

CareerSource Florida, Inc.
Request for Proposals
for
Human Resources Management and Consulting Services
PLEASE DIRECT INQUIRIES TO:
Quartil Robinson,
Contracts and Procurement Manager
contracts@careersourceflorida.com

TIMETABLE

Date	Time	Event
Thursday, April 30, 2026	3:00 pm	Release of RFP
Tuesday, May 5, 2026	3:00 pm	Questions due to CSF (via email – contracts@careersourceflorida.com)
Monday, May 11, 2026	5:00 pm	CSF responds to questions (anticipated)
Monday, May 18, 2026	3:00 pm	Proposals due to CSF
Friday, May 22, 2026	5:00 pm	CSF selects Vendor (anticipated)
Wednesday, July 1, 2026	7:00 am	Anticipated Contract start date

- A. Request for Proposals Release Date:** Thursday, April 30, 2026
- B. Method for Submitting Proposals:** Complete the [submission form](#) and attach accompanying documents.
- C. Right to Reject:** CareerSource Florida reserves the right to reject all proposals received in response to this RFP in the event funding becomes unavailable or other unforeseeable circumstances occur. A contract for the accepted proposal will be based upon the factors described in this RFP and may include any or all parts of the proposal.
- D. Contract Period:** The Contract will be for an initial term of **three (3) years**, with **two (2) optional renewal terms of one (1) year each**, exercisable by mutual written agreement of the parties.
- E. Contract and Payment Schedule:** Upon receipt of competitive quotes, CareerSource Florida will select a contractor, develop a contract proposal, and set contract terms, including a payment schedule. Any services and deliverables

executed under this contract will be paid on a reimbursement basis only. This is not an RFP for a retainer contract. All billing must reflect actual work completed. CareerSource Florida requires that all services be listed within bidder proposals showing hourly rates for each individual service.

- F. Notification of Award:** A decision selecting the successful bidder is scheduled to be made within one (1) week of the closing date for the receipt of proposals. Interviews with prospective vendors will take place during this two-week period if needed. Upon conclusion of final negotiations with the successful bidder, all offerors submitting proposals in response to this Request for Proposal will be informed, in writing, of the decision. **Availability of funds for this project is subject to legislative appropriation and budget signature. CareerSource Florida receives its funding through an annual appropriation from the Florida Legislature; any contract is subject to the availability of funds.**

Please do not contact CareerSource Florida to check the status of proposals.

SUBMISSION OF RESPONSES: Submissions from vendors in response to this RFP must be received by CareerSource Florida by 3 p.m. EDT, Monday, May 18, 2026.

PURPOSE

This is a Request for Proposal (RFP) for an independent firm (“Contractor” or “Proposer”) to perform Human Resource Services for CareerSource Florida, Inc. (CSF), as more fully detailed below.

These documents constitute the complete set of specifications, requirements, and proposal forms. All terms and conditions of this RFP, any addenda, Proposer’s submissions and negotiated terms, will be incorporated by reference into the contract.

BACKGROUND

Created under section 445.004, Florida Statutes, CSF is a not-for-profit corporation that provides administrative support for the state workforce development board, the principal workforce policy organization for the state. CSF is not a unit or entity of state government and is exempt from chapters 120 and 287. CSF engages contractors to perform all human resource services and other professional administrative services. For more information, visit <https://careersourceflorida.com/>.

HUMAN RESOURCE SERVICES

The Contractor will provide all comprehensive Human Resource management, consulting, and support services, including, but not limited to, strategic, operational, compliance-related, advisory functions, Trustee and Fiduciary, Talent Acquisition, Management Consulting, Special Services and Projects, Executive Services/Consultation and Initiatives, and on-demand Human Resources (HR) services as requested. Contractor will perform the services in accordance with the contract.

1. Trustee and Fiduciary Services

The Employee Retirement Income Security Act of 1974 (“ERISA”) governs qualified retirement plans. ERISA imposes specific duties and responsibilities on the fiduciaries responsible for administering retirement plans

- a. Contractor serves as a designated trustee and fiduciary of CareerSource Florida 401k Salary Savings Plan.
 - 1. Serve as designated Plan Administrator on behalf of CSF for plan distributions and loan payments.
- b. Contractor conducts an annual fiduciary review of plan assets and distributes mandatory compliance notifications to active and nonactive employees.
- c. Contractor shall review, approve, and submit Form 5500 returns for 401(k)/Salary Savings Plan to the Department of Labor (DOL) by July 31.
 - 1. Contractor responds to government and compliance inquiries as required.
- d. Contractor responds to active and inactive participant inquiries regarding plan assets and performance.
- e. Contractor serves as the fiduciary and privacy officer for CareerSource Florida Section 125 plans.
- f. Contractor administers short-term emergency savings plan, deposits, and reporting.

