

AGENDA
CAREER SOURCE ESCAROSA
BOARD OF DIRECTORS
THURSDAY, AUGUST 18, 2022
3:30 P.M.

LOCATION: 6913 N. 9TH Avenue | Pensacola, FL 32504

CALL IN: 1-872-242-8932 | CONF ID: 488 451 01#

- I. Call Meeting to Order Chair, Board of Directors**
- II. Call for Public Comment**
- III. Reading of Public Disclosures..... Janay Sims**
- IV. Approval of Agenda**
- V. Consent Agenda**
 - Minutes – June 16, 2022
- VI. Items for Consideration**
 - Approval – Financial Expenditure Report (June 30, 2022)/Budget and Variance Report (June 30, 2022)
 - Approval – RFP for CareerSource Escarosa Managed IT Services and Support
 - Approval – Agreement Between CareerSource Escarosa and Baptist Health
 - Ratification – 2022-2023 Local Targeted Occupations List (LTOL)
 - Review – WIOA Training Provider Agreement Extension
 - Review – Board Governance: Board Attendance and Vacancies
- VII. Information Items**
 - Chief Executive Officer’s Report
 - Veterans Event – “Paychecks for Patriots” (November 2022)
- VIII. Other Business**
- IX. Adjournment**

NEXT BOARD MEETING – SEPTEMBER 15, 2022 | LOCATION: TBD

CareerSource Escarosa

BOARD OF DIRECTORS JUNE 16, 2022 MINUTES

Members Participating In-Person: Kathaleen Cole (Chair), Lloyd Reshard (Secretary/Treasurer), and Douglas Brown

Members Participating via virtual/teleconference: Scott Luth (Vice Chair), Anthony Eman, Tawana Gilbert, Steven Harrell, Dianne Hatke, Jeffrey Hondorp, Michele Kelson, and Michael Listau

Members Not Participating: Steve Rhodes (Immediate Past Chair), Laura Hessler, and Shannon Ogletree

Others Participating: Bill Barron, Carol Bono, Dr. Marcus McBride, and Janay Sims – CareerSource Escarosa

Kathaleen Cole, Chair, called the meeting to order at 3:30 p.m. at the Pensacola Career Center (6913 N. 9th Avenue, Pensacola, FL 32504). Ms. Cole called the roll to confirm members participating in the meeting.

CALL FOR PUBLIC COMMENT

No public comments were noted.

READING OF PUBLIC DISCLOSURES

Janay Sims read the public disclosures from the June 1, 2022, Board of Directors meeting.

APPROVAL OF AGENDA

The agenda was reviewed by the Board.

Action Taken: Motion by Douglas Brown and seconded by Steve Harrell to approve the agenda as printed. Motion carried.

REVIEW OF CHANGES DUE TO HOUSE BILL 1507

Marti Coley, Vice President of PinPoint Results, LLC, was not available to present a review of changes due to House Bill 1507. He will be scheduled for another date.

CONSENT AGENDA: MINUTES – JUNE 1, 2022

The minutes were reviewed.

Action Taken: Motion by Lloyd Reshard and seconded by Jeffrey Hondorp to approve the June 1, 2022, Board of Directors minutes.

ITEMS FOR CONSIDERATION

PROVISIONAL BUDGET FOR FY 2022-2023

The Provisional Budget for fiscal year 2022-2023 was provided to the Board at the meeting. It was noted the budget will be placed on a shared drive for access. The budget includes predictions from this month through the end of June. The following was noted as it relates to the budget:

- WIOA Adult Program – Will require a request for a 30% ITA Waiver.
- WIOA Dislocated Worker Program – A transfer of funds was requested from DEO, and the transfer is reflected in the budget.
- WIOA Youth Program – There was carryover funds to support the year activities. CSE receives 2-year awards for a 12-month budget.
- No new expenses are included in the budget as compared to last year's budget.
- Welfare Transition/SNAP – There was an increase in funds in the SNAP Program.

The Administrative Rate is under 10% and the Indirect Rate is at 10.74%.

Dr. McBride noted the following:

- CSE has contracted with a CFO who has come out of retirement to assist with CSE's financial oversight.
- There are 8-10 positions within CSE to be filled in the next quarter.
- Some Hurricane Sally grant dollars will be de-obligated back to the State.

Inquiry was made regarding sufficient time to review the budget prior to approving it. It was noted all grant awards are not in at this time. There will be amendments due to on-going changes.

Action Taken: Motion by Douglas Brown and seconded by Lloyd Reshard to approve the Provisional Budget for FY 2022-2023. Motion carried.

ANNUAL RETIREMENT CONTRIBUTION

Escarosa' Fiscal Year 2021-2022 Budget approved by the Board on July 29, 2021, included a 2% annual retirement contribution for employees enrolled in the 401(k) plan as of December 31, 2018. This contribution is in addition to the matching contributions received by employees each pay period.

The contribution is based on the employee's 2021 W-2 wages. The amount originally budgeted and approved by the Board was \$44,656.00 which included both 2% annual retirement and matching contributions. The actual contribution is \$13,239.74. The annual contribution for 2021 will be paid in July 2022.

Action Taken: Motion by Doug Brown and seconded by Scott Luth to approve the annual retirement contribution as outlined above. Motion carried.

OJT CONTRACT (BETWEEN CAREERSOURCE ESCAROSA AND NET SYNERGY VIRTUAL SOLUTIONS DBA LT3 ACADEMY)

Staff proposes the same OJT agreement that CareerSource Pinellas and Tampa Bay have executed with the provider. The amendment was adjusting the OJT reimbursement rate from 50% to a minimum of 66.14%.

The true value of the Pre-Apprenticeship Software Developer Program is to prepare the participant for the apprenticeship then they can work for the employers.

The main feature the 66.14% of OJT unlocks is the level of Software Developer-Junior/Practitioner (Novice), exposure to real development, build their own API's, 2-3 months experience working on a team and involvement in project version release from start to finish.

Action Taken: Motion by Dianne Hatke and seconded by Steven Harrell to approve an OJT Contract between CareerSource Escarosa and Net Synergy Virtual Solutions dba LT3 Academy. Motion carried. Lloyd Reshard abstained from voting.

BOARD GOVERNANCE: BOARD ATTENDANCE AND VACANCIES

The board attendance for this current fiscal year was presented for review.

Membership participation is good.

There are currently six private sector/business vacancies in Santa Rosa County. There are also two labor organization vacancies. Dr. McBride will forward to the CLEOs the CSE Board Recruitment Packet for recommendations. Recommendations will be brought to the Board for consideration, then forwarded to the nominating organizations (Santa Rosa Economic Development, FloridaWest, and Chamber of Commerce) for submission to the Boards of County Commissioners for approval.

INTRODUCTION OF NEW BOARD MEMBER(S)

Dr. McBride introduced two new members to the Board, Michele Kelson and Douglas Brown.

FORM 1 FILING REMINDER

Board members were reminded to do their annual filing of the Form 1. Some members did not receive the form and requested one from CSE.

RATIFICATION OF DECISION(S) MADE BETWEEN BOARD OF DIRECTORS MEETINGS

TANF SUMMER PROGRAM PROJECT – TEEN PREGNANCY PREVENTION PROGRAM

CSE issued a solicitation for the TANF Summer Program Project – Teen Pregnancy Prevention Program services.

Maximum funding available for the program: \$65,000.00.

There were six vendors who responded to the solicitation – two new vendors: JHT Safe Haven Development Center and New World Believers, and four vendors who provided services last fiscal year (FY 2020-2021): James B. Washington Education and Sports, Inc., Navarre Beach Fire Rescue, Inc., Kukua Institute, and the Urban Development Center, Incorporated. The committee was in support of approving the four vendors from last fiscal year.

The numbers to be served and cost per participant for each vendor, as submitted are below:

Vendor	# of participants to be served	Price per Participant
JHT Safe Haven Development Center	50	\$100.00
New World Believers	50	\$300.00
James B. Washington Education and Sports, Inc.	275	\$350.00
Navarre Beach Fire Rescue, Inc.	50	\$400.00

Kukua Institute	150	\$500.00
The Urban Development Center, Incorporated	200	\$750.00

Based on this information, the committee was in support of setting an average cost per participant at \$487.50. CSE will request each vendor to serve a select number of youths based on the set average cost per participant.

There was consent from the committee regarding the following actions:

- 1) To approve four vendors, all who provided services last fiscal year (FY 2020-2021):
 - James B. Washington Education and Sports, Inc.
 - Navarre Beach Fire Rescue, Inc.
 - Kukua Institute
 - The Urban Development Center, Incorporated
- 2) To set an average cost per participant at \$487.50.
- 3) Request the approved vendors to serve a select number of youths based on the set average cost per participant.

Action Taken: Motion by Scott Luth and seconded by Jeffrey Hondrop to accept the action taken by the Executive Committee as outlined above. Motion carried. Lloyd Reshard abstained from voting.

INFORMATION ITEMS

CHIEF EXECUTIVE OFFICER'S REPORT

Dr. McBride reported on the numbers being served at all career center locations; Welfare Transition numbers served; and the June CSE newsletter.

PY 2022-2023 MEETING SCHEDULE – BOARD OF DIRECTORS/EXECUTIVE COMMITTEE

The meeting schedule of the Board of Directors and Executive Committee for program year 2022-2023 was presented. Inquiry was made regarding revisiting meeting times and dates. Suggestions were welcomed. CSE staff will do a survey to identify availability of the membership.

There being no further business, the meeting adjourned at 4:15 p.m.

Lloyd Reshard, Secretary/Treasurer
CareerSource Escarosa

CareerSource Escarosa
Summary of Expenditures
As of June 30, 2022

Programs	NFA	Total Funds Available (Released)	FY 2021-2022 Life-To-Date Expenditures	Available Funds Remaining	Percent Expended	Award End Date
WIOA - Youth	039055	1,010,161.00	1,010,161.00	-	100%	6/30/2022
WIOA - Dislocated Worker	039212	799,005.00	799,005.00	-	100%	6/30/2022
WIOA - Adult	039236	800,503.00	800,503.00	-	100%	6/30/2022
SFY20-21 Performance Incentives	039321	80,136.00	80,136.00	-	100%	6/30/2022
Hurricane Sally	039508	848,852.31	434,980.85	413,871.46	51%	9/30/2022
RESEA	039997	50,000.00	29,713.71	20,286.29	59%	9/30/2022
WIOA - Youth	040050	929,041.00	461,947.39	467,093.61	50%	6/30/2023
WIOA - Adult	040161	757,453.00	430,907.52	326,545.48	57%	6/30/2023
WIOA - Dislocated Worker	040185	642,537.00	37,423.72	605,113.28	6%	6/30/2023
Rapid Response	040341	139,545.00	128,161.00	11,384.00	92%	6/30/2023
Wagner Peyser	040424	236,067.00	159,708.64	76,358.36	68%	9/30/2022
Military Family Employment Advocacy Program	040450	78,832.00	62,231.33	16,600.67	79%	6/30/2022
Supplemental Nutrition Assistance Program	040534	61,036.00	61,036.00	-	100%	9/30/2022
One-Stop Security	040689	72,544.86	71,563.62	981.24	99%	6/30/2022
Welfare Transition Program-Oct - June	040723	1,147,649.17	742,235.19	405,413.98	65%	8/31/2022
Trade Adjustment Assistance-Case Management	040794	3,410.85	1,476.28	1,934.57	43%	9/30/2022
Trade Adjustment Assistance-Training	040812	14,330.67	3,604.43	10,726.24	25%	9/30/2022
Get There Faster Veterans and Military Spouses	040840	551,078.00	32,065.30	519,012.70	6%	9/30/2023
Get There Faster At-Risk Floridians	040896	1,037,828.00	7,517.60	1,030,310.40	1%	9/30/2023
Veterans Program-Disabled Veterans	041042	36,394.00	30,134.92	6,259.08	83%	12/31/2023
Veterans Program-Local Veterans	041064	35,754.00	26,957.29	8,796.71	75%	12/31/2023
2021 Supplemental SNAP	041322	76,329.00	31,460.18	44,868.82	41%	09/30/2022
WIOA-YOUTH	041363	217,694.00	-	217,694.00	0%	6/30/2024



CareerSource Escarosa
BUDGET VARIANCE REPORT
June 30, 2022

TOTAL AVAILABLE FUNDING	TOTALS					
Available Funding PY 2021-2022		\$ 6,467,179				
Carried Forward from PY 2020-2021		\$ 2,547,270				
New Funds Added PY 2021-2022		\$ 101,772				
Deobligations PY 2021-2022		\$ -				
Program Income PY 2021-2022		\$ -				
Transfers PY 2021-2022		\$ -				
Total		\$ 9,116,220				
EXPENDITURES	ACTUAL EXPENDITURES	APPROVED BUDGET	BUDGET VARIANCE Under/(Over)	Expended FAVORABLE 100%		OVER/-UNDER
Board Admin Operating Costs (Indirect)	\$ 488,876	\$ 617,413	\$ 128,537	79.18%		-20.82%
Payroll & Benefits	\$ 375,707	\$ 463,117	\$ 87,410	81.13%	1	-18.87%
Facilities	\$ 15,981	\$ 17,962	\$ 1,981	88.97%	2	-11.03%
Equipment	\$ 2,299	\$ 700	\$ (1,599)	328.43%	3	228.43%
Operational Support	\$ 94,888	\$ 135,634	\$ 40,746	69.96%	4	-30.04%
Board Program Operating Costs Indirect	\$ 68,598	\$ 68,598	\$ 0	0.00%		-100.00%
Payroll & Benefits	\$ 39,528	\$ 39,528	\$ (0)	0.00%	5	-100.00%
Facilities	\$ 15,507	\$ 15,507	\$ (0)	0.00%	6	-100.00%
Equipment	\$ 639	\$ 639	\$ 0	0.00%	7	-100.00%
Operational Support	\$ 12,924	\$ 12,924	\$ 0	0.00%	8	-100.00%
One Stop Centers, Program Management, WIOA Direct	\$ 3,130,728	\$ 3,067,608	\$ (63,220)	102.06%		2.06%
Payroll & Benefits	\$ 1,856,245	\$ 1,637,808	\$ (218,637)	113.35%	9	13.35%
Facilities	\$ 546,898	\$ 447,995	\$ (98,703)	122.03%	10	22.03%
Equipment	\$ 13,799	\$ 21,677	\$ 7,878	63.66%	11	-36.34%
Operational Support	\$ 253,511	\$ 278,084	\$ 24,573	91.16%	12	-8.84%
DEO State Control	\$ 460,473	\$ 682,144	\$ 221,671	67.50%	13	-32.50%
Tuition, Training and Supportive Services Costs	\$ 658,263	\$ 648,963	\$ (9,300)	101.43%		1.43%
Tuition/Books/Supplies	\$ 466,018	\$ 545,032	\$ 79,014	85.50%	14	-14.50%
Supportive Services	\$ 178,194	\$ 83,931	\$ (94,263)	212.31%	15	112.31%
Supportive Services/ Transportation	\$ 14,050	\$ 20,000	\$ 5,950	70.25%	16	-29.75%
Contracted Service Costs	\$ 884,455	\$ 1,778,751	\$ 894,296	49.72%		-50.28%
Specialized Training (EWT, OJT, CET)	\$ 29,154	\$ 34,000	\$ 4,846	85.75%	17	-14.25%
Youth Customer Services	\$ 498,385	\$ 1,387,835	\$ 889,451	35.91%	18	-64.09%
Work Experience/Internship Youth	\$ 356,916	\$ 356,916	\$ (0)	100.00%	19	0.00%
Total Expenditures	\$ 5,230,918	\$ 6,181,233	\$ 950,315	84.63%		-15.37%
Balance Available	\$ 3,885,302					
% of Funds Expended				FAVORABLE 100%		
Comments						
OVER/-UNDER		\$ 2,934,987	not included in the budget			



