



**REQUEST FOR PROPOSAL**  
**Consultant Services**

ISSUED April 12, 2019  
RFP No. 19-0300

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Tampa Bay WorkForce Alliance, Inc. d.b.a. CareerSource Tampa Bay (CSTB) is requesting proposals for consultant services. Parties interested in submitting a Proposal shall review this entire document.

Proposals are due by 2:00 p.m. EDT on May 31, 2019 to:

**CareerSource Tampa Bay**  
**Attention: Anna Munro**  
**4902 Eisenhower Blvd., Suite 250**  
**Tampa, FL 33634**

The official opening will be held at the CareerSource Tampa Bay conference room at 4902 Eisenhower Blvd. Ste 250, Tampa, FL 33634 on May 31, 2019 at 2 p.m. EDT. Submitted RFPs will be recorded. Any RFP or portion thereof, received after the submittal deadline will not be considered.

Questions may be submitted by email to Anna Munro at [munroa@careersourcetampabay.com](mailto:munroa@careersourcetampabay.com) until 2:00 p.m. EDT, March 29, 2019. Please reference **RFP No. 19-0300 Consultant Services** in the subject line. Answers will be posted on the CareerSource Tampa Bay website at <https://www.careersourcetampabay.com/pages/rfps>

| <b>Action</b>                   | <b>Date</b>                      |
|---------------------------------|----------------------------------|
| Issue RFP                       | April 12, 2019                   |
| Question and Answer period      | April 15 – April 26, 11 a.m. EDT |
| Proposal Due Date               | May 31, 2019, 2 pm EDT           |
| Official Opening                | May 31, 2019, 2 pm EDT           |
| Evaluation and Selection Begins | June 3, 2019                     |
| Award date*                     | June 20, 2019                    |

\* Tentative date subject to the identification of a qualified respondent.

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### I. INTRODUCTION

CareerSource Tampa Bay (CSTB) appreciates your interest in providing services. This Request for Proposal incorporates the information necessary for the eligible proposers to submit a responsive proposal. CSTB is seeking proposals from qualified and experienced individuals to provide workforce development consultant services. All RFPs submitted must conform to all requirements and specifications outlined within this document.

The words “proposer” and “respondent” used interchangeably throughout this document refers to the individual and/or company submitting a proposal in response to this RFP.

### II. BACKGROUND

Tampa Bay Workforce Alliance, Inc. d.b.a. CareerSource Tampa Bay is a 501(c)(3) non-profit, tax-exempt organization, that is one (1) of twenty-four (24) local workforce development boards (LWDB) in the State of Florida. CareerSource Tampa Bay works to implement the strategic vision outlined within the Workforce Innovation and Opportunity Act (WIOA) which is focused on developing a business-first, intentional, and coordinated workforce development system that is inclusive of community and mandatory partners.

The Board of CareerSource Tampa Bay is comprised of representatives of businesses in Hillsborough County, local educational entities, labor organizations, community-based organizations, economic development agencies, one-stop partners, and other individuals deemed appropriate. Membership composition requirements are reviewed and certified by the Governor of the State of Florida once every two years. Criteria for composition of the Board are set forth in Section 107, Title I of the Federal Workforce Innovation and Opportunity Act (WIOA) of 2014 and the State of Florida’s policies.

CareerSource Tampa Bay is appointed and designated by the Hillsborough County Board of County Commissioners to act as the Hillsborough County Local Area Workforce Board under the provisions of the Workforce Innovation and Opportunity Act (WIOA) of 2014. CareerSource Tampa Bay has requested and received certification as the Local Workforce Development Board by CareerSource Florida, Florida’s State Workforce Development Board. In addition, CareerSource Tampa Bay serves as both the Administrative Entity and Fiscal Agent for the local area. CareerSource Tampa Bay is responsible for the planning, oversight, fiscal accountability and evaluation of workforce development services for Hillsborough County. CSTB is supported by CSTB staff, led by the Chief Executive Officer.

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### III. SCOPE OF WORK

#### General Scope of Work

CSTB is seeking a consultant who will work with CareerSource Tampa Bay Executive Staff, Board of Directors, Hillsborough County, Partners, and participants to review the current service delivery methods and structure at the local level, with the goal of identifying “best practices” of service delivery, increase access points and opportunities for participants and employers to engage the system, and identifying industry recognized firewall and conflict of methods.

