



REQUEST FOR PROPOSAL
Virtual Services

ISSUED June 22, 2020
RFP No. 20-0475

Tampa Bay Workforce Alliance, Inc. d.b.a. CareerSource Tampa Bay (CSTB) is requesting proposals for the provision of Virtual Services. Parties interested in submitting a Proposal shall review this entire document.

Proposals are due by 1:00 p.m. EDT on July 10, 2020 to:

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

The official opening will be held at the CSTB conference room at 4902 Eisenhower Blvd. Ste 250, Tampa, FL 33634 on July 10, 2020 at 1:00 p.m. EDT. Submitted RFPs will be recorded. Any RFP or portion thereof, received after the submittal deadline will not be considered and returned to the submitting entity.

Questions may only be submitted by email to Anna Munro at munroa@careersourcetb.com until 1:00 p.m. EDT, June 26, 2020. Please reference **RFP No. 20-0475 Virtual Services** in the subject line. Answers will be posted on the CSTB website at <https://www.careersourcetampabay.com/about-us/requests-for-proposals/>

Action	Date
Issue RFP	June 22, 2020
Question and Answer Period	June 22 – June 26, 2020 – 1:00 pm EDT
Notice of Intent	June 29, 2020 – 1:00 pm EDT
RFP Due	July 10, 2020, 1:00 pm EDT
Official Opening	July 10, 2020, 1:00 pm EDT
Evaluation and Selection	July 13, 2020 – July 20, 2020
Award Date*	September 17, 2020

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

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I. INTRODUCTION

A. Objectives

The Governing Board of Tampa Bay Workforce Alliance, Inc. DBA CareerSource Tampa Bay is requesting competitive sealed proposals from qualified service providers. The intent of this request for proposal is to provide all qualified candidates an opportunity to submit a proposal.

B. Organization

Tampa Bay Workforce Alliance, Inc. dba CareerSource Tampa Bay (CSTB) is a 501(c)(3) non-profit organization. The CSTB Board is appointed and designated by the Hillsborough County Board of County Commissioners to act as the Hillsborough County Local Area Workforce Board under provisions of the WIOA. CSTB has requested and received certification as the Local Workforce Development Board (LWDB) by CareerSource Florida, Florida’s State Workforce Development Board. This partnership supports and promotes economic growth through workforce development. CSTB (LWDB 15) is one (1) of twenty-four (24) local workforce development boards in Florida.

The Board of CSTB 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 (2) years. Criteria for composition of the Board are set forth in Section 107, Title I of the WIOA and the State of Florida’s policies. CSTB currently serves as the Administrative and Fiscal Agent for Hillsborough County.

A. Vision

CSTB will deliver workforce development service through integrated, job-driven system that links diverse talent to business. These workforce development services will support development of strong, vibrant location and regional economies where business thrive and people want to live and work.

B. Mission and Tagline

To connect employers with qualified, skilled talent and Hillsborough County residents with employment and career development opportunities to achieve economic prosperity. Tagline: “Talent Meets Opportunity”

C. Core Values

- **Accountability.** We hold ourselves accountable for the quality and lasting results of our work and for the commitments we make to our participants, employers, partners, stakeholders, and each other.
- **Customer Focused.** We have a passion to serve. Our team is committed to understanding the needs of our customers through a results-oriented approach known as concierge customer service.
- **Collaboration.** We value and celebrate teamwork evident through our strong emphasis on partnership, engagement, and community development.
- **Innovation.** We go beyond conventional ideas and approaches so new possibilities and creativity can flourish to ensure real and lasting positive changes.
- **Integrity.** We maintain the highest standards of professional and ethical behavior, and we value transparency and honesty in our communications, relationships and actions.

II. SPECIFICATIONS

A. Scope of the RFP

The purpose of this Request for Proposal (RFP) is to seek a qualified provider for the provision of Virtual Services.

The required services are as follows:

1. Training – the platform must consist of the following:

- A. At least fifteen (15) training modules that should incorporate gamification principles and incentive to increase learner engagement and motivation
- B. Job Searches
- C. Landing page customized to the CSTB region
- D. An on-line course description with each course to include a course evaluation, post assessments and customer survey to provide user experience qualitative data pertaining to the workshop content and presentation
- E. Community space, blog or forum
- F. Ability to house training courses modules, multimedia content including videos and webinars that are created and customized by CSTB.
- G. Career exploration tools including job and personality assessments
- H. Available content should include general job seeker as well as content specific to Youth, Adult, and Veterans
- I. Online Orientations and integration of Zoom for virtual connection/online services for group presentations.