BUDGET VARIANCE REPORT COMMENTS JUNE 30, 2022

Line Item#	Comments
1, 5, & 9	<ul style="list-style-type: none"> Includes salaries and benefits, employee cost, retirement over spent by \$131,288/6.13% of the favorable 100%
2, 6, & 10	<ul style="list-style-type: none"> Includes building rent, maintenance, cleaning, and utilities, over spent \$96,722/20.09% of the favorable 100%.
3, 7, & 11	<ul style="list-style-type: none"> Includes equipment and software – under spent \$-6279/-27.28% of the favorable 100%.
4, 8, & 12	<ul style="list-style-type: none"> Includes items such as advertising, audit, bank, communication, consulting, copier, legal, cloud services, security guard, insurance, meetings, memberships, finance charge, postage, publication& subscriptions, equipment rental, office supplies, staff training, travel, outreach, job fairs, work verification, PEO fees. Under spent \$-221,671/-32.50% of the favorable 100%.
13	<ul style="list-style-type: none"> DEO merit staff salaries and benefits paid and controlled by the State Wagner Peyser DVOP and LVER. Under spent \$-221,671/ -32.50% of the favorable 100%.
14	<ul style="list-style-type: none"> Expenditures are based on the number of customers determined eligible for ITA's under spent \$-79,014/-14.50% of the favorable 100%. The Budget includes 35% of available Adult and Dislocated Workers program funds for ITA's in accordance with the accountability act. We are currently at 37.25% of the Adult and Dislocated workers program expenditures.
15	<ul style="list-style-type: none"> Expenditures are based on the number of customers determined eligible for supportive services over spent \$94,263/112.31% of the favorable 100%.
16	<ul style="list-style-type: none"> Transportation expenditures are under \$5950/29.75% of the favorable 100%.
17	<ul style="list-style-type: none"> The OJT providers/agreements under spent -\$4846/-14.25% of the favorable 100%.
18	<ul style="list-style-type: none"> Youth Services Sub-Awards expenditures are under spent - \$889,451/-69.09%
19	<ul style="list-style-type: none"> Youth Work Experience Sub-Awards expenditures are 100% of the favorable 100%

All funding combined the expenditures are under -\$950,315/ -15.37% of the favorable 100% of the budget.

Funds not included in the approved Budget \$2,934,987 are \$682,144 State Controlled Funds, One Stop Security \$72,545, Get There Faster at Risk Floridians \$1,037,828, Get There Faster Veterans and Military Spouse \$551,078, Rapid Response \$139,545.

**CAREERSOURCE ESCAROSA
ACTION ITEM
REQUEST FOR PROPOSALS
(MANAGED IT SERVICES AND SUPPORT)**

Date: August 18, 2022

ITEM FOR DISCUSSION

CSE issued a solicitation on July 3, 2022, for CSE Managed IT Services and Support for fiscal year 2022-2023. The solicitation requested the need for an IT Managed Service Provider who can become a technical partner with current IT staff and provide remote (on-site assistance) back-up/day-to-day monitoring and maintenance to help manage current infrastructure; provide plans for upgrading equipment; improve security posture; and other solutions that would assist CareerSource Escarosa.

The deadline for receipt of proposals was July 30, 2022. Proposals were received from two (2) service providers: SoftSages Technology and Business Information Solutions.

DISCUSSION/RECOMMENDATION:

Request for Proposals
For
Managed IT Services and Support

Workforce Escarosa, Inc. dba CareerSource Escarosa

Date of Issue: July 3, 2022

Workforce Escarosa, Inc., hereinafter referred to CareerSource Escarosa, is competitively soliciting for an IT Managed Service Provider who can become a technical partner with current IT staff and provide remote (on-site assistance rare but possible) back-up/day to day monitoring and maintenance to help manage current infrastructure. In addition, provide plans for upgrading equipment, improving our security posture, and other solutions that would assist CareerSource Escarosa to be more efficient are needed.

I. Submission of Proposals

Proposals are to be submitted to:

Name: Nathaniel Johnson
Title: IT Manager
Entity: Workforce Escarosa, Inc.
Address: 6913 North 9th Avenue
Pensacola, FL 32504
Phone: (850) 607-8756
FAX: (850) 607-8851
Email: Njohnson@careersourceescarosa.com

All proposals must be received no later than July 30, 2022, by 4:00 PM, Central Standard Time (CST). Proposals that are received after the above deadline will be deemed non-responsive, will not be reviewed nor evaluated, will not be considered for services, and will be returned to the Offeror with a written notice stating why the proposal is non-responsive.

Proposals shall be typed in 12-point font on 8-1/2" x 11" paper. The written narrative of the proposal shall not exceed ten (10) pages excluding any attachments. **One original and three (3) copies must be submitted in accordance with the timeline identified below.**

All costs incurred by the organization or individual, hereinafter referred to as the Offeror, in the preparation of a proposal responding to this RFP are the responsibility of the Offeror and will not be reimbursed by Escarosa.

This RFP is to contract for Managed IT Services and Support for fiscal year 2022-2023. Escarosa's fiscal year begins July 1 and ends June 30 of any given year.

Legal Notice: July 3, 2022

Publish RFP: July 5, 2022

Deadline for RFP to be submitted (4 PM): July 30, 2022

Evaluation Team to review RFP Responses: August 11, 2022

Executive Committee review of Evaluation Team's recommendation:
August 18, 2022

Executive Committee to present recommendation of award to Board

Proposer notified of selection: August 18, 2022

Contract to begin: September 1, 2022

Inquiries concerning the RFP will be directed to Nathaniel Johnson at (850) 607-8756.

Escarosa request an overall cost quote based on Offeror estimates of staff to be involved and the number of hours needed to complete the services identified in the RFP, and any other costs associated with the services. The Offeror must provide a bottom-line quote which states that amount the contract will not exceed based upon the services being solicited.

Although cost is one of the criteria for selection, CSE will be awarding based upon several criteria evaluated based upon the proposal. Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. CSE is not bound to accept the lowest proposal and is not obliged to give a reason for rejecting a proposal.

Escarosa reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in the RFP.

It is expected that a decision selecting the successful proposal will be made by August 19, 2022. All proposers that submitted proposals will receive written notification of the decision of the Board of Directors.

The contract will be based upon progress invoices tied to performance of the services being solicited and funding allocations.

II. Background Information

CareerSource Escarosa is a nonprofit organization committed to supporting the workforce needs of Escambia and Santa Rosa Counties. Classified as one of Florida's 24 local Workforce Boards and a member of the CareerSource Florida Network, we provide employment and training resources for area job seekers and employers.

CareerSource Escarosa is a private, nonprofit corporation and has been determined to be exempt from Federal income tax under Section 501(c) (3) of the Internal Revenue Service Code. It is governed by a 19+ member Board of Directors. Administrative offices are located at 6913 North 9th Avenue, Pensacola, FL 32504.

CSE has 3 offices where services are offered to the public:

Center	Address	Days and Hours of Operation
Pensacola Career Center	6913 North 9 th Avenue Pensacola, FL 32504	M-F 8:00 am – 4:00 pm
Milton Career Center	5725 Highway 90 Milton, FL 32583	M-F 8:00 am – 4:00 pm
Century Career Center (satellite center)	8120 North Century Boulevard Century, FL 32535	M-W 8:00 am – 4:00 pm

The Pensacola Office (Main Office)

- The ISP and package is: Cox Business 100 - 100 Mbps x 20 Mbps., Managed VOIP system
- 35 public use Windows 10 computers with Deep Freeze and Time Limit Manager
- 35+ employees with Windows 10/11 Dell AIO desktops, 15 laptops
- 3 Networked HP color printers, 3 Xerox Copiers, 40+ HP desktop printers, 4 fax machines
- Meraki MDM – 8 cell phones, 14 Ipads, 2 Galaxy Tabs
- Sonicwall NSA 2650, Trend Micro, VPN to Department of Economic Opportunity (DEO)
- Barracuda Sentinel and Email Protection on prem with cloud back-up of file shares/data
- 8 physical hosts, 10 VM's, 2 DC's (Hyper-V)
- Office 365 cloud E1 and E3 licensing with Azure on prem, MIP for Accounting (server based), Adobe Pro, PII Protect/Threat Protector for Security Awareness Training of the 60 +/- users in AD
- There are 5 users who can utilize remote VPN access through Sonicwall using Net Extender

The Milton Office

- Satellite office with 10 staff members | 12 staff and 8 public use Dell AIO computers with Windows 10 and 2 laptops)
- Sonicwall TZ300 FW/VPN with main site (9th)
- PBX phone system – 12 lines, 2 analog (Possibly upgrading to VOIP)

- ISP – Mediacom Fiber
- 1 host with 1 VM
- 1 networked HP color printer, 2 Xerox copiers, 1 networked HP printer, and 2 fax machines

Century

- 1 staff member with 1 Dell AIO and 5 public use Dell AIO computers
- 1 networked color printer and 1 HP desktop printer
- Sonicwall SOHO250 FW/VPN to main site (9th)
- ISP – Spectrum 100Mbps

III. Scope of Work/Performance

The successful Offeror will be contracted to provide services as follows:

- Introduce and monitor a help desk ticketing system for CSE staff to use when issues arise
- Provide full help desk support for CSE staff when IT staff is unavailable or needs assistance with a help desk ticket item
- Network Administration – Maintain the availability, performance, and health as well as maintenance and firmware updates for Sonicwall FW and other network equipment
- Help maintain Meraki WAP and create a streamlined approach for setting up CSE mobile devices for each user via Meraki MDM
- Oversee AV endpoint management and cybersecurity overall
- Aid with deploying new software or app rollout and provide input into licensing
- Reset passwords and unlock/lock domain user accounts
- Troubleshoot voicemail/calling issues within the Cox.com web interface
- Print Server management
- Group Policy overhaul and deployment
- Update documentation/policies as required
- Provide audits of network security
- Document and update disaster recovery and redundancy processes and manage server backups and hardware necessary for DR
- Regular testing of image backups to ensure integrity of the backup process
- Provide assistance with creating HW/SW renewal planning
- Track hardware and software model, version, serial numbers, licensing model, end-of-life, warranty, and maintenance costs etc.
- Assist in developing, reviewing, and updating IT Security Policies on a scheduled and as-needed basis
- Take over patching and ensure all Hosts, VM's, and endpoints have the latest software and security updates
- Monitor servers (Hyper-V), network infrastructure, and other key local and cloud-based services on a 24-hour / 7 days per week basis and notify CSE IT staff immediately of arising issues

The Offeror must sign and include as an attachment to its proposal the Certification Forms with the RFP (See Attachment I of the RFP Instruction

Package). The Offeror must complete the forms as required by federal and state law and include them as an attachment to their proposal.

IV. RFP Written Narrative Response Format

The Offeror must follow the format outlined below. All items must be addressed and responded to in the written narrative of the proposal. If an item is not addressed and is omitted, the proposal shall be deemed non-responsive, shall not be rated nor ranked, and shall not be considered for funding. The proposal shall be returned to the Offeror with a written statement noting why the proposal was deemed non-responsive.

The Offeror in its proposal shall, at a minimum, include the following:

A. Prior Managed IT Services and Support

1. The Offeror will need to describe its prior experience including the names, addresses, contact persons and telephone numbers of, at a minimum, 3 prior organizations the Offeror has rendered services.
2. The Offeror will need to provide contact information for references of current customers.

B. Organization, Size and Structure

The Offeror will need to describe its organization's size and structure. Indicate, if appropriate, whether or not the organization is a small or minority-owned business. Offeror will need to include a copy of the most recent Peer Review, if the Offeror has had a Peer Review, as Attachment II to this response. If the Offeror has not had a Peer Review/Quality Review, under Attachment II, the Offeror will need to provide a statement as to why this has not been completed.

C. Staff Qualifications

The Offeror will need to provide the qualification of staff to be assigned for services. Descriptions will include:

- a. Staff positions. Only include bios of staff to be assigned to the service. Include education, position in organization, years and types of experience, continuing professional education, and, if applicable, state(s) of licensures.

D. Understanding of Work to be Performed

The Offeror will need to briefly describe its understanding of work to be performed

E. Budget

Provide a budget for the services listed in the Scope of Work, to include procedures and documentation for each item, as well as any other cost that will affect the contract.

CSE expects to contract with the vendor on a Fixed Price basis. Vendor is to quote a Fixed Price for: Implementation of services (Onboarding), all software licenses for

the vendor's products, all software licenses for third party products supplied by the Vendor, and ongoing services in the agreement for one year from the start date.

V. Proposal Evaluation

Proposals will be evaluated based upon the following criteria:

- Prior experience with similar or like organizations and or funding 30%
- Organizations' size and structure 10%
- Qualifications of staff to be assigned for services 25%
- Understanding of the work to be performed 25%
- Budget 10%

*Getting **IT** done.*

REQUEST FOR PROPOSAL

IT SERVICES

CareerSource Escarosa



BUSINESS INFORMATION SOLUTIONS

We Get **IT Done!**

Request for Proposal

For

Managed IT Services and Support

IV. Written Narrative

- A. Business Information Solutions (hereafter known as 'BIS') is a premier Managed Service Provider, with over twenty years of experience delivering exceptional service to clients from Gulfport, MS, to Gulf Breeze, FL. Our client industries range from healthcare and education, to engineering firms, financial companies, service-related businesses, and many points in between. However, no matter the complexity of a business or their size and structure, we treat each with the same respect, care, and concern, and strive to go above and beyond contractual requirements and general expectations.

BIS is currently divided into four core groups; Information Technology; Business Systems; Marketing; and Cybersecurity. Utilizing up-to-date automation tools combined with our Tiered level approach to problem solving, BIS partners with our clients to successfully develop, manage and complete IT projects, whether straightforward or complex, as well as manage and administer existing network environments, including design and installation. BIS also creates and monitors domain and email accounts; employs a 'First-Time Resolution' to problem solving; oversees a myriad of alerting for issues such as drive space utilization; patch compliance, network health, and potential threats or breaches to your most prized commodity – information. BIS can provide consulting for your IT needs, offer solutions and best practice guidance for all related IT security concerns, work with you to solve office product needs, and give expert insight into marketing strategies. We stand by our mission to clients: to develop and deliver solutions that will accelerate your business, giving you the competitive advantage.

Some of the various projects we have completed are: Bullock Tice Associates (Complete Care onboarding); H T Barnes (Remote Services, new Server build); Professional Management Services, Inc. (new Phone system); Equity Valuation Partners (Remote Care onboarding); Community Action of South Mississippi (Multiple Server Rebuilds).

Points of Contact for these clients:

- BTA – Karl White (850) 434-5444
- H T Barnes – Paige Lankford (251) 978-8325
- PMS, Inc. – Traci Palmer (251) 228-2067
- Equity Valuation Partners – Stacy Chew (251) 968-9997
- Community Action of South Mississippi – Hope Melton (228) 471-1247

- B. BIS is an incorporated small business currently staffed with 25 personnel in various positions of leadership and responsibility. Our Accountability Chart is included (Attachment II).

