



REQUEST FOR PROPOSAL (RFP)
Virtual Workshops

ISSUED:
RFP No. 20-0527

WorkNet Pinellas, Inc. d.b.a. CareerSource Pinellas is requesting proposals for the provision of: **VIRTUAL WORKSHOPS**

Parties interested in submitting a Proposal should review this entire document.

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I. OVERVIEW

The vision of the public workforce system under the Workforce Innovation and Opportunity Act of 2014 is characterized by providing excellent customer service to job seekers and employers, customer-centered service delivery, and continuous improvement of services. As we continue to move forward, CareerSource Pinellas will be required to quickly pivot to ensure services are offered in a manner that meets the needs of our customers.

The current business model offers a low digital presence through open resource centers, group workshops and career counseling sessions where individuals meet in person and in large groups. As we adjust to social distancing requirements to ensure the safety of team members and customers, many of these services will continue to transition to remote and digital platforms. CareerSource Pinellas has made some strides in this digital transformation, but there is still work to do. As customer expectations shift to a more virtual experience, we are taking steps to ensure CareerSource Pinellas is ready with innovative career and business services offered both in person and virtually.

This vision is the foundation of the workforce services being solicited through this Request for Proposal (RFP) as WorkNet Pinellas, Inc., dba CareerSource Pinellas (CSP) strives to ensure quality services are delivered in the most efficient and effective way possible, through full integration and coordination of One-Stop Career Center partners and resources that support seamless service delivery both in-person and using a virtual platform.

CSP is soliciting proposals from qualified and experienced individuals; management teams; nonprofits; for profits; employment agencies; educational institutions; business/economic development associations; governmental or other eligible entities to provide virtual workshop services to Pinellas County job seekers.

A. RFP Timeline

Action	Date
Issue RFP	May 27, 2020
Question and Answer Period	May 27-June 3, 2020
Responses to RFP Due	June 17, 2020 at 5:00 PM
Proposal review and scoring	June 17-June 24, 2020
Award Date	June 24, 2020
Contract Negotiations	June 24-June 30, 2020
Contract Start	July 1, 2020

100% of the cost will be financed with federal funding from the US Departments of Labor, Health and Human Services and Agriculture. The dollar amount for the project is yet to be determined.

B. Questions and Answers

Questions and/or requests for clarification may be submitted by email to rfp@careersourcepinellas.com until June 3, 2020 at 5:00 PM. Please reference RFP No. 20-0527 in the subject line. **Questions and Answers will be posted on the CareerSource Pinellas website at:**

<https://careersourcepinellas.com/about-us/requests-for-proposals/>

on June 3, 2020. Questions will not be responded to individually.

C. Proposal Submission

Sealed responses must be received no later than June 17, 2020 at 5:00 PM. The outside of the package must indicate RFP No. 20-0527 and be addressed to:

**CareerSource Pinellas
Attn: Mary jo Schmick, Director, Special Projects
13805 58th Street North, Suite 2-140
Clearwater, FL 33760**

II. BACKGROUND OF ORGANIZATION

WorkNet Pinellas, Inc. d.b.a. CareerSource Pinellas (CSP), is a 501(c)(3) non-profit organization. CSP entered into an inter-local agreement with Pinellas County Board of County Commissioners (BCC) to provide workforce services for all programs under the federal Workforce Innovation and Opportunity Act (WIOA). CSP's Governing Board members are appointed by the BCC. The Board is comprised of representatives from businesses in Pinellas County, local elected official, local educational entities, labor organizations, economic development entities, one stop partners, community-based organizations, and other individuals as mandated by WIOA Section 107 and Florida Statute Section 445.007(1). CareerSource Pinellas is certified to serve as Region 14 Local Workforce Development Board for Pinellas County by the Florida Governor, whose responsibility has been delegated to CareerSource Florida, Inc., the state workforce board. This public-private partnership supports and promotes economic growth through workforce development. CareerSource Pinellas is one of twenty four local workforce development boards in Florida.

A. Vision

To enhance lives by making talent the region's key competitive asset.

B. Mission

To build the talent pipeline for today and the future by providing easy access to workforce solutions.

C. Core Values

- Collaboration- we actively build community capacity by engaging businesses, customers, families and partners in our work to improve outcomes and ensure long-term success.
- Innovation- we embrace on-going creativity and change for achieving continuous improvement and growth.
- Integrity- we act with honesty, transparency, and accountability to build trust and achieve results.
- Opportunity- we work in ways that instill hope and offer pathways of opportunity for our customers to succeed and thrive.
- Respect- we treat our team members, customers, and partners with mutual respect and sensitivity, recognizing the importance of diversity. We respect all individuals and value their contributions.
- Results- we deliver our very best in all we do, holding ourselves accountable for results.
- Stewardship- we honor our role as stewards of the public trust by managing human and financial resources respectfully and responsibly.