- J. Internship, Paid Work Experience Module– online application for employers that captures key information, job description, creates required training plan for WIOA, establishes online time and attendance tracking modules which integrates into CSTB payroll system. Tracks measurable skills gained for program participants.
- K. Career Exploration Module – establish robust online career exploration module for WIOA Youth and Summer Job Connection programs.
- L. Customizable reports that provides customer usage.

2. Case Management – the platform must consist of the following:

- A. Employer, Job Seeker, and Staff portals
- B. Special programs, populations including grant funds.
- C. Ability for approved Employers to review resumes and contact prospective participants
- D. Document management including creating custom forms; the ability to download/manage/track/upload forms
- E. Ability to track participant data including the following: Attendee name, participant ID, course completion, time spent in course, as well as assessment outcomes and answers.
- F. Customizable reporting tools including dashboards
- G. Ability to host virtual job fairs and capture results from employers and job seekers utilizing zoom functionality.

3. Provider Services– the platform must consist of the following:

- A. Staff training should be available and continuous
- B. Marketing materials, desk guides on how to use components within virtual platform.
- C. Support Service Level guarantees including uptime and availability/response/resolution expectations for system support
- D. Should include data integrations
- E. Security protocols in place to ensure personal identifiable data for participants is safe from theft and abuse
- F. This tool will be accessible to the public online and will be mobile friendly
- G. Ongoing customization based on CSTB requests to enhance virtual services within the region.

B. Contract Term

The term of this contract shall be from a period commencing on October 1, 2020 and terminating June 30, 2021 with an option to extend for up to three (3) additional one (1) year periods based on performance, business needs and funding availability.

III. RESPONDENT QUALIFICATIONS AND REQUIREMENTS

Respondent must meet the minimum qualifications and requirements as described in Attachment IV.

IV. RFP TERMS & CONDITIONS

A. Response

Each Respondent is required to submit their response to this RFP no later than 1:00 p.m. EDT on July 10, 2020 (due date and time). The delivery of the RFP is solely and strictly the responsibility of the Respondent. A RFP 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.

Proposal Content

The proposal should include the following content and in the following order:

A. Cover Statement

State the RFP number and title; 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. License Information

Provide a copy of your State of Florida business license.

E. Personnel

List the personnel that will be assigned to perform the virtual services. For each person, provide the following:

- Name and Title
- Professional Background
- Current and Past relevant experience

- Relevant Training
- Percentage of time the staff will be dedicated in a 40-hour work week.
- Role and responsibility

F. Completed forms of the following:

- Attachment I – Organization Information
- Attachment II – Scope of Services – Description of Services
- Attachment III – Demonstration of Services
- Attachment IV – Qualifications and Requirements
- Attachment V – References
- Attachment VI – Budget Information

Proposal Format and Quantity

Response must be typed and submitted on 8½” X 11” letter size.

1 signed paper original. The original should be marked “Original”.

1 electronic pdf version of the original response(s) on a thumb drive.

Proposal Submission

Sealed package: No email or facsimile copies will be accepted. The RFP is to be submitted in a sealed package with RFP No. 20-0475 prominently displayed on the front and addressed to:

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

All documents become the property of CSTB 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

CSTB 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@careersourcetb.com by 1 p.m. EDT, June 26, 2020. Please reference **RFP No. 20-0475 Virtual Services**. A good-faith effort will be made to provide a written response to each question by 5 p.m. EDT, June 29, 2020. Any resultant response will be posted to the CSTB website: <https://www.careersourcetampabay.com/about-us/requests-for-proposals/>

C. Notice of Intent

Respondents must submit a Notice of Intent to Propose via email by 1:00 PM EDT] on June 29, 2020 to RFP@careersourcetb.com. The subject line shall read “RFP #20-0475: Virtual Services – Notice of Intent.” The Notice of Intent to Propose must include the following:

- Respondent entity name, entity website and physical address
- Respondent contact name, phone number and email address
- Respondent DUNs #

[SPACE INTENTIONALLY LEFT BLANK]

D. Evaluation and Selection

The evaluation and selection will be based on the criteria set forth below:

CRITERIA	WEIGHT FACTOR
Training The proposal adequately addresses each scope of service for training as described in Attachment II.	20 Points
Case Management The proposal adequately addresses each scope of service for case management as described in Attachment II.	20 Points
Provider Services The proposal adequately addresses each scope of service for provider services as described in Attachment II.	20 Points
Cost Reasonableness The Respondent's Budget Information reflects reasonable costs for the staff and services as detailed Attachment VI.	20 Points
Respondent Experience The Respondent's has experience in providing similar services.	20 Points
TOTAL SCORE	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 appropriate CSTB Committees and the Board of Directors for final review and approval.