#### Specific Activities/Deliverables

1. The Consultant shall conduct a series of interviews with stakeholders to identify the respective service delivery systems that administer the local workforce development services and the associated funding streams. From a service delivery and administrative viewpoint, the consultant will develop a strategy to deliver those programs and services in an effective, efficient manner, taking into consideration identifications of potential costs savings as well as identification of appropriate firewall and conflict of interest structures.
2. The Consultant shall analyze the customer base, to include system participants (Job Seekers and Businesses), performance measures, governance structure, and stated purpose and use of funding for each program recommended for integration and identify those where “procuring services” would have the most impact on improving services. Also, prioritize those that could be outsourced with the least effort, resources, anticipated resistance, in addition to creating natural “firewalls” to ensure objective service delivery, cleanly separated from Administration and Fiscal responsibilities of CareerSource Tampa Bay.
3. The Consultant shall take an objective view of current delivery systems and methods. The aim is to design a “service delivery system” that may include a blend of outsourcing or contracting services through formal procurement of services as well as maintaining parts of the current, inclusive, service delivery structure. In making such recommendation, the consultant should assess and provide potential solutions to:
  - Logistical challenges to include fiscal, programmatic, functional supervision of staff, cost and program reporting for vendors and sub-recipients;
  - Managerial obstacles such as governance structure, related to state and federally funded staff as it relates to umbrella supervision;

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- Programmatic obstacles such as different program goals, eligibility & reporting requirements for each funding source, dual enrollment procedures and “best practices”, etc.;
  - Provide the CareerSource Tampa Bay Administration, both staff leadership and Board objective information as to how other LWDA’s, similar in size and scope, operate and what areas are considered as “best practices” in service delivery; and the contractee’s ability to adapt to those suggestions in an expeditious manner.
4. The consultant shall deliver a plan for CareerSource Tampa Bay that describes:
- A comprehensive, service delivery system that is customer focused, market driven, performance based, and has clear views of all accessible conflict of interests and firewall structures to ensure total system transparency;
  - It must outline leadership, governance structure, authority, and accountability metrics. The anticipated results shall include a reduction or streamlining of administrative cost, increased customer satisfaction, an easier point of access for employers and job seekers to receive the full array of available services, and more effective use of public workforce investment funds;
  - Furthermore, the plan will include a strategy for inter-agency workforce development problem-solving, planning, and coordination to ensure continuity and sustainability;
  - Finally, the plan will also include a transition strategy that includes the projected cost of implementation, estimates of the time required for system transformation and recommended prioritization on which items to consider for implementation.

## IV. RFP TERMS & CONDITIONS

### A. Response

Each Respondent is required to submit their response to this RFP no later than 2:00 p.m. EDT on May 31, 2019 (due date and time). The delivery of the RFP is solely and strictly the responsibility of the Respondent. A Proposal received after the due date and time will not be considered fully responsive and will be returned to the responding party unopened.

Only a fully responsive RFP may be considered. All required conditions set forth in the Proposal Content section below must be followed to be considered fully responsive. Do not respond to any questions by referencing material presented elsewhere. The response provided immediately after the restatement of the requirement shall not be considered complete and stands on its own merits. A response of “*will comply*” or “*see above*” or similar statement shall be considered unresponsive. [**Failure to respond** to any required section of this RFP may result in disqualification of the proposal.] Do not include the full RFP document in your proposal.

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### B. Proposal

Proposal Content. The proposal should include the following content and in the following order:

#### A. Cover Statement

States the RFP number and title; contains Respondent's name, email address, mailing and location address, telephone number, facsimile number; the name of Respondent's contact person; and, if different from that of Respondent, the contact person's mailing and location address, telephone number, email address and facsimile number.

#### B. Table of Contents

Table of Contents should identify the page location for each section in the proposal.

#### C. Executive Summary

State your company's mission, vision, and overall operation including company structure, office locations, types of services provided, geographic information, years of operation, and company requirements for criminal background checks, if any, for employees

#### D. Technical Proposal

Narrative and format: The proposal should address specifically each of the following elements:

1. Expertise and Prior experience. Each proposer shall list their area of expertise and prior experience with similar projects, to include:
  - a. List of previous transformation consulting projects with local workforce development boards, with customer name, contract begin and end dates, description of services performed and identify successes with each;
  - b. List detailing previous workforce development system experience (i.e. number of LWBA contracts, services provided, dates of service);
  - c. Successes related to implementation;
  - d. Provide three (3) professional reference that we can contact, include, names and contact information.
2. Staff Qualifications. Please provide resumes and bios to describe qualifications and experience of key staff who will be involved in this project. Include any relevant education, certifications and experience.

