

CareerSource Florida, Inc.
Invitation to Negotiate for
Rewarding Performance in Florida's Workforce System through
Data-Driven Decision Making, Technical Assistance,
Project Management, and Outreach Services

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PURPOSE. CareerSource Florida, Inc., issues this Invitation to Negotiate (ITN) with the purpose of eliciting responses from full-service project management, data and measurement firms capable of contracting with CareerSource Florida to provide strategic, comprehensive technical assistance, project management and outreach services.

In October 2014, CareerSource Florida and the Department of Economic Opportunity jointly received a five-year competitive grant from USDOL to design and create a Performance Funding Model for the CareerSource Florida network. The model is designed to help drive stronger performance by measuring Florida's local workforce development boards on customized, agreed-upon goals, reflecting Florida-emphasized workforce development priorities, with aligned economic rewards for achievement. The state-of-the-art model has been initially created to meet three grant objectives:

- 1) Creation of a model which correctly incentivizes local workforce development boards to work toward common, identified performance goals;
- 2) Expansion of current data collection systems and the integration of new data collection tools, which capture the data necessary to measure progress towards the incentivized metrics and goals, and integration of these tools into a web-based status monitor; and
- 3) Creation of a comprehensive, easy to understand web-based portal, which provides local workforce development boards with the data necessary to inform their decision-making processes, allowing them to benchmark and track their performance, encourages collaboration to maximize the potential of shared resources, and ensures clear and effective communication.

This contractual relationship(s) will:

- facilitate mapping and tracking of critical data collection points essential to the model,
- provide expert guidance on modifications within the model as needed,
- make recommendations on how to better align the model with the Workforce Innovation and Opportunity Act's (WIOA) standard indicators of performance, as mandated by USDOL for local workforce development boards, especially in sector strategies and business engagement, and
- develop and deploy effective public and stakeholder communications, to include technical workshops, about the model and how it operates to local workforce development boards and their constituents.

In accordance with this corporation's guidelines that call for periodic evaluation of external contractor services, CareerSource Florida seeks to establish a contract, with annual renewal(s), through the USDOL Workforce Innovation Project grant period, ending September 30, 2019. The contract period will be determined by CareerSource Florida. In the event CareerSource Florida

determines the capabilities of more than one contractor are in the best interest of the organization, CareerSource Florida reserves the right to contract with more than one respondent.

In accomplishing its objectives, CareerSource Florida must be responsive as well as continue to drive the strategic agenda for talent development to ensure the workforce system is meeting the evolving needs of Florida employers, job seekers and workers. These efforts demand increasing and strategic collaboration with statewide agencies, education providers, businesses and other entities for whom talent development and workforce quality is a top priority, including statewide and local economic development organizations such as the Florida Economic Development Council, Enterprise Florida, Space Florida, Visit Florida, the Florida Chamber and Florida Chamber Foundation, and other partners including the Florida Department of Education, the State University System, the Florida College System and the Independent Colleges and Universities of Florida in addition to the local and state partners comprising Florida's state workforce system.

BACKGROUND. CareerSource Florida was established by the Florida Legislature to provide policy direction and general oversight to the state's workforce development system. As established in Chapter 445, Florida Statutes, this workforce system comprises CareerSource Florida; the Department of Economic Opportunity, which serves as the administrative and fiscal entity for CareerSource Florida; 24 local workforce development boards; and a host of other state, regional and local partners. A board of directors largely appointed by the Governor oversees the activities of CareerSource Florida and the delivery of workforce services. CareerSource Florida is managed by a president and professional staff located in Tallahassee.

The workforce development system in Florida serves two customer groups – employers seeking skilled workers, and job seekers from entry level through professional, both employed and unemployed. Workforce development services are provided to these customers primarily through the 24 local workforce development boards throughout the state, which are chartered by CareerSource Florida, as well as through the system-wide virtual job matching and labor market tool, Employ Florida at employflorida.com.

There are approximately 100 career centers in Florida, overseen by the local workforce development boards, that provide workforce-related services to individuals seeking jobs, to employed individuals needing skills upgrades to retain their jobs and to businesses seeking to fill vacancies or stay competitive by upgrading the skills of their existing workers. More information about CareerSource Florida is available at www.careersourceflorida.com and about our 24 local board partners and the career centers they oversee by visiting their individual websites [at this link](#).

CONTRACTOR QUALIFICATIONS. Through this ITN, CareerSource Florida will select and negotiate a contract with a project management, data measurement, and outreach services firm within the following parameters:

1. **Experience.** Firms must have been in business under their existing names and/or business structure for not less than five years from the date of issuance of this ITN. Respondents must be project management, data/performance analytics, and outreach firms with significant experience in all phases of project management, data/performance metrics collection and analytics, and outreach services to a statewide market. That experience will be demonstrated by listing recent/current projects the firm has managed.
2. **Capacity.** Responding firms must have significant in-house capacity and be able to create and execute comprehensive, complete performance model project management for

CareerSource Florida, and, as determined by preauthorized programs of work, the 24 local workforce development boards within the CareerSource Florida network. Subcontractors required for specific projects would need to be disclosed to the contract manager in advance.