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 appropriate CSTB Committees and Board. 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.

V. SMALL BUSINESSES, MINORITY-OWNED FIRMS, AND WOMEN'S BUSINESS ENTERPRISE

Small businesses, Minority and female-owned businesses are encouraged to apply. No individual shall be excluded from participation in, denied benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any services provided under the RFP because of race, color, religion, sex, national origin, age, handicap, or political affiliation or belief.

VI. 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.

B. Assignment of Contract

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

C. Records Retention

The entity awarded the contract shall maintain all records at the proposer's expense, for a minimum of five (5) years, in accordance with federal and state guidelines. CSTB reserves the right to request at any time, that supporting documentation be submitted (in electronic or hard copy format) or made available for examination by authorized representatives of the cognizant federal or state audit agency, the General Accounting Office (GAO) or by CSTB staff, free of charge.

D. Confidentiality and Safeguarding of Information

CSTB and the entity awarded the contract may have access to confidential information during the course of performing the services described in this RFP. The entity must implement procedures to ensure protection and confidentiality of all data, files and records involved with this contract. The Entity and all team members must sign and return to CSTB a confidentiality statement, which will be provided by CSTB upon awarding the services described in this RFP.

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. Stevens Amendment

CareerSource Tampa Bay programs and initiatives are fully supported by the U.S. Departments of Labor, Health and Human Services, and Agriculture as part of awards totaling \$19,293,411.

G. Uniform Guidance

2 CFR Appendix II to Part 200 – **Contract Provisions for Non-Federal Entity Contracts Under Federal Awards** shall apply, as applicable, to the entity who is awarded the contract for Virtual services as described herein.

H. Reserved Rights

The rights reserved by CSTB, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to CSTB, 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 CSTB 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, CSTB 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.
- Change specifications and modify contracts as necessary to (a) facilitate compliance with the legislation, regulations and policy directives, and (b) to manage funding.

I. Appeal Procedure

From the date/time of selection, any respondent has 72 hours (3 business days) in which to file a written appeal/protest with the CEO at the address included within this RFP. Any Appeal(s)/Protest(s) will be heard by the Executive Committee. The decision of the Executive Committee is final.

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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 #:	
Dunn and Bradstreet. #:		Primary NAICS and or (SIC) Code:	
Is your company current on all State of Florida tax obligations?			<input type="checkbox"/> YES <input type="checkbox"/> 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."

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Attachment II - Scope of Services

Explain your proposed approach to service delivery.

A response is required for each item noted below.

1 Training – the platform must consist of the following:

- A. At least fifteen (15) training modules that should incorporate gamification principles and incentive to increase learner engagement and motivation
- B. Job Searches
- C. Landing page customized to the CSTB region
- D. An on-line course description with each course to include a course evaluation, post assessments and customer survey to provide user experience qualitative data pertaining to the workshop content and presentation
- E. Community space, blog or forum
- F. Ability to house training courses modules, multimedia content including videos and webinars that are created and customized by CSTB.
- G. Career exploration tools including job and personality assessments
- H. Available content should include general job seeker as well as content specific to Youth, Adult, and Veterans
- I. Online Orientations and integration of Zoom for virtual connection/online services for group presentations.
- J. Internship, Paid Work Experience Module– online application for employers that captures key information, job description, creates required training plan for WIOA, establishes online time and attendance tracking modules which integrates into CSTB payroll system. Tracks measurable skills gained for program participants.
- K. Career Exploration Module – establish robust online career exploration module for WIOA Youth and Summer Job Connection programs.
- L. Customizable reports that provides customer usage.

2 Case Management – the platform must consist of the following:

- A. Employer, Job Seeker, and Staff portals
- B. Special programs, populations including grant funds.
- C. Ability for approved Employers to review resumes and contact prospective participants
- D. Document management including creating custom forms; the ability to download/manage/track/upload forms
- E. Ability to track participant data including the following: Attendee name, participant ID, course completion, time spent in course, as well as assessment outcomes and answers.

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- F. Customizable reporting tools including dashboards
- G. Ability to host virtual job fairs and capture results from employers and job seekers utilizing zoom functionality.
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- G. Ability to host virtual job fairs and capture results from employers and job seekers utilizing zoom functionality.