D. Goals

- Develop Robust Partnerships with Employers
- Strengthen Partnerships with Organizations that Provide Educational Opportunities
- Expand Outreach to Jobseekers
- Build Organizational Capacity, Promote Change and Transformation of CareerSource Pinellas

III. SCOPE OF SERVICE

A. Purpose

CareerSource Pinellas (CSP) provides career services to individuals to ensure they are ready for success in their work search and on the job. CSP is seeking an innovative entity to ensure our customers are getting the most pertinent and current information toward that effort.

CSP intends to contract for services for professionally conducted workshops to be provided on an easily accessible virtual platform. Workshops will be for any Employ Florida registered individual and will include skills, tips, advice, and best practice workforce services, and will be targeted to job seekers of all skill and education levels.

B. Service Components

The interactive workshop topics will provide live, virtual assistance to individuals in their search for a successful, self-directed employment search, while meeting the needs of Pinellas County employers. The workshop topics will include, but not be limited to:

- Overview of CSP programs, services and partners
- Assessment of current skills and interests

- How to build a road map to reach your goals, creating an individual plan for employment
- Resume and cover letter preparation
- Successful interviewing
- Labor Market Information, how to access it and how to use it in your career planning
- Orientation to workforce and other support services and resources
- Using Employ Florida and other job sites
- How to maximize the effectiveness of networking and social media in your job search
- Provider will work with CSP staff to create targeted workshops for Employ Florida use, CareerSource services orientations, and other locally-specific needs or topics.

C. Critical Elements

CSP has identified the following as Critical Elements for the delivery of the virtual workshops.

- Provider will handle attendee registrations.
- A schedule and link to register for each workshop will be provided at least one month in advance of event date.
- Workshops will be conducted live, and will be also be recorded and made accessible.
- Attendance will be tracked and reported for both.
- Content will be in keeping with the goals and mission of CareerSource Pinellas.
- Workshops may be stand-alone and some may be part of a coordinated series to assist job seekers to navigate their work search and career.
- Content will be continuously updated and relevant to audience and current events (ex. social distancing, virtual platforms, current labor market, etc.)
- Each workshop will include an assessment of skills learned, presentation materials, and a satisfaction survey to be emailed to attendee following the event.
- Regular reports will be sent with attendance and assessment information.
- All recordings will be available for use by CareerSource Pinellas and its customers beyond the contract period.
- Branding used in and to promote workshops will primarily be CareerSource Pinellas. Provider branding visibility will be discussed during contract negotiation.
- Respondent's response must include details of the virtual platform(s) to be used. Platforms must be available on mobile smartphones.

D. Locations/Hours of Operation

Gulf to Bay

2312 Gulf to Bay Boulevard Clearwater, FL 33765

8:00 a.m. - 5:00 p.m.

(727) 524-4344

St. Petersburg

3420 8th Avenue South St. Petersburg, FL 33711

8:00 a.m. - 5:00 p.m.

(727) 524-4344

Tarpon Springs

682 E. Klosterman Road Tarpon Springs, FL 34689

8:00 a.m. - 5:00 p.m.

(727) 524-4344

EpiCenter

13805 58th St N., Suite 1-401, Clearwater, FL 33760

8:00 a.m. - 5:00 p.m.

(727) 524-4344

IV. CONTRACTOR QUALIFICATIONS AND REQUIREMENTS

Respondents must meet all of the minimum qualifications outlined below:

- Has provided services similar in nature, scope and complexity for at least 3 years;
- Be licensed to conduct business in the state of Florida.

In addition, CSP is seeking respondents that have the following characteristics:

- Direct experience, and extensive knowledge of, the federal workforce system and the programs and services associated therewith;
- Demonstrated innovation in addressing workforce needs;
- Record of meeting or exceeding contracted performance measures;
- Ability to expand and enhance existing partnerships, create new partnerships, leverage resources, and increase services and opportunities for customers;
- Ability to support and contribute to the achievement of CSP's vision, mission, values and purpose; and
- Strive to increase the awareness and use of workforce center services by employers and community residents throughout the county.

V. PROPOSAL REQUIREMENTS

A. Proposal Content

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

1. Cover Statement (optional)

States the RFP number and title; contains Respondent's name, email address, mailing and location address, telephone 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, and email address.

2. Table of Contents (**required**)

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

3. Appendix A – Organization Information (**required**)

4. Executive Summary (**required**)

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.