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3. Work Plan. Please describe in detail, the framework by which the requested services will be performed. Plan should include:
- Approach for this project.
  - Facilitation methods for gathering information.
  - Approach to consult and work with organizational executives in preparation for meeting the scope of work and deliverables.
  - How you would engage stakeholders, facilitate and produce a plan for the Board of Directors.
  - Proposed timeline for completion of the scope of work and deliverables.
  - Who would be leading and supporting this project and a description of their roles.
  - Additional information that will aid CSTB in understanding how the consultant will meet the scope of work and deliverables.

### F. Cost Proposal

Provide a cost proposal reflecting the fee structure proposed to complete the requirements of this project.

### G. Attachment I – Organization Information

#### Proposal Format and Quantity:

- Response must be typed, using a minimum of 12-point font size and submitted on 8½" X 11" letter size.
- Section of the proposal responding to the "Technical proposal" and "Work Plan" will be limited to a total of 20 pages.
- 1 signed paper original. The original should be marked "Original".
- 1 paper duplicate marked "Copy" – **unbound**

All documents become the property of CareerSource Tampa Bay and will be a matter of public record subject to the provisions of Chapter 119, Florida Statutes. Each Respondent agrees that the preparation of all materials are at the Respondent's sole cost and expense, and CareerSource Tampa Bay shall not, under any circumstances, be responsible for any costs or expenses incurred by a Respondent.

### **B. Question and Answer Period**

All requests for clarification of this RFP should be emailed to [munroa@careersourcetampabay.com](mailto:munroa@careersourcetampabay.com) by 11 a.m. EDT, April 26, 2019. Please reference **RFP No. 19-0300 Consultant Services**. A good-faith effort will be made to provide a written response to each question by 5 p.m. EDT, April 30, 2019. Any resultant response will be posted to the CareerSource Tampa Bay website: [http://careersourcetampabay.com/rfps\\_&bids](http://careersourcetampabay.com/rfps_&bids)

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### C. Evaluation and Selection

All complete proposals will be evaluated according to the guidelines set forth in this RFP. All proposals will be evaluated based on responsiveness to this RFP. Proposals must receive a minimum score of 65 out of a maximum of 100 to be considered. The evaluator(s) shall review the responsive proposals that are submitted and award points pertaining to the evaluation criteria.

Proposals that meet the mandatory (complete and compliant) requirements, as stated above, will be evaluated with the following:

| <b>CRITERIA</b>                       | <b>WEIGHT FACTOR</b> |
|---------------------------------------|----------------------|
| <b>Expertise and Prior Experience</b> | 25 Points            |
| <b>Staff Qualifications</b>           | 30 Points            |
| <b>Work Plan</b>                      | 25 Points            |
| <b>Cost Proposal</b>                  | 20 Points            |
| <b>TOTAL SCORE</b>                    | 100 Points           |

A selection committee will review and score each RFP, place the RFP in rank order, and present the results along with their recommendation to the Executive Committee and to Board of Directors for final review and approval.

## V. GENERAL CONDITIONS

### A. Respondent

All private-for-profit corporations, not-for-profit corporations, local education agencies, governmental units, or public agencies properly organized in accordance with State and Federal law and in business for at least 3 years may submit a RFP. Minority and women-owned and operated businesses are encouraged to submit. Proposer must not be presently nor previously within a three-year period preceding the effective date of the award, debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.



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### **B. Assignment of Contract**

No third party contracts or subcontracts will be allowed, unless specifically approved, in writing by CareerSource Tampa Bay.

### **C. Selection Process**

Proposals will be evaluated by a selection committee established by CSTB. The Selection Committee will review and score each proposal and present the results along with their recommendation to the Executive Committee for final approval by the Board of Directors of CSTB. After approval by the Organization's Board, contract negotiations will commence. Should CSTB be unable to negotiate a final contract, negotiations with that firm will be formally ended and negotiations will be undertaken with the next ranked Respondent. These negotiations could include all aspects of services and fees. The contents of this RFP and the proposal submitted by the successful respondent may become part of any contract.