(Peer Review requirement): For this proposal, BIS has not had a Peer Review. As we generally propose or agree to contracts as the Single Source supplier, Peer Reviews are not intrinsic to BIS being selected for fulfilling the needs of a client's request. However, BIS and its leadership actively participate in the IT Nation community of peers and industry leaders where processes and results are routinely scrutinized for helpful insight to achieve overall service improvement.

- C. BIS has a Leadership Team that manages the overall plan for BIS, with responsibilities divided into 4 main areas: Chief Executive Officer (CEO), Chief Operations Officer (COO), Chief Technology Officer (CTO) and Chief Finance Officer (CFO). The following are their biographies:
- Phillip D. Long – CEO, Owner, Visionary. Phillip is a founder of BIS, and in 2020, assumed sole ownership. Aptly identified as a Technologist, Multiple Business Entrepreneur, and Certified Information Systems Security Professional (CISSP), Phillip focuses on sales and delivery, while providing the overall vision for BIS. He is also a local pioneer in cybersecurity, having developed a significant technology roadmap for businesses seeking to obtain cyber liability insurance protection as well as achieve Cybersecurity Maturity Model Certification (CMMC), allowing them to fully participate in the bidding process for the Defense Industrial base (DIB).
 - Mitchel K. Carlson – COO, Integrator. Mitch is a retired member of the U.S. Navy and followed up his military service with an additional 13 years as a federal contractor, having spent the last 3 years of government service as the Communications Director of a Top Secret facility on the island of Diego Garcia. He has over 34 years in the field of Information Technology, and has a background in Network installation and design, systems engineering, and currently oversees Project Management along with the overall daily operation of BIS.
 - Rick Bullard – CTO, Sr. Project Engineer. Rick has over 23 years in the IT industry, having worked his way from a Jr. Tier 1 Technician, to a Sr. Systems Manager, and currently serves as the CTO and Sr. Project Engineer for BIS. Through his superior technical knowledge and ability, Rick has overseen multiple projects of a complex nature, such as building both Physical and Virtual Servers; has designed and implemented Telephone Systems; was directly responsible for negotiating several Cloud contracts with Vendors, and has tested and/or consulted on myriad IT platforms, both for BIS as well as our client base.

- Lorri Parsons – CFO/HR Director – With a degree in Business Management, and having earned accounting certifications through CE courses, Lorri’s extensive background is in Human Resources and Finance. She is the longest tenured BIS employee, has over 20 years of management experience and has been in the IT field for the last 13 years. Along with HR, Lorri oversees both the BIS Accounting and Supply areas and is well-versed in understanding business concerns with respect to budgetary forecasting and constraints.

Other key members of the BIS team, include:

- Buffie Twigg – Billing and Contract Administrator – Buffie has been with BIS for 2 years, bringing with her over 15 years of administrative experience. She is a proven core member of the team, steadfastly performing asset, product and service audits on a monthly basis, creating and managing contracts, and is responsible for client billing and collection. In her accounting duties, Buffie is thorough and meticulous. She works well with clients and presents reasoned positions when negotiating contract changes or answering client’s invoice questions.
- Vicki Clarke – Project Manager – Having left the industrial supply sector as a successful business owner, Vicki has been with BIS for nearly 2 years, and in that time has gone from a Dispatcher and Service Delivery Manager to leading Projects. With a Bachelor’s Degree from Wisconsin-Stevens Point and an MBA from UWF, Vicki has brought over 40 years of experience in supply chain management, vendor relations, and understanding the needs of the client, which have served to enhance the structure and flow of Project Management.
- Jamie Moyer - Director of Client Relations and Purchasing – Jamie has been with BIS for over 5 years, and has developed not only excellent client relations with our Vendors and Suppliers, but as our Client Concierge, Jamie has worked tirelessly in growing highly positive partnerships with our client base. Overseeing the Supply aspect of BIS, Jamie orders parts, crafts quotes, offers assistance to clients, and also creates and presents Technical Business Reviews (TBRs) that serve to highlight the client’s overall current network and endpoint health; potential vulnerabilities; and offers sound recommendations for asset management and replacement.
- CJ Donahue – Service Manager/Tier III Support – CJ, a native Iowan, brought his mid-west work ethic to BIS, as indicated by his rise through the ranks of Tier I Technician, to Onsite Engineer, and currently in the role of Service Delivery Manager, where he manages the daily tasks of our Dispatchers, Help Desk, and Security Operations Center (SOC), while also writing Scopes of Work for Projects, providing Onsite consultations,

and reviewing and working our highest level tickets. With over 16 years in the industry, CJ is highly respected by his peers and clients for his technical acumen and cooperative nature.

- Garrett Brooks – Escalation Engineer/Tier III Support – Garrett has been in the Information Technology field for over 8 years, after having earned a BS Degree from Troy University. As a Tier III Technician, Garrett mentors junior Technicians while also tackling the most difficult and complex tickets for our customer base. He liaises with clients to develop and sustain long-term relationships, which are critical to the success of BIS. Garrett has also earned his Advanced Certification for the 3CX Telephone System, and is the go-to for matters related to telephones and document scanners.
- Joseph Lindsay – SOC Engineer – Joe earned his Bachelor's in Software Engineering from the Florida Institute of Technology, and has been employed in the IT industry for over 11 years. Since coming to BIS, Joe has transitioned from the Help Desk to the Security Operation Center, and been crucial in executing network scans and discoveries, looking for anomalies, potential threats, breaches or vulnerabilities, which can adversely impact a client's data integrity if left unchecked or not followed through to a successful resolution. Joe is also willing to impart any and all insights to his peers and clients by way of writing numerous Knowledge Base articles or procedures – often resulting in a better and more effective way of doing tasks.

The BIS team also consists of other technically proficient Onsite, Tier II, SOC and Help Desk personnel ready and able to provide installation and remote support for clients. Our ongoing training program allows for our personnel to seek and earn IT or Administrative related degrees and certifications, enhancing their personal knowledge and ability, while also serving to better support our clients.

- D. BIS fully embraces communication and transparency with our partner clients in all manner of support. Clients and their associated personnel can reach the BIS team in one of 3 ways:
- Telephone Support – The BIS Trouble Desk is available for contact 24/7/365 (including our after-hours support)
 - Email Support – Clients may also reach us via email through our support@askbis.com address – and this email will automatically generate a ticket for the client's submission
 - Client Portal – We also make a portal available to clients who may also use this as a means of submitting tickets

Central to BIS, is our automated and integrated ticketing system, Autotask, to track all work from a ticket or Project perspective – whether billable or not. When a client calls in, emails or uses the portal, a ticket is generated and immediately assigned to a queue and then acted upon according to several factors, such as, Service Level Agreement; Priority (criticality) of ticket; whether the issue is recurring, and so on. Our Dispatch team will triage the ticket, and either assign to a Tier I/II/III Technician, call the client with an update and estimated time for response, or place the ticket in a queue to be acted upon by the first available Technician. Autotask is also used to track product, invoice and contract information as well, and integrates with other applications, like Quickbooks, BrightGauge, etc. Moreover, we create projects within Autotask, which allows us to potentially merge regular tickets as well as create a comprehensive outline for the successful completion of the projects.

Along with Autotask, we use Automate as our main Remote Monitoring and Management (RMM) software tool, which allows us to perform consistent endpoint patching and monitoring as well as provide our Technicians remote access for real-time troubleshooting and resolution with the end user. Automate gives us immediate information for asset discovery, which helps develop the very best overall network information database with a detailed inventory of each endpoints' hardware so that asset management information is readily available.

Our Security Operations Center is constantly monitoring the health of managed networks by watching off-hours patching, backups and reviewing overall data integrity to ensure availability as well as provide assurances the data is current and safe. We deploy several tools to watch for threats, receiving real-time alerts or anomalous behavior, whether by the end user or network hardware. And we don't just report these findings: we search for root cause by digging deeper. We are able to stand up and monitor Virtual Machines (VMs) and have excellent vendor relations in support of our Direct to Cloud (D2C) backup services, Cloud Servers we support, and can also fully recommend and support local physical backups.

Our Client Concierge conducts Technical Business Reviews (TBR) based on client availability, and this is generally done once a quarter or semi-annually, based on your needs. These timely and informative TBRs will provide you with data for your overall network health, and delve into patch compliance; hardware stability; anti-virus statistics; give an overall security score; and then help develop a asset management strategy so you can budget and plan for future replacements or upgrades.

Our Accounting personnel perform monthly audits to ensure your assets are properly managed from a contract perspective, to ensure accurate billing and invoicing of services expected and rendered.

BIS can, and will, provide all expected services within the scope of this RFP. However and more to the point, we develop relationships with our clients that go beyond the equipment you entrust to us. We prefer to think of our relationships as one of collaboration or partnership. We provide services such as account creation and password resets; we can set up new or take over existing email tenancies; we can design and install networks; we are well-versed in firewall and wireless access point installation and management; we use several comprehensive software tools for monitoring, alerting and servicing assets or accounts; and we can provide best practice security information and asset protection. BIS's work ethic and desire to the best is reflected in our core values: be empathetic, be passionate, be proactive, and most of all, be accountable. We go beyond just hearing you, we listen and connect because you are important to us. We ask questions to help you and your personnel, and we are engaged in our work and the support we offer. We don't just react to tickets, we look for ways to improve your network, offering suggestions and ideas to make you as successful as possible. We hold ourselves accountable to our end product, to the vendors we work with and represent, and to you, our most valued asset.

As our mission clearly states, "By understanding the relationship between people, technology, and security, BIS develops and delivers solutions that accelerate business, giving our clients a competitive advantage". We stand by it, because we believe it.

At BIS, we get IT done!

- E. BIS has prepared the expected costs with our proposal in the form of a quote (Attachment III), outlining the expected services associated with each line item.

ATTACHMENTS TO

Request for Proposals For Managed IT Services and Support

DRUG-FREE WORKPLACE

Identical Tie Bids: Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the state or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedure for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violation of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace; the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4) In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 898 or of any for a violation occurring in the workplace no later than 5 days after such conviction.
- 5) Impose a sanction on, or require that satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by, any employee who is so convicted.
- 6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.



AUTHORIZED SIGNATURE

7/22/2022

DATE

CERTIFICATION REGARDING LOBBYING
CERTIFICATION FOR CONTRACTS, GRANTS, LOANS AND COOPERATIVE
AGREEMENT

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or an employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with the awarding of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.



Signature

7/22/2022

Date

Phillip D. Long

Name of Authorized Individual

Application or Contract Number

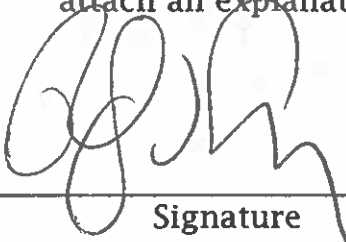
Business Information Solution, Inc.

Name of Address of Organization

CERTIFICATION REGARDING
DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION
CONTRACTS/SUBCONTRACTS

This certification is required by the regulation implementing Executive Order 12549, Debarment and Suspension, signed February 18, 1986. The guidelines were published in the May 29, 1987 Federal Register (52 Fed. Reg., pages 20360-20369).

- (1) The prospective provider certifies, by signing this certification, that neither he nor his principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in contracting with any federal department or agency.
- (2) Where the prospective provider is unable to certify to any of the statements in this certification, such prospective provider shall attach an explanation to this certification.



Signature

Phillip D. Long, CEO, BIS Inc.

Name and Title of Authorized Signee

7/22/2022

Date

Agency

CERTIFICATION OF EQUAL OPPORTUNITY AND EQUAL ACCESS

Name of the Organization/Entity: Business Information Solutions, Inc.

The information in this Proposal accurately represents the entity/organization to receive this contract and its proposed operating plans and budget for proposed project.

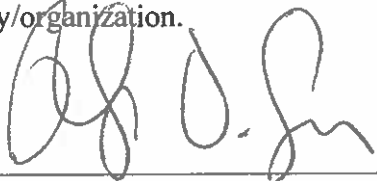
I acknowledge that I have read and understand the requirements and provisions of the Request for Proposal (RFP) and that my entity/organization is prepared to implement the activities as specified in this proposal.

I understand that I will be held accountable for the information provided by my organization in this proposal and that this information may become the terms and conditions of the contract.

I certify that the governing provisions regarding independent pricing and open competition have been upheld; that all work unless otherwise noted represents an original work product; and that all legally responsible persons in the bidder's organization have upheld same.

As a condition to the award of financial assistance under funding received from the Department of Labor, the Department of Health and Human Services; the Department of Agriculture and other federal entities the proposing agency assures, with respect to operation of the Workforce Innovation and Opportunity Act (WIOA)/Welfare Transition (WT) funded program(s) or activity(ies) and all agreements of arrangements to carry out the specific funded program(s) or activity(ies), that it will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014; Personal Responsibility and Work Opportunity Reconciliation Act of 1996; Workforce Florida Act of 2000; Title IV of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Pat 34. The United States and the State of Florida has the right to seek judicial enforcement of this issuance.

I certify that I am authorized to sign this proposal on behalf of the above referenced entity/organization.



Signature

Phillip D. Long

Printed or Typed Name

7/22/2022

Date

CEO, BIS Inc.

Title

**WORKFORCE ESCAROSA, INC.
dba CAREERSOURCE ESCAROSA**

ADA FACILITY ACCESSIBILITY ASSURANCE FORM

This verifies that my organization, Business Information Solutions, Inc., meets the requirements as outlined in the Facility Accessibility Survey requirements provided by the United States Department of Labor (USDOL) and the Office of Civil Rights and Minority Affairs (OCRMA), regarding the American Disabilities Act.



Signature

7/22/2022

Date

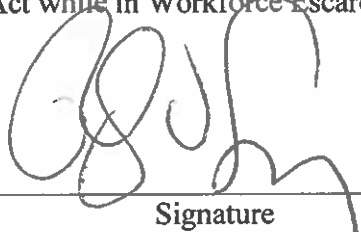
CERTIFICATION REGARDING THE FLORIDA CLEAN INDOOR AIR ACT

Pursuant To the Florida Clean Indoor Air Act (FCIAA), Chapter 386.201-286-212 Florida Statutes, the undersigned, in representing Business Information Solutions, Inc., attests and certifies that the Contractor will comply with the Florida Clean Indoor Air Act.

The purpose of the Florida Clean Indoor Air Act is to protect the public health, comfort, and environment by creating areas in public places and at public meetings that are reasonably free from tobacco smoke by providing a uniform statewide maximum code.

Workforce Escarosa, Inc. dba CareerSource Escarosa has elected as outlined in s.386.205(3)(4), F.S. for all Workforce Escarosa administrative spaces and Escarosa Career Centers to be smoke free facilities.

By signing this certification, the contractor agrees to adhere to the Florida Clean Indoor Air Act while in Workforce Escarosa administrative offices or Escarosa Career Center(s).