5. Appendix B - Scope of Services – Description of Services to be Provided (**required**)

6. Appendix C - Qualifications and Requirements (**required**)

7. Appendix D – References (**required**)

8. License Information (**required**)

Provide a copy of your State of Florida business license

9. Appendix E - Budget Information (**required**)

Itemize the structure for services, personnel, equipment, fees, etc.

Do not respond to any questions by referencing material presented elsewhere. All appendices must be completed. A response of "*will comply*" or "*see above*" or similar statement shall be considered unresponsive.

NOTE: 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.

B. Submission Requirements

1. Proposal Format

- Response must be typed, using a minimum of 12-point font size and submitted on 8 ½" X 11" letter size paper.
- Proposals should be limited to a maximum of 20 pages.

2. Response Due Date

In order to be considered, the response to this RFP must be received no later than June 24, 2020 at 5:00 PM EST. The on time delivery of the response is solely and strictly the responsibility of the respondent. Responses received after the aforementioned due date/time will not be considered.

- Proposal modifications will be allowed if they are received, in writing, prior to the submission deadline.
- Proposals may be withdrawn at any time, before or after the submission deadline.

3. Number of Copies

Respondents should submit:

- 1 signed paper original, clearly marked "Original"
- 3 paper duplicates, each clearly marked "Copy"

4. Mailing

The RFP response should be submitted in a sealed package with RFP No. 20-0527 prominently displayed on the front and addressed to:

**CareerSource Pinellas
Attn: Mary jo Schmick, Director, Special Projects
13805 58th Street North, Suite 2-140
Clearwater, FL 33760**

C. General Conditions

1. 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. RFP will not be reviewed if (1) the Respondent has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental agency; (2) the Respondent's previous contract(s) with CareerSource Pinellas have been terminated for cause; (3) the Respondent has not complied with an official order to repay disallowed costs incurred during its conduct of programs or services; or (4) the Respondent's name appears on the convicted vendor list.

2. Contract Terms and Conditions

The term of this contract shall be from a period commencing on August 3, 2020, and terminating July 31, 2021 with an option to extend for up to three (3) additional years based on performance, business needs and funding availability. Invoices must be submitted on a monthly basis by the 10th of the month following the month of service.

3. Assignment of Contract

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

4. Conflict of Interest

In connection with this RFP, each respondent shall ensure that no improper, unethical, or illegal relationships or conflicts of interest exist between or among the respondent, CSP, and any other party(ies) to this RFP. The respondent is responsible for disclosing at the point of response submission any such relationships. CSP reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not, and to decide whether or not respondent disqualification and/or cancellation of contract shall result. Such disqualification and/or cancellation shall be at no fault or liability whatsoever to CSP. CSP and respondent shall comply with WIOA sec. 121 (d)(4)(A) and (C), 20 CFR 678.610(c), 20 CFR 200.318(c)(1), and 20 CFR 679.430, as applicable.

5. Reserved Rights

The rights reserved by CareerSource Pinellas, which shall be exercised in its sole and absolute discretion, and shall be at no fault, cost or liability whatsoever to CareerSource Pinellas, 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 Pinellas in a proposal response as supplemental information and not subject to evaluation by the selection committee or CEO.
- Unless otherwise specifically proposed by the respondent, CareerSource Pinellas 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.

VI. EVALUATION AND SELECTION PROCESS

A. Consideration Requirements

1. Response received by required due date/time
2. Response includes all items and required attachments, effectively addressed/answered
 - Table of Contents
 - Executive Summary
 - Appendix A- Organization Information
 - Appendix B- Scope and Description of Services
 - Appendix C- Qualifications and Requirements
 - Appendix D- References
 - Appendix E- Budget
 - State of Florida business license
3. Response adhered to page limitations and format requirements
4. Response included signed original and three copies
5. Response included all required attachments

B. Evaluation Process

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

CRITERIA	WEIGHT FACTOR
Proposal Specifications The Respondent adheres to RFP timeline, format and content. Respondent meets requirements to provide services and is licensed in the State of Florida.	Mandatory
Description of Services The proposal adequately addresses each Scope of Service Category.	35 Points
Cost Reasonableness The Respondent's Budget Information reflects reasonable costs for the staff and services as detailed in the Scope of Service.	35 Points
Respondent Experience and References The Respondent has successful experience in providing similar services.	30 Points
TOTAL SCORE	100 Points

All proposals will be reviewed for responsiveness. A selection committee will review and score each responsive proposal, place the proposals in rank order, and present the results along with their recommendation to CareerSource Pinellas Board of Directors. Unresponsive proposals will not be reviewed by the selection committee. After approval by the Board, contract negotiations will begin with the highest ranking proposer.