### **D. Reserved Rights**

The rights reserved by CareerSource Tampa Bay, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to CareerSource Tampa Bay, include without limitation, the right to:

- Supplement, amend or otherwise modify or cancel any provisions set forth in his solicitation at any time.
- To accept or reject any or all responses, to re-advertise this RFP, to postpone or cancel this process and to change or modify the project schedule at any time.
- Disqualify any respondent that submits an incomplete or inadequate response or is not responsive to the requirements of this RFP.
- Waive any defect, technicality or irregularity in any response received.
- Require additional information and/or oral presentation from one or more respondents to supplement or to clarify the RFP submitted.
- Determine whether the respondent's written or oral representations are true, accurate and complete or whether the respondent has adequately responded and has the necessary experience, including seeking and evaluating independent information on any respondent.
- Consider any information submitted that is not requested by CareerSource Tampa Bay in a proposal response as supplemental information and not subject to evaluation by the selection committee or the CEO.
- Unless otherwise specifically proposed by the respondent, CareerSource Tampa Bay reserves the right to hold such pricing as effective for the entire intended contract term.
- End contract negotiations if acceptable progress, as determined by the CEO, is not being made within a reasonable time frame.

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- Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, and (b) to manage funding.

### **E. Applicability of Sunshine Laws**

Pursuant to Section 445.007, Florida Statutes, regional workforce boards (including CareerSource Tampa Bay) are subject to Florida Sunshine Laws (chapters 119 and 286 and s. 24, Art. I of the Florida State Constitution). The respondents acknowledge that CareerSource Tampa Bay is subject to Florida's Public Records and Sunshine Laws. Accordingly, materials produced by the respondents under this RFP/RFQ, as well as certain meetings and other communications, are subject to such laws.

### **F. Appeal Procedure**

All proposers have the right to appeal the process. Parties wishing to challenge the process may submit their objections in writing to the Executive Director within three business days after the date of notification of intent to award to selected vendors of CareerSource Tampa Bay Tampa Bay. Appeals must state the specific reason for appeal, and must be based on one or more of the following criteria:

- A clear and substantial error or misstated facts by the rating team upon which the decision was made.
- Unfair competition or conflict of interest in the decision-making process.
- Any illegal or improper act or omission in connection with the solicitation or selection of the proposer.
- Other grounds that may substantially alter CareerSource Tampa Bay's award decision.

The CareerSource Tampa Bay CEO will review the appeal and respond within ten days after receipt of the letter from the aggrieved proposer. Failure to file a protest within three business days after the date of notification of intent to award the contract will constitute a waiver of the proposer's right to appeal.

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## Attachment I – Organization Information

|  |  |   |   |
|--|--|---|---|
| Company Name:  |  |   |   |
| Street/Mailing Address:  |  |   |   |
| City:  | ZIP:                                     | County:                                       |   |
| Company Contact Person:  |  |   | Title:  |
| Phone:   | Ext.:                                    | Fax:  |   |
| Email Address:   |  | Website Address:                              |   |
|  |  |   |   |
| Date of Inception:   | Years in Business:                       | Total # Full-time Employees at this location: |   |
| Legal Structure of Business:   | <input type="checkbox"/> Sole Proprietor | <input type="checkbox"/> Partnership          | <input type="checkbox"/> Corporation            |
|  | <input type="checkbox"/> Non-profit      | <input type="checkbox"/> Leased               | <input type="checkbox"/> Other(please indicate) |
| Employer's Federal ID #:   |  | Unemployment Comp ID #:                       |   |
| <b>Dunn and Bradstreet. #:</b>   |  | Primary NAICS and or (SIC) Code:              |   |
| Is your company current on all State of Florida tax obligations?                             |  | YES   | NO  |
|  |  |   |   |
| Description of your business, product(s) and/or service(s):                                  |  |   |   |
|  |  |   |   |
| Authorized Signature(1): _____   |  |   |   |
| (1) Signature required by an individual who has the authority to bind the Company to the RFP |  |   |   |

"Execution hereof is certification that the undersigned has read and understands the terms and conditions herein, and that the undersigned's principal is fully bound and committed."