Signature

Phillip D. Long

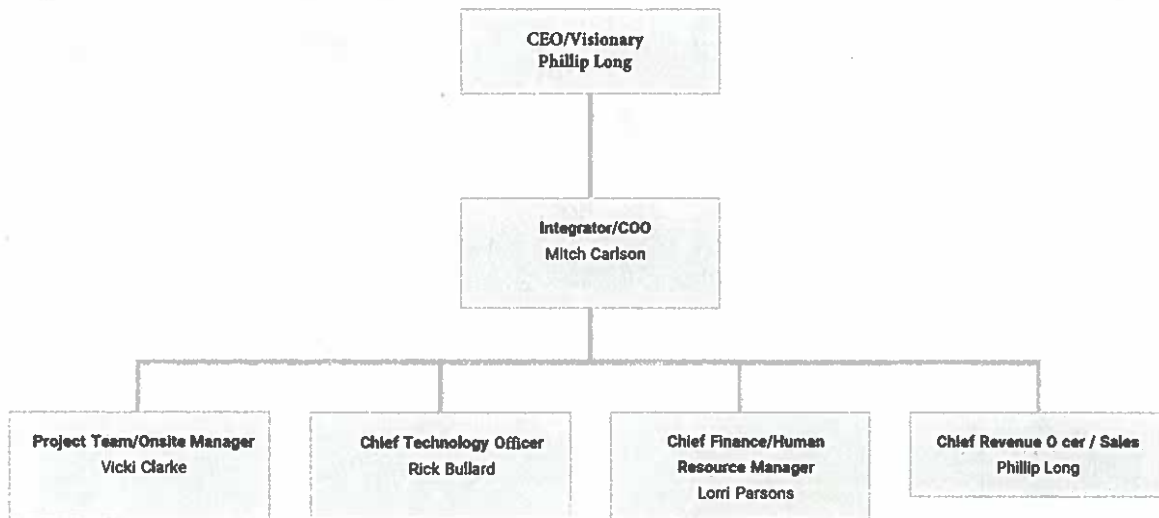
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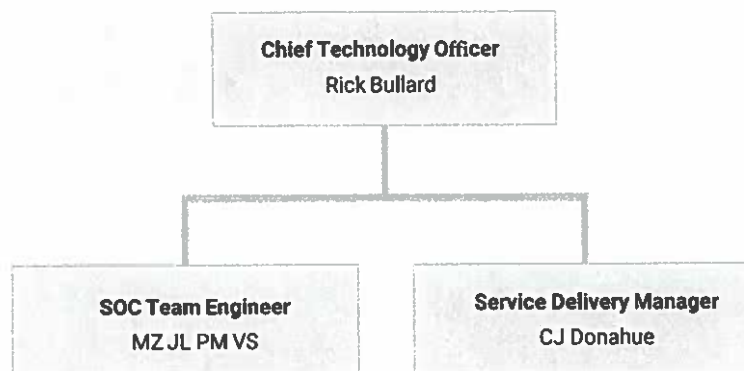
7/22/2022

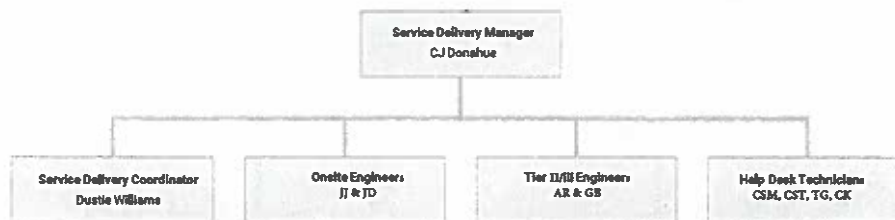
Date

CEO, BIS Inc.

Title







Quote Prepared For

Marcus McBride
Careersource Escarosa
 3670-A North I Street
 Pensacola, FL 32505
 United States
 Phone:8506078700
 Mmcbride@Careersourceescarosa.com

Quote Prepared By

Phillip Long
Business Information Solutions, Inc.
 21530 Professional Drive
 Robertsdale, AL 36567
 United States
 Phone:251-405-2527
 Fax:251-405-2548
plong@askbis.com

Item#	Quantity	Item	Unit Price	Adjusted Unit Price	Extended Price
Monthly Items					
1)	18	Sentinel Remote Care - Server Includes BIS Proactive Management Agent, Cisco DNS Cloud Security, Ninite Software Patching, Hitman Pro Malware Remediation, Vendor Management, Asset Management, Quarterly vCIO & Business Reviews, Network Reporting Modules. Onsite and Project Labor billed at \$125 per hour. After Hours billed at 1.5 times normal rate. 1 Hour SLA Response. Unlimited Help Desk Support M-F 7:00 AM - 6:00 PM.	\$81.50	\$81.50	\$1,467.00
2)	150	Sentinel Remote Care - Workstation Includes BIS Proactive Management Agent, Cisco DNS Cloud Security, Ninite Software Patching, Hitman Pro Malware Remediation, Vendor Management, Asset Management, Quarterly vCIO & Business Reviews, Network Reporting Modules. Onsite and Project Labor billed at \$125 per hour. After Hours billed at 1.5 times normal rate. 1 Hour SLA Response. Unlimited Help Desk Support M-F 7:00 AM - 6:00 PM.	\$40.20	\$40.20	\$6,030.00
3)	3	Sentinel Remote Care - Firewall Includes Application Configuration, Firmware Patching and Global Management System Monitoring. 1 Hour SLA Response. Onsite and Project Labor billed at \$125 per hour. Help Desk Billed in 30-minute increments. After Hours billed at 1.5 times normal rate. Unlimited Help Desk Support M-F 7:00 AM - 6:00 PM.	\$19.75	\$19.75	\$59.25
4)	3	Sentinel Remote Care - Wireless Access Point Includes Application Configuration, Firmware Patching and Global Management System Monitoring. 1 Hour SLA Response. Onsite and Project Labor billed at \$125 per hour. Help Desk Billed in 30-minute increments. After Hours billed at 1.5 times normal rate. Unlimited Help Desk Support M-F 7:00 AM - 6:00 PM.	\$12.40	\$12.40	\$37.20

Interest Charges on Past Due Accounts and Collection Costs for Overdue amounts shall be subject to an annual finance charge of 18%, or 1.5% monthly. In addition, the customer shall reimburse all costs and expenses for attorney's fees incurred while collecting any amounts past due. Additional training or other Professional Services can be provided at our standard rates. Unless otherwise specifically stated, all recurring items are set for a thirty-six (36) consecutive month term, beginning with the first billing cycle. Upon expiration of the original term, and unless otherwise notified in writing by the Client at least forty-five (45) days prior to the renewal date, recurring items will automatically renew and are subject to an annual 3% service increase. Either party may terminate this agreement. However, a Client initiated request will require a ninety (90) day termination period (effective from the date of the request) to allow for potential remediation or negotiation by BIS.

Item#	Quantity	Item	Unit Price	Adjusted Unit Price	Extended Price
Monthly Subtotal					\$7,593.45
Total					\$7,593.45

Authorizing Signature _____

Date _____

Interest Charges on Past Due Accounts and Collection Costs for Overdue amounts shall be subject to an annual finance charge of 18%, or 1.5% monthly. In addition, the customer shall reimburse all costs and expenses for attorney's fees incurred while collecting any amounts past due. Additional training or other Professional Services can be provided at our standard rates. Unless otherwise specifically stated, all recurring items are set for a thirty-six (36) consecutive month term, beginning with the first billing cycle. Upon expiration of the original term, and unless otherwise notified in writing by the Client at least forty-five (45) days prior to the renewal date, recurring items will automatically renew and are subject to an annual 3% service increase. Either party may terminate this agreement. However, a Client initiated request will require a ninety (90) day termination period (effective from the date of the request) to allow for potential remediation or negotiation by BIS.

SOFTSAGES TECHNOLOGY

Response to



Request For Proposals: IT-RFP-22-23 Managed IT Services and Support

Attention. to:

Nathaniel Johnson, IT Manager
Workforce Escarosa, Inc.
6913 North 9th Avenue Pensacola, FL 32504
Phone: (850) 607-8756
Email: Njohnson@careersourceescarosa.com

Submitted by:

Anthony Merulla (Vice President-Sales & Marketing)

SoftSages Technology

Local Office: 101 South 12th Street Suite 102 Tampa, FL, US, 33602

HQ: 20 Mystic Lane, 2nd Floor, Malvern PA, 19355

Phone: (484) 321-8314 | Phone (fax): (484)-320-6360

Email: rfp@softsages.com

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Cover Letter

Attn. To. Nathaniel Johnson, IT Manager
 Workforce Escarosa, Inc.
 6913 North 9th Avenue Pensacola, FL 32504
 Phone: (850) 607-8756
 Email: Njohnson@careersourceescarosa.com

Ref: Request for Proposals (RFP) No. IT-RFP-22-23: Managed IT Services and Support

Thank you for the opportunity to submit our proposal to Workforce Escarosa (hereinafter, "the Agency") for RFP No. 22-23, Managed IT Services and Support. As per our understanding, Agency is looking for a service provider who can become a technical partner with current IT staff and provide remote (on-site assistance rare but possible) backup/day-to-day monitoring and maintenance to help manage current Infrastructure –

- | | |
|---------------------------|----------------------|
| 1. Network Administration | 4. Help Desk Support |
| 2. Cybersecurity | 5. Software Updates |
| 3. Server Management | 6. Disaster Recovery |

SoftSages Technology is a Pennsylvania (PA) based CMMI Level 3 certified IT Services firm. We have a distinguished 17+ years history in Managed IT Services, Network Management, Infrastructure Management and support, Project Management Services, and IT Support Services (24/7 for various government and commercial clients. Our offices are in Illinois, North Dakota, Ohio, **Florida**, Texas, Missouri, and Virginia in the US. We are Small Business (SBE) & Minority Women Business Enterprise (MWBE) certified company. We have certified:

Certifications	No. of Resources
CISSP	7
CISA	3
CEH	2

CISM	5
CCNA	9
CCNP	7
MCSA	5

Our resources have experience in providing network and security consulting services like design architecture, implementation, administration, and infrastructure support. IT Support, SAN/NAS, and Microsoft Windows servers, including the State of New York, State of Ohio, State of Taxes, State of Virginia, State of PA, State of New Jersey, Washington Airport Authority, City of Garland, City of Columbus, the City of Philadelphia, State of Maine, State of Delaware, State of Alabama, and even fortune 500 companies, like Comcast, IBM, Wells Fargo, and Verizon to name but a few.

We warmly welcome this work opportunity with CareerSource Escarosa.

Sincerely,

DocuSigned by:

 EB2E9D2B251B4BB...

Jiraj Ruparelia (Vice President)

Prior Managed IT Services and Support

SoftSages Technology is a Managed IT Services firm founded in 2005 and headquartered in Chester County, Pennsylvania. We specialize in IT Infrastructure, IT Security, and Support technology solutions and consulting services. We have a team of professionals with similar experience in delivering Managed IT Services to our clients.

CASE STUDY

Client 1

Organization Name

Metropolitan Washington Airport Authority (MWAA), Washington Dulles International Airport
45025 Aviation Drive, Suite 240, Dulles, VA 20166

Background

The Office of Technology is responsible for delivering Information Technology (IT), Telecommunications, and Radio technology services and solutions across all business units of the Airports Authority and the sustainment of solutions commercialized through MWAA Labs. The Airports Authority is committed to maintaining a high level of consistent, quality service in public safety, information technology, and telecommunications for airport tenants (telecommunications only) and Airports Authority Employees. In addition, the Airports Authority strives for customer service excellence to meet internal and external customer needs.

Scope of Work – (MWAA has awarded us two contracts)

Contract 1: Technology Support Services

We provide IT support services for its various products, solutions, services, and client-focused applications. We provide technical support services on-site at airports and Airports Authority locations to support multiple ongoing projects.

- Provide Tier 1, Tier 2, and Tier 3 technical support
- Support Airports Authority's core applications (fixes, upgrades, user guides) and client problem resolution, including coordinating third-party involvement (airport tenants, third-party network providers, etc.).
- Support via phone, email, and ServiceNow, where users can log and track an incident.
- Scale support within 30 days to meet the needs of the Airports Authority and handle any increase in workload.
- Technical Support

Provide Support on Node.js, Angular, application security framework, Ionic, JavaScript Object Notation [JSON], real-time databases, Hypertext Markup Language [HTML5], CSS3, GIT, Web Application Program Interfacing [API], Chrome OS, Drupal, Workday, Salesforce, Locus Labs, AWS, Swift, Azure, Google Cloud, SharePoint, O365, GIS, EAM/CMMS, CLMS, PLC, and BAS, MUFIDS, CUPPS, IoT, airports systems, SAML2.0, OAuth 2.0, and other Web Authentication and Authorization techniques

Contract 2: Network Engineer and System Engineers Support

We provide Network and System Engineers as required per Task Order and provide personnel with company vehicles to support Airports Authority's Network and Datacenter Operations. Personnel shall be available to work occasional overtime, including federal holidays and weekends, to support after-hours and weekend systems maintenance activities.

The Period of Performance shall be one (1) year from the effective date of the contract with two (2) one-year option periods to be executed at the discretion of the Airports Authority.

- o Network Operations Manager plans, designs, develops, configures, analyzes, implements, installs, and integrates networked systems to transmit information in voice and video format, emphasizing data and switching networks. Tests maintain operational integrity, perform quality assurance, and manage networked systems.
- o Manages assigned networked systems, including the planning, analysis, design, development, modification, configuration, installation, integration, maintenance testing, operational integrity assessment, and backup for the networked systems.
- o Installs, configure and troubleshoots network equipment, such as routers, switches, firewalls, load balancers, cabling systems, modems, multiplexers, and concentrators.
- o Develops and implements configuration management plans.
- o Develops and maintains the local network, Infrastructure, system operations, and product assembly and installation procedures.
- o Prepares recommendations, justifications, and specifications for Local Area, Wide Area, and Wireless Local Area Networks (LANs, WANs, and WLANs); Virtual Private Networks (VPNs) and Virtual Machines (VMs) or Networks; and associated Voice over Internet Protocol (VoIP) equipment.
- o Creates and maintains network configuration, mapping, processes, and service record documentation.
- o Conducts system administration
- o Assists Airports Authority in verifying the suitability of the existing configurations within its Infrastructure.

Outcomes: We support MWAA on two contracts, Technology Support and Network Management Support.

Start and end dates: July 2020 – Ongoing

Client 2

Organization Name

CRED.AI

233 N King Street, Suite 100 Wilmington, DE
19801

SoftSages Technology has performed the below list of items included in the security review for Cred.ai. We have provided the findings in the form of documentation that will include existing vulnerabilities and mitigation strategies.

- Production VPC configuration review, including all network components
- Security review for all publicly exposed APIs
- Application Log monitoring and threat analysis
- Review of Preventive and Protective Services
- Suggestions on any new services that need to install
- Customer enrolment flow and security review of onboarding
- Customer login implementation review.
- Discuss and find out to moving customer credentials options for AWS Cognito services.
- Open VPN to Secure VPN migration.
- Log analysis for fraud/threat.
- Discuss and Review other suggestions to tighten the security.

Outcomes: SoftSages has performed several security assessments and continued providing security services per their needs.