Should CareerSource Pinellas be unable to negotiate a final contract, negotiations with that firm will be formally ended and negotiations will be undertaken with the next ranked proposer. These negotiations would include all aspects of services. The content of the proposal submitted by the winning proposer may become part of the resultant contract.

C. Appeal Procedure

From the date and time of selection/notice of intent to award, any respondent has 3 business days to file a written appeal/protest with the CareerSource Pinellas CEO, Jennifer Brackney, at the address included within this RFP. Any appeals/protests will be heard by at least three individuals of a Local Workforce Development Board Ad Hoc Committee. The decision of this committee is final.

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Appendix B - Scope of Services

1 Professionally conducted workshops to be provided on an easily accessible virtual platform.

- A Describe the virtual platform to be used.

- B Describe use of the platform on a mobile device. Is there a separate application? Does it need to be downloaded, or can it be web-based?

- C Describe the specifications/technology needed to access the workshops.

2 Titles or types and brief description of workshops to be delivered.

- A What is the approximate length of a workshop?

- B Describe how the provider will ensure that workshop content is up-to-date, relevant to the audience.

3 Describe the entity's plan for working with CSP to learn about programs and processes to create locally-focused orientation and job search workshops.

4 Describe the process for individuals to register for the workshops.

- A At a minimum, first and last name, last 4 of SSN, and email address should be collected to ensure attendance can be tracked and materials sent.

5 Describe how attendees will be tracked and reported to CSP.

5 Describe how and when attendees will receive workshop materials.

6 Who will be delivering the workshops? Who will be building the curriculum/content?

- A Describe the experience and credentials of all who will be creating and delivering the content.

7 Describe the process for assessing engagement and attendance.

8 Describe the process for recording workshops and making them available for future viewing.

- A How will attendance be tracked and reported for recorded events?

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Appendix C – 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. To be considered, all respondents must:

- Have provided services similar in nature and complexity for at least three years.
 Yes No
- Be licensed to conduct business in the state of Florida (please provide copy).
 Yes No

Respondents must respond to each item listed below.
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1. **Respondent or one of its collaborative partners** has subsidiaries, a parent organization, or other affiliates.
 Yes No If yes, provide a full explanation.
2. **Debarment/Suspension.** Is Respondent or any collaborative partner presently debarred or suspended from contracting with the federal, state, or local government?
 Yes No
3. **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.
4. **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 a full explanation.
5. **Affirmations: Initial** to affirm the statement below.

	Respondent is financially solvent.
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Appendix D–References

Respondent must include a list of 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. CareerSource Pinellas 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.

Reference No. 1	Reference No. 2	Reference No. 3
Organization Name:	Organization Name:	Organization Name:
Address:	Address:	Address:
Key Representative Name:	Key Representative Name:	Key Representative Name:
Title:	Title:	Title:
Phone:	Phone:	Phone:
Email:	Email:	Email:
Services Provided:	Services Provided:	Services Provided:

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Appendix E - Budget Information

Itemize the structure for services and fees. Either complete the first and second page where costs for services may be broken down as applicable, or complete the third page for a cost per workshop fee structure. If item not applicable, write N/A. Payment under the contract will be cost reimbursement. Provider shall be reimbursed for all approved allowable, allocable, and necessary costs incurred for contract-related expenses as itemized in the contract budget.

Budget Summary – Cost Category	Amount	Budget Narrative - details
Salaries (Itemized salaries sheet must also be completed)		
Fringe Benefits		
Staff Travel		
Staff Training		
Professional Fees (drug screens, background checks, etc.)		
Licensing Fees		
Other-explain		
Total General	0.00	
Indirect Cost		
Profit/Management Fee		
Total Other	0.00	
Grand Total	0.00	

Salaries Itemized

Position Title	# Staff	Annual Salary	Percent	Total	Budget Narrative
				0.00	
				0.00	
				0.00	
				0.00	
				0.00	
				0.00	
				0.00	
Total Staff	0			0.00	

Fringe Benefits

Cost Category	Total	Budget Narrative
FICA	0.00	
Unemployment Insurance	0.00	
Health Insurance	0.00	
Dental Insurance	0.00	
Vision Insurance	0.00	
Supplemental Insurance	0.00	
Retirement Plan	0.00	
Workers' Compensation	0.00	
Other-	0.00	
Total Fringes	0.00	

Cost per Workshop Fee Structure

Budget Summary – Cost Category – <i>if not applicable, write N/A</i>	Amount	Budget Narrative
Cost per workshop delivered		
Other-explain		
Other-explain		
Other-explain		
Total General		
Total Other		
Grand Total		
	0.00	
	0.00	
	0.00	