2. Human Resources, Talent Acquisition, Management Consulting, Executive (C-Level) Development and Initiatives

- a. Contractor administers company payroll, time and attendance; submits standard payroll or leave reports; and prepares customized management reports for data-driven decision making.
- b. Contractor utilizes E-Verify to validate authorization to work status.
- c. Contractor completes the following benefit related tasks:
 - 1. Evaluate employee health and welfare plans, provide recommendations, conduct enrollment, and administer plans.
 - 2. Complete applications for coverage and procurement documents following CSF policy.

- r. Contractor coordinates the procurement and modification of plans and claims and conducts GL and Worker's Compensation audits.
- s. Contractor maintains and tracks CSF corporate entity documents to ensure compliance with applicable renewals, e.g., annual report, Florida Department of State, REA, etc.
- t. Contractor provides responses to CSF General Counsel on employment-related requests for information, such as garnishments and subpoenas.
- u. Contractor coordinates special events as required.
- v. Contractor identifies prospective training, conferences, or initiatives to develop C-level leadership competencies and capabilities, expanding business acumen and outreach skills through expertise and engagement with organizations and key industry sectors supporting CSF's vision and mission.
- w. Contractor identifies and coordinates training and development opportunities to enhance organizational health.
- x. Contractor coordinates the President/CEO performance planning and review process and provides recommendations to improve the process and system elements through ongoing Board engagement.
- y. Contractor supports the BOD Chairman and committees in CSF Executive Search activities, in consultation of the Executive Office of the Governor, as required.
- z. Contractor supports the President/CEO in leadership and organizational talent search efforts.
- aa. Contractor reviews, develops, and implements organizational strategic policies and procedures.
- bb. Contractor provides on-demand HR talent learning and development initiatives, or special projects and services as required.

3. Special and Adjunct Services Projects

- a. Contractor maintains and updates Digital Human Resources/Confidential Personnel and Corporate Records, conducts quarterly reviews, implements new policies, and provides HR reporting.

- b. Contractor maintains HR Digital Records repository on CSF's system. Contractor provides corporate records in hard and digital formats for upload and cloud storage.
- c. Contractor conducts periodic audits of HR digital records and scans all personnel-related documents and records for upload and cloud storage.
- d. Contractor generates and submits reports including, but not limited to, direct and indirect costs by position, monitoring, and audit reports as required.
- e. Contractor utilizes data from CSF's Human Resource Information System (HRIS) to generate baseline and individual total compensation statements and completes reports of paid time off leave liability as required.
- f. Contractor performs ongoing maintenance, employee support, and integration needs via the HRIS.
- g. Contractor researches, develops, implements, and communicates system upgrades and efficiency tools, including the evaluation of payroll process, mapping, and testing.
- h. Contractor researches, develops, and implements performance management process and the enhancement of employee onboarding and offboarding.
- i. Contractor develops and delivers employee virtual and in-person training modules for HRIS systems, talent/performance management, soft skills, and compliance training.

QUALIFICATIONS OF THE PROPOSER

To be considered for evaluation, a proposer must demonstrate that the individual who will be primarily responsible for providing the services possesses:

1. A Master's degree in business administration or a related field or 5 or more years of experience in providing human resource services.
2. Experience/Skills
 - a. Human resource services
 - b. Principal Consultant or similar role
 - c. Leading project teams
 - d. Risk management
 - e. Research and analysis
 - f. Preparation of reports and documents
 - g. Knowledge of industry trends and developments

- h. Understanding of business strategy, project management, and problem solving
- i. Proficient with business software
- j. Communication and interpersonal skills
- k. Knowledge of labor laws and compliance
- l. Organizational and strategic thinking

Staffing

Proposer must include the resumes and qualifications of any other individuals who will provide services, along with proposed hourly rates for services.

The Proposer shall ensure all staff is qualified to deliver services under the terms and conditions of this RFP. Qualifications must include not only appropriate educational background based upon job duties, but experience in similar or like employment. Staff qualifications must be in writing for all team members for each year this contract remains in effect. Submission of this information is required prior to CSF executing any contracts for the services described.

The Contractor must notify the Contracts and Procurement Manager as soon as possible, but within no later than 10 calendar days, of any changes in the staff assigned to this engagement. Such notification must be in writing and include information related to replacement staff assigned to this engagement. Failure to comply with the requirements of this section will activate the contract termination provisions.