Start and end dates: November 2018 – Ongoing

REFERENCES

The Client's Name	Neolledge
The Client's Contact Name	Rob Lobefaro (Director)
The Client's Telephone Number and Email Address	O: 914-228-1915 M: 973-477-9505 Lobefaro@Neolledge.Com
Services	IT Services

The Client's Name	DeepSleep Test
The Client's Contact Name	Gaurav Patel (Director)
The Client's Telephone Number and Email Address	Gaurav.patel@deepsleeptest.com
Services	Network & Server Management Services Network Security Services

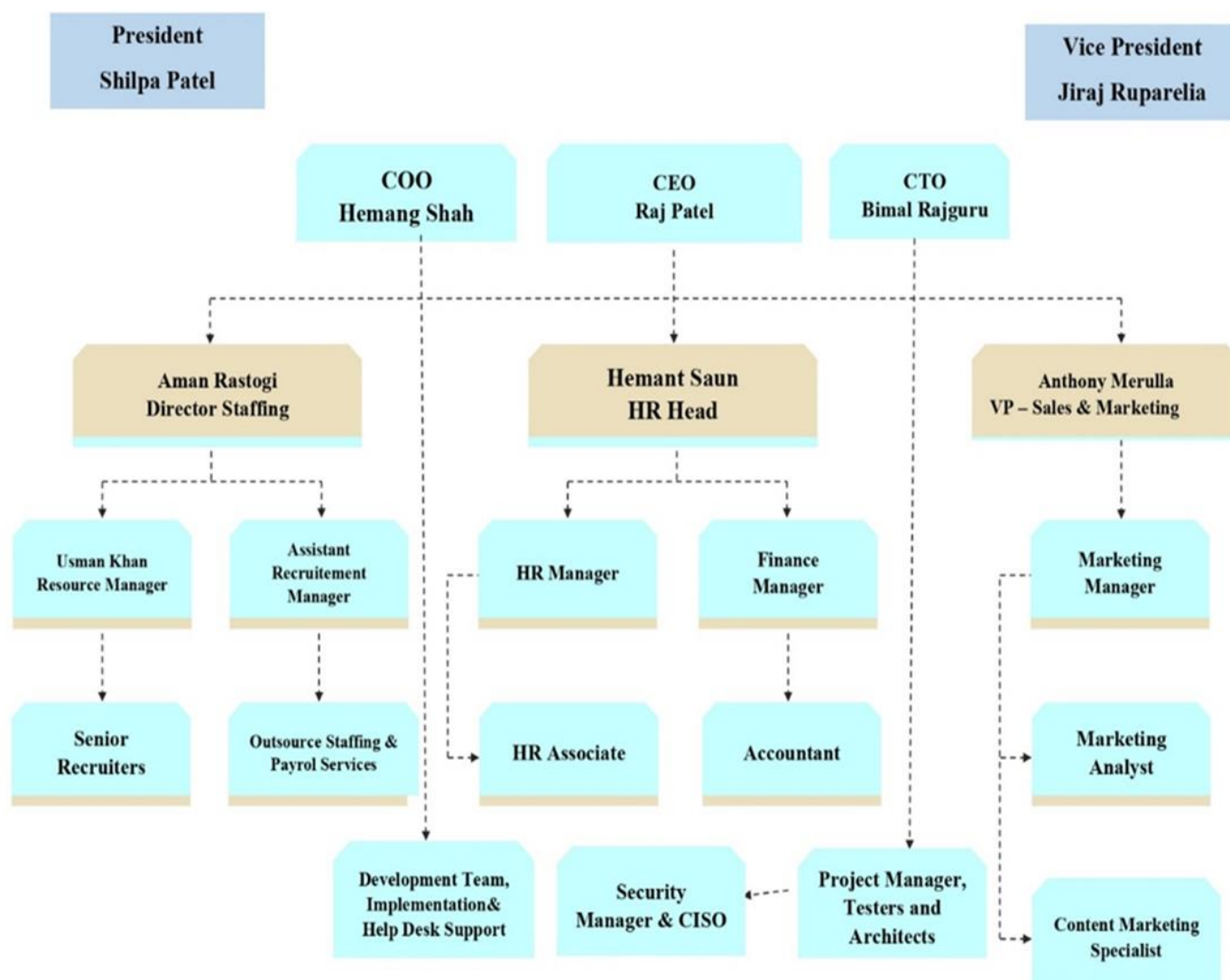
The Client's Name	Metropolitan Washington Airports Authority
The Client's Contact Name	Felipe Dominguez, Procurement Department
The Client's Telephone Number and Email Address	Contact information can be provided on request. We need consent from the client first to share the available reference' contact details. Please email us at RFP@softsages.com .
Services	The Contractor shall provide technical support services for its various products, solutions services, and client-focused applications by Statement of Work for – Technology Support Services, Network and Systems Engineers Staff Augmentation.

Organization, Size and Structure

SoftSages Technology has been providing Managed IT services for over 17+ years. From systems integration to unified communications and collaboration to infrastructure performance and security, our highly skilled consultants will architect, design, develop, implement, deploy, and support your strategies to complete satisfaction, utilizing the processes and best practices we are known for. We will also see a swift, fluid, and seamless transition, even providing ongoing management of all your data center assets, whether physical, fiscal, or virtual.

Having 250+ employees worldwide, SoftSages Technology is headquartered in Pennsylvania, with eight other offices operating globally in the United States of America (**including a local office in Florida**), United Kingdom, Canada, and India.

Since its inception in 2005, SoftSages Technology has earned an international clientele of over 60 organizations and agencies, both public and private.



Staff Qualifications

Suryakant Garud | Project Coordinator & Consultant

EDUCATION/CERTIFICATION

- B.Sc.-IT (Hons.) From Kurukshetra University in 2008
- MBA (Marketing & IB) From Amity University in 2010
- Microsoft certified Azure security engineer- Associate
- Google Certified – Professional Cloud Architect

TECHNICAL SKILLS

- Network, VoIP & Security operations, Cloud native security.
- Implementation of Cisco router, switches and firewalls.

- Cisco and All Worx VoIP solution implementation and operations
- Enterprise and Cloud native compliance monitoring solutions.

PROFESSIONAL EXPERIENCE

SoftSages Technologies - Dec 2018 to till date

Rajnap Technosoft Pvt. Ltd - Mar 2016 to Dec 2018

NetMentor Inc. – Mar 2015 to Mar 2016

Cube Software Pvt. Ltd. – Aug 2014 to Feb 2015

Harish Bandaru | System Administration

EDUCATION/CERTIFICATION

- Master of Science in IT – Pittsburg State University – Pittsburg, KS USA – 2015
- Bachelor of Engineering, Vinayaka Missions University, Salem, TN, India – 2009

Responsibilities:

- Develop configuration management code using Git, Gerrit, Chef, Bash, Ruby and Python. Leverage configuration management for automation to achieve "Infrastructure as code."
- Install, configure, administer, and support externally facing project management and documentation applications in a secure IT DMZ – Crowd, JIRA, Confluence, Downloads
- Install, configure, administer, and support externally facing applications used for development & CI pipelines in a secure lab – Gerrit, Gitweb, Jenkins

PROFESSIONAL EXPERIENCE

Verizon Wireless, Tampa FL Mar 2019 to Present

Monsanto, St. Louis, MO – May 2015 to Mar 2019

Infosys Technologies, Pune, India – Sep '12 to Aug '14

Capgemini India Pvt Ltd - Sep'11 – Sep'12

Tushti Rastogi | Network Engineer

EDUCATION/CERTIFICATION

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Bachelor of Technology in Electronics and Communication Engineering June 2010, Manav Rachna International University – Faridabad, India

PROFESSIONAL EXPERIENCE

Metra – Chicago, IL - Nov 2016 – Present

Deloitte – Philadelphia, PA - Dec 2015 – Oct 2016

Bidhan Ghimire – System Engineer

EDUCATION/CERTIFICATION

- B.SC Computer Networking & IT Security, London Metropolitan University

- Cisco Certified Entry Networking Technician (CCENT)
- Cisco Certified Network Associate- Routing & Switching (CCNA)
- CCNP – In-progress

Manish Dubey| IT Support – L2

EDUCATION/CERTIFICATION

- Diploma in Hardware Networking at IACM Smart Learning Salutation
- B.A. from D.D.U Gorakhpur University Passed by 2013
- Cisco CCNA Certified: CSC013714880

PROFESSIONAL EXPERIENCE

X- Cellent Technology& Solution (India) Pvt. Ltd. (from April-22-2015 to May-17-2017)

CMS IT SERVICES PVT.LTD (From May-18-2017 to Jan 2019)

JINDAL INTELLICOM LIMITED (From Jan-02-2019 to Oct-10-2019)

SoftSages Technology (From Oct-14-2019 to till date)

Dipak Patel | Security Engineer

EDUCATION/CERTIFICATION

- National Institute of Electronics and Information Technology, India (DOEACC 'A' Level equivalent of B.S –Computer Science)
- Diploma in Electronics and Communication Engineering
- Advance Diploma in Computer Applications
- Certified Information Systems & Security Professional (CISSP®)
- Microsoft Certified Solution Developer

PROFESSIONAL EXPERIENCE

Spotlight Platform Engineering Group – June. 2016–Present

JPMorgan Chase & Co., DE – Mar. 2012–Jun. 2016

Nelnet Inc., NJ – Jan. 2011-Mar. 2012

LexisNexis, NJ – Oct. 2004-Dec. 2010

Raj Consultants Inc., NJ – Sep. 2000–Dec. 2000

Understanding of Work to be Performed

After carefully going through the Scope of Work, SoftSages understands that Agency is looking for an IT Managed Service Provider who can become a technical partner with current IT staff and provide remote (on-site assistance, rare but possible) backup/day-to-day monitoring and maintenance to help manage current Infrastructure. Also, provide plans for upgrading equipment, improving our security posture, and other solutions that would assist CareerSource Escarosa to be more efficient are needed.

SoftSages Technology has been performing similar services for 15+ years and has extensive knowledge of Managing IT Services. Having experience of more than a decade helped us understand the requirements of the Agency more effectively.

SoftSages understands and will perform:

- Full help desk support
- Network Administration
- Oversee AV endpoint management
- Troubleshoot voicemail/calling issues
- Print Server management
- Update documentation/policies
- Group Policy overhaul
- Network Security Audits
- Assistance with creating HW/SW renewal
- Monitor servers
- Network infrastructure
- Patching
- Local & Cloud-based services
- Updating Security Policies

SoftSages' approach to providing support to the highest caliber at a very efficient price is based on methods and procedures that SoftSages has developed and regularly refines in a continuous improvement process. SoftSages follows a standardization method, where we facilitate more straightforward maintenance and future updates. We also implement a security review of the clients' network.

SoftSages also have a crucial aspect of support and projects delivery methodology is scheduling all possible activities outside the regular hours of business operations, thus significantly minimizing disruption to staff and patrons. Our help desk technicians monitor the help desk queue and work on issues in a sequence dictated by the severity of reported issues.

Budget

Services	Fixed Cost
Managed IT Services & Support	\$52,000

ATTACHMENTS

DRUG-FREE WORKPLACE

Identical Tie Bids: Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the state or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedure for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violation of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace; the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4) In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 898 or of any for a violation occurring in the workplace no later than 5 days after such conviction.
- 5) Impose a sanction on, or require that satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by, any employee who is so convicted.
- 6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

DocuSigned by:

60260D8261848B
AUTHORIZED SIGNATURE

7/25/2022
DATE

DocuSign Envelope ID: F36792FB-6E32-497B-B170-8ADB9516C132

CERTIFICATION REGARDING LOBBYING
CERTIFICATION FOR CONTRACTS, GRANTS, LOANS AND COOPERATIVE
AGREEMENT

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or an employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with the awarding of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

<div style="border: 1px solid black; border-radius: 50%; padding: 2px; display: inline-block; margin-bottom: 5px;">DocuSigned by:</div> <div style="text-align: center;"> F36792FB-6E32-497B-B170-8ADB9516C132</div> <div style="border-bottom: 1px solid black; margin-top: 5px;"></div> <p>Signature</p> <div style="border-bottom: 1px solid black; margin-top: 10px;"></div> <p>Jiraj Ruparelia</p> <div style="border-bottom: 1px solid black; margin-top: 5px;"></div> <p>Name of Authorized Individual</p> <div style="border-bottom: 1px solid black; margin-top: 10px;"></div> <p>SoftSages Technology - 101 South 12th Street Suite 102 Tampa, FL, US, 33602</p> <div style="border-bottom: 1px solid black; margin-top: 10px;"></div> <p>Name of Address of Organization</p>	<div style="border-bottom: 1px solid black; margin-top: 10px;"></div> <p style="text-align: center;">7/25/2022</p> <p>Date</p> <div style="border-bottom: 1px solid black; margin-top: 10px;"></div> <p style="text-align: center;">IT-RFP-22-23</p> <p>Application or Contract Number</p>
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CERTIFICATION REGARDING
DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION
CONTRACTS/SUBCONTRACTS

This certification is required by the regulation implementing Executive Order 12549, Debarment and Suspension, signed February 18, 1986. The guidelines were published in the May 29, 1987 Federal Register (52 Fed. Reg., pages 20360-20369).

- (1) The prospective provider certifies, by signing this certification, that neither he nor his principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in contracting with any federal department or agency.
- (2) Where the prospective provider is unable to certify to any of the statements in this certification, such prospective provider shall attach an explanation to this certification.

DocuSigned by:
Jiraj Ruparelia
EB2E9D2B251B4BB

Signature

Jiraj Ruparelia - Vice President

Name and Title of Authorized Signee

SoftSages Technology

Agency

7/25/2022

Date

CERTIFICATION OF EQUAL OPPORTUNITY AND EQUAL ACCESSName of the Organization/Entity: SoftSages Technology

The information in this Proposal accurately represents the entity/organization to receive this contract and its proposed operating plans and budget for proposed project.

I acknowledge that I have read and understand the requirements and provisions of the Request for Proposal (RFP) and that my entity/organization is prepared to implement the activities as specified in this proposal.

I understand that I will be held accountable for the information provided by my organization in this proposal and that this information may become the terms and conditions of the contract.

I certify that the governing provisions regarding independent pricing and open competition have been upheld; that all work unless otherwise noted represents an original work product; and that all legally responsible persons in the bidder's organization have upheld same.

As a condition to the award of financial assistance under funding received from the Department of Labor, the Department of Health and Human Services; the Department of Agriculture and other federal entities the proposing agency assures, with respect to operation of the Workforce Innovation and Opportunity Act (WIOA)/Welfare Transition (WT) funded program(s) or activity(ies) and all agreements of arrangements to carry out the specific funded program(s) or activity(ies), that it will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014; Personal Responsibility and Work Opportunity Reconciliation Act of 1996; Workforce Florida Act of 2000; Title IV of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34. The United States and the State of Florida has the right to seek judicial enforcement of this issuance.

I certify that I am authorized to sign this proposal on behalf of the above referenced entity/organization.

DocuSigned by:
Jiraj Ruparelia
EB2E9D2B251B4BB...

Signature

Jiraj Ruparelia

Printed or Typed Name

7/25/2022

Date

Vice President

Title

DocuSign Envelope ID: F36792FB-6E32-497B-B170-8ADB9516C132

**WORKFORCE ESCAROSA, INC.
dba CAREERSOURCE ESCAROSA**

ADA FACILITY ACCESSIBILITY ASSURANCE FORM

This verifies that my organization, SoftSages Technology, meets the requirements as outlined in the Facility Accessibility Survey requirements provided by the United States Department of Labor (USDOL) and the Office of Civil Rights and Minority Affairs (OCRMA), regarding the American Disabilities Act.