3 Provider Services– the platform must consist of the following:

- A. Staff training should be available and continuous
- B. Marketing materials, desk guides on how to use components within virtual platform.
- C. Support Service Level guarantees including uptime and availability/response/resolution expectations for system support
- D. Should include data integrations
- E. Security protocols in place to ensure personal identifiable data for participants is safe from theft and abuse
- F. This tool will be accessible to the public online and will be mobile friendly
- G. Ongoing customization based on CSTB requests to enhance virtual services within the region.

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Attachment III – Demonstration of Services

Respondent shall provide examples of how each service identified in Attachment II – Scope of Services will be provided in the platform. Examples can include, brochures, PowerPoints, video links, screen shots, or demonstrations.

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Attachment IV – Qualifications and Requirements

Respondent must meet all the minimum qualifications outlined below. Respondent may not presently be debarred or suspended from contracting with the federal, state, or local government. Respondent must:

1. Have provided services similar in nature and complexity for at least three years.
 Yes No
2. Have contracted to provide services similar in nature and complexity, with at least one organization within the past three years. Performance of similar services as an employee does not fulfill this requirement.
 Yes No
3. Be licensed to conduct business in the state of Florida (please provide copy).
 Yes No

Respondents must respond to each item listed below.

4. Respondent or one of its collaborative partners has subsidiaries, a parent organization, or other affiliates. Yes No If yes, provide a full explanation.
5. Debarment/Suspension. Is Respondent or any collaborative partner presently debarred or suspended from contracting with the federal, state, or local government?
 Yes No
6. Contract Termination for Default. Has Respondent had a contract terminated for default in the last five years? Termination for default is defined as notice to stop performance, delivered to Respondent due to Respondent's non-performance or poor performance and the issue of performance was either not litigated due to inaction on the part of Respondent; or litigated and determined that Respondent was in default.
 Yes No If yes, provide details.
7. Bankruptcy. Has Respondent or any of the collaborative partners declared bankruptcy and/or had any assets attached by any court in the last three (3) years?
 Yes No If yes, provide details.
8. Affirmations: Initial to affirm the statement below.

	Respondent is financially solvent.
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Attachment V – References

Respondent must include a minimum of three (3) references. Respondent shall provide examples of prior experience and past performance of similar projects. Reference names and addresses, telephone and facsimile numbers should be included. Also, contact information for a person that is qualified to discuss Respondent's performance must be included. CSTB reserves the right to contact any person(s) or organization(s) who is familiar with the work of Respondent to document the qualifications and successful experiences of Respondent, as well as to solicit character references.

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Attachment VI - Budget Information

Respondent is required to complete the below Budget Form. In preparing the budget, the respondent shall itemize the costs that will be required to provide the Virtual Services described herein. The below shall be factored into preparation of the budget form:

- a. Salaries: Describe any salaries that are proposed. The respondent shall provide a breakdown of staff position title, # of staff, full-time equivalent (FTE), and annual salary. A description of the staff's role and responsibility with justification as to their role for the Virtual Services shall be included in the narrative section of the Salaries and Fringe Detail.
- b. Fringe: Describe any fringe that is proposed. A description of each fringe shall be included in the narrative section of the Salaries and Fringe Detail.
- c. Describe any operating expenses that are proposed and justification as to its need in the narrative section of the Budget Form.
- d. Describe any indirect, overhead and allocated costs that are proposed, how the indirect was determined, and what general costs are included in the rate. If indirect costs are included in the budget, the Respondent must have an approved indirect cost rate (ICR) and shall provide a copy of the current approved ICR agreement with the Budget Form.
- e. If management and/or profit is applicable, explain how it is calculated in the narrative section of the budget form and justification as to the need.

All proposals will be evaluated based on cost-effectiveness in relation to high quality service delivery. To accomplish this, CareerSource Tampa Bay staff shall conduct an analysis of proposed costs during the proposal review process. Respondents are therefore encouraged to submit their best offer for providing the services solicited in this RFP and to thoroughly describe and justify the proposed costs. This analysis shall be conducted to ensure that the proposed costs are necessary, fair and reasonable and to ensure that the costs are directly associated with carrying out only the proposed services.

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Budget Form

Cost Category	Amount	Budget Narrative
Salaries (total per Salaries and Fringe detail below)		
Fringe (total per Salaries and Fringe detail below)		
Operating Expense - Describe		
Operating Expense - Describe		
Operating Expense - Describe		
Indirect, Overhead, Allocated Costs		
Profit and/or Management Fee		
Total Cost		

Salaries and Fringe Detail

Salaries

Position Title	# of Staff	FTE	Annual Salary	Total	Budget Narrative
			Salaries Total		

Fringe

Cost Category	Total	Budget Narrative
FICA		
Unemployment Insurance		
Workers Comp		
Other - Describe		
Fringe Total		