Subcontractors

Proposed use of subcontractors must be included in the Proposer's reply. The Proposer is responsible for ensuring subcontractors performing any of the work tasks described herein comply with the requirements of the contract.

The Contractor will provide the scoped services and will be responsible for all work performed and all contract deliverables. The Contractor may not enter any subcontracts for the delivery of any services described in the contract without the prior written approval of CSF.

It is the intent of CSF to maintain the quality standards applicable for all engagement team members. The Contractor, as the prime service provider, retains sole responsibility for the qualifications of all team members.

PROPOSAL FORMAT

Each Proposer should review and account for all of the requirements included in this RFP. Proposers should take care in following the format of the application. Use narrative and/or include attachments where requested. Adherence to this format is essential because evaluation criteria is based on the structure of the RFP. Failure to follow the requested format could result in the disqualification of your proposal. Proposals should be prepared

as simply as possible and provide a concise description of the bidder's capabilities to provide services. The proposal should be no longer than fifteen pages total and include the following:

1. Cover page
2. Executive summary
3. Past performance and experience
4. Plan for service delivery
5. Resume for each individual who will provide services
6. Total cost

Additionally, Proposer must include the following in the proposal:

- Proposed hourly rates by service/labor category for each individual who will provide services, with payments to be made by CSF under a monthly invoice not to exceed a proposed fixed amount.

Proposals should include a statement that all intellectual property rights will be owned by CSF and that other work may be added to the contract upon a mutually signed agreement.

If the proposal does not include the required information and pricing structure breakdown, the proposal may be disqualified from the bidding process.

PROCESS

The RFP process will occur in three (3) sequential phases: first, the Reply Preparation Phase, second, the Evaluation Phase, and third, the Selection Phase.

1. In the Reply Preparation Phase, Proposers will prepare and submit replies based on the requirements identified in this RFP and any addenda to the RFP.
2. In the Evaluation Phase, CSF will receive and evaluate the replies according to the criteria described in the Evaluation section of this RFP.
3. In the Selection Phase, the ranking of the Proposers' replies will be based on the best interests of CSF and the state, as described in this RFP. The reply determined to provide the best value to the state will be awarded the contract for tasks identified in this RFP.

EVALUATION

1. Evaluation Team: An Evaluation Team may convene, review, and discuss all proposals submitted. The Evaluation Team:
 - Assigns points in the evaluation and recommendation process in accordance with the evaluation criteria listed below;
 - Reserves the right to interview any or all Proposers;

- Reserves the right to further negotiate terms and conditions, including price, with the highest ranked Proposer. If the Evaluation Team cannot reach a mutually beneficial agreement with the first selected Proposer, the Team reserves the right to enter into negotiations with the next highest ranked Proposer and continue this process until agreement is reached.
 - Will recommend to CSF the award or rejection of proposals.
2. Evaluation Criteria: The Evaluation Team will rank all proposals received that meet the submittal requirements. An award will be made to the responsible Proposer whose proposal is determined to be the most advantageous to the company. The following criteria will be used in the evaluation:
- Qualifications and Past Experience: 25 points maximum
 - Understanding and Approach: 25 points maximum
 - Staffing and Key Personnel: 25 points maximum
 - Cost Proposal: 20 points maximum
 - Compliance and Proposal Quality: 5 points maximum
3. Evaluation Rights of CSF: CSF reserves the right to accept or reject any or all proposals and reserves the right to:
- Waive any irregularities and technicalities and may, at its sole discretion, request clarification or other information to evaluate any or all proposals;
 - Require Proposer(s), before awarding the contract, to submit evidence of qualifications or any other information the company may deem necessary; and
 - Cancel the RFP or portions thereof, without penalty.

SELECTION

The proposals will be evaluated and awarded to the Proposer(s) whose proposal submittals have been determined to meet the minimum requirements of this RFP and provide the best value to CSF. "Best value," for purposes of this RFP, means the highest overall value to CSF based on factors that include, but are not limited to, price, quality, design and workmanship. CSF reserves the right to award any or all parts of the solicitation to a single or to multiple Contractors.

Records and Retention

The Contractor shall maintain accurate and current records related to the operations of CSF as agreed upon in the terms of this engagement.

The Contractor shall maintain all documentation in accordance with applicable federal and state law and state records retention schedules. CSF 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. All records,

documentation, and work product of the Contractor shall be the property of CSF upon termination of the contract.