DocuSigned by:
Jiraj Ruparelia
Signature
7/25/2022
Date

DocuSign Envelope ID: F36792FB-6E32-497B-B170-8ADB9516C132

CERTIFICATION REGARDING THE FLORIDA CLEAN INDOOR AIR ACT

Pursuant To the Florida Clean Indoor Air Act (FCIAA), Chapter 386.201-286-212 Florida Statutes, the undersigned, in representing _____, attests and certifies that the Contractor will comply with the Florida Clean Indoor Air Act.

The purpose of the Florida Clean Indoor Air Act is to protect the public health, comfort, and environment by creating areas in public places and at public meetings that are reasonably free from tobacco smoke by providing a uniform statewide maximum code.

Workforce Escarosa, Inc. dba CareerSource Escarosa has elected as outlined in s.386.205(3)(4), F.S. for all Workforce Escarosa administrative spaces and Escarosa Career Centers to be smoke free facilities.

By signing this certification, the contractor agrees to adhere to the Florida Clean Indoor Air Act while in Workforce Escarosa administrative offices or Escarosa Career Center(s).

DocuSigned by:
Jiraj Ruparelia
EB2E9D2B251B4BB

Signature7/25/2022_____
DateJiraj Ruparelia_____
Printed or Typed NameVice President_____
Title

Workforce Escarosa, Inc. dba CareerSource Escarosa

**MANAGED IT SERVICES AND SUPPORT
PROPOSAL RATING SHEET
PY 2022-2023**

Proposer: _____

RATING SCALE . . . Use the sliding scale in the ratings below. Zero (0) would be the lowest, indicating “no response” and a higher score denoting good(4) to excellent(5) responses, dependent upon the weight given in each section. Total points available: 5/5 = 100%.

RATINGS						
Point System	0 Minimum Value	1	2	3	4	5 Maximum Value
Assessment Ranking	No Response	Unacceptable Response	Poor Response	Fair Response	Good Response	Excellent Response

RESPONSE NARRATIVE: 0 – 1.5 points							30%	Score = Points
Point System	0 = 0 points	1 = 0.30 points	2 = 0.60 points	3 = 0.90 points	4 = 1.2 points	5 = 1.5 points		
Assessment Ranking	No Response	Unacceptable Response	Poor Response	Fair Response	Good Response	Excellent Response		
<p>Rate offeree on prior experience in rendering IT services and support with similar organizations (governmental, quasi-government, non-profits, etc.,) with like funding (Federal funds). Organizations, minimum 3, the offeror has rendered services included.</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p>								
ORGANIZATION’S SIZE AND STRUCTURE: 0 - .50 points							10%	Score = Points
Point System	0 = 0 points	1 = 0.10 points	2 = 0.20 points	3 = 0.30 points	4 = 0.40 points	5 = 0.50 points		
Assessment Ranking	No Response	Unacceptable Response	Poor Response	Fair Response	Good Response	Excellent Response		
<p>Rate offeree on the organization’s ability to provide IT services and support as outlined in the Scope of Work/Performance given the organization’s size and structure. Small or minority-owned organization indicated and copy of Peer Review included.</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p>								

STAFF QUALIFICATIONS: 0 – 1.25 points							25%	Score = Points
Point System	0 = 0 points	1 = 0.25 points	2 = 0.50 points	3 = 0.75 points	4 = 1.0 points	5 = 1.25 points		
Assessment Ranking	No Response	Unacceptable Response	Poor Response	Fair Response	Good Response	Excellent Response		
Rate offeree on staff qualifications to be assigned to Workforce Escarosa for IT services and support.								
Comments: _____								

UNDERSTANDING OF WORK TO BE PERFORMED: 0 – 1.25 points							25%	Score = Points
Point System	0 = 0 points	1 = 0.25 points	2 = 0.50 points	3 = 0.75 points	4 = 1.0 points	5 = 1.25 points		
Assessment Ranking	No Response	Unacceptable Response	Poor Response	Fair Response	Good Response	Excellent Response		
Rate offeree on the organization's understanding of the services to be performed as described in the Scope of Work.								
Comments: _____								

BUDGET: 0 – .50 points							10%	Score = Points
Point System	0 = 0 points	1 = 0.10 points	2 = 0.20 points	3 = 0.30 points	4 = 0.40 points	5 = 0.50 points		
Assessment Ranking	No Response	Unacceptable Response	Poor Response	Fair Response	Good Response	Excellent Response		
Rate offeree on costs to provide services, as described in the Scope of Work/Performance, to include procedures and documentation for each item, as well as any other cost that will affect the contract.								
Comments: _____								

Total Points Awarded (5 points maximum)								

General Comments: _____

Reviewer's Name: _____

Reviewer's Signature: _____

Date: _____

AGREEMENT TO PROVIDE CUSTOMIZE TRAINING
Between
WORKFORCE ESCAROSA, INC dba CAREERSOURCE ESCAROSA
And
BAPTIST HEALTH
CUSTOMIZE TRAINING TARGETED INDUSTRIES 22-23

1. PARTIES

This Customize Training Agreement is made and entered into this ___ day of August 2022 between Workforce Escarosa, Inc. dba CareerSource Escarosa located at 6913 North 9th Avenue, Pensacola, FL 32504, and Baptist Health located at 1717 North E Street Pensacola, FL 32501

2. NOTICES

Any notice or communications given pursuant hereto by any party shall be in writing and mailed by registered or certified mail, postage prepaid, or by express mail to the following:

Marcus L. McBride, PhD
Chief Executive Officer
6913 North 9th Avenue
Pensacola, FL 32504

Jennifer Grove, VP of External Relations
Baptist Health Care
1717 North E Street
Pensacola, FL 32501

3. BASIS FOR AGREEMENT

3.1 CareerSource Escarosa is a 501(c) (3) non-profit organization appointed and designated by the Escambia and Santa Rosa Board of County Commissioners to act as the Local Workforce Development Board for Region 1 of the State of Florida under provisions of the “Workforce Innovation and Opportunity Act of 2014.” CareerSource Escarosa has requested and received certification as the Region 1 Workforce Development Board by CareerSource Florida, the State of Florida Workforce Development. CareerSource Escacrosa is empowered to administer the Employed Worker Training Program, as authorized under the federal Workforce Innovation and Opportunity Act (WIOA) of 2014, Public Law 113 128, for the purpose of providing grant funding for continuing education and training of currently employed employees at existing businesses located in Escambia and Santa Rosa County, Florida.

- 3.2** CareerSource Escarosa received funding under the Get There Faster At-Risk Floridians Project and identified BAPTIST HEALTH CARE as a qualified organization eligible to receive funding. BAPTIST HEALTH CARE is committed to the training employed workers as described in the proposal submitted by CareerSource Escarosa (A copy of which is attached hereto and incorporated herein as **“Exhibit A”**).
- 3.3** BAPTIST HEALTH CARE warrants that the information agreed upon in the grant proposal, **“Exhibit A”**, is true, correct and complete in all material aspects and that such application may only be amended by prior approval of CareerSource Escarosa and subject to mutual agreement by all parties. Baptist Health will provide employees the choice when selecting a training provider in order to remain in compliance with the Eligible Training Provider and other Individual Training Account requirements unless it is customized training, On the Job Training or as referenced in the CareerSource Escarosa approved directives.
- 3.4** CareerSource Escarosa is prepared to provide funds for eligible employees not to exceed **\$828,000.00** (CFDA # 17.258) as outlined in the approved Budget, a copy of which is attached hereto and incorporated herein as **“Exhibit C.”** These funds shall be expended solely for the purpose of the approved program budget on a reimbursement and performance method of payment. Use of these funds must follow all applicable WIOA laws, rules, and regulations and must be consistent with the WIOA PY2021 Annual Funding Agreement (between USDOL and DEO). The WIOA PY2021 Annual Funding Agreement is located at: <http://floridajobs.org/grants-management/grants-management/lwdb-grant-resources>
- 3.5** BAPTIST HEALTH CARE agrees to list all local job openings with CareerSource Escarosa BAPTIST HEALTH CARE will be assigned a CareerSource Escarosa Account Manager and will communicate all necessary information to list open positions. This does not preclude BAPTIST HEALTH CARE from utilizing other forms of hiring.
- 3.6** BAPTIST HEALTH CARE agrees funds will not be used to directly or indirectly assist, promote, or deter union organizing.
- 3.7** BAPTIST HEALTH CARE agrees funds will not be used to directly or indirectly aid in the filling of a job opening which is vacant because the former occupant is on strike or locked out in the course of a labor dispute or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.
- 3.8** BAPTIST HEALTH CARE agrees to provide education and work skills needed by at-risk Floridians as described in the proposal submitted by CareerSource Escarosa to serve *At-Risk Floridians* under the Get There Faster Grant.

4. TERM OF AGREEMENT

The term of this Agreement shall commence upon execution of the last required signature, and shall remain in effect until the completion of stated purpose, as outlined in Section 3.2 above. BAPTIST HEALTH CARE is to complete all of the training specified in **Exhibit B** by September 1, 2023 or to the satisfaction of CareerSource Escarosa, whichever is earlier. Training may begin as of the approved date however no grant funds may be disbursed for program expenses incurred prior to final execution of this agreement.

5. PAYMENTS

5.1 Schedule. Payments shall be made to BAPTIST HEALTH CARE on a performance basis. Prior to the start of training BAPTIST HEALTH CARE will submit the full name, social security number and date of birth of all males born after 1960 that are scheduled to participate in approved training. Training of these individuals will not commence until registration of Selective Service is verified by CareerSource Escarosa. Those males born after 1960 that are not Selective Service registered will be ineligible for participation in this program and no reimbursement will be made by CareerSource Escarosa.

BAPTIST HEALTH CARE will provide completed employee profiles, grievance forms, copies of the I-9 or Driver's License and Social Security Card, along with certificates of completion for every performance measure for each eligible employee who participated in training. BAPTIST HEALTH CARE will submit certificates of completion as outlined in **Exhibit "B"**. Completed profiles, grievance forms, I-9s, and certificates must be submitted as both a hard paper copy and USB or electronically. If at any time it appears that funds are not going to be expended according to the proposal submitted, CareerSource Escarosa reserves the right to de-obligate funds from this agreement.

5.2 Final Payment. BAPTIST HEALTH CARE shall submit the final invoice for reimbursement within five (5) days of the expiration of this Agreement. CareerSource Escarosa shall withhold final payment until all documentation specified within this agreement received.

5.3 Availability of Funds. CareerSource Escarosa's liability under this Agreement is contingent upon the continued availability of legislatively appropriated and allocated funds. BAPTIST HEALTH CARE agrees that CareerSource Escarosa shall be the final determiner of the availability of such funds.

6. REQUIREMENTS OF BAPTIST HEALTH CARE

6.1 During the term of this Agreement, BAPTIST HEALTH CARE agrees to:

- (a) Comply with all applicable federal, state and local laws related to the execution of the program described in "**Exhibit A & Exhibit B**"; and
- (b) Cooperate with CareerSource Escarosa in every reasonable way to ensure the successful delivery of the training program. Specific training objectives are described in "**Exhibit A & Exhibit B**", which includes all provisions required by section 445.003, Florida Statutes.
- (c) Maintain compliance under the Workforce Innovation and Opportunity Act (WIOA) as guidance and implementation are ongoing.
- (d) Prior to the start of training submit the full name, social security number and date of birth of all males born after 1960 that are scheduled to participate in approved training.
- (e) Provide training under this agreement for existing eligible full-time employees with the clear understanding that trainee wages cannot fall below \$13.00 per hour after training. Trainee wage rate shall be the same as wages paid to employees who are similarly situated in similar occupations and have similar training, experience and skills. BAPTIST HEALTH CARE will maintain attendance and payroll records.
- (f) Adhere to health and safety standards established under Federal and State law. BAPTIST HEALTH CARE shall keep records of participant injuries and illnesses in accordance with the provisions of Part 1904 of Title 29 of the Code of Federal Regulations.
- (g) Be bound by the Drug-Free Workplace Regulatory Requirements that are specified in the Drug-Free Workplace Act of 1988, Public Law 10-690, Title V, Subtitle D; 41 U.S code 701 et seq; 29 CFR Part 98, Federal Register 54CFR 4946.
- (h) **Provide invoicing which must include reporting the amount of BAPTIST HEALTH CARE resources and/or leveraged funds provided in category and dollar amount along with invoices provided to BAPTIST HEALTH CARE by Training Provider and/or Educational Institutions.**
- (i) **For each eligible trainee, BAPTIST HEALTH CARE must provide the following to CareerSource Escarosa:**
 - **Completed 2022-2023 employee profiles (completed prior to training);**
 - **Grievance forms (initialed and signed prior to training);**
 - **Certificate of completion for each training; and**
 - **I-9 form and/or Driver's License/Social Security Card.**
- (j) Under current Workforce Innovation and Opportunity Act of 2014 guidance, an applicant's current INS status must be verified to be determined eligible for services and/or receive training, a Permanent Alien Resident card is currently valid for duration of 10 years and then renewal is required/recommended. BAPTIST HEALTH CARE will provide

- current INS information to support applicant's right to work within the U.S
- (k) Contractors with CareerSource Escarosa must agree to allow CareerSource Escarosa, The Department of Economic Opportunity, USDOL, and USDHHS access to any records directly related to this program. Records must be maintained for five (5) years subsequent to the conclusion of this program. **All invoices, employee profiles and certificates must be submitted to the CareerSource Escarosa administrative office in the form of one (1) paper copy along with an electronic version of all items contained in the paper version via emailed electronically to EWT@careersourceescarosa.com All confidential information should be sent encrypted and password protected.**

6.2 Status Updates. During the term of this Agreement, BAPTIST HEALTH CARE shall provide CareerSource Escarosa with immediate notification if a deviation from the proposal occurs. BAPTIST HEALTH CARE also agree to respond within 48 hours to any inquiries by CareerSource Escarosa regarding status on training and/or expenditures. This information is not a replacement for the other reports and audits, which may be required elsewhere in this Agreement.

6.3 Final Program and Budget Report. Within fifteen (15) days of the expiration of this Agreement, BAPTIST HEALTH CARE will provide CareerSource Escarosa with certification that the training program has been completed in compliance with the terms and conditions of this Agreement. Further, BAPTIST HEALTH CARE will provide a report that shall specify:

- (a) 168 employed employees trained by BAPTIST HEALTH CARE in conjunction with this training program;
- (c) sufficient documentation for identification of all participants that would allow access through the automated student databases pursuant to section 1008.39 Florida Statutes or electronic listings by social security number for calculation of performance measures and any other outcomes deemed pertinent to CareerSource Escarosa; and
- (d) all documentation listed in section 6.1.

6.4 Audit and Records. During the term of this Agreement, BAPTIST HEALTH CARE agrees to comply with the following requirements:

- (a) Maintain books, records, and documents (including electronic storage media) in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect all revenues and expenditures for funds provided by CareerSource Escarosa under this agreement for a period of five (5) years after conclusion of the Agreement. The aforesaid records, books, documents, and other evidence shall be subject at all times to inspection, review, or audit by representatives of

CareerSource Escarosa, state personnel of the Office of the Auditor General, Office of Comptroller, or other state personnel authorized by CareerSource Escarosa;

- (b) submit all bills for fees or other compensation for services or expenses in detail sufficient for a proper pre-audit and post-audit;
- (c) maintain financial records and reports related to funds paid to any parties for work on the matters which are the subject of this Agreement; and
- (d) include these record-keeping requirements in contracts and subcontracts entered into by BAPTIST HEALTH CARE with any party for work required under terms of this Agreement.

6.5 Follow-up. BAPTIST HEALTH CARE will respond to quarterly follow-up checks on trainee employment status by CareerSource Escarosa staff for a period of up to 5 years after the final invoice.

6.6 Liability. BAPTIST HEALTH CARE assumes the risk of any claims, suits, judgments or damages arising from BAPTIST HEALTH CARE performance of, or failure to perform, the tasks and duties which are the subject of this Agreement, or from BAPTIST HEALTH CARE participation in the program. BAPTIST HEALTH CARE shall indemnify, defend, and hold CareerSource Escarosa harmless from all claims, suits, judgments or damages arising out of intentional acts, negligence or omissions resulting from BAPTIST HEALTH CARE performance of the tasks and duties which are the subject of this Agreement.

6.7 BAPTIST HEALTH CARE signature below verifies there is a current I-9 form on file for each participant employee that verifies date of birth, American citizenship or right-to-work, and that this information will be provided to the location specified by CareerSource Escarosa and/or State of Florida Agency, and/or a department of the US Federal Government within 48 hours of request. However, as specified in Section 1008.39(4), Florida Statutes, the information which, if released, would disclose the identity of the person to whom the information pertains or disclose the identity of the person's employer is confidential and exempt from the provisions of Section 119.07(1), Florida Statutes. Any evaluations published subsequent to the training program may not identify the employer or any individual participant. Should BAPTIST HEALTH CARE not have a completed I-9 on file, BAPTIST HEALTH CARE will make copies of the trainee's Social Security Card and Driver's License prior to the start of training. This documentation will serve as an alternative to the I-9.

6.8 Independent contractor. BAPTIST HEALTH CARE shall act as an independent contractor and not as an employee of CareerSource Escarosa in the performance of the tasks and duties which are specific obligations of BAPTIST HEALTH CARE pursuant to this Agreement.

- 6.9** Non-discrimination and harassment-free workplace. BAPTIST HEALTH CARE shall not discriminate against any person, applicant or employee employed in the performance of this Agreement, or against any applicant for employment because of race, color, national origin (including limited English proficiency [LEP]), religion, sex, marital status, age, disability, political affiliation, or belief, on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States. BAPTIST HEALTH CARE will maintain compliance with OMB Uniform Guidance 2CFR 200. BAPTIST HEALTH CARE shall provide a harassment-free workplace, with any allegation of harassment given priority attention and action by management.
- 6.10** Public Entity Crimes. BAPTIST HEALTH CARE affirms that at no time has it been convicted of a Public Entity Crime pursuant to section 287.133(2)(a), Florida Statutes, and recognizes that such a conviction during the term of this Agreement may result in termination.
- 6.11** Workers' Compensation Coverage. BAPTIST HEALTH CARE affirms that it is aware of the provisions of Chapter 440 (Workers' Compensation) of the Florida Administrative Code (FAC) which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that chapter. BAPTIST HEALTH CARE affirms that it will comply with such provisions before commencing the performance of the work under this contract. The provision shall apply to the extent provided by federal laws, rules and regulations.
- 6.12** Grievance Procedure. BAPTIST HEALTH CARE shall maintain a grievance procedure to handle any grievances or complaints that the participant may have. If BAPTIST HEALTH CARE does not have a grievance procedure, BAPTIST HEALTH CARE shall use the Workforce grievance procedures. If BAPTIST HEALTH CARE elects to use its own grievance procedures, BAPTIST HEALTH CARE must advise all participants of their right to appeal through the grievance procedures.
- 6.13** Retention of the employee in unsubsidized employment following the completion of the training. BAPTIST HEALTH CARE shall use its best endeavors to retain the trainee in unsubsidized full time employment following the successful completion of the training. In case BAPTIST HEALTH CARE decides not to retain the trainee as a full time permanent employee, it must provide CareerSource Escarosa with the reason(s) why.
- 6.14** Clean Air and Water Act. When applicable, if this Contract is in excess of \$100,000, the Contractor shall comply with all applicable standards, orders or regulations issued under the Clean Air Act as amended (42 U.S.C. 7401), Section 508 of the Clean Water Act as amended (33 U.S.C. 1368 *et seq.*), Executive

Order 11738 and Environmental Protection Agency regulations (40 CFR part 15).
The Contractor shall report any violation of the above to the contract manager

6.15 No trainee shall be hired under the present agreement if nepotism exists.

7. TERMINATION

7.1 In the event that BAPTIST HEALTH CARE materially defaults in the performance of any duty, obligation, covenant or agreement imposed on it or made by it in this Agreement, then CareerSource Escarosa shall provide to BAPTIST HEALTH CARE notice of such default. BAPTIST HEALTH CARE shall have fifteen (15) days within which to initiate action to correct the default and thirty (30) days within which either to cure the default or to demonstrate to the satisfaction of CareerSource Escarosa that corrective action has been taken and will likely result in curing the breach. In the event that BAPTIST HEALTH CARE fails to cure the default, CareerSource Escarosa will have the right to terminate this Agreement.

7.2 BAPTIST HEALTH CARE shall, subject to the provisions of Chapter 119, Florida Statutes, permits public access to all public documents or other materials prepared, developed or received by it in connection with the performance of its obligations or the exercise of its rights under this Agreement. CareerSource Escarosa may terminate this Agreement if BAPTIST HEALTH CARE fails to allow such public access.

8. LEGAL REQUIREMENTS

8.1 With respect to its interpretation, construction, effect, performance, enforcement, and all other matters, this Agreement shall be governed by, and be consistent with, the laws of the State of Florida and the Government of the United States, both procedural and substantive. Any and all litigation arising under this Agreement shall be brought in the appropriate State of Florida court in Escambia, Florida.

8.2 No provision for automatic renewal or extension of this Agreement shall be effective.

9. MODIFICATION

This writing contains the entire Agreement of the parties. No representations were made or relied upon by any party, other than those that are expressly set forth in this Agreement. No agent, employee, or other representative of any party is empowered to alter any of the terms of this Agreement, unless done in writing and signed and approved by an executive officer of CareerSource Escarosa or designee for CareerSource Escarosa and an executive

officer of BAPTIST HEALTH CARE. The parties agree to renegotiate this Agreement if revisions of any applicable State of Florida laws, regulations or decreases in allocations make changes to this Agreement necessary.

10. GENERAL CONDITIONS

10.1 Limitations on the recovery of damages which are specifically provided by Florida Statute or general law or established by rulings of Florida courts shall apply to this Agreement. Such limitations include, but are not limited to, the following:

- (a) CareerSource Escarosa is liable for damages only to the extent provided by section 768.28, Florida Statutes;
- (b) CareerSource Escarosa is not bound by any agreements to indemnify, hold harmless, or for liquidated damages or cancellation charges; and
- (c) no provision of this Agreement shall be construed as a waiver by CareerSource Escarosa of any right, defense or claim which CareerSource Escarosa may have in any litigation arising under the Agreement. Nor shall any Agreement provision be construed as a waiver by CareerSource Escarosa of any right to initiate litigation.

10.2 In providing funds for instruction pursuant to this Agreement, materials that relate to the methods of manufacture or production, potential trade secrets, business transactions, or proprietary information received, produced, ascertained, or discovered by employees of the district school boards, community college district boards of trustees, or other personnel employed for the purposes of this section are confidential and exempt from the provisions of Section 119.07(1), Florida Statutes. CareerSource Escarosa may seek copyright protection for all instructional materials and ancillary written documents developed wholly or partially with state funds as a result of instruction provided pursuant to this Agreement. Subject to CareerSource Escarosa's approval, BAPTIST HEALTH CARE may seek copyright, patent and other intellectual property interest in the products and materials developed by BAPTIST HEALTH CARE. However, BAPTIST HEALTH CARE shall provide CareerSource Escarosa, upon request, with unrestrained use of any such materials that may be copyrighted, patented or otherwise protected.

10.3 BAPTIST HEALTH CARE acknowledges and agrees that any expenses incurred above and beyond the grant funds shall be borne and paid by BAPTIST HEALTH CARE. BAPTIST HEALTH CARE will be liable for any project funds used for purposes other than payment of costs listed in the approved budget "Exhibit C." BAPTIST HEALTH CARE shall indemnify and hold CareerSource Escarosa harmless for claims made by any third party with respect to expenses incurred or activities performed by BAPTIST HEALTH CARE in fulfillment of this project.

- 10.4** BAPTIST HEALTH CARE is encouraged to utilize "minority business enterprises", as defined in Section 288.703, Florida Statutes, as subcontractors or sub-vendors when permitted under this Agreement and should report all such usage to CareerSource Escarosa.
- 10.5** The following activities shall not be funded with any of the grant funds: (a) political activity, lobbying of state or federal or local legislators, or to promote or oppose unionization, judiciaries or agencies; (b) religious or anti-religious activity.
- 10.6** BAPTIST HEALTH CARE agrees to apply Davis Bacon, as amended (40 U.S.C. 276a to 276a-7) and as supplemented by Department of Labor (DOL) regulations 29 CFR part 5, wage rates to projects funded under this Agreement which involve construction, alteration or repair including painting and decorating of buildings, projects, and works which are not ordinarily done by BAPTIST HEALTH CARE regular work force. Prior to making any determination not to pay Davis Bacon wages for any construction type program funded by this Agreement, Contractor shall request a waiver from CareerSource Escarosa.
- 10.7** To the extent this contract is funded in excess of **\$50,000.00** of funds made available from the federal government BAPTIST HEALTH CARE shall comply with all applicable standards, orders, or regulations issued under section 306 of the Clean Air Act, as amended (42 USC 7401 et seq.), section 508 of the Clean Water Act, as amended (33 USC 1368 et seq.), Executive Order 11738, and Environmental Protection Agency regulations (40CFR Part 15) and the Federal Water Pollution Control Act (33 U.S.C. 1251 et seq.), as amended, and the State of Florida Energy conservation Plan issued in compliance with the Energy Policy and Conservation Act of 1988 as amended. (Pub. L. 94-163, 89 Stat. 871). [53 FR 8079, 8087, Mar. 11, 1988, as amended at 60 FR 19639, 19645, Apr. 19, 1995]. The contractor shall report any violation of the above to the CareerSource Escarosa contact listed in this agreement.
- 10.8** BAPTIST HEALTH CARE is aware that federal funds may not be used for the purchase or improvement of land, or the purchase, construction, or permanent improvement of any building or facility. If any property has been constructed or substantially renovated, through the unlawful use of state or federal funds, the federal government shall be entitled to a lien against said property.
- 10.9** BAPTIST HEALTH CARE will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in flood plains in accordance with EO 11988; (e)

assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. 1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended, (P.L. 93-205).

- 10.10** Any organization or entity, whether public or private, which sponsors a program financed partially by state funds or funds obtained for a state agency shall, in publicizing, advertising or describing of the sponsorship of this project, use the following statement “Sponsorship by BAPTIST HEALTH CARE, CareerSource Escarosa and the State of Florida.” If the sponsorship referenced is in written material, the words “State of Florida” shall appear in the same size letters or type as the name of the organization.
- 10.11** When issuing statements, press releases, requests for proposals, bid solicitation, and other documents describing projects or programs funded in whole or in part with Federal money, all awardees receiving Federal funds, shall clearly state (1) the percentage of the total cost of the program or project which will be financed with Federal money, and (2) the dollar amount of Federal funds for the project or program.
- 10.12** The Parties agree to comply with all the terms and provisions of this Agreement including and incorporating herein the following specified Attachments:
Exhibit A – Get There Faster Region 1 Grant A
Exhibit B – Anticipated Outcomes/Reimbursement Schedule
Exhibit C – Approved Training Budget
Exhibit D – Certification Regarding Drug-Free Workplace
Exhibit E – Nondiscrimination and Equal Opportunity Assurance
- 10.13** BAPTIST HEALTH CARE acknowledges and agrees that it is not debarred or suspended from doing business with the federal government under 29 CFR part 98, subpart C. Should BAPTIST HEALTH CARE become debarred or suspended from doing business with the federal government BAPTIST HEALTH CARE shall provide immediate written notice to the CareerSource Escarosa Chief Executive Officer, and such debarment or suspension shall be deemed a material default.
- 10.14** BAPTIST HEALTH CARE acknowledges that under the Workforce Innovation and Opportunity Act of 2014, the act supports a year of transition and implementation. Additional or clarifying guidance may be received during the first year from federal, state or local level wherein a resulting change or modification

may be needed. Any change or clarification will be notified 10 days prior to any effective date.

10.15 This Agreement is executed in duplicate originals.

IN WITNESS WHEREOF, the parties have caused their hand to be set by their respective authorized officials hereto.

WORKFORCE ESCAROSA, INC.
dba CAREERSOURCE
ESCAROSA

BAPTIST HEALTH CARE

BY: _____ / _____
Marcus L. McBride, PhD
Chief Executive Officer

BY: _____ / _____
NAME: _____
TITLE: _____

EXHIBIT B

Anticipated Outcomes/Target Population

Please check the boxes that apply to the anticipated outcomes of the proposed project.

<input type="checkbox"/> Will improve the long-term wage levels of trainees	<input type="checkbox"/> Will improve the short-term wage levels of trainees
<input type="checkbox"/> Will create new jobs within our company	<input type="checkbox"/> Would help prevent company from having to relocate operations
<input type="checkbox"/> Will lower employee turnover in our company	<input type="checkbox"/> Critical to the long-term viability of our company
<input type="checkbox"/> Critical to the short-term viability of our company	<input type="checkbox"/> Will make this location more competitive within company
<input type="checkbox"/> Will assist in the training of veterans	<input type="checkbox"/> Will assist in the training of minorities
<input type="checkbox"/> Will assist in the training of the disabled	<input type="checkbox"/> Will assist welfare to work participants
<input type="checkbox"/> Will increase the profitability of our company	<input type="checkbox"/> Important to the stated mission of our company
<input type="checkbox"/> Will be an important component of our company's overall workforce employee development efforts	
<input type="checkbox"/> Will assist in the improvement of international trade opportunities	

Target Populations: At-risk individuals who are receiving public assistance, such as Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), and/or Social Security Disability Insurance, individuals recovering from substance use disorders and returning citizens who were justice-involved.

Program Narrative: Eligible participants will receive ongoing intensive employment services and support aimed at removing employment barriers, increasing their likelihood of obtaining and maintaining unsubsidized employment, and decreasing their reliance on public assistance benefits. Such services include: enrollment in secondary and/or postsecondary education that leads to an industry-recognized credential of value; dedicated case manager and job coach responsible for coordination with employers, job placement, employment mentoring, and progress monitoring; comprehensive assessment; coordinated referral and service delivery with other agencies for services such as assessments, housing, mental wellness, substance use disorder and domestic violence, when needed; work-based learning opportunities; work readiness activities; job matching and referrals; and transitional support such as childcare, transportation, employment-related supplies.

Funding Source: WIOA Statewide Funds

Number to be served: CareerSource Escarosa = 168 eligible participants served in phlebotomy and medical assistance in conjunction with Baptist Health Care. Baptist Health Care will also be the employer for these participants with an entry wage minimum of \$12.62 per hour. The programs align with vacancy rates and market demands at Baptist Health Care. It is the intention of Baptist Health Care to offer permanent employment for successful graduates at minimum \$13.00 per hour from both programs who meet all certification and background requirements.

Certification by Authorized Company/Institution Representative

The individual signing the below must have authority to enter into contracts on behalf of the applying organization/company.

As an authorized representative of the company/institution listed above, I hereby certify that the information listed above and attached to this document is true and accurate. I am aware that any false information or intended omissions may subject me to civil or criminal penalties for filing of false public records and/or forfeiture of any training award approved through this program.

Typing in your name serves as your electronic signature.

Signature:	Date:
Name:	Title:
Email Address:	

EXHIBIT C

Approved Training Narrative and Budget

FY21-22 Get There Faster At-Risk Floridians		
Board Name: CareerSource Escarosa		
Program Costs	Amount	Cost Detail
Baptist Health Care Lab and MA Educator Costs	\$140,000.00	2 staff members - one for each program
Supplies	\$10,000.00	Stethoscopes, scrubs, training kits, medical supplies, gloves, masks, etc.
Total Cost of Lab and MA Staff	\$150,000.00	
Direct Participant Services Costs		
Work Experience Wages	\$663,000.00	Paid to the participants in training (Minimum Hourly Wage per participant is \$12.62 per hour)
Supportive Services	\$15,000.00	
Total Direct Participant Services	\$678,000.00	
Indirect Costs	\$0.00	
Total	\$828,000.00	

CareerSource Escarosa will use the requested budget amount to administer an innovative program that includes intensive case management for at-risk Floridians while earning compensation to complete training leading to an industry recognized certification and employment with Baptist Health Care. Participants will meet with Case Managers to identify career goals and plans for self-sufficiency by use of the program. WIOA Eligible and TANF/SNAP recipients will be targeted for this opportunity.

Program 1 funded by CareerSource Escarosa is a 12-week Phlebotomy Intern program where participants will get paid classroom and "on the job" training experience. Participants will be supervised by the MA Educator who will teach and observe progress throughout the program. Upon successful completion of the program, graduates will be eligible to sit for the certification exam which is paid for by Baptist Health Care. Upon certification, the participant will be eligible to apply for a permanent position.

Program 2 funded by CareerSource Escarosa is a Medical Assistant Intern program that will be offered twice a year for a 6-month period. During this period, participants will get paid classroom and "on the job" training. Upon completion, participants will be able to sit for the certification exam paid for by Baptist Health Care. Once certified, the participant will be eligible for a permanent position.

Approximately 84 students per year for the combined programs (168) individuals will earn compensation while training for certifications and permanent positions with Baptist Health Care.

EXHIBIT D
Certification Regarding Drug-Free Workplace

Pursuant to the Drug-Free Workplace Act of 1988 and its implementing regulations codified at 29 CFR 94, Subpart B. I, the undersigned, in representation of **BAPTIST HEALTH CARE**, attest and certify that **BAPTIST HEALTH CARE** will provide a drug-free workplace by the following actions.

- A. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in BAPTIST HEALTH CARE workplace and specifying the actions that will be taken against employees for violation of such prohibition.
- B. Establishing an ongoing drug-free awareness program to inform employees concerning:
 - 1. The dangers of drug abuse in the workplace.
 - 2. The policy of maintaining a drug-free workplace.
 - 3. Any available drug counseling, rehabilitation and employee assistance programs.
 - 4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
- C. Making it a requirement that each employee to be engaged in the performance of the Contract be given a copy of the statement required by paragraph A.
- D. Notifying the employee in the statement required by paragraph A that, as a condition of employment under the Contract, the employee will:
 - 1. Abide by the terms of the statement.
 - 2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.
- E. Notifying the agency in writing ten (10) calendar days after receiving notice under subparagraph D2. from an employee or otherwise receiving actual notice of such conviction. We will provide such notice of convicted employees, including position title, to every Grant officer on whose Grant activity the convicted employee was working. The notice shall include the identification number(s) of each affected Contract/Grant.
- F. Taking one of the following actions, within thirty (30) calendar days of receiving notice under subparagraph D2, with respect to any employee who is so convicted.
 - 1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended.
 - 2. Requiring such employee to participate satisfactorily in drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State or local, health, law

enforcement or other appropriate agency.

- G. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs A, B, C, D, E, and F.
- H. Notwithstanding, it is not required to provide the workplace address under the Contract. As of today, the specific sites are known and we have decided to provide the specific addresses with the understanding that if any of the identified places change during the performance of the Contract, we will inform the agency of the changes. The following are the sites for the performance of work done in connection with the specific Contract including street address, city, county, state and zip code:

Jennifer Grove, VP of External Relations
Baptist Health Care
1717 North E Street
Pensacola, FL 32501

Check () if there are workplaces on file that are not identified here.

Check () if an additional page was required for the listing of the workplaces.

CERTIFICATION

I declare, under penalty of perjury under the laws of the United States and under the penalties set forth by the Drug-Free Workplace Act of 1988, that this certification is true and correct.

Name and Title of Authorized Representative

BAPTIST HEALTH CARE

Company Name

Signature

Date

EXHIBIT E
Nondiscrimination & Equal Opportunity Assurance

As a condition of the Agreement BAPTIST HEALTH CARE assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- (1) The Workforce Innovation and Opportunity Act (WIOA) of 2014 prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA financially assisted program or activity;
- (2) Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C 2000d et seq., which prohibits discrimination on the basis of race, color and national origin;
- (3) Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination against qualified individuals with disabilities;
- (4) The Age Discrimination Act of 1975, as amended 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age; and
- (5) Title IX of the Education Amendments of 1972, as amended 20 U.S.C 6181 et seq., which prohibits discrimination on the basis of sex in educational programs.

Name and Title of Authorized Representative

BAPTIST HEALTH CARE

Company Name

Signature

Date

Get There Faster – WIOA Competitive Grants

CareerSource Escarosa, Region 1

&

Baptist Health Care – Grant Proposal

Fiscal Year 2021-2022

Project Narrative

CareerSource Escarosa, Local Workforce Development Board Region 1, will partner with Baptist Health Care to provide opportunities for training, career, and support services by maximizing funding to direct participants identified as At-risk Floridians in career paths for in-demand, middle-to-high wage jobs.

Never before has the healthcare industry been more focused on workforce development. The pandemic has exacerbated longstanding hiring challenges the industry has faced. In fact, in a recently released study, the Florida Hospital Association (FHA) notes that as of April 2021, 11% of RN positions in our hospitals across the state are vacant, which is slightly above the national average of 9.9%. More concerning is a 25 percent turnover in RN positions in Florida in the last year alone, including one in three critical care nurses. This is the highest rate for RN turnover ever reported by the FHA. This study also concluded that Florida faces a shortfall of 59,100 nurses by 2035 (37,400 RNs and 21,700 LPNs.) In addition to facing shortfalls in nursing staff, our industry is facing shortfalls in qualified candidates for entry-level positions that are the first steps on the career ladders that often lead to an LPN or RN position.

Baptist Health Care is seeing these same hiring challenges. Locally led, governed, and headquartered in Pensacola, Florida, Baptist Health Care is a not-for-profit health care organization that has been committed to living out our Mission of helping people throughout life's journey for 70 years now. As a proud member of the Mayo Clinic Care Network, Baptist continuously strives to be a national leader in quality and service. Baptist Health Care includes three hospitals, four medical parks, Andrews Institute for Orthopaedics & Sports Medicine and a large network of primary care and specialty physicians.

As one of the largest non-governmental employers in northwest Florida, Baptist is constantly seeking ways to become an employer of choice for those in our community who are skilled, certified and licensed and ways to collaborate to grow the future healthcare workforce. Baptist directly partners with area high school health career academies, technical centers, Pensacola State College and University of West Florida to meet the continued and increasing pressures of filling the critical entry-level positions of Phlebotomy Technician and Medical Assistant among others.

In order to supplement the talent supply, Baptist has had to deliver their own certification programs. For years, they have delivered a Phlebotomy School, and now, in partnership with CareerSource EscaRosa, Baptist will increase the number of times that school is offered per year and add a new Medical Assistant program as well. This collaborative approach will provide two options for industry recognized certification programs to eligible participants interested in entering healthcare professions as a Phlebotomy Technician or Certified Clinical Medical Assistant.

There will be a 12week Phlebotomy Intern program where participants will get paid classroom and "on the job" training experience. They will be supervised by the Phlebotomy Educator who will teach and observe progress throughout the program. Upon successful completion of the program, graduates will be eligible to sit for the certification exam which is paid for by Baptist Health Care. The certification test is completed through the American Society of Clinical

Pathology and is called the phlebotomy technician exam. This is a widely recognized national certification for laboratory professionals. Upon certification, the participant will be eligible to apply for a permanent position.

The second program is a Medical Assistant Intern program that will be offered twice a year for a 6month period. During this period, participants will get paid classroom and "on the job" training. The participants will be supervised by the MA Educator who will be responsible for providing the training and monitoring progress. Upon completion, participants will be able to sit for the certification exam paid for by Baptist Health Care. The certification that will be obtained is from the National Healthcareer Association (NHA) and is a Certified Clinical Medical Assistant certification. Once certified, the participant will be eligible for a permanent position.

The goal of these programs is to allow At-Risk Floridians access to education and certification to become employable within the healthcare system. The physician practice leaders and the phlebotomy manager are invested in the success of these programs as they are experiencing high vacancy rates due to such a tight labor market.

These programs can lead to future healthcare careers if the participants choose to grow professionally. Many of our Phlebotomy Technicians have gone on to higher level positions. There are opportunities for Phlebotomy Techs to become Medical Assistants, Licensed Practical Nurses and Registered Nurses within our hospital. Those in the Medical Assistant program could go on to leadership positions or may also choose to advance their career clinically by becoming a Licensed Practical Nurse, Registered Nurse, etc. In both fields, there are opportunities for participants to gain positions in leadership.

During the program period and with future employment, the participants will be eligible to participate in our benefits program. That includes a tuition reimbursement program. If the participant decides to return to school during their employment, our Life Long Learning program will help reimburse the candidate for those costs. There is also opportunity for funding of relevant certifications beyond those included in the program.

These programs will be beneficial for the participant, our community and Baptist Health Care. There is a need for these type of programs in our community and Baptist Health Care seeks to be the trusted partner to help transform our community and healthcare.

Explain the need within the service area for the target population served by the proposed program. For example, current local and comparative demographic data, documented number of individuals experiencing the need, etc.

At-Risk Floridians need education and work skills to help them become employable so they can be self-sufficient and withdrawn from government assistance. Baptist Health Care offers a Phlebotomy Intern Program and a Medical Assistant Program. Both of these programs provide paid education hours for people to come and learn the technical skills needed to be successful in the field of Phlebotomy or Medical Assisting. The students will receive classroom education as well as "hands on" training in one of our departments. Upon completion of either program, the student will be eligible to take the certification exam. Baptist Health Care will cover the costs of materials and testing fees so the students can focus on engaging in the program. The goal of the programs is to certify and

hire the students upon completion of the course, providing a pathway to prosperity in the high demand field of healthcare.

In Pensacola, FL, the population is 52,642 and of that population, only 23,751 people are employed. The median age is 36.9 and the poverty rate is 17.4%. That is 4.7% higher than the state of Florida average poverty level. This data shows us that we have room for opportunity to connect our community member to employment opportunities. As far as education, 92.7% of the population has a high school diploma or higher. 37.2% of the population has a bachelor's degree or higher. The largest demographic living in poverty are females ages 25-34. The median annual income for a household in Pensacola is \$50,493, which is approximately \$15,000 below the national average.

In Florida, unemployment claims averaged around 7,000 in 2018 and 2019. In April of 2020, the cases increased 507,0000. That is higher than 4 other states that are most comparable and had the most similar impact. As of the week ending August 21, 2021, the unemployment claims have dropped to 8,270 but we still have opportunity to bring that number down to the pre-pandemic average. (Data from DOL Unemployment Weekly Claims and Data Unemployment insurance weekly claims by state).

If we drill down closer to the neighborhood where Baptist Hospital, the system's flagship hospital, Baptist Medical Towers and all administrative support services are housed, and where the training programs will be delivered, we find that Floridians living in this area are struggling even more. This neighborhood is comprised of Pensacola's Census Tracts 4, 5, 16 and 18. With a total population of 9,838 in this area surrounding the main campus, the poverty rate is twice as high as the city average and the median income is less than 60% of the area median income. Labor participation rate in this area is as low as half of the labor force participation rate in other areas of Pensacola and 7 – 30% of the full-time workers in this area live in poverty. The high school graduation rate of this neighborhood is half of the city average, and the college completion rate is only 14% of the average in other parts of Pensacola. The zip code in which the program will be run is 32501, which has the highest rate of Under-18 Poverty in Escambia county of 56.2% per the Florida Chamber's Prosperity Project.

Added emphasis on recruitment from the neighborhood into these programs will be implemented through a combination of tactics including through Baptist's Faith Health Network which works with congregations in the neighborhood to provide services, education and supports that improve quality of life.

Baptist Health Care is seeking to be a partner in the community to provide education and employment opportunities to those who are At-Risk Floridians. Our goal is the increase the amount of employed people in our community. From 2018 to 2019, the number of employed people in Pensacola only increased 0.148%. This proves there is a need to help the members of our community find employment that will allow them to be independent from government assistance.

How will these programs propose to address the need for the target population?

Many individuals seeking training for employment are unable to commit to the training programs due to their immediate financial need. This program attempts to provide a paid training opportunity as well as an on-the-job paid training component to give individuals the opportunity to earn a livable wage, gain an industry recognized credential, as well as gain valuable hands-on experience.

This partnership directly addresses a major need for the target population. As CareerSource Escarosa works with many individuals who fall into the at-risk population category, this training program creates a talent pipeline for one of Region 1's targeted industry sectors. The partnership also establishes a path to multiple careers in healthcare beyond the 2 credentials presented in this proposal.

The Phlebotomy and Medical Assisting Programs will address the need for the At-Risk Floridian target population by providing an opportunity to receive a paid education and training. By receiving this education and training, the candidate will be eligible to take a certification exam. This will help make these individuals employable and eligible to apply for benefit eligible positions within Baptist Health Care.

What types of services will be offered and by whom, including the frequency and duration of services?

The local workforce development board for region 1, CareerSource Escarosa, will provide case management, job coaching and community outreach for eligible participants throughout the program to promote success for the program participants by coaching him/her throughout the training for credential attainment, employment, and ongoing career goals to promote self-sufficiency.

The case manager and job coach will focus outreach efforts with individuals demonstrating interests in the healthcare sector who are WIOA eligible and/or receiving TANF or SNAP benefits. The case manager and job coach will host bi-weekly information sessions to recruit participants into the paid training and internship program for the healthcare sector. The paid training and work experience component leading to the industry recognized credentials and employment opportunities are incentives desired by many individuals in need of training for more favorable employment who are unable to participate in the traditional, unpaid training programs.

The case management team will meet with each program participant to develop individual employment goals and to discuss career pathways in the healthcare sector. The case management team will provide at minimum 2 monthly contacts with the program participants to discuss progress towards goals and/or any perceived barriers to program completion. The case management team will determine participants' work readiness factors and provide pre-employment skills training and make referrals for other identified needs to set each candidate up for success in the program.

The Phlebotomy Intern Program will be offered every 12 weeks as long as the business need is present. This program is offered by the Phlebotomy Educator within the Phlebotomy Department at Baptist Health Care. There is a two-week classroom lecture phase and a ten

week clinical rotation phase. This class is full time from 6am – 2:30pm