 12 Months						
Adult	80%	85%	Data Source: SQL Reports			
Dislocated Worker	80%	85%				
Youth	73%	75%	Data Source: SQL Reports			
Measurable Skills Gain						
Adult	55%	60%	Data Source: SQL Reports			
Dislocated Worker	55%	60%				
Youth	55%	60%	Data Source: SQL Reports			
Quality of Referrals						
Referral to Placement Ratio by Jobseeker	45%	50%	Data Source: SQL Reports			
Training Services						
PFM Career Training Services	53%	58%	Data Source: SQL Reports			
Grants and Special Projects Measured Annually						
Performance on Special Projects and Grants	N/A	N/A	Data Source: Program Manager Reports			

The Performance Measurement Model for ensuring payment of the withheld Contractor Incentive Fee contains the following measurable elements:

- A. **Element A Minimum Performance** - Contractor meeting or exceeding minimum performance on 80% (17 of 21 for quarters 1-3 and 18 of 22 for quarter 4) of the Performance Measures established in Attachment F by BWDB. This performance element is available for Contractor to earn on a quarterly basis in equal amounts and is payable for the quarter in which it is earned. **The total amount available for this element for the base period is \$123,747.**
- B. **Element B Accelerated Performance** - Contractor meeting the accelerated percentages set on 50% (10 of 21 for quarters 1-3 and 11 of 22 for quarter 4) of the Performance Measures established in Attachment F by BWDB. The Board reserves the right, at its sole and absolute discretion, to consider the significance of DEO performance funding model targets and to provide relief to Contractor for performance measures impacted by items outside of the Contractor's control. This performance element is available for Contractor to earn on a quarterly basis in equal amounts. **The total amount available for this element for the base period is \$67,499.**
  - a. Quarterly withheld Incentive Fee payments for this element are fully retroactive, meaning if this Performance Measure is not met early in the Contract it is payable retroactively from the beginning of the contract upon meeting this Performance Measure. These quarterly payments are awarded on a good faith basis, and all prior payments for those

performance measures that are missed at the end of the program year or close of the contract will be repaid in full to BWDB by Contractor.

**C. Element C Programmatic Monitoring** - Contractor meeting or exceeding a minimum score of 75 or higher on the BWDB performance evaluation (see below) related to programmatic monitoring results based on the following criteria:

1. Historical trend comparison of findings, observations, and systemic issues noted in monitoring results conducted in the current contract period to most recent past monitoring results.
2. Percentage of change in the total number of findings, observations and systemic issues between the monitoring exit reports to final report data.
3. Percentage of demonstrated system changes annotated in contractor's Corrective Action Plan that have resulted in improvements to monitoring results.

**The total amount available for this element for the base period is \$33,749.**

**PERFORMANCE EVALUATION MATRIX**

#	Focus	Rating Method	2021-2022 Result	SCORE
1	<b>Historical Trend Comparison of Current DEO Monitoring to Most Recent Monitoring.</b>	Upward Trend = 0 (Not considered upward until it is an increase of more than 2) No Change = 15 Downward Trend = 25		
2	<b>Historical Trend Comparison of Current TLHW Monitoring to Most Recent Monitoring to include use of established baseline error rates.</b>	Upward Trend = 0 (Not considered upward until it is an increase of more than 2) No Change = 15 Downward Trend = 25		
3	<b>System Improvements Based on Corrective Action Plan (CAP) actions taken the year immediately preceding the current PY.</b>	System Improvement % 0 = 0 1-25 = 10 26-50 = 25 51-75 = 40 76-100 = 50		
Total Points Applied = % of points or value assigned to monitoring performance				
<b>CONTRACTOR REQUIRED TO SCORE 75 OR MORE POINTS TO RECEIVE PERFORMANCE INCENTIVE.</b>				

*The Board reserves the right, at its sole and absolute discretion, to consider the significance of findings noted in DEO monitoring results in determining Contractor results and scores and adjust accordingly.*

## 12. TRAVEL POLICY

Contractor shall comply with Board policy and applicable federal and state legislation.

## 13. AUDITS AND MONITORING

Program specific monitoring and compliance audits shall be provided under circumstances and conditions required by laws or regulations that are applicable to the Terms and Conditions of this contract. Audits shall be conducted in accordance with Generally Accepted Auditing Standards and shall be an independent certified audit only if required. Contractor agrees to fully cooperate in all auditing and monitoring efforts and pay any reasonable amounts determined due under this contract. The parties shall be entitled to contest any audit findings.

Contractor shall respond in writing to monitoring reports and requests for corrective action plans within ten (10) working days after the receipt of or by the deadline date identified by BWDB, whichever is sooner.

Contractor is required to comply with the audit requirements as per the DOL's Uniform Guidance in TEGL15-14 and in compliance with 2 CFR 200 and 2 CFR 2900.

At any time during normal business hours and as often as the following organizations, or their designated representatives may deem necessary, Contractor shall provide access to and the right to examine all records, books, papers, or documents related to the Contract;

- BWDB,
- The State of Florida,
- United States Department of Labor,
- United States Department of Health and Human Services,
- Comptroller General of the United States,
- The Program Review Unit/Office of Workforce Program Development and Guidance, AND/OR
- The Office of Civil Rights.
- Other grantors not known at the time of this agreement.

These data and records shall be available for examination, audit, or for the making of excerpts or copies of such records for the purpose of auditing and monitoring program activities and determining compliance with all applicable rules and regulations and the provisions of this Contract.

Contractor shall respond promptly to reasonable requests for information by BWDB.

#### **14. INTERNAL FINANCIAL CONTROLS**

The fiscal controls, accounting procedures and financial reporting shall be performed in accordance with Generally Accepted Accounting Principles (GAAP) and Contractor shall be responsible for implementing and maintaining procedures and internal financial controls governing the management and utilization of funds provided in this Contract.

Contractor shall understand and use applicable federal Office of Management and Budget (OMB) cost and administrative circulars, and applicable federal and state laws and regulations in budgeting and expending the public funds under this contract. Contractors must maintain cost allocation plans that properly allocate costs between management/administrative functions and operations, as well as among the various service modules funded by BWDB. Contractors' cost allocation plans must meet BWDB requirements and will be reviewed by Board staff.

Costs shall be tracked in sufficient detail to determine compliance with prescribed cost categories and Contract requirements to the extent that they are expended on the program covered by this Contract and to ensure funds have not been unlawfully spent. All expenditures must be necessary and reasonable for proper and efficient administration of the program and allowable under the appropriate funding source.

Contractor represents and warrants that it has implemented administrative controls to identify customer costs that are supported by other Federal, State, or local programs to ensure costs are not being duplicated or comingled. The comingling of funds with other funding sources is prohibited. Contractor costs or earnings claimed under one contract or grant may not be claimed under any other contract or

grant and Contractor shall maintain fiscal capacity in accordance with the proposal submitted resulting in the award of this Contract.

## 15. INSURANCE

Contractor shall, at its sole expense, maintain the following insurance. A certificate of insurance satisfactory to BWDB and evidencing the coverage must be presented to BWDB prior to commencement of services and updated upon exercise of any option to extend the contract. All policies of insurance referenced herein will be primary and will include BWDB as an additional insured party with the exception of Workers' Compensation. All policies will include provisions that the insurers waive the rights of recovery or subrogation against BWDB. BWDB shall be exempt from, and in no way liable for, any sum of money which may represent a deductible in any of the aforementioned insurance policies. The payment of such deductible shall be the sole responsibility of Contractor.

- 15.1 Liability Insurance: A standard liability insurance policy in the single amount of \$1,000,000 per occurrence and \$2,000,000 as an aggregate amount. General liability insurance in an amount not less than \$100,000 per person and \$200,000 per occurrence.
- 15.2 Worker's Compensation: Workers' Compensation or similar insurance which provides coverage to all staff in at least the minimum statutory limits required by the state of Florida.
- 15.3 Bonding: A company-wide blanket Employee Fidelity Bond intended to cover every officer, director, agent, subcontractor, or employee authorized to receive or deposit funds under the contract, or issue financial documents, checks, or other instruments of payment of program costs. This bond shall be in the amount of \$100,000 or the highest planned single payment by the BWDB during the contract period, whichever is more.
- 15.4 Motor Vehicle Insurance: When using motorized vehicles in performance of actions authorized by this contract, Contractor agrees to obtain Motor Vehicle Insurance coverage in the amounts of not less than \$500,000 property damage, and \$1,000,000 per person, per occurrence. Contractor shall require and maintain proof of current motor vehicle insurance and vehicle registrations of all employees receiving any vehicle reimbursement expenses, including, but not limited to, mileage reimbursement.

## 16. RELIGIOUS OR POLITICAL ACTIVITY AND NEPOTISM

- 16.1 Religious Activity: Contractor shall ensure compliance with all laws relating to the use of funds as they pertain to any legal prohibition against the support of any religious activity and agrees not to use funds in violation of any legal prohibition regarding religious activity.
- 16.2 Political Activity: Contractor shall ensure that no funds appropriated under this Contract are used for political, lobbying, legislative, or union-organizing activities.
- 16.3 Nepotism: Contractor shall comply with Florida Statutes, if applicable, by ensuring that no officer, employee, or member of Contractor's governing body shall vote or confirm the employment of any person related within the second degree by affinity or third degree by consanguinity to any member of the governing body or to any other officer or employee authorized to employ or supervise such person.

## 17. CONFLICT OF INTEREST

Pursuant to WIOA sec. 121(d)(4)(A), sec. 679.430 and sec. 678.620, the Department of Labor requires the internal controls to be in place to prevent conflicts of interest when any entity has been selected to



perform multiple functions in a Local Area. Emphasis is placed on the importance of appropriate firewalls between service provision staff and oversight of the system, and Section 678.625 that indicates that specific policies and procedures are to be written and incorporated as standard protocols that address the oversight, monitoring, evaluation of performance for both the One Stop Operator and Workforce Services Provider.

Contractor shall not engage in any conduct or activity that constitutes a conflict of interest under Florida law or the Florida Code of Ethics pertaining to public officials. Employees and agents of Contractor shall be prohibited from using their position for their personal gain or personal benefit. A detailed Agreement entered into by Contractor, BWDB and the Chief Elected Official is attached and describes all documented policies and procedures pertaining to established firewalls and code of ethics.

## 18. PROGRAM INCOME

Public or private non-profit Contractor revenues in excess of costs are to be treated as program income in accordance with the BWDB Program Income Policy and the Office of Management and Budget (OMB) regulations. ***Any failure on the part of Contractor to fully comply with the Program Income provisions cited may result in cost disallowance and the repayment in cash of amounts directly related to the violation.***

## 19. PUBLIC RELATIONS

Contractor assures that all contract related inquiries or contact by the media will be immediately referred to the BWDB Communications Director or the BWDB President. Contractor staff is prohibited from any media contact related in any way to the BWDB, Brevard Workforce Career Centers, workforce activities, or any other BWDB interest or product unless first approved by the BWDB Communications Director or the BWDB President. *If Contractor staff fails to comply with this prohibition, Contractor agrees to take appropriate action to ensure future compliance.*

Contractor shall coordinate all contract related publicity and other promotional activities with the BWDB Communications Director. Contractor shall inform BWDB in advance of any Contract related promotional plans or media strategies, and prior to any media contact. Contractor shall not execute any of the said plans, strategies, or contact without the prior approval of the BWDB Communications Director. BWDB shall be recognized in writing on visual activities and verbally for aural activities as a funding source in all outreach/media efforts related to the programs funded within the scope of this Contract.

## 20. REPORTS AND DELIVERABLES

All Requests for Payment, Contract Close-Out Reports, Independent Audit Reports, and all other required reports and deliverables shall be consistent with the attachments to this Contract and shall be submitted within the time required by BWDB, laws, and/or regulations.

BWDB will review all Contractor reports. BWDB retains the right to seek clarification or to request expansion of any and all deliverables and has final approval authority of any and all deliverables before release of funds. If upon review Contractor's reports are deficient to the requirements of BWDB, BWDB may require Contractor to submit a corrective action plan to BWDB.

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## Part 2 – Statement of Work

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Contractor shall provide a high quality, integrated workforce services program using a Business to Jobs (B2J) model of operation that is responsive to the needs of employers and residents of Brevard County via three (3) fixed site CareerSource Brevard One-Stop Career Centers (CSBCC) currently located in Palm Bay, Rockledge and Titusville, Florida.

The CSBCC's are full-service locations for the integrated employment and career development system coordinated and structured by BWDB.

The CSBCC's have two primary customers: employers and jobseekers. Each career center provides employers a full range of services including, but not limited to, labor market information, job order listings, job matching and placements, rapid response, recruiting events, and training and education for the current workforce.

The CSBCC's also provide jobseekers with training and employment opportunities using an integrated case management system for the delivery of workforce services to Welfare Transition (WT), Workforce Innovation and Opportunity Act (WIOA), Supplemental Nutrition Assistance Program (SNAP, Trade Adjustment Assistance, (TAA), Wagner Peyser (WP), Veteran, and Reemployment and Eligibility Assessment (REA) customers.

Contractor shall ensure that the CSBCC's provide universal services equitably to all the various groups of employer and jobseeker customers. The CSBCC's must have solid, effective methods for serving a wide range of diverse groups. A primary measure of success for Contractor will be meeting and/or exceeding the performance measures set forth in the Contract. With respect to the day-to-day CSBCC operations and management, Contractor shall be responsible for the functional integration of all workforce investment activities of the CSBCC's to ensure that they meet the needs of employers and jobseekers by enhancing communication, coordination, collaboration and engagement of customers. Contractor shall supply all personnel, labor, materials, and supplies necessary in performance of the contract. Contractor shall be responsible and accountable for effectively and efficiently managing and delivering the services and activities below while providing excellent customer service and achieving the contracted performance measures and deliverables established by the Board.