Confidentiality and Safeguarding Information

The Contractor will have access to confidential information during the course of performing the services described in this RFP. The Contractor must implement procedures to ensure protection and confidentiality of all data, files, and records involved with this contract.

Compliance with Laws

The selected Contractor shall comply with all laws, rules, codes, ordinances, licensing, and bonding requirements that are applicable to the conduct of its business. By way of non-exhaustive example, the Contractor shall comply with the Immigration and Nationality Act, the Americans with Disabilities Act, and all prohibitions against discrimination on the basis of race, religion, sex, creed, national origin, disability, marital status, or veteran's status. Violation of such laws shall be grounds for Contract termination.

Convicted Contractors

A person or affiliate placed on the convicted vendor list pursuant to section 287.133, Florida Statutes, following a conviction for a public entity crime is prohibited from submitting a proposal on a contract to provide any goods or services to a public entity for a period of 36 months from the date of being placed on the convicted vendor list.

Discriminatory Contractors

An entity or affiliate placed on the discriminatory vendor list pursuant to section 287.134, Florida Statutes, may not submit a proposal on a contract to provide any goods or services to a public entity for a period of 36 months from the date of being placed on the discriminatory contractor list.

Travel

The selected Proposer will be required to travel on-site for staff onboarding and offboarding, staff training, and other ad hoc requests. Travel expenses will be reimbursed in accordance with the State of Florida travel guidelines. Proposers shall not include travel-related costs, including lodging and meals, in their cost proposals. CSF will have office/workspace and network connectivity available for Contractor use, as necessary.

Disputes

Decisions by CSF regarding the selected contractor are final. Any party potentially adversely affected by the intended decision made by CSF to award a contract or to reject all proposals must submit such dispute in writing, signed by the official who signed the

original proposal and must state the specificity of the nature of the dispute and the requested disposition. Questions to the Director of Contracts or any other CSF employee shall not constitute such dispute in writing. The President, Chief Operating Officer, and Chief Financial Officer of CSF will determine whether the written dispute meets the criterion of specificity. Their determination will be final, and any dispute that does not meet this requirement will be dismissed without further consideration.

Such disputes must be received by the Chief Operating Officer of CSF, no later than close of business (5:00 PM, Eastern), five (5) working days from the date of issuance of the notice of award. "Working days" means Monday through Friday, excluding official CSF holidays. Parties filing a written dispute are required to ensure timely delivery. Disputes may be submitted via e-mail to contracts@careersourceflorida.com or delivered in writing to 2308 Killlearn Center Blvd, Tallahassee, FL 32309. Any dispute not received in this manner within this specified period will be rejected without further consideration.

Within five (5) working days after receipt of any such valid dispute, the Chief Operating Officer and Chief Financial Officer of CSF will issue a final decision regarding the dispute, notifying the party that filed the dispute and the Executive Committee of the CSF Board of Directors.

Nothing in this dispute process is intended to imply, nor should it be construed to mean, that such filing of a dispute places any constraint on the ability of CSF to proceed with its disputed procurement action, either in whole or in part.

Contractor's Representation and Authorization

In submitting a proposal, each Contractor understands, represents, and acknowledges the following (If the Contractor cannot certify to any of the following, the Contractor shall submit with its proposal a written explanation of why it cannot do so):

- To the best of the knowledge of the person signing the proposal, the Contractor, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten 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.
- To the best of the knowledge of the person signing the proposal, the Contractor has no delinquent obligations to the State of Florida, including a claim by the State of Florida for liquidated damages under any other contract.
- The proposal 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 proposal.
- The prices and amounts in the proposal have been arrived at independently and

without consultation, communication, or agreement with any other Contractor or potential Contractor; neither the prices nor amounts, actual or approximate, have been disclosed to any Contractor or potential Contractor, and they will not be disclosed before the opening of the proposals.

- The Contractor has fully informed CSF in writing of all convictions of the firm, its affiliates (as defined in section 287.133(1)(a), Florida Statutes), and all directors, officers, and employees of the firm and its affiliates for violation of any federal or state 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.
- Neither the Contractor nor any person associated with it in the capacity of owner, partner, director, officer, principal, investigator, project director, manager, auditor, or position involving the administration of federal funds:
 - Has within the preceding three (3) years been convicted of or had a civil judgment rendered against them or is presently indicted for or otherwise criminally or civilly charged for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or public contract; 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; or
 - Has within the preceding three (3) years of this certification had one (1) or more federal, state, or local government contracts terminated for cause or default.
- If an award is made to the Contractor, the Contractor agrees that it intends to be legally bound to the Contract that is formed with CSF.
- The Contractor shall indemnify, defend, and hold harmless CSF and its employees against any cost, damage, or expense which may be incurred or be caused by any error in the Contractor's preparation of its proposal.
- All information provided by, and representations made by, the Contractor are material and important and will be relied upon by CSF in awarding the Contract.