The firm's capacity will be demonstrated by listing the education and work experience of the firm's staff and describing in-house capabilities. The firm also must be able to provide on-the-ground technical assistance, expertise and support for CareerSource Florida and partner-related meetings and events held throughout the state.

3. Workforce Experience. In addition to the general firm experience mentioned above, preference will be given to firms with practical knowledge and experience working with a workforce development organization(s), and statewide partner organizations such as those outlined above under the section "Purpose." Knowledge of and experience in outreach to customers of focus under the federal Workforce Innovation and Opportunity Act will be advantageous, as will demonstrable work product and successful outcomes working with statewide collaborative partners with complementary talent development goals and roles.
4. Noteworthy Accomplishments & Awards. As a partial measure of the firm's quality of performance, it would be appropriate to highlight instances where the firm and/or individuals within the firm have been recognized for exemplary achievement.

SUBMISSION OF RESPONSES. Firms interested in submitting a response to this Invitation to Negotiation must electronically submit the following documents:

1. "Firm Questionnaire" – Respondents will provide information regarding the firm that addresses the preferences listed above. This information will be provided by completing this form: <https://careersourceflorida.com/invitation-negotiate-performance-services/>
2. "Examples of Work Product" – Respondents will provide examples of work product that best illustrate the capabilities and talents of the firm and its individual members. This work product may include examples of data collection/performance metrics analytics, project management, technical assistance workshops conducted related to performance, communications and outreach strategies and other related materials that illustrate strategy-to-improved performance execution on behalf of clients.

The work product should be product that was produced within the last three years. Each product that a respondent chooses to submit should reflect the work of staff members who developed the product and are still with the firm.

3. Presentations – CareerSource Florida may request a personal presentation by one or more of the responding firms, which would allow an opportunity to provide more examples of work product.
4. CareerSource Florida is subject to Florida's Government in the Sunshine Law, which requires that materials made or received by an agency, in connection with official business, which are used to perpetuate, communicate or formalize knowledge are considered public records. All responses to this ITN will be considered public record.

Respondents should complete the form, including uploading any examples of work product they may wish to provide no later than **5:00 PM, Eastern, Friday, July 28, 2017.**

SELECTION. Potential respondents are reminded that this is not a bid nor a Request for Proposals and, therefore, CareerSource Florida is not seeking actual proposals, pricing plans or contract offers. CareerSource Florida will review the responses and evaluate proposals based on which responses CareerSource Florida deems to be the most suitable and qualified. CareerSource Florida retains the sole authority for developing and applying the criteria it will use to evaluate proposals. Responding firms should be prepared to provide, upon request, at least three references from clients with whom the firm has worked within the past 12 months.

CareerSource Florida may choose to request that one or more of the responding firms make a face-to-face presentation to an individual or individuals reviewing responses. If needed, every effort will be made to schedule the presentation(s) at a time and on a date satisfactory to the respondent. Presentations, if necessary, will be scheduled in Tallahassee at CareerSource Florida headquarters. CareerSource Florida, at its sole discretion, may determine that a personal presentation(s) is not necessary. Tentatively, CareerSource Florida plans to schedule presentations, if necessary, the week of **August 7, 2017.**

NOTE: When CareerSource Florida decides which firm it deems to be the most suitable and qualified for this project, it will notify all respondents of that decision. CareerSource Florida will then set up a meeting with the company it selects and commence negotiations relative to specific 1) scope of services, 2) timetables for implementation and 3) costs. If negotiations are unsuccessful, CareerSource Florida retains the right to initiate contract negotiations with the next most suitable firm and continue that process until it successfully negotiates a contract. CareerSource Florida retains the sole authority to make its selection based on what it determines to be its best interest. CareerSource Florida, at its sole discretion, may reject any and all responses as not meeting the needs of this project. **CareerSource Florida anticipates that a selection decision will be made by no later than Friday, August 11, 2017.**

CONTRACT(S). The contract(s) resulting from this ITN will be a two-party contract between CareerSource Florida and the selected firm(s). Any subcontractors the firm may use from time to time over the course of the contract will not be a party to the firm's contract with CareerSource Florida, and should be identified when the outside assistance is needed.

The contract(s) will establish pricing to be used for various aspects of the services provided by the contractor. The contract period will be determined by CareerSource Florida. As noted earlier, it is anticipated that there is an opportunity for contractual renewals, extending through the USDOL Workforce Innovation Project grant period, ending September 30, 2019. The actual length of the contract and any possible renewal options will be terms to be negotiated by the parties.

CONTACT. Firms should direct inquiries regarding this ITN by completing this form: <https://careersourceflorida.com/submit-questions-itn-performance-services/>.

No phone calls, please.