### 1. GENERAL SERVICES

- 1.1. With respect for overall operations and management of the CSBCC's, Contractor will be required to provide services and activities in accordance with, and as subscribed and authorized by Workforce Innovation and Opportunity Act (WIOA) [Public Law 113-128 (29 U.S.C. Sec. 3101, *et. seq.*)] and associated WIOA USDOL Final Rule [20CFR Parts 603, 652-654, 658, 675, 679 – 688] and Joint USDOL and US Dept. of Ed. Final Rules [20CFR Parts 676-678 and 34CFR Parts 361 and 463], related state and federal laws, rules, regulations, policy, guidance, communiqués and memoranda, as well as BWDB policy.
- 1.2. Contractor shall utilize the universally accessible systems provided by BWDB using standard business software for all CSBCC related procedures, forms and policies that is available to all CSBCC and BWDB staff.
- 1.3. Contractor shall ensure that services are broadly available to customers during traditional hours of operation during times that will meet the needs of the majority of customers. The Contractor

must have a staff presence at the CSBCC's whenever they are in operation. At a minimum, CSBCC's must be open to the public from 9 a.m. – 6 p.m., Monday through Thursday and Friday from 8 a.m. – 12 noon. Virtual services will be provided and include extended virtual hours of operation. Virtual services may include but are not limited to workshops, job fairs, and one-on-one customer appointments. The Career Centers will be closed on applicable State and Federal holidays and any other additional days approved by BWDB. The presence of staff in the CSBCC's outside of these hours shall be mutually agreed to between Contractor and BWDB prior to the contract start date. Center hours may be adjusted at BWDB discretion. Saturday hours must be available if special conditions warrant as instructed by BWDB. In addition, Contractor must ensure that arrangements are made to keep service delivery available throughout the holiday seasons with limited closings for major holidays.

- 1.4. In some cases, and in particular during national emergencies, BWDB may receive National Dislocated Worker Grant (DWG) or National Emergency Grant (NEG) funding to respond to large, unexpected layoff events causing significant job losses (e.g. end of shuttle program; pandemics, military base closures, etc.). This funding also addresses rapid employment needs in our area when an emergency or major disaster, such as a hurricane, has occurred. The purpose of the funding is to create temporary jobs to provide clean-up, restoration, and humanitarian assistance to designated communities. Contractor may be requested to provide services outside the stated scope of services and hours. These services will be identified and agreed upon following identification of BWDB requirements and will be considered a reimbursable expense.
- 1.5. Contractor will be required to meet all performance requirements as indicated by BWDB. Current performance requirements include but are not limited to WIOA Common Measures, Monthly Management Report (MMR) and CareerSource Florida Continuous Improvement Performance Initiative (CIPI). Reports may be periodically changed depending on grantor and BWDB requirements. Contractor will be responsible for meeting specific grant reporting requirements for any new grants received during the contract period.
- 1.6. Contractor shall ensure compliance with all State and Local policies and procedures relative to the One-Stop System and One-Stop Career Centers. The contractor may suggest revisions, additions and deletions to policies based on program knowledge and expertise.
- 1.7. Contractor will be required to provide monthly, bi-monthly, or quarterly progress reports or presentations of program performance and expenditures in comparison to the deliverables agreed upon in the contract.
- 1.8. As requested by BWDB, work collaboratively with Board staff, partners, community members and others to provide the resources necessary to support other funding opportunities; assist with the preparation of reports and other documentation as requested; and provide quotations or project costs as required.
- 1.9. As the One-Stop Operator, Contractor will be responsible for implementing and fulfilling BWDB cooperative agreements and memoranda of understanding (MOU) with partners.
  - 1.9.1. Understand the mission, vision, and service delivery requirements of the required one-stop partners to better strategically align with BWDB priorities and services.
  - 1.9.2. Work to support building relationships with the required partners of the designated comprehensive one-stop center, as defined by BWDB.

- 1.9.3. Facilitate conversations and support the development of a mutual client assessment and referral process; an agreed upon data sharing process, and a mechanism to capture performance between all partners.
  - 1.9.4. Convene quarterly meetings to share information, discuss strategies to positively impact employment outcomes for shared customers, and problem-solve collaboration issues.
  - 1.9.5. Make recommendations for additional partners that will help improve and support the one-stop system.
  - 1.9.6. Provide monthly written reports that includes updates to partner strategies to coordinate and deliver services, participant outcomes, partner success stories, and highlights of services coordination efforts, to BWDB's designee.
- 1.10. Additional grants, contracts and workforce services may be obtained and provided by BWDB during the contract period. It is anticipated that most of the additional service programs will have deadlines and performance measures. Contractor will be required to support BWDB in the administration/local management of these additional grants and contracts regardless whether the performance is listed as specific pay point in the final contract. The Service Provider shall provide information specific to the capacity of the organization to respond to additional requirements while still maintaining normal programs and services and all expected performance levels. Contractor shall provide services for those special projects funded by BWDB or some other funding source. Contractor shall also provide technical assistance and staff training to these special projects as requested by BWDB.
- 1.11. The Board's revenues, which it uses to fund contracts and operations, are primarily federal and state funds, subject to the requirements for use of public funding. Contractor is expected to understand and use applicable federal Office of Management and Budget (OMB) cost and administrative circulars including 2 CFR, Chapter II, Part 200, et al., and applicable federal and state laws and regulations in budgeting and expending the public funds in their BWDB contracts. Contractor must maintain a cost allocation plan that properly allocate costs between management/ administrative functions and operations, as well as among the various service modules funded by BWDB. Contractors' cost allocation plans must meet BWDB requirements and will be reviewed and approved by Board staff. BWDB will ask Contractors to develop their allocation plans when negotiating a contract budget.
- 1.11.1. Contractor will be subject to mandatory, BWDB provided, independent programmatic and financial monitoring evaluations as well as separate monitoring evaluations conducted by the State of Florida Department of Economic Opportunity and the US Department of Labor.
- 1.11.1.1. Contractor will be required to develop internal monitoring procedures to ensure that program operations are conducted in compliance with WIOA Final Rules and Regulations as well as Federal, State and Board requirements.
  - 1.11.1.2. Contractor will be required to respond to any findings in accordance with Board requirements.

- 1.11.2. If indirect costs are included in the budget, then Contractor must include either, a) an agency approved indirect cost rate with a copy of the Negotiated Indirect Cost Rate Agreement (NICRA), a description of the base used to calculate indirect costs along with the amount of the base, and the total indirect costs requested, or b) if Contractor meets the requirements to use the 10 percent de minimis rate as described in 2 CFR 200.414(f) and 2 CFR 2900, then include in the Cost Allocation Plan a description of the modified total direct costs base (see 2 CFR 200.68 for definition) used in the calculation along with the amount of the base, and the total indirect costs requested based on a maximum 10 percent de minimis rate.
    - 1.11.3. Contractor must accept complete liability for its role in providing services for all aspects of any WIOA program conducted under contract with BWDB. Contractor will be liable for repayment of any disallowed costs or illegal expenditures of funds or program operations conducted.
  - 1.12. As required by BWDB, Contractor shall attend both regularly scheduled and impromptu meetings, either in person or via teleconference, to review overall performance, and to address issues to ensure that the needs of employer and jobseeker customers are met and duplication of services is minimized or eliminated. Contractor will be expected to provide timely response and action as course corrections dictate. Contractor is expected to make suggestions and recommendations to maximize performance.
  - 1.13. Contractor shall designate a knowledgeable primary point of contact who shall have optimum management and operations authority and be available to the Board during normal business hours as defined by BWDB with the ability to provide live assistance during those times. During peak performance periods, or emergencies, Contractor primary contact and/or staff may be required to be available beyond these parameters. Contact information shall be made available to BWDB for after-hours assistance. Contractor is expected to notify BWDB if there are any changes to the primary point of contact within 24 hours of a change.
  - 1.14. Contractor is responsible for the control of all CSBCC assigned property. A Property Account Custodian shall also be designated to account for all acquired and BWDB tagged property assigned to the CSBCC's and verify property is maintained and controlled. All property is to be used for the sole purpose of the delivery of workforce services. All property purchased under the contract will comply with the terms of the State of Florida DEO policy regarding Accounting and Reporting Requirement for WIOA Property (FMA-86-3). Accountability for property purchased with WIOA funds must be in accordance with Chapter 273, Florida Statutes and Rules of the Auditor General - Chapter 10.300 State-Owned Tangible Personal Property. Equipment ownership will vest with the Service Provider until the end of the program at which time ownership will revert back to the Board.
    - 1.14.1. Contractor must notify BWDB immediately when property is acquired, lost, missing, destroyed, relocated, or sent for maintenance or repair and must ensure theft of property is reported to proper authorities immediately. Depending upon the circumstances and value of the lost, missing or destroyed property, Contractor may be liable for the cost of replacement.
  - 1.15. The Military Family Employment Advocacy (MFEA) program provides advocates through Florida's One-Stop Career Centers for regions where military bases and communities are located. The primary focus of the program is to assist military spouses and dependents in obtaining and retaining gainful employment. Patrick Space Force Base is located within the

BWDB region and provides space at the Airmen & Family Readiness Center for the one staff person assigned. This staff person is part of the career center contract. Persons eligible for assistance through this program include spouses and dependents of active-duty military personnel, activated Florida National Guard members, and activated military reservists. The Contractor is expected to assist in maximizing this resource by suggesting and implementing innovative services to the MFEA program.

- 1.15.1. Contractor will, in coordination with BWDB, designate a Military Family Employment Advocate who will serve as a designated advocate for the employment of military spouses and families and through coordination with the Department of Defense (DOD) Family Support/ Service Centers and Transition Assistance Programs (TAP), identify military spouses and families for workforce services.
- 1.16. Services include, but are not limited to, registration, assessment and testing services, job search and placement assistance, resume assistance, labor market information, employability skills workshops, job clubs, career planning and counseling, case management, interviewing skills training, and referral to educational and training programs. WIOA contemplates additional services not listed here but may be requested in the future. Contractor is expected to be knowledgeable of such services and provide recommendations when appropriate.
- 1.17. All CSBCC's will provide a wide range of short-term skills development opportunities through multiple service delivery methods.
- 1.18. BWDB staff plans and directs all external marketing, outreach, and system communications. Contractor involvement in these efforts is at BWDB direction. The Contractor is expected to provide suggestions and recommendations to BWDB to maximize service to customers. Internal communications, flyers, etc. are produced by Contractor and must be in compliance with BWDB guidelines and policy.
  - 1.18.1. Internal printed material and other written information at the CSBCC's must be language accessible for Brevard County's diverse population of jobseekers. Whenever feasible, language barriers should be removed so that all visitors to the CSBCC's feel welcome and can benefit from the experience. Depending on future guidance, the contractor may establish and maintain a Limited English Proficiency Plan (LEP Plan), including services for individuals with a hearing impairment.
- 1.19. Contractor will be required to maintain accurate auditable records, including, but not limited to, records, timesheets, activity logs, invoices, or other expense records, which are the basis of charges for any fees, expenses or other charges to BWDB under the contract. State regulations require that all records attributable to the contract must be maintained for a minimum period of 5 fiscal years after all applicable audits have been released.
- 1.20. Any work product developed by Contractor in performance of this contract will require review and approval by BWDB and shall be the sole property of BWDB. BWDB shall have the right to copyright or otherwise protect its rights in, and ownership of, the work product.
- 1.21. Contractor will be required to develop systems to provide user-friendly ad hoc reporting capability and ensure that such systems produce all information needed to manage the daily operations of the CSBCC's. This information includes, but is not limited to, program operation, performance outcomes, customer satisfaction, cost effectiveness, unduplicated

customer and transaction counts, training enrollments, etc. Contractor will be responsible for submitting reports with real-time data that reflect progress towards meeting these metrics.

- 1.22 Contractor shall create and implement a continuous improvement model of the career center services using leading indicator performance measures to quantify and evaluate organizational success relative to meeting operations expectations and performance outcomes, and ensure means are developed to improve performance.
- 1.23 Contractor shall serve any specific industry or population the BWDB identifies and targets as special priority.
- 1.24 Contractor shall not at any time or in any manner, either directly or indirectly, disclose, publish or otherwise reveal information obtained by Contractor in performance of the contract to any other party for any purpose not in conformity with state and federal regulations without the prior approval of BWDB.
- 1.25 Assist employer and jobseeker customers with responsive and knowledgeable staff through a user-friendly, quality driven, service delivery system. Adequate staff will be assigned to facilitate customers through the identification, access, and use of services.
  - 1.25.1 In accordance with State policy, minimum skills standards for front-line staff (all those employees providing direct customer service) includes communication skills training, basic computer software skills (e.g. Word, Excel, Outlook) training, specific programmatic training and attainment of Florida Workforce Professional Tier 1 Certification. Training and certification are provided through the Florida Department of Economic Opportunity Learning Management System.
    - 1.25.1.1 Newly hired front line staff must attain the Tier I certification within six months of their hire date. For this purpose, front line staff is defined as any individual who works primarily with customers, either employers or jobseekers.
    - 1.25.1.2 After the attainment of the initial certification, staff must complete in the second year and thereafter, 15 hours of continuing education credits per year to remain certified. New staff who complete their Tier 1 Certification have a one-year period after the completion date to accumulate their credits. Contractor will identify staff that will be assigned to system-wide training and who will be expected to train or coordinate the training of new and existing staff to include, but not limited to, competency based training across programmatic funding lines, organizational productivity, and customer service.
- 1.26 Contractor is required to utilize the US Department of Homeland Security's E-Verify system to verify employment eligibility of all persons employed during the contract term by Contractor to perform employment duties within Florida; and all persons assigned by Contractor to perform work under the terms of the contract.
  - 1.26.1 All employees of One-Stop Center contractors, subcontractors, or agents with access to, and the ability to change or destroy confidential data, including data stored in the information systems used by workforce service providers to manage and report participant information, are required to undergo background screening as a condition

of employment or contract award. Contractors shall be rescreened upon assignment to a new contract, or after a new contract award period or based on the screening standards prescribed by the State of Florida. All staff are required to have a Level 1 background screening.