Licenses, Permits and Taxes

The Contractor awarded a contract pursuant to this RFP shall pay for and obtain all licenses, permits, taxes, or other fees required for this engagement. In addition, the Contractor shall comply with all federal, state and local codes, laws, ordinances,

regulations and other requirements applicable to the work specified all at no additional cost to CSF.

Liquidated Damages for Failure to Complete Engagement

Failure to complete the engagement in accordance with instructions herein will result in substantial injury to CSF and damages arising from such failure cannot be calculated with any degree of certainty. Therefore, it is hereby agreed that if the engagement is not completed by contract completion date, the Contractor shall pay to CSF liquidated damages for such delays. Liquidated damages will be due to CSF of \$1,000.00 for each calendar day until completion of the tasks listed in the section titled "Human Resource Services" above.

This provision for liquidated damages for delay shall in no manner affect CSF's right to terminate the Contract as provided elsewhere in the Contract documents. CSF's exercise of the right to terminate shall not release the Contractor from the obligation to pay said liquidated damages.

PUBLIC RECORDS

All materials submitted in response to this RFP become the property of CSF and the State of Florida, and will be a public record and open for inspection by any person in accordance with the provisions of Chapter 119, F.S. CSF shall have the right to use such ideas or adaptations of those ideas contained in any proposal without cost or charge. Selection or rejection of a proposal will not affect this right.

COST OF PREPARATION OF CONTRACTOR REPLY

CSF is not liable for any costs incurred by a contractor in responding to this RFP.

DUTY OF CONTINUING DISCLOSURES OF LEGAL PROCEEDINGS

- (1) Commencing after the effective date of any contract resulting from this RFP, the contractor must disclose any pending or prior civil or criminal litigation, investigations, arbitration, or proceedings ("Proceeding") involving the contractor (and each subcontractor) in a written statement to CSF's Chief Financial Officer within 15 calendar days of occurrence.
- (2) This duty of disclosure applies to the contractor's officers and directors when the proceeding relates to the office or directors' business or financial activities. This duty must extend to all proceedings disclosed in the contractor's reply to this RFP as well. Details of settlements that are prevented from disclosure by the terms of the settlement may be annotated as such.
- (3) The successful contractor shall promptly notify CSF of any civil or criminal litigation, investigation, arbitration, or administrative proceeding relating to or affecting the

contractor's business. If the existence of such proceeding during the term of this contract for services causes CSF concern or the contractor's ability or willingness to perform the contract is jeopardized, the contractor shall be required to provide CSF all reasonable assurances requested by CSF to demonstrate that:

- a. The contractor will be able to perform the contract resulting from this RFP in accordance with its terms and conditions, and
- b. The contractor and/or its subcontractor(s) has not and will not engage in conduct in performing services for CSF which is similar in nature to the conduct alleged in such proceeding.

CONFIDENTIAL, PROPRIETARY OR TRADE SECRET MATERIAL

CSF takes its public records responsibilities as provided under Chapter 119, Florida Statutes and Article I, Section 24 of the Florida Constitution, very seriously. If a Proposer considers any portion of the documents, data or record submitted in response to this solicitation to be confidential, trade secret, or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, Proposer must also simultaneously provide CSF with a separate Highlighted Copy of its response. This Highlighted Copy shall contain CSF's solicitation name, number, and the name of the Proposer on the cover and shall be clearly titled "Highlighted Copy." The Highlighted Copy shall highlight any material considered to be confidential, proprietary or trade secret by the Proposer and must include the statutory basis for each such claim of exemption, confidentiality, or trade secret specifically identified in writing on each and every highlighted page. The Highlighted Copy shall be provided to CSF at the same time Proposer submits its response to the solicitation and must only exclude or obliterate those exact portions, which are claimed confidential, proprietary, or trade secret.

Proposer shall protect, defend, and indemnify CSF for defending any and all claims made against CSF regarding portions of its Highlighted Copy being confidential, proprietary, trade secret or otherwise not subject to disclosure.

Notwithstanding compliance with the first paragraph, if Proposer fails to submit a Highlighted Copy with its response, CSF may produce the entire document(s), data or records submitted by respondent in answer to a public records request. Any claim of confidentiality is waived upon submission, unless addressed as set forth above.