- 1.26.2 Section 435.03 mandates that a Level 1 background screening shall include but not be limited to, employment history checks and statewide criminal correspondence checks through the Florida Department of Law Enforcement. Local criminal record checks through local law enforcement agencies may be included. Any person for whom an employment screening is required by statute must not have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to, any offence prohibited under Section 435.04(2) or similar law of another jurisdiction. The background screening results shall be used to determine eligibility for employment or continued employment, and approval of contractor/agent personnel performing work on behalf of BWDB.
- 1.27 Ensure employers and jobseekers are made aware of and can access services in a timely manner.
  - 1.27.1 Employers and jobseekers will learn about the services, understand the services available to them, and be directed to services immediately upon entering the centers.
  - 1.27.2 Contractor shall ensure employers and jobseekers are given access to the services they need to successfully achieve their business or career goals.
  - 1.27.3 Employer and jobseeker customers will receive the most appropriate services along a continuum of services to meet their established short-term and long-term goals.
- 1.28 Employer and jobseeker customers will receive quality services in a facility that is easily accessible, accommodating to all special needs' customers, professional, and inviting. Successful outcomes will be meeting Contractor Career Center Standards criteria.
  - 1.28.1 Contractor will appoint a minimum of one staff member in each CSBCC to conduct periodic safety reviews of the facilities to ensure compliance with applicable safety standards. Any concerns will be immediately reported to the Center Manager and Facilities Director.
- 1.29 BWDB provides oversight of all CSBCC services and operations.
  - 1.29.1 Contractor will report to BWDB.
  - 1.29.2 Contractor must openly and immediately communicate to BWDB any challenges or problems faced by Contractor in the operation and management of the CSBCC that will adversely affect the CSBCC's performance of this contract, or the effectiveness of BWDB meeting State and Federal requirements.
- 1.30 Contractor shall submit timely reports in accordance with Attachment G: Schedule of Reports and Deliverables and as requested by BWDB. Content and format shall be in accordance with BWDB guidelines. BWDB retains the right to seek clarification or to request expansion or modification of Contractor submittals.

## 2. EMPLOYER SERVICES

CareerSource Brevard recognizes employers as the economic driver of the region. Contractor will assist area employers to find workforce solutions for a variety of human resource needs, ranging from gathering information for job postings and referring candidates to employers' current job openings to facilitating and participating in industry-wide projects to address critical skill shortages. WIOA emphasizes engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. WIOA promotes work-based training, incumbent worker training and transitional jobs and other strategies as allowable activities.

Contractor staff is assisted by Board Staff Business Liaisons through the BWDB Board Industry Relations Division. CSBCC Contractor staff manage business accounts and provide basic services to any employer in the region while BWDB Business Liaisons provide more intensive services to employers in the region's key industries. BWDB Business Liaisons represent CareerSource Brevard to regional employers and have the responsibility for communicating employers' needs to CSBCC Contractor staff. The BWDB Business Liaisons establish regular communications with CSBCC Contractor staff to transmit real-time information on employers' current needs for workers, labor market trends, and feedback from employers on the services received from the CSBCC. The cooperative flow of information between BWDB Business Liaisons and Contractor staff is vital to the BWDB mission and key in ensuring that businesses are getting the talent they need and job seeking customers are getting linked to employment opportunities which allow for self-sufficiency and future growth.

Employer customers will view the CSBCC as a business resource. The business customer will be offered a broad range of services that address the needs of the business community. Contractor staff services include, but are not limited to, the following:

- 2.1 Responding to employers' demands for skilled workers and meeting the expectations of area employers by providing high quality candidate referrals, and suggesting solutions to employers' hiring needs including, but not limited to:
  - Onsite Recruitment and Placement Assistance for Employers
  - On-the-Job (OJT) Training Subsidies
  - Registered Apprenticeship Program & Pre-apprenticeship programs
  - Customized Training
  - Lay-off Aversion Services
  - Federal Bonding Program
  - Supportive Services
  - Occupational Skills Training
  - Incumbent Worker Training
  - Work Opportunity Tax Credit Program
  - Rapid Response Services
  - Work Experience Program
  - Access to Labor Market Information
  - Information about grants and resources targeted to certain business or industry
  - Information about grants and resources targeted at certain jobseekers which may assist the employer in meeting talent pipeline needs
- 2.2 Contractor shall work with the BWDB Business Liaisons to develop a systematic, equitable approach in determining (based on need) what level of services each business will receive from the Career Centers.



- 2.3. Contractor shall develop effective linkages with employers that lead to resource alignment and training efforts to address the immediate and long-term skilled workforce needs of in-demand industries and to address critical skill gaps within and across industries. Successful outcomes for employer customers will be a sufficient number of quality job applicant referrals for each job order and sustained employer use of CSBCC services. Where sufficient quality applicants for job orders are not available, the Contractor is expected to develop strategies to fill employer needs.
  - 2.3.1. Contractor is responsible for working with the BWDB Business Liaisons to achieve employer performance measures set forth by the State as well as by BWDB. The success of employer services will be measured, in part, on the following types of objective criteria.
    - Number of registered businesses that have been provided an intensive service by Contractor staff
    - Number of businesses who have received services from Contractor staff and returned for more services
    - Number of jobseeker referrals made against internal job orders
    - Number of staff referred placements made against internal job orders
    - Providing employers with skilled workers.
    - Providing quality engagement and services to employers and sectors and establishing productive relationships over an extended period of time.
    - Providing quality engagement and services to all employers and sectors with the local workforce region.
  - 2.3.2. Contractor is also responsible for submitting additional performance measures to be met, subject to BWDB approval.
  - 2.3.3. Contractor may also be required to address any new performance measures created by USDOL and specific grant conditions not known at the start date of this contract.
  - 2.3.4. Contractor is responsible for assisting with performance related to the State of Florida, CareerSource Florida, and the Continuous Improvement Performance Initiative (CIPI).
- 2.4. Data enter job posting information from businesses into the statewide employment database Employ Florida (EF) and help employers who prefer to enter data directly.
- 2.5. Screen and recruit candidates for openings identified by BWDB Business Liaisons or requested directly from area employers including:
  - 2.5.1. Basic job matching of resumes and applications
  - 2.5.2. Employee pre-screening
  - 2.5.3. Conduct preliminary basic skills and other assessments
  - 2.5.4. Recruiting for and sourcing qualified candidates
  - 2.5.5. Assisting in recruiting talent to register in the Employ Florida system to meet current and future employer needs.
- 2.6. In coordination with BWDB Industry Relations, respond to employers' requests including providing salary information, offering program options for employed worker or on-the job-training, providing interview space, etc.

- 2.7. Contractor will be required to participate as necessary in providing Rapid Response Services delivered to businesses and employees of companies that are experiencing downsizing through layoffs or closure and may have also been impacted by a Worker Adjustment & Retraining Notifications (WARN) issued by the State. Services may include:
- 2.7.1. Reviewing affected workers' assistance needs.
  - 2.7.2. Assisting with Rapid Response workshop presentations to assist with career transition, job search tools and skills, resume preparation and interviewing techniques.
  - 2.7.3. Assessing re-employment prospects for workers in the local community.
  - 2.7.4. Providing information on available resources to meet the short and long-term needs of affected workers.
  - 2.7.5. Establishing a process of referring affected employees to the BWDB Career Centers.
  - 2.7.6. Developing recruitment/job development activities including job fairs, positive recruitments, job lead development and general recruitment notifications.
  - 2.7.7. Determine if affected workers or business would be eligible for TAA program.
  - 2.7.8. Other services and options provided under WIOA for Rapid Response.
  - 2.7.9. Assisting BWDB in tracking and ensuring that Rapid Response requirements have been met and reporting as requested to BWDB and any other reporting entity.
- 2.8. Provide continual, timely, business engagement to market CSBCC services to businesses that have not used or discontinued using, CSBCC services.
- 2.9. Work with employers in facilitating and participating in special projects such as conducting job fairs, business seminars and information sessions, etc. on an array of workforce issues.
- 2.10. Design and implement a system where employer/jobseeker event hiring data is tracked and evaluated.
- 2.11. Develop and deliver services from a standard menu of services for employer customers.
- 2.12. Conduct follow-up to assure customer satisfaction and offer a customer service survey.
- 2.13. Staff members working with businesses will track and report their interactions and services to the BWDB Business Liaisons for input in the customer relations management tool, *Salesforce*.
- 2.14. Staff members will work with business to assist with the development of and success of sector strategy activities.
- 2.15. Staff members will work with business to assist with the new grants and services not known at the time this contract was executed.

### **3. JOBSEEKER SERVICES**

Contractor will ensure adult and/or dislocated workers seeking employment receive career and training services consistently, and in a coordinated way as prescribed in WIOA Title 1, Subtitle B - "Workforce Investment Activities and Providers", Chapter 3, Section 134, USDOL WIOA Final Rule at 20 CFR Parts 679-680 and any subsequent guidance or technical memorandum. Customers will be served through a seamless process related to the various services/functions offered in order to reduce duplication of resources, minimize number of contacts, and streamline processes.

WIOA emphasizes the development of strategies to support the use of career pathways for the purpose of providing individuals, including low-skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities) with workforce investment activities, education and supportive services to enter or retain employment.

Contractor will provide case management, career assessment and counseling; place applicants into jobs; provide financial aid for education and supportive services; and keep accurate, up-to-date, complete records of the services and financial aid provided to customers.

Contractor services also include, but are not limited to:

- 3.1. Conduct standardized orientations at all CSBCC's to inform jobseekers of the array of services offered and include overviews of the processes and procedures customers can expect as well as program specific requirements. Currently, a self-paced online presentation available on the BWDB/CSB website at <https://careersourcebrevard.com/career-services> is used to help facilitate these orientations as a means to ensure a consistent message and quality delivery at each CSBCC as required by customer flow and customer demand. It is Contractor's responsibility to continuously review the presentation for accuracy and to provide updates and revisions and/or replacements to BWDB for review, approval and uploading to the website. All videos and presentations require BWDB approval prior to release.
- 3.2. Specialize in assisting the long-term unemployed, individuals with barriers to employment including those individuals with disabilities; individuals who receive public assistance or are otherwise low-income and/or are basic skills deficient; individuals who are currently employed and seek to enhance or change their present positions; first time entrants into the labor market; and workers who have been dislocated due to company closings or reductions.
  - 3.2.1. Develop Individualized Employment Plans (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services to achieve employment goals for each customer.
- 3.3. Career Centers must provide basic career services in accordance with WIOA that offer universally accessible (self-serve) resources including the following assistance to job and training seeking customers:
  - Ensure that jobseekers can understand and work with the Employ Florida (EF) system including the full registration and the ability to use the EF tools to conduct a competent job search.
  - Eligibility determination
  - Skills assessment
  - Labor exchange services
  - Provision of information on programs and services and program referrals
  - Career, job, and labor market information
  - Computer applications software
  - Resume writing software
  - Career exploration software
  - Job, career, and skill self-assessment tools
  - Career planning information

- Job search information
  - Interviewing information
  - Information on job retention
- 3.4. Individualized career services must be provided to participants after CSBCC staff determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.
- 3.5. Follow-up services must be provided for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. One type of follow-up service highlighted in WIOA is to provide individuals counseling about the workplace. Follow-up services do not extend the date of exit in performance reporting; for more information on performance reporting see TEGL 10-16. Youth and other specialized grants also require follow-up services.
- 3.6. Develop a career pathways framework for BWDB by forming a system-wide approach to career pathways that has the following key elements:
- 3.6.1. Provides multiple entry and exit points along a continuum of increasing skills, competencies and credentials informed by industry/employers.
  - 3.6.2. Links adult basic and remedial education with occupational skills training.
  - 3.6.3. Includes strategies to serve hard-to-employ populations, including unemployed & underemployed individuals
  - 3.6.4. Increases access to career and technical education programs for special populations, including individuals with disabilities.
  - 3.6.5. Ensures that career pathway programs are designed and implemented in a manner that leads individuals to a post-secondary degree or certification in a high-skill, high-wage, and high-growth or emerging field.
  - 3.6.6. Prioritizes work-based learning opportunities for customers in partnership with regional business and industry,
- 3.7. Work collaboratively with partner organizations to deliver supportive services, including soft skills, case management, mentoring, work supports, and other services designed to help individuals succeed.
- 3.8. Work collaboratively with partners to ensure that the education and training results in an industry-recognized certificate or credential, and/or credits, and/or a degree relevant to the targeted industry sector.
- 3.9. Demonstrate American Disabilities Act (ADA) (42 U.S.C., 12101 et seq..) compliance and conduct all activities in accordance with the ADA and Section 504 of the Rehabilitation Act of 1975, as amended, which prohibits discrimination against qualified individuals with disabilities. The ADA prohibits discrimination by public and private entities on the basis of disability in employment, public accommodations, transportation, State, and local government services, and in telecommunications.
- 3.9.1. Contractor will designate a Disability Services Coordinator (DSC) for each CSBCC location who shall become familiar with all facets of serving the disabled population;

act as a liaison with the BWDB Disability Program Manager and/or Equal Opportunity Officer (EEO); and research, identify, and report in writing to BWDB any ADA compliance discrepancies for all customers at each CSBCC location. DSC's shall be identified at each CSBCC by name with a placard prominently displayed in the front entrance reception area of each CSBCC. DSC's are required to successfully complete training / certification as a Community Partner Work Incentive Coordinator (CPWIC) through Virginia Commonwealth University (VCU) within 365 days of assignment as a DSC.

- 3.10. Using CSBCC resources and staff, meet all requirements and serve as an Employment Network (EN) for the Ticket to Work and Self-Sufficiency Program (42 U.S Code Chapter 7 Subchapter XI Part A 1320b-19) in accordance with Social Security Administration requirements. Accept, assign, and produce milestone outcomes for jobseeker tickets in accordance with goals established by BWDB.
  - 3.10.1. Assist in increasing business participation in the Florida Unique Abilities program which recognizes businesses that employ individuals who have a disability as well as businesses that support the independence of individuals who have a disability.
- 3.11. Refer customers who experience domestic violence, substance abuse, or mental health issues to specialized services. Ensure that at least one staff member at each CSBCC site will have specialized skills to recommend assistance to victims of domestic violence.
- 3.12. Refer Customers with learning disabilities to partnering agencies for specialized assessments and services in addition to those services provided at CSBCC.
- 3.13. Contractor will be responsible for the case management of customers and will be responsible for all decisions related to each case including, monitoring of job search activities, arranging additional assessment and testing, and referring customers for supportive and other services as appropriate.
- 3.14. Training Services as defined by WIOA Section 134(c)(3)(D) and WIOA Final Rule 680.200 are services designed to equip individuals to enter the workplace and retain employment. A measure of success is the placement and retention of the customer into a training-related job.
  - 3.14.1. Contractor is required to facilitate access to Training Services including, but not limited to, the following:
    - Occupational skills training, including training in non-traditional jobs
    - On-the-Job training
    - Programs that combine workplace training with related instruction
    - Training programs operated by the private sector
    - Skills upgrading and retraining
    - Entrepreneurial training
    - Job readiness training
    - Incumbent Worker Training
    - Transitional Jobs
    - Customized training
    - Financial literacy education

- Adult education and literacy activities in combination with services described above

3.14.2. A Scholarship Unit (SU) serves as a catalyst for providing financial aid for training and supportive services to eligible customers. The SU reviews and approves all training and supportive services. The SU is comprised of senior contractor and Board staff who review the information compiled by the front-line staff to ensure that the training opportunity is appropriate and a good investment of public funds. Each member of the SU votes independently. The SU process is conducted electronically and allows SU members to ask questions of the front-line staff and receive clarification before casting their vote. BWDB currently allocates an average of \$1,200,000 per annum to Scholarship Unit funding. Contractor will provide oversight and be responsible for convening the SU and will manage a variety of customer training requests including, Individual Training Accounts (ITA's), Work-based Training (On-the-Job Training & Work Experience), Transitional Jobs, Employed Worker Training, Customized Training and Support Services. Responsibilities include, but not limited to the following:

- 3.14.2.1. Submit scholarship applications on a timely basis for timely training fund approval and closing accounts upon completion.
- 3.14.2.2. Supply accurate and complete customer information in to the SU's decision-making process.
- 3.14.2.3. Provide accurate and objective assessment information, comprehensive, fully developed career plans, customer's financial attributes, and comprehensive case management insights concerning the customer.
- 3.14.2.4. Ensure that skills training is market driven with priority given to high wage/high demand occupations on the Regional Targeted Occupation List (RTOL) and identified by BWDB.

#### **4. WELFARE TRANSITION (WT) & SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)**

The Welfare Transition Program is Florida's plan for providing eligible families with services that will assist them in becoming self-sufficient. It requires individuals receiving Temporary Assistance for Needy Families (TANF) Temporary Cash Assistance (TCA) payments to participate in work activities and move toward economic self-sufficiency. The program serves three major groups:

- Applicants - individuals who must register for work in order to be eligible for TCA.
- Mandatory Participants – individuals who receive TCA are required to participate
- Transitional Participants – former TCA recipients who are working but need additional assistance

The Florida Welfare Transition Program enables welfare recipients to move from welfare to work by emphasizing work, self-sufficiency, and personal responsibility. Florida recipients of temporary cash assistance must register for work and participate in assigned work activities.

Florida has an integrated workforce system designed to engage jobseekers, including food stamp recipients, in activities geared towards helping individuals gain skills, gain employability, and connect them to employment opportunities.

Customers apply for TCA through the Department of Children and Families (DCF) ACCESS system. Once an application is made, DCF interviews the applicant and screens each family for benefits as well as their work participation requirements. If during the interview DCF determines the applicant is required to register for work they will provide the applicant with instructions on how to access the One Stop Service Tracking (OSST) system if they have access to a computer or provide them with information on the nearest one-stop career center.

Contractor-provided services include Job Search, Preparation, and Placement; Education and Training; Case Management and Counseling; Subsidized Child Care; Transportation Assistance and Relocation Assistance. Families who receive temporary cash assistance are automatically eligible for services.

4.1. The following two major elements are required:

4.1.1. Orientation or Program Overview; and

4.1.2. Intake/Screening for:

- Domestic Violence
- Medical limitations
- Substance Abuse and Mental Health
- Up-front Diversion

4.2. Additionally, CSBCC Contractor staff provides or refers customers to job skills training, GED training, work experience programs, childcare and transportation assistance to low-income families with children including:

- Individuals receiving TANF that are subject to the Welfare Transition work requirements who have been referred by the Department of Children and Families (DCF)
- Former TANF recipients who are eligible for transitional benefits
- Individuals who are eligible for TANF but are not on TANF
- Non-custodial parents of the children of Welfare Transition program customers

4.3. Contractor will refer to partner agencies eligible youth customers for additional services associated with teen pregnancy prevention and assistance for teen parents.

4.4. Contractor will be required to consistently monitor and track Welfare Transition customers' progress for the purpose of determining non-compliance with the Welfare Transition Program's participation requirements. While front line staffing specialists provide WT assessment and case management, Contractor will be responsible for reviewing case files for completeness, and monitoring and tracking WT customer compliance. Compliance is tracked from the first date of expected participation through completion of all planned activities, including employment retention. Non-compliance requires the Contractor to make any recommendations to the DCF on sanctioning in accordance with State guidelines.

- 4.4.1. Provide an evaluation plan including benchmarks, data collection points, proposed analyses, and persons/positions accountable for the compliance monitoring you propose to implement.
- 4.5. Florida's Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) program is designed to help Able-Bodied Adults without Dependents (ABAWD) gain skills, training, and/or work experience that will increase their ability to move directly into employment. The SNAP is an integrated part of the workforce system established in Florida Statutes Chapter 445 and Contractor is responsible for engaging food stamp recipients at the local level through the CSBCC's.
  - 4.5.1. An ABAWD is an individual who is between the ages of 18-49, does not have dependents, and does not meet an exemption outlined in 7 Code of Federal Regulations (CFR) 273.7(b) or an ABAWD exception outlined in 7 CFR 273.24(c).
  - 4.5.2. The Department of Children and Families (DCF) determines food stamp recipients' eligibility for benefits. DCF refers SNAP applicants, to include zero benefit households, to the SNAP E&T program, if they meet the criteria for mandatory participation
  - 4.5.3. Contractor will be required to offer employment services to SNAP recipients who:
    - Respond to an *outreach letter* issued by DCF,
    - Request workforce services as a result of:
      - Formal or informal referral from community partners;
      - Internet Information;
      - Word of mouth information regarding program; and,
      - Regional outreach by the BWDB.
  - 4.5.4. Contractor will ensure program components are meaningful and enhance the employability of individual food stamp recipients and will engage SNAP recipients in one or more of the following components:
    - Job search;
    - Job search training;
    - Work experience;
    - Education and training;
    - Employment Retention Services to participants who gain employment after engaging in a qualifying program activity. This can include support services such as transportation, work related clothing/uniforms, testing fees, tools, supplies and equipment.
  - 4.5.5. ABAWDs who are job ready and assigned to job search will be connected with the universal services offered through the Wagner-Peyser program to assist with continued skill building through employability skills workshops and job search, referral, and placement assistance.
  - 4.5.6. Participants in the Temporary Assistance for Needy Families (TANF) work program or the Welfare Transition (WT) program are not eligible to participate in the SNAP E&T program.
  - 4.5.7. SNAP performance Measures include:



- Number of participants who completed online job search or job search training
- Percent of ABAWD's who completed job search or job search training and obtained employment
- Number of participants who completed WIOA basic core skills to reduce barriers to employment for low income individuals (i.e. assessments, development of employment plans, soft skills, workshops, work experience-based training)
- Percent of participants who completed WIOA basic core skills and obtained employment

## 5. YOUNG ADULT (YOUTH) SERVICES

Contractor will provide Young Adult/Youth Services as prescribed in WIOA Title 1, Subtitle B - "Workforce Investment Activities and Providers", Chapter 2, §129, USDOL WIOA Final Rule at 20 CFR Part 681 and TRAINING AND EMPLOYMENT GUIDANCE LETTER WIOA NO. 21-16 OPERATING GUIDANCE No. 21-16, "Third Workforce Innovation & Opportunity Act Title I Youth Formula Program Guidance.

WIOA emphasizes providing high quality services for youth and young adults beginning with career exploration and guidance, providing continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education. WIOA also emphasizes work experience opportunities. The primary focus is on Out-of-School Youth (OSY) with 75% of available funding allocated to OSY vs 25% on In-School-Youth (ISY). However, the BWDB Board has placed emphasis on OSY and historically we have been in the 80<sup>th</sup> percentile of OSY.

Out-of-school young adults must be aged 16-24, not attending any school, and meet one or more additional conditions, which could include:

- School dropout: within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter;
- holds a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner;
- subject to the juvenile or adult justice system;
- homeless, runaway, in foster care or aged out of the foster care system,
- eligible for assistance under Section 477, Social Security Act, or in out-of-home placement;
- pregnant or parenting;
- an individual with a disability;
- low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment.

In-school young adults must be aged 14-21, attending school, low income, and meet one or more additional conditions, which could include:

- Basic skills deficient;
- English language learner;
- an offender;
- homeless, runaway, in foster care or aged out of the foster care system;
- pregnant or parenting;
- an individual with a disability;
- person who requires additional assistance to enter or complete an educational program or to secure and hold employment.

Young adult services provide a coordinated, integrated service strategy for in-school and out-of-school youth facing serious barriers to future employment. The current BWDB Youth Services strategy is designed to be the one-stop contact for all youth services offered through the CSBCC's.

Contractor staff provide youth services and dedicated recruitment of young adults into BWDB's NextGen Program. Recruitment includes engaging regional community and industry organizations to participate in work experience or OJT opportunities by communicating the benefits and opportunities available through the NextGen Program.

BWDB funding is intended to support Contractor's ability to incorporate participants into existing program and service offerings including a youth employment program. Contractor will be required to manage and provide resources and designated staff for young adult services in accordance with the design and elements identified in WIOA §129(c). It is not required to provide all the following services to all participants; however, Contractor must ensure the services are available to youth participants.

**Preparation for and success in Employment**

1. Paid and unpaid work experiences
2. Occupational skills training
3. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific operation or occupational cluster
4. Entrepreneurial skills training
5. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area (e.g. career awareness, counseling, or exploration)

**Improving Education Achievement**

6. Tutoring, study skills training, instruction, that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
7. Alternative secondary school services, or dropout recovery services
8. Activities that help young adults prepare for and transition to postsecondary education and training

**Support for Youth**

9. Supportive services that enable an individual to participate in WIOA activities
10. Adult mentoring that includes structured activities where the mentor offers guidance, support, and encouragement to the participant to develop competence and character
11. Follow-up services
12. Comprehensive guidance and counseling

**Services to develop the potential of young adults as citizens and leaders**

13. Leadership development activities that encourage responsibility, employability, and other positive social behaviors
14. Financial literacy education

Services provided will be creative, flexible, effective, age and culturally appropriate for youth populations in a manner that educates youth about CSBCC workforce services and the benefits these services provide for youth. Additional services include, but are not limited to, the following:

- 5.1. Collaborate with organizations to ensure an effective, streamlined youth referral/eligibility process is maintained to serve the most at-risk youth populations including youth who are out of school, aging out of foster care, offenders or at-risk of offending, or who have a disability. Current partner organizations can be found on our website: [www.careersourcebrevard.com](http://www.careersourcebrevard.com).
- 5.2. Conduct and document a comprehensive assessment of all participants, to include basic skills, occupational skills, interests, aptitude, work readiness skills, barriers and supportive service needs in order to develop Individual Service Strategies (ISS) that include education, training and employment.
- 5.3. Facilitate a work readiness training program with out-of-school, unemployed young adults.
  - 5.3.1. Develop a set of metrics to measure the efficiency, effectiveness, and overall successes of the program.
  - 5.3.2. Contractor shall complete a minimum of 4 complete program sessions each contract year subject to CSB exercising options to extend the contract period of performance.
- 5.4. Facilitate Digital Literacy Certification or equivalent training with youth customers as appropriate.
- 5.5. Serve a negotiated number of young adults during each program year including carryovers. Currently, Contractor is required to serve a minimum of 300 youth.
  - 5.5.1. Carryover youth must be actively participating in one or more of the following activities with the appropriate activity open in EFM:
    - An approved education program with expected attainment of a state recognized education credential within the new program year.
    - An approved occupational skills training program with expected attainment of an industry recognized credential within the new program year.
    - Employability Skills Training with expected completion within the new program year.

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## Part 3 – Contract Provisions, Assurances and Agreement

### 1. CONTRACT PROVISIONS INCORPORATED BY REFERENCE

The following clauses, policies, memoranda, guidance, and communiqués are hereby incorporated into the Contract by reference with the same force and effect as if they were given in full text. By signing this agreement, Contractor certifies that it shall comply with all applicable clause provisions. The full text of the provision may be accessed electronically at the following addresses. This address list is not inclusive, and it remains the responsibility of the Contractor to research the related laws and regulations of prevailing legislation and policy.

- United States Code
- Code of Federal Regulations (CFR)
- Federal Register (FR)
- Federal Statutes (FS)
- Office of Management and Budget (OMB)
- Department of Economic Opportunity (DEO) (State Workforce Board Guidance, Policy, Memoranda, Communiqués, Monitoring Tools, Etc.)
- Executive Orders (EO)
- US Department of Labor/Employment & Training

- Uniform Administrative Requirements for Grants and Cooperative Agreements with Institutions of Higher Education, Hospitals, Other Non-Profit and with Commercial Organizations, Foreign Governments, Organizations under the Jurisdiction of Foreign Governments, and International Organizations. (29 CFR Part 95 et al)
- Workforce Innovation and Opportunity Act (PL 113-128 (29 U.S.C. Sec. 3101, et seq.) and associated Final Rules
- Veteran's Priority of Service (38 USC 4215 and 20 CFR 1010)
- Hatch Act (5 USC 1501-1508 and 7328)
- USDOL-ETA, TEGL 5-06, Implementation of Public Law 109-234, Section 7013, which limits salary and bonus compensation of recipients and subrecipients of funds appropriated to the Employment and Training Administration and states that funds shall not be used to pay the salary and bonuses of an individual, either as direct or indirect costs, at a rate in excess of Executive Level II for ETA appropriated funds.
- USDOL-ETA, TEGL 15-14, Implementation of the New Uniform Guidance Regulations
- Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR, Chapter II, Parts 200 and 2900, et al.)
- Purchase of American-Made Equipment and Products (PL 103-333 §507)
- Public announcements and advertising (PL 103-333 §508)
- Audit Requirements for Grants, Contracts and Other Agreements (29 CFR, Part 96)
- Effect of Judgment Lien on Eligibility for Federal Grants, Loans or Programs (28USC § 3201(e))
- New Restrictions on Lobbying (31 USC § 1352, 29 CFR part 93, FS 216.347)
- Debarment and Suspension (Subpart C of 2 CFR Part 1326, and 29 CFR 98, 45 CFR 74 and EO 12549 and 12689)
- Inspector General Act of 1978 (5 USC App.3 § 1 et seq.)
- Drug-Free Workplace Act of 1988 (Public Law 100-690, Title V, Sec. 5153, as amended by Public Law 105-85, Div. A, Title VIII, Sec. 809, as codified at 41 U.S.C. § 702; 29 CFR 94 and 45 CFR 82)
- Program Fraud Civil Remedies Act (31 U.S.C. §§ 3801-3812)
- False statements (18 U.S.C. §§ 287 and '1001)
- False Claims Act (31 U.S.C. 3729 et seq.)
- Public Entity Crimes (FS 287.133)
- Confidential Records (FS 119.021)
- Rights to Inventions Made by Nonprofit Organizations and Small business Firms Under Government Grants, Contracts and Cooperative Agreements (37 CFR Part 401)
- Clean Air Act (42 U.S.C. §§ 7401 et seq.)
- Clean Water Act (33 U.S.C. §§1251 et seq.)
- Safe Drinking Water Act, as amended (PL 93-253)
- Environmental Protection Agency regulations (40 CFR part 15)
- PL 91-190 and EO 11514 National Environmental Policy Act; EO-11738, EO 11988, 16 USC 1451 et seq. Coastal Zone Management Act; PL 94-163 Energy Policy and Conservation Act, Energy Efficiency; Endangered Species Act PL 93-205: The Contractor shall comply with mandatory standards and policies relating to energy efficiency which are contained in the State of Florida's Energy Conservation Plan issued in compliance with the Act
- Resource Conservation and Recovery Act (PL 94-580 as codified at 42 USC 6962)
- Environmental Tobacco Smoke (PL 103-227 Part C)
- Pro-Children Act. (20 U.S.C. 6083 and Public Law 103277)
- Trafficking Victims Protection Act of 2000 (2CFR 175)
- Equal Treatment for Faith-Based Organizations (29 CFR 2, Part D)
- Equal Employment Opportunity (E.O. 11246, as amended by E.O. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.")
- Civil Rights Act of 1964 Title IV as amended (42 U.S.C. 2000d et seq. and 42 U.S.C. sections 3601 et seq.)
- Rehabilitation Act of 1973 as amended (29 U.S.C. 794, Section 504)
- Education Amendments of 1972 Title IX as amended (20 U.S.C. 1681 et. seq)

- Age Discrimination Act of 1975 as amended, (42 U.S.C. 6101, et seq. 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.)
- Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998 (29 CFR, Part 37 Implementation and 45 CFR Part 80)
- American with Disabilities Act of 1990, as amended. (42 USC, 126 and 47 USC, 5, and Public Law 101-336)
- Prohibition of discrimination based on race, creed, color, etc., as basis for denial of financial assistance (42 USC 9849)
- Florida Department of Economic Opportunity/Workforce Florida, Inc. – Applicable Regional Workforce Board Guidance, Policy, Memoranda, and Communiqués, as amended
- Brevard Workforce Board Policy, Guidance, Memoranda, and Communiqués as amended.

## 2. ASSURANCES

By signing this agreement, Contractor assures that it will comply fully with the with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the Workforce Innovation and Opportunity Act of 2014 (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 lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity;

- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

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

Contractor also assures that it will comply fully with Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation act of 1973, Title IX of the Education Amendments of 1972, and the Age Discrimination Act of 1975.

Contractor provides this assurance in consideration of and for the purpose of obtaining Federal grants, loans, contracts, property, discounts or other Federal financial assistance from the Department of Health and Human Services. Contractor hereby agrees that it will comply with:

- Title VI of the Civil Rights Act of 1964 (Pub. L. 88-352), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services(45 C.F.R. Part 80), to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Contractor receives Federal financial assistance from the Department.

- Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 84), to the end that, in accordance with Section 504 of that Act and the Regulation, no otherwise qualified handicapped individual in the United States shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which Contractor receives Federal financial assistance from the Department.
- Title IX of the Educational Amendments of 1972 (Pub. L. 92-318), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 86), to the end that, in accordance with Title IX and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which Contractor receives Federal financial assistance from the Department.
- Age Discrimination Act of 1975 (Pub. L. 94-135), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 91), to the end that, in accordance with the Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any program or activity for which Contractor receives Federal financial assistance from the Department

Contractor agrees that compliance with this assurance constitutes a condition receipt of Federal financial assistance, and that it is binding upon Contractor, its successors, transferees, and assignees for the period during which such assistance is provided. If any real property or structure thereon is provided or improved with the aid of Federal financial assistance extended to Contractor by the Department, this assurance shall obligate Contractor, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate Contractor for the period during which it retains ownership or possession of the property. Contractor further recognizes and agrees that the United States shall have the right to seek judicial enforcement of this assurance.

### 3. AGREEMENT AND SIGNATURE

The parties hereto agree to the terms and conditions and have caused this Contract to be executed by their undersigned officials as duly authorized.

C2 Global Professional Services, LLC

Brevard Workforce Development Board Inc.

Chakib Chehadi, CEO

Date

Marci Murphy, President

Date

## **Part 4 – Attachments**

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- ATTACHMENT A: Monthly Request for Payment
- ATTACHMENT B: Quarterly Request for Withheld Cost
- ATTACHMENT C: Budget Summary
- ATTACHMENT D: Expenditure Schedule
- ATTACHMENT E: Career Center Standards
- ATTACHMENT F: Performance Standards
- ATTACHMENT G: Schedule of Reports and Deliverables

**BREVARD WORKFORCE DEVELOPMENT BOARD - MONTHLY REQUEST FOR PAY  
GENERAL SERVICES**

**Contractor Name and Address:**  
C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

Cost Categories	TOTAL CASH DISBURSEMENTS				REIMBURSABLE CASH DISBURSEMENTS					
	Budget	New YTD	Less: Prior YTD	Current Month	Budget	Prior YTD	Titusville	Rockledge	Palm Bay	Ti
Salaries	2,445,040				2,445,040					
Fringe Benefits	891,627				891,627					
Staff Travel	9,500				9,500					
DEO Travel	5,000				5,000					
Staff Development	-				-					
Office Costs	500				500					
Professional Fees	-				-					
Indirect Costs	268,133				268,133					
Incentive Fee	201,100				-					
<b>TOTAL COSTS</b>	<b>3,820,900</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3,619,800</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>



BREVARD WORKFORCE DEVELOPMENT BOARD - MONTHLY REQUEST FOR PAYMENT  
NEG IRMA SERVICES

Contractor Name and Address:

C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

Contract Number:  
Contract Term:  
Report Number:  
Month Ending:

Cost Categories	TOTAL CASH DISBURSEMENTS				REIMBURSABLE CASH DISBURSEMENTS				
	Budget	New YTD	Less: Prior YTD	Current Month	Budget	Prior YTD	Titusville	Rockledge	Palm Bay
Salaries	11,945				11,945				
Fringe Benefits	4,366				4,366				
Staff Travel	180				180				
DEO Travel	-				-				
Staff Development	-				-				
Office Costs	-				-				
Professional Fees	-				-				
Indirect Costs	1,319				1,319				
Incentive Fee	990				-				
TOTAL COSTS	18,800	-	-	-	17,810	-	-	-	-

Certification

By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the

Column Descriptions

#1 Budget = Total contract line-item budget per Attachment C.  
#2 New YTD = Total general ledger cost recorded to date.

Total Payment Amount Requested

BREVARD WORKFORCE DEVELOPMENT BOARD - MONTHLY REQUEST FOR PAYMENT  
NEG RECOVERY SERVICES

Contractor Name and Address:

C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

Contract Number:  
Contract Term:  
Report Number:  
Month Ending:

Cost Categories	TOTAL CASH DISBURSEMENTS				REIMBURSABLE CASH DISBURSEMENTS				
	Budget	New YTD	Less: Prior YTD	Current Month	Budget	Prior YTD	Titusville	Rockledge	Palm Bay
Salaries	123,013				123,013				
Fringe Benefits	44,765				44,765				
Staff Travel	467				467				
DEO Travel	-				-				
Staff Development	-				-				
Office Costs	-				-				
Professional Fees	-				-				
Indirect Costs	13,460				13,460				
Incentive Fee	10,095				-				
TOTAL COSTS	191,800	-	-	-	181,705	-	-	-	-

Certification		Column Descriptions	Total Payment Amount Requested
By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the		#1 Budget = Total contract line-item budget per Attachment C. #2 New YTD = Total general ledger cost recorded to date.	

BREVARD WORKFORCE DEVELOPMENT BOARD - MONTHLY REQUEST FOR PAYMENT  
NEG DORIAN SERVICES

Contractor Name and Address:

C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

Contract Number:  
Contract Term:  
Report Number:  
Month Ending:

Cost Categories	TOTAL CASH DISBURSEMENTS				REIMBURSABLE CASH DISBURSEMENTS				
	Budget	New YTD	Less: Prior YTD	Current Month	Budget	Prior YTD	Titusville	Rockledge	Palm Bay
Salaries	6,802				6,802				
Fringe Benefits	2,492				2,492				
Staff Travel	180				180				
DEO Travel	-				-				
Staff Development	-				-				
Office Costs	-				-				
Professional Fees	-				-				
Indirect Costs	758				758				
Incentive Fee	568				-				
TOTAL COSTS	10,800	-	-	-	10,232	-	-	-	-

Certification		Column Descriptions		Total Payment Amount Requested
By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the	#1	Budget = Total contract line-item budget per Attachment C.		
	#2	New YTD = Total general ledger cost recorded to date.		

BREVARD WORKFORCE DEVELOPMENT BOARD - MONTHLY REQUEST FOR PAYMENT  
COVID-19 SERVICES

Contractor Name and Address:

C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

Contract Number:  
Contract Term:  
Report Number:  
Month Ending:

Cost Categories	TOTAL CASH DISBURSEMENTS				REIMBURSABLE CASH DISBURSEMENTS				
	Budget	New YTD	Less: Prior YTD	Current Month	Budget	Prior YTD	Titusville	Rockledge	Palm Bay
Salaries	29,917				29,917				
Fringe Benefits	10,873				10,873				
Staff Travel	-				-				
DEO Travel	-				-				
Staff Development	-				-				
Office Costs	-				-				
Professional Fees	-				-				
Indirect Costs	3,263				3,263				
Incentive Fee	2,447				-				
TOTAL COSTS	46,500	-	-	-	44,053	-	-	-	-

Certification

By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the

Column Descriptions

#1 Budget = Total contract line-item budget per Attachment C.  
#2 New YTD = Total general ledger cost recorded to date.

Total Payment Amount Requested

BREVARD WORKFORCE DEVELOPMENT BOARD - MONTHLY REQUEST FOR PAYMENT  
REBUILD FLORIDA SERVICES

Contractor Name and Address:

C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

Contract Number:  
Contract Term:  
Report Number:  
Month Ending:

Cost Categories	TOTAL CASH DISBURSEMENTS				REIMBURSABLE CASH DISBURSEMENTS				
	Budget	New YTD	Less: Prior YTD	Current Month	Budget	Prior YTD	Titusville	Rockledge	Palm Bay
Salaries	119,111				119,111				
Fringe Benefits	43,355				43,355				
Staff Travel	779				779				
DEO Travel	-				-				
Staff Development	-				-				
Office Costs	-				-				
Professional Fees	-				-				
Indirect Costs	13,060				13,060				
Incentive Fee	9,795				-				
TOTAL COSTS	186,100	-	-	-	176,305	-	-	-	-

Certification

By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the

Column Descriptions

#1 Budget = Total contract line-item budget per Attachment C.  
#2 New YTD = Total general ledger cost recorded to date.

Total Payment Amount Requested

**BREVARD WORKFORCE DEVELOPMENT BOARD - QUARTERLY REQUEST FOR WITHHELD AMOUNT  
GENERAL SERVICES**

**Contractor Name and Address:**  
C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

**Contract Number:**  
**Contract Term:**  
**Report Number:**  
**Quarter Ending:**

Cost Categories	Withheld Amounts Budget	Year-To-Date Performance Payments	Year-To-Date Accelerated Payments	Year-To-Date Monitoring Payments	Year-To-Date Total Payments
Salaries	-				
Fringe Benefits	-				
Staff Travel	-				
DEO Travel	-				
Staff Development	-				
Office Costs	-				
Professional Fees	-				
Indirect Costs	-				
Incentive Fee	201,100				
<b>CONTRACT TOTALS</b>	<b>201,100</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**BREVARD WORKFORCE DEVELOPMENT BOARD - QUARTERLY REQUEST FOR WITHHELD AMOU**  
**NEG IRMA SERVICES**

**Contractor Name and Address:**  
C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

**Contract Number:**  
**Contract Term:**  
**Report Number:**  
**Quarter Ending:**

Cost Categories	Withheld Amounts Budget	Year-To-Date Performance Payments	Year-To-Date Accelerated Payments	Year-To-Date Monitoring Payments	Year-To-Date Total Payments
Salaries	-				
Fringe Benefits	-				
Staff Travel	-				
DEO Travel	-				
Staff Development	-				
Office Costs	-				
Professional Fees	-				
Indirect Costs	-				
Incentive Fee	990				
<b>CONTRACT TOTALS</b>	<b>990</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**BREVARD WORKFORCE DEVELOPMENT BOARD - QUARTERLY REQUEST FOR WITHHELD AMOUNTS  
NEG RECOVERY SERVICES**

**Contractor Name and Address:**  
C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

**Contract Number:**  
**Contract Term:**  
**Report Number:**  
**Quarter Ending:**

Cost Categories	Withheld Amounts Budget	Year-To-Date Performance Payments	Year-To-Date Accelerated Payments	Year-To-Date Monitoring Payments	Year-To-Date Total Payments
Salaries	-				
Fringe Benefits	-				
Staff Travel	-				
DEO Travel	-				
Staff Development	-				
Office Costs	-				
Professional Fees	-				
Indirect Costs	-				
Incentive Fee	10,095				
<b>CONTRACT TOTALS</b>	<b>10,095</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>



**BREVARD WORKFORCE DEVELOPMENT BOARD - QUARTERLY REQUEST FOR WITHHELD AMOUNTS  
NEG DORIAN SERVICES**

**Contractor Name and Address:**  
C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

**Contract Number:**  
**Contract Term:**  
**Report Number:**  
**Quarter Ending:**

Cost Categories	Withheld Amounts Budget	Year-To-Date Performance Payments	Year-To-Date Accelerated Payments	Year-To-Date Monitoring Payments	Year-To-Date Total Payments
Salaries	-				
Fringe Benefits	-				
Staff Travel	-				
DEO Travel	-				
Staff Development	-				
Office Costs	-				
Professional Fees	-				
Indirect Costs	-				
Incentive Fee	568				
<b>CONTRACT TOTALS</b>	<b>568</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**BREVARD WORKFORCE DEVELOPMENT BOARD - QUARTERLY REQUEST FOR WITHHELD AMOUNTS  
COVID-19 SERVICES**

**Contractor Name and Address:**  
C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

**Contract Number:**  
**Contract Term:**  
**Report Number:**  
**Quarter Ending:**

Cost Categories	Withheld Amounts Budget	Year-To-Date Performance Payments	Year-To-Date Accelerated Payments	Year-To-Date Monitoring Payments	Year-To-Date Total Payments
Salaries	-				
Fringe Benefits	-				
Staff Travel	-				
DEO Travel	-				
Staff Development	-				
Office Costs	-				
Professional Fees	-				
Indirect Costs	-				
Incentive Fee	2,447				
<b>CONTRACT TOTALS</b>	<b>2,447</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**BREVARD WORKFORCE DEVELOPMENT BOARD - QUARTERLY REQUEST FOR WITHHELD AMOUNTS**  
**REBUILD FLORIDA SERVICES**

**Contractor Name and Address:**  
C2 Global Professional Services LLC  
5620 Oak Boulevard  
Austin, TX 78735

**Contract Number:**  
**Contract Term:**  
**Report Number:**  
**Quarter Ending:**

Cost Categories	Withheld Amounts Budget	Year-To-Date Performance Payments	Year-To-Date Accelerated Payments	Year-To-Date Monitoring Payments	Year-To-Date Total Payments
Salaries	-				
Fringe Benefits	-				
Staff Travel	-				
DEO Travel	-				
Staff Development	-				
Office Costs	-				
Professional Fees	-				
Indirect Costs	-				
Incentive Fee	9,795				
<b>CONTRACT TOTALS</b>	<b>9,795</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**BUDGET SUMMARY**  
**C2 GLOBAL PROFESSIONAL SERVICES LLC**  
**JULY 1, 2021 - JUNE 30, 2022**

Cost Category	FY 2022 Cost Reimbursable	FY 2022 Withheld Amt	FY 2022 TOTAL BUDGET
Salaries	2,735,828		2,735,828
Fringe Benefits	997,478		997,478
Staff Travel	11,106		11,106
DEO Travel	5,000		5,000
Staff Development	-		-
Office Costs	500		500
Professional Fees	-		-
Indirect Costs	299,993		299,993
<b>TOTAL BUDGETED COSTS</b>	<b>4,049,905</b>	<b>-</b>	<b>4,049,905</b>
Incentive Fee		224,995	224,995
<b>TOTAL CONTRACT BUDGET</b>	<b>4,049,905</b>	<b>224,995</b>	<b>4,274,900</b>

*Percent Reimb. Cost	Percent Withheld Amt
100%	0%
100%	0%
100%	0%
100%	0%
100%	0%
0%	0%
100%	0%
0%	0%
100%	0%
100%	0%
100%	0%
0%	100%
95%	5%

**GENERAL SERVICES BUDGET**  
**C2 GLOBAL PROFESSIONAL SERVICES LLC**  
**JULY 1, 2021 - JUNE 30, 2022**

Cost Category	FY 2022 Cost Reimbursable	FY 2022 Withheld Amts	FY 2022 TOTAL BUDGET
Salaries	2,445,040		2,445,040
Fringe Benefits	891,627		891,627
Staff Travel	9,500		9,500
DEO Travel	5,000		5,000
Staff Development	-		-
Office Costs	500		500
Professional Fees	-		-
Indirect Costs	268,133		268,133
<b>TOTAL BUDGETED COSTS</b>	<b>3,619,800</b>	<b>-</b>	<b>3,619,800</b>
Incentive Fee		201,100	201,100
<b>TOTAL CONTRACT BUDGET</b>	<b>3,619,800</b>	<b>201,100</b>	<b>3,820,900</b>

*Percent Reimb. Cost	Percent Withheld Amts
100%	0%
100%	0%
100%	0%
100%	0%
100%	0%
0%	0%
100%	0%
0%	0%
100%	0%
100%	0%
100%	0%
100%	0%
0%	100%
95%	5%

NEG IRMA SERVICES BUDGET  
C2 GLOBAL PROFESSIONAL SERVICES LLC  
JULY 1, 2021 - JUNE 30, 2022

Cost Category	FY 2022 Cost Reimbursable	FY 2022 Withheld Amts	FY 2022 TOTAL BUDGET
Salaries	11,945		11,945
Fringe Benefits	4,366		4,366
Staff Travel	180		180
DEO Travel	-		-
Staff Development	-		-
Office Costs	-		-
Professional Fees	-		-
Indirect Costs	1,319		1,319
<b>TOTAL BUDGETED COSTS</b>	<b>17,810</b>	<b>-</b>	<b>17,810</b>
Incentive Fee		990	990
<b>TOTAL CONTRACT BUDGET</b>	<b>17,810</b>	<b>990</b>	<b>18,800</b>

*Percent Reimb. Cost	Percent Withheld Amts
100%	0%
100%	0%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
100%	0%
100%	0%
0%	100%
95%	5%

NEG RECOVERY SERVICES BUDGET  
C2 GLOBAL PROFESSIONAL SERVICES LLC  
JULY 1, 2021 - JUNE 30, 2022

Cost Category	FY 2022 Cost Reimbursable	FY 2022 Withheld Amts	FY 2022 TOTAL BUDGET
Salaries	123,013		123,013
Fringe Benefits	44,765		44,765
Staff Travel	467		467
DEO Travel	-		-
Staff Development	-		-
Office Costs	-		-
Professional Fees	-		-
Indirect Costs	13,460		13,460
<b>TOTAL BUDGETED COSTS</b>	<b>181,705</b>	<b>-</b>	<b>181,705</b>
Incentive Fee		10,095	10,095
<b>TOTAL CONTRACT BUDGET</b>	<b>181,705</b>	<b>10,095</b>	<b>191,800</b>

*Percent Reimb. Cost	Percent Withheld Amts
100%	0%
100%	0%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
100%	0%
100%	0%
0%	100%
95%	5%

NEG DORIAN SERVICES BUDGET  
C2 GLOBAL PROFESSIONAL SERVICES LLC  
JULY 1, 2021 - JUNE 30, 2022

Cost Category	FY 2022 Cost Reimbursable	FY 2022 Withheld Amts	FY 2022 TOTAL BUDGET
Salaries	6,802		6,802
Fringe Benefits	2,492		2,492
Staff Travel	180		180
DEO Travel	-		-
Staff Development	-		-
Office Costs	-		-
Professional Fees	-		-
Indirect Costs	758		758
<b>TOTAL BUDGETED COSTS</b>	<b>10,232</b>	<b>-</b>	<b>10,232</b>
Incentive Fee		568	568
<b>TOTAL CONTRACT BUDGET</b>	<b>10,232</b>	<b>568</b>	<b>10,800</b>

*Percent Reimb. Cost	Percent Withheld Amts
100%	0%
100%	0%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
100%	0%
100%	0%
0%	100%
95%	5%



COVID-19 SERVICES BUDGET  
C2 GLOBAL PROFESSIONAL SERVICES LLC  
JULY 1, 2021 - JUNE 30, 2022

Cost Category	FY 2022 Cost Reimbursable	FY 2022 Withheld Amts	FY 2022 TOTAL BUDGET
Salaries	29,917		29,917
Fringe Benefits	10,873		10,873
Staff Travel	-		-
DEO Travel	-		-
Staff Development	-		-
Office Costs	-		-
Professional Fees	-		-
Indirect Costs	3,263		3,263
<b>TOTAL BUDGETED COSTS</b>	<b>44,053</b>	<b>-</b>	<b>44,053</b>
Incentive Fee		2,447	2,447
<b>TOTAL CONTRACT BUDGET</b>	<b>44,053</b>	<b>2,447</b>	<b>46,500</b>

*Percent Reimb. Cost	Percent Withheld Amts
100%	0%
100%	0%
0%	0%
0%	0%
0%	0%
0%	0%
100%	0%
100%	0%
0%	100%
95%	5%

REBUILD FLORIDA SERVICES BUDGET  
C2 GLOBAL PROFESSIONAL SERVICES LLC  
JULY 1, 2021 - JUNE 30, 2022

Cost Category	FY 2022 Cost Reimbursable	FY 2022 Withheld Amts	FY 2022 TOTAL BUDGET
Salaries	119,111		119,111
Fringe Benefits	43,355		43,355
Staff Travel	779		779
DEO Travel	-		-
Staff Development	-		-
Office Costs	-		-
Professional Fees	-		-
Indirect Costs	13,060		13,060
<b>TOTAL BUDGETED COSTS</b>	<b>176,305</b>	<b>-</b>	<b>176,305</b>
Incentive Fee		9,795	9,795
<b>TOTAL CONTRACT BUDGET</b>	<b>176,305</b>	<b>9,795</b>	<b>186,100</b>

*Percent Reimb. Cost	Percent Withheld Amts
100%	0%
100%	0%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
100%	0%
100%	0%
0%	100%
95%	5%

## JULY 1, 2021 TO JUNE 30, 2022

TOTAL	4,049,905	337,493	337,493	337,493	337,493
					337,493
					337,493

**SCHEDULE FOR WITHHELD AMOUNTS**  
**C2 GLOBAL PROFESSIONAL SERVICES LLC**  
**JULY 1, 2021 TO JUNE 30, 2022**

Cost Category	FY 2022 Withheld Amts	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022
Salaries	-			-			-		
Fringe Benefits	-			-			-		
Staff Travel	-			-			-		
DEO Travel	-			-			-		
Staff Development	-			-			-		
Office Costs	-			-			-		
Professional Fees	-			-			-		
Indirect Costs	-			-			-		
Incentive Fee	224,995			56,249			56,249		
<b>TOTAL</b>	<b>224,995</b>	<b>-</b>	<b>-</b>	<b>56,249</b>	<b>-</b>	<b>-</b>	<b>56,249</b>	<b>-</b>	<b>-</b>

Site:		Review Date:				
Reviewer:			Yes		No	
<b>A</b>	<b>POSTERS AND SIGNAGE</b>					
	<b>Are the following required Federal and State Posters displayed:</b>					
1	"Your Rights Under the Fair Labor Standards Act" (Federal Minimum Wage)?					
2	"Family and Medical Leave Act of 1993"?					
3	"Employee Polygraph Protection Act"					
4	"Notice to Workers with Disabilities"					
5	"Migrant & Seasonal Agriculture Worker Protection Act"					
6	Occupational Safety and Health Administration - "Job Safety and Health Protection"					
7	EEOC - "Equal Opportunity Is The Law"					
8	"Florida Law Prohibits Discrimination"					
9	"To Employees" (Unemployment Compensation)					
10	"Florida's Child Labor Law"					
11	"Worker's Compensation Works For You"					
12	"Interpretive Services"					
13	Is the "Employ Florida" logo prominently displayed?					
14	Are the Brevard Workforce Career Center mission and vision statements posted and easily visible to customers?					
15	Does the center maintain normal hours 9 AM – 6 PM Monday – Thursday and 8 AM – 12 Noon Friday, and are they posted prominently?					

2	Do staff address visitors appropriately in a courteous, professional manner?					
3	There is a readily available summary of services for both employers and job seekers that explains the range of assistance available at the center or within the local community.					
4	Does the flow of foot traffic run smoothly (i.e. visitors appear to know where to go without getting redirected; community foot traffic appears balanced and not unevenly congested from one to the other; no long waiting lines for services.)?					
5	Front area staff aids new jobseekers with preliminary guidance on accessing services and provides oversight to kiosk stations to make sure that they are used by returning jobseekers.					
6	There are knowledgeable staff available to provide assistance on the use of software programs, using labor market information and other web-based resources.					
7	Is labor market information available in print and/or electronic formats, including growth trends, employment projections and predictions, and average wages? (Wage Conversion Posters, Occupational Career Posters, Jobs On-line Posters, Wage Survey Publications)					
8	Is there a listing of Occupations in Demand for Brevard county and state of Florida available to customers?					
9	Are job listings current, easily accessible, and do they include key eligibility requirements to qualify for the listed positions?					
10	Information about the center, current activities, workshops, employment opportunities and applicable reference material is up to date and displayed in a clear and appropriate way, and					

11	Is there a posted workshop schedule?					
12	Is the posted workshop schedule adhered to regardless of number of attendees?					
13	Are special seminars or workshops available on topics of interest such as financial aid for education, debt management, budgeting, and retirement planning?					
14	Do job seekers have an opportunity to utilize career exploration to identify transferable skills, interests, goals, and resources accessible through regularly scheduled workshops or upon demand through the use of technology? (CHOICES, Career Info net, Florida Training and Education Network)					
15	Are the following activities accessible through regularly scheduled workshops and/ or upon demand through the use of technology					
a	Resume Writing?					
b	Applications and References?					
c	Interview Skills?					
d	Job Skills?					
e	Job Clubs?					
C	Does the center provide the following services:					
1	Access and assistance with full registration in EFM?					
2	Initial assessments of skill levels, aptitudes, abilities, and supportive service needs?					
3	Follow-up activities including reassessment services, where needed?					
4	Access to intensive services?					

6	Career/Employment Planning/Counseling?					
7	Rapid Response information and services for plant closings and layoffs?					
8	Information and/or referral assistance for completing Unemployment Compensation claims?					
9	Is there a listing of approved training vendors and programs and related costs available to customers?					
10	Does staff utilize the ITA approval, distribution and authorization process appropriately?					
11	There is a systematic method of collecting customer complaints and inquiries.					
12	Is a complaint log maintained at the center?					
13	For center related complaints are complainant file folders maintained?					
14	Is a log of apparent violations maintained at the center?					
15	There is evidence that follow-up to resolve complaints has been conducted where appropriate					
16	Are interpreting services accessible at the center for Limited English Proficient customers?					
<b>D</b>	<b>EMPLOYER SERVICES</b>					
1	New employers are sent instructional/organizational information within 24 hours of initial contact					
2	Do employers have opportunities to participate in job fairs and/or recruiting events in the centers?					
3	Is there evidence of follow-up with employers who have participated in Job Fairs or recruiting events?					



5	Is there employer recruitment information available at the center?					
6	Does the referral process support obtainment of quality job placement/matching services for both the job seeker and business customers?					
7	Staff is knowledgeable of their assigned industry and understands the staffing needs of the employers they support.					
8	Are job candidates rigorously prescreened for knowledge, experience, skills suitability and compatibility with the job opening before being referred? Only those that meet or exceed the job requirements are referred to the employer					
9	Community clusters are actively managing the entire employer recruitment process by fostering a strong partnership between the employer and Community Staff by maintaining regular, personal, communication with employers.					
<b>E</b>	<b>GENERAL STAFF and OPERATIONS</b>					
1	Is scope and quality of services delivered, and customer feedback monitored closely with corrective action implemented when needed?					
2	Do managers and staff review MIS data weekly across center operations to improve areas of operation?					
3	An effective communication strategy is in place that elevates the active engagement and collaboration between all staff to assess, plan, deliver and meet the needs of jobseekers and employers (i.e. plans, programs, policies and goals are clearly, consistently and regularly transmitted using a systematic and positive messaging approach where feedback is encouraged and responded to.)?					
	Are all staff certified as a Florida Workforce					

5	Do all staff who completed their Florida Workforce Professional, Tier 1, or equivalent have 15 hours of continuing education credit per year?					
6	Has a comprehensive training program been developed to systematically familiarize staff with all deliverable service functions?					
7	There is evidence that reviews of the training program are conducted, and actions are taken, to streamline processes in order to save time and resources.					
8	Are Staff professionally attired, easily recognizable, and wearing name tags?					
9	Do center staff work as a team to ensure seamless services delivery?					
10	Are written materials to external customers error free, grammatically correct, contain the current BW logo, EEO/Disability Statement and Employ Florida logo, and printed in accordance with the style guide?					
11	Do associates answer the phone in a timely manner and properly identify themselves when answering?					
12	Has the center developed a linkage with partners to better help customers?					
<b>Count of Questions Available:</b>		<b>72</b>				
		<b>Count of Questions Not Answered:</b>				<b>0</b>
<b>Maximum Available Points:</b>		<b>1440</b>	0	0	0	0
			0	0	0	0
		<b>Sum of all Ratings:</b>				
<b>Sum of all Ratings divided by Maximum Available Points =</b>		<b>0</b>				
			<b>0.00%</b>			

	Measure	Definition	Calculation (performance will be based on year to date unless otherwise specified)	Goals		Data Source	Jul-21	Aug-21	Sep-21
				PY 21-22					
				Minimum	Accelerated				
1	New Job Seekers	Measures the number of job seekers entering the system who have never been in Employ Florida.	Counts the number of first time customers with a Registration Date within the reporting period.  Extra Credit of .20 to be given for each new job seeker one of the barriers shown in Attached Barrier List	1650 per quarter Q1 - 1650 Q2 - 3300 Q3 - 4950 Q4 - 6600	1800 per quarter Q1 - 1800 Q2 - 3600 Q3 - 5400 Q4 - 7200	SQL Query Local			
2	Customer Engagement	The number of customers with a registration date within the reporting period who received 1 or more services from the attached list of hands-on staff services.	<b>Numerator:</b> The number of customers with a registration date within the reporting period who received 1 or more services from the attached list of hands-on staff services. <b>Denominator:</b> The number of customers with a registration date within the reporting period.	70%	75%	SQL Query Local			
3	Adult Entered Employment Rate	Percentage of WIOA Adults Entering Employment	<b>Numerator:</b> Number of Adults who were employed at the time of Exit <b>Denominator:</b> Number of Adults who exited the system.	90%	95%	SQL Query MMR			
4	Dislocated Worker Entered Employment Rate	Percentage of WIOA Dislocated Workers Entering Employment	<b>Numerator:</b> Number of Dislocated Workers who were employed at the time of Exit <b>Denominator:</b> Number of Dislocated Workers who exited the system.	90%	95%	SQL Query MMR			

	Measure	Definition	Calculation (performance will be based on year to date unless otherwise specified)	Goals			Data Source	Jul-21	Aug-21	Sep-21
				PY 21-22						
				Minimum	Accelerated					
5	Welfare Transition Entered Employment Rate	Percentage of Welfare Transition Customers Closed Due to Employment	<b>Numerator:</b> Unduplicated TANF cases that close due to earned income OR cases that closed TANF (excluding applicants and transitional clients) that have an unsubsidized job open in OSST during the report period. <b>Denominator:</b> The number of TANF cases that were closed during the period.	33%	38%	MMR				
6	Wagner Peyser Entered Employment Rate	Percentage of Wagner Peyser Customers Entered Employment	<b>Numerator:</b> The number of WP Customers who received a service code between 750 and 800 Where the Job Order ID Number was not blank. <b>Denominator:</b> The total number of WP Customers who had one or more services during the report period.	37%	40%	SQL Query MMR				
7	Short Term Veteran Entered Employment Rate	Percentage of Short Term Veteran Customers Entered Employment	<b>Numerator:</b> The number of WP Veteran Customers who received a service code between 750 and 882 (excluding 881) Where the Job Order ID Number was not blank. <b>Denominator:</b> The total number of WP Veteran Customers who had one or more services during the report period.	38%	42%	SQL Query MMR				

	Measure	Definition	Calculation (performance will be based on year to date unless otherwise specified)	Goals			Data Source	Jul-21	Aug-21	Sep-21
				PY 21-22						
				Minimum	Accelerated					
8	Adult Average Wage at Placement		<b>Numerator:</b> The average hourly wage of all Adult Customers who exited with employment. <b>Denominator:</b> The regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. (\$14.91)	\$ 17.01	\$ 17.73	114%  119%	SQL Query MMR			
9	Dislocated Average Wage at Placement		<b>Numerator:</b> The average hourly wage of all Dislocated Worker Customers who exited with employment. <b>Denominator:</b> The regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. (\$14.91)	\$ 18.59	\$ 19.31	125%  130%	SQL Query MMR			
10	Welfare Transition Average Wage at Placement		<b>Numerator:</b> The average hourly wage of all Welfare Transition customers who closed due to employment. <b>Denominator:</b> The regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. (\$14.91)	\$10.01	\$10.65	67%  71%	MMR			
11	Wagner Peyser Average Wage at Placement		<b>Numerator:</b> The average hourly wage of all WP Customer Direct Placements. <b>Denominator:</b> The regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. (\$14.91)	\$ 11.44	\$ 12.15	77%  85%	SQL Query MMR			

	Measure	Definition	Calculation (performance will be based on year to date unless otherwise specified)	Goals			Data Source	Jul-21	Aug-21	Sep-
				PY 21-22						
				Minimum	Accelerated					
12	Adult Retention at 12 Months	Percentage of WIOA Adults who remained employed for 1 year	<b>Numerator:</b> The number of WIOA Adults who exited the program with employment during the equivalent quarter of the preceding program year. <b>Denominator:</b> The number of those Adults who exited with employment and were also employed at the time of the 12 month follow-up.	80%	85%	SQL Query Local				
13	Dislocated Worker Retention at 12 Months	Percentage of WIOA Dislocated Workers who remained employed for 1 year	<b>Numerator:</b> The number of WIOA Dislocated Workers who exited the program with employment during the equivalent quarter of the preceding program year. <b>Denominator:</b> The number of those Dislocated Workers who exited with employment and were also employed at the time of the 12 month follow-up.	80%	85%	SQL Query Local				
14	Youth Retention at 12 Months	Percentage of WIOA Youth who remained employed for 1 year	<b>Numerator:</b> The number of WIOA Youth who exited the program with employment during the equivalent quarter of the preceding program year. <b>Denominator:</b> The number of those Youth who exited with employment and were also employed at the time of the 12 month follow-up.	72%	75%	SQL Query Local				

	Measure	Definition	Calculation (performance will be based on year to date unless otherwise specified)	Goals PY 21-22		Data Source	Jul-21	Aug-21	Sep-
				Minimum	Accelerated				
15	Referral to Placement Ratio by Job Seeker		<b>Numerator:</b> The number of job seeker referrals for customers who also had a recorded placement service. <b>Denominator:</b> Total of all referrals by staff (Service Code 500 or 501 or 502)	45%	50%	SQL Query Local			
16	WIOA Youth Positive Outcome Rate	The percentage of WIOA Youth who enter unsubsidized employment, military, a qualified apprenticeship program(s), post-secondary education, advanced training, or receives a HS diploma or equivalent, or obtains a post-secondary credential or industry-recognized certification by closure	The number of WIOA Youth closures with a positive outcome divided by the number of WIOA Youth closures	90%	95%	SQL Query Local			

	Measure	Definition	Calculation (performance will be based on year to date unless otherwise specified)	Goals		Data Source	Jul-21	Aug-21	Sep-21
				PY 21-22					
				Minimum	Accelerated				
17	WIOA Youth Measurable Skills Gain	Percent of WIOA Youth Participants enrolled in training or education program who attained 1 of the five skill gains shown in the attached list.	Denominator The # of WIOA Youth enrolled in training or education program.  Numerator: The number of youth participants who have a recorded skills gain achievement.  Based on Rolling 4 Quarters: 10/01/2019 through 09/30/2020 01/01/2020 through 12/31/2020 04/01/2020 through 03/31/2021 07/01/2020 through 06/30/2021	55%	60%	SQL Query Local			
18	WIOA Adult Measurable Skills Gain	Percent of WIOA Adult Participants enrolled in training or education program who attained 1 of the five skill gains shown in the attached list.	Denominator The # of WIOA Adult enrolled in training or education program.  Numerator: The number of Adult participants who have a recorded skills gain achievement.  Based on Rolling 4 Quarters: 10/01/2019 through 09/30/2020 01/01/2020 through 12/31/2020 04/01/2020 through 03/31/2021 07/01/2020 through 06/30/2021	55%	60%	SQL Query Local			



	Measure	Definition	Calculation (performance will be based on year to date unless otherwise specified)	Goals		Data Source	Jul-21	Aug-21	Sep-21
				PY 21-22					
				Minimum	Accelerated				
21	PFM - Career Training Services	Percent of WIOA Participants who receive Career Training Services	<p>Denominator: Total WIOA Customers served during the current program year.</p> <p>Numerator: Number of WIOA participants served during the current program year who received a Career Training Service.</p> <p>Extra Credit of .20 to be given for each new job seeker in the numerator with a barrier from the attached extra credit barrier list.</p>	53%	58%	SQL Query Local			
22	Performance on Special Projects and Grants	See Summary Attached	Factored into the calculations at the end of the program year.			Manual Review			
<p><b>Element A:</b> Contractor must meet minimum performance on 80% of the measures (17 of 21 for quarters 1-3 and 18 of 22 for quarter 4)</p> <p><b>Element B:</b> Contractor must meet accelerated performance on 50% of the measures (10 of 21 for quarters 1-3 and 11 of 22 for quarter 4)</p>									
<b>TABLE ASSUMPTIONS:</b>									
Table calculations are based on the assumption that no measures have been removed from this attachment.									
Table calculations are based on the following rounding rules: Round Up for .6 through .9, Round Down for .1 through .5									



## ATTACHMENT F Measure 22: Contractor Performance Grant Matrix 2021-2022

GRANTS (Federal, State Local Competitive and Non-competitive)						
Activity Information	Grant Focus	2021-22 Goals	Performance Notes	Final Status By May 2022	Staff Lead	
<b>①</b> Grant: Brevard Recovery Works Time Frame: Expires 03/2022 Funding Source: Disaster Worker Grant (DWG) Award: \$1,570,000	Servicing dislocated workers, new entrants into the workforce, directly impacted by or residing in a community heavily impacted by the opioid crisis.	• 6 enrolled in Disaster Relief Employment		<input type="checkbox"/> Yes <input type="checkbox"/> No	Beatrice Boursiquot	
		• 30 enrolled in Training /Vocational		<input type="checkbox"/> Yes <input type="checkbox"/> No		
		• 15 completed credentials		<input type="checkbox"/> Yes <input type="checkbox"/> No		
		• 30 employed in self-sustaining employment with an average wage of \$14.00		<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>②</b> Activity Name: Registered Apprenticeships & Pre-Apprentice Award: NA	This is not a grant. Funding comes from our formula funding	• Communicate and coordinate with RA and PA programs to ensure career counselors have the most up to date program information		<input type="checkbox"/> Yes <input type="checkbox"/> No	Don Lusk	
		• Educate a min of 20 job seekers on programs and provide contact information for local PA/RA programs.		<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>③</b> Grant Name: Workforce Recovery Training Program (CDBG-DR) Time Frame: Expires 08/23 Funding Source: DEO CDBG-DR Award: \$2.1Million	This grant is focused on providing workforce training in the construction industry for low to moderate income residents.	• Determine Eligibility & Enroll 30 Participants		<input type="checkbox"/> Yes <input type="checkbox"/> No	Debbie Joyce	
		• Provide Career & Support Services for 25 Participants		<input type="checkbox"/> Yes <input type="checkbox"/> No		
		• 23 Participants will receive training		<input type="checkbox"/> Yes <input type="checkbox"/> No		
		• 21 Participants will find employment		<input type="checkbox"/> Yes <input type="checkbox"/> No		

GRANTS (Federal, State Local Competitive and Non-competitive)					
Resource/ Activity Information	Grant Focus	2021-22 Goals	Performance Notes	Final Status By May 2022	Staff Lead
<div>4</div> <div>Grant Name: AeroFlex (GAMAAA)</div> <div>Time Frame: 07/21/23</div> <div>Funding Source: USDOL Apprenticeship Expansion Grant</div> <div>Award: \$20,000</div>	Aero-Flex Training Program (now known as the Growing Advanced Mfg. Apprenticeships Across America – GAMAAA) funded under a USDOL Apprenticeship Expansion Grant, as a subrecipient of the Southbay Workforce Board in Los Angeles, CA. CSB has 40 (one year) licenses to TrainingU.	<ul style="list-style-type: none"><li>Recruit and assess a minimum of 25 jobseekers for program participation</li><li>10 successful completers</li><li>10 employed</li></ul>		<div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div>	Judy Blanchard
				<div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div>	
				<div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div>	
Total Points Applied = Number of Yes 10/13			Total Status Achieve = 80%	%	
EVALUATION: Contractor Must Score A Minimum of 80% to Receive Performance Incentive					
The Board reserves the right, at its sole and absolute discretion, to consider the Contractor results and scores and adjust accordingly.					
The total amount available for the Base Period is \$ _____					



**PY 20-21 Customer Engagement Service Codes  
(Attachment F, Measure 2)**

<b>99</b>	511N-Issued and Explained	<b>129</b>	Veteran Case Management, Other
<b>101</b>	Orientation, Staff Assisted	<b>130</b>	Proficiency Testing
<b>102</b>	Initial Assessment	<b>131</b>	Testing/Background check as required by employer
<b>104</b>	Job Search Workshop	<b>132</b>	Testing-Other
<b>105</b>	Job Finding Club	<b>134</b>	Employer Pre-Screening
<b>106</b>	Provided Internet Job Search Support/Training	<b>135</b>	Local Office Contact
<b>109</b>	Case Coordinated Services	<b>136</b>	Follow-up Contact
<b>110</b>	Attended Rapid Response	<b>153</b>	Computer Skills Workshop
<b>111</b>	TAP Workshop	<b>154</b>	Social Networking Workshop
<b>112</b>	Job Fair	<b>155</b>	Interview Skills Workshop
<b>113</b>	Job Search Plan	<b>156</b>	Soft Skills Workshop
<b>114</b>	Staff-Assisted Job Search	<b>157</b>	Financial Management Workshop
<b>115</b>	Resume Preparation Assistance	<b>160</b>	Meaningful RA Claim Assistance – Filed RA Claim
<b>117</b>	Outreach VET/MSFW/Mil Dependents	<b>161</b>	Assistance Establishing Eligibility for Financial Aid Adult
<b>119</b>	Recruitment Event	<b>162</b>	Trade Adjustment Act (TAA) Staff: Wagner Peyser Initial Assessment
<b>121</b>	Professional Placement Network (PPN)	<b>163</b>	TAA Staff: Individualized Education Plan (Training Plan)
<b>123</b>	Job Development Contacts	<b>164</b>	Veteran Entered Federal Contractor Job
<b>124</b>	Received Bonding Assistance	<b>165</b>	Veteran Referred to Federal Contractor Job
<b>125</b>	Job Search/Placement Assistance including Career Counseling	<b>169</b>	Referral to Supportive Service - Relocation Assistance
<b>127</b>	Reportable Service from DVOP/LVER	<b>170</b>	Referral to Supportive Service - Family Care
<b>128</b>	CH 31 Vocational Rehab, Case Management	<b>171</b>	Referral to Supportive Service - Medical

<b>172</b>	Referral to Supportive Service - Incentives/Stipends	<b>208</b>	Referred to Other Federal (Non-WIOA) Training
<b>173</b>	Referral to Supportive Service - Temporary Shelter	<b>209</b>	Referred to State and Local Training
<b>174</b>	Referral to Supportive Service - Other (Non-Federal/State)	<b>210</b>	Referred to Educational Services
<b>175</b>	Referral to Supportive Service - Seminar/Workshop Allowance	<b>211</b>	Referred to WIOA
<b>176</b>	Referral to Supportive Service - Job Search Allowance	<b>212</b>	Other Intensive Services not otherwise classified
<b>177</b>	Referral to Supportive Services - Federal/State	<b>213</b>	Mentorship
<b>178</b>	Referral to Supportive Service - Transportation Assistance	<b>215</b>	Pre-Vocational – Adult
<b>179</b>	Outside Web-Link Job Referral	<b>216</b>	Out of Area Job Search Assistance
<b>180</b>	Supportive Service – Family Care	<b>217</b>	Supportive Service – Relocation Assistance
<b>181</b>	Supportive Service – Transportation Assistance	<b>218</b>	Internships
<b>182</b>	Supportive Service – Medical	<b>219</b>	Work Experience
<b>183</b>	Supportive Service – Incentive/Bonuses	<b>222</b>	English as a Second Language (ESL)
<b>184</b>	Supportive Service – Temporary Shelter	<b>226</b>	Reading and/or Math Testing
<b>185</b>	Supportive Service – Other	<b>230</b>	TAA – Approved Out of Area Relocation Allowance
<b>186</b>	Supportive Service – Seminar/Workshop Allowance	<b>231</b>	TAA – Approved Out-of-Area Job Search Allowance
<b>187</b>	Supportive Service – Job Search Allowance	<b>232</b>	ATAA/RTAA Wage Subsidy
<b>189</b>	Notification of Veteran Priority of Service	<b>233</b>	TAA – Scheduled Break in Training
<b>200</b>	Individual Counseling	<b>234</b>	TAA – Unscheduled Break in Training
<b>201</b>	Group Counseling	<b>243</b>	Waiver -Individual or Family Care
<b>202</b>	Career Guidance/Planning	<b>244</b>	Waiver – Enrollment Unavailable
<b>203</b>	Objective Assessment	<b>245</b>	Waiver – Training Not Available
<b>204</b>	Interest and Aptitude Testing	<b>300</b>	Occupational Skills Training – Approved Provider (ITA)
<b>205</b>	Develop Service Strategies (EDP/IEP/ISS)	<b>301</b>	On-The-Job Training (OJT)
<b>206</b>	Referred to Apprenticeship	<b>302</b>	Entrepreneurial Training
<b>207</b>	Referred to Job Corps	<b>303</b>	Occupational Skills Distance Learning

<b>304</b>	Customized Training	<b>335</b>	TAA - Approved Remedial Training
<b>305</b>	Skill Upgrading and Retraining	<b>336</b>	TAA - Approved ESOL Required Only
<b>306</b>	Transitional Jobs	<b>337</b>	TAA Prerequisite Training
<b>307</b>	Job Shadowing	<b>338</b>	TAA Apprenticeship Training
<b>308</b>	Prerequisite-Adult	<b>341</b>	TAA - Occupational Skills Training - Non Approved Provider (No ITA)
<b>311</b>	WP Enrolled in Job Corps	<b>370</b>	Completed Training - WP/Vets
<b>312</b>	Enrolled in Federal Training	<b>400</b>	Summer Youth Employment
<b>313</b>	WP Enrolled in State and Local Training	<b>401</b>	Pre-Employment Training / Work Maturity
<b>314</b>	WP Enrolled in Apprenticeship Training	<b>402</b>	Other Youth Services
<b>315</b>	Adult Literacy, Basic Skills, GED Prep	<b>403</b>	Other Occupational Skills Training - Youth
<b>316</b>	Other Non-Occupational Skills Training - Adult	<b>404</b>	Other Non-Occupational Skills Training - Youth
<b>317</b>	Other Occupational Skills Training - Adult	<b>405</b>	Prerequisite - Youth
<b>318</b>	Other Non-Occupational Skills Training - Adult	<b>406</b>	Tutoring, study skills training, instruction and Dropout Prevention Strategies
<b>320</b>	Private Sector Training	<b>407</b>	Customized Training - Youth
<b>323</b>	Workplace Training & Cooperative Education	<b>408</b>	Internship – Un-Paid
<b>324</b>	Adult Education w/ Occupational Skills Training - Approved Provider (ITA)	<b>409</b>	Job Shadowing
<b>326</b>	Supportive Service - Needs Related Payments	<b>410</b>	Leadership Development Services
<b>327</b>	Supportive Service - Training Allowance	<b>411</b>	Adult Mentoring
<b>328</b>	Occupational Skills Training – Non-Approved Provider (No ITA)	<b>412</b>	Objective Assessment
<b>329</b>	Registered Apprenticeship	<b>413</b>	Develop Service Strategies (IEP/ISS)
<b>330</b>	TAA -Approved Transportation in Training	<b>414</b>	Basic Skills Training
<b>331</b>	TAA - Approved Subsistence in Training	<b>415</b>	Enrolled in Alternative Secondary Education
<b>332</b>	TAA - Approved On-the-Job Training	<b>416</b>	Occupational Skills Training – Eligible Training Provider
<b>333</b>	TAA - Approved Customized Training	<b>417</b>	Comprehensive Guidance and Counseling
<b>334</b>	TAA - Approved Occupational Skills Training	<b>418</b>	Adult Education (GED)

<b>419</b>	Supportive Services - Stipends	<b>440</b>	Assistance Establishing Eligibility for Financial Aid Youth
<b>420</b>	Post-Secondary Transition and Preparatory Activities/Service s - Youth	<b>451</b>	Track Progress on Job
<b>421</b>	Financial Literacy Education - Youth	<b>480</b>	Supportive Service - Family Care
<b>422</b>	Education Concurrently with Workforce Preparation - Youth	<b>481</b>	Supportive Service - Transportation Assistance
<b>423</b>	Pre-Apprenticeship - Youth	<b>482</b>	Supportive Service - Medical
<b>424</b>	Registered Apprenticeship	<b>483</b>	Supportive Service - Temporary Shelter
<b>425</b>	Work Experience - Paid	<b>484</b>	Supportive Service - Incentives / Bonuses
<b>426</b>	Work Experience - Un-Paid	<b>485</b>	Support Service - Other
<b>427</b>	Internship - Paid	<b>488</b>	Supportive Service - Needs Related Payments - Youth
<b>428</b>	On-the-Job Training	<b>500</b>	Referred to Job Over 150 Days
<b>429</b>	Enrolled in Secondary School (H.S.)	<b>501</b>	Referred to Job 4-150 Days
<b>430</b>	Youth Occupational Skills Training - Non-ETPL Provider	<b>502</b>	Referred to Job 3 Days or Less
<b>431</b>	Alternative Secondary School Services	<b>505</b>	External Job Referral by Staff
<b>432</b>	Counseling	<b>590</b>	Notification to Jobseeker of potential job
<b>433</b>	Follow-Up Services		
<b>434</b>	Job Placement, Career and Education Services		
<b>439</b>	Post-Secondary Education-During Participation - Youth		

## Attachment G

### Schedule of Reports and Deliverables

REPORT/ DELIVERABLE	DESCRIPTION	DUE
Key Personnel Contact Information	Provide a list of all Key Contractor Personnel with contact information to include name, title, address, phone number(s), fax number, and email address.	Update as needed.
Independent Certified Audit Report	Submit a copy of independent certified audit report within thirty (30) calendar days after its receipt by the Contractor and not later than 9 months after the end date of the C2 GPS Fiscal Year.	Annually
Monthly Contractor Report	<ol style="list-style-type: none"> <li>Financial Report which includes the following: <ol style="list-style-type: none"> <li>Report Expenditures overall</li> <li>Monthly Request for Payment</li> <li>Numerical Variance Report of Budgeted Expenditures vs. Actual Expenditures</li> </ol> </li> <li>Programmatic Report: <ol style="list-style-type: none"> <li>Written reports, material and data which will communicate the dashboard indicators, an overview of progress on goals, measures and deliverables to include all funding sources, grants, partners, special projects. This shall include the leading indicator performance measures developed included in the narrative RFP (Section 6.22) (Not to exceed 12 Pages)</li> <li>Written summary of continuous quality improvement activities and progress for staff.</li> <li>Dashboard indicators will be adjusted as necessary with input from contractor and Board. Initially shall include: #s of employed, job orders, businesses served and new businesses using CSBCC services.</li> <li>Written summary for CSB's mandated partners including updates to partner strategies to coordinate and deliver services, participant outcomes, partner success stories, and highlights of services coordination efforts.</li> <li>Other reports as determined by BWDB</li> </ol> </li> </ol> <p>3 Reporting will include participation in the Senior/Senior quarterly meeting scheduled to present and discuss performance and coordination.</p>	<p>Monthly –</p> <p>10<sup>th</sup> of each month for the previous month's activities</p> <p>15<sup>th</sup> of each month</p> <p>Quarterly based schedule provided by BWDB</p>
Close-out Report	<ol style="list-style-type: none"> <li>Contract Close-out Report: Provide report within 15 days after contract expiration summarizing all payment requests, actual expenses, inventory, obligated funds by funding source and other items requested by BWDB.</li> <li>Close-out Budget: Provide a report of anticipated close-out costs prior to the expiration of the contract.</li> <li>Other reports as determined by BWDB</li> </ol>	<p>July 15 of the year contract expires or as determined by BWDB</p> <p>May 15 of the year contract expires or as determined by BWDB</p> <p>TBD</p>



## CERTIFICATION PURSUANT TO FLORIDA STATUTE § 287.135

I, \_\_\_\_\_ on behalf of \_\_\_\_\_,  
(Printed Name) (Company Name)

certify that \_\_\_\_\_ does not:  
(Company Name)

1. Participate in a boycott of Israel; and
2. Is not on the Scrutinized Companies that Boycott Israel List; and
3. Is not on the Scrutinized Companies with Activities in Sudan List; and
4. Is not on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; and
5. Has not engaged in business operations in Syria.

Submitting a false certification shall be deemed a material breach of contract. The South Florida Regional Planning Council (Council) shall provide notice, in writing, to the Contractor of the Council's determination concerning the false certification. The Contractor shall have ninety (90) days following receipt of the notice to respond in writing and demonstrate that the determination of false certification was made in error. If the Contractor does not demonstrate that the Council's determination of false certification was made in error then the Council shall have the right to terminate the contract and seek civil remedies pursuant to Florida Statute § 287.135.

Section 287.135, Florida Statutes, prohibits state agencies and departments, and local government entities from: 1) Contracting with companies for goods or services in any amount if at the time of bidding on, submitting a proposal for, or entering into or renewing a contract if the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, F.S. or is engaged in a boycott of Israel; and 2) Contracting with companies, for goods or services over \$1,000,000.00 that are on either the Scrutinized Companies with activities in the Iran Petroleum Energy Sector list, created pursuant to s. 215.473, or are engaged in business operations in Syria.

As the person authorized to sign on behalf of the Contractor, I hereby certify that the company identified above in the section entitled "Contractor Name" does not participate in any boycott of Israel, is not listed on the Scrutinized Companies that Boycott Israel List, is not listed on either the Scrutinized Companies with activities in the Iran Petroleum Energy Sector List, and is not engaged in business operations in Syria. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject the company to civil penalties, attorney's fees, and/or costs. I further understand that any contract with the Council for goods or services may be terminated at the option of the Council if the company is found to have submitted a false certification or has been placed on the Scrutinized Companies with Activities in Sudan list or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PRINT NAME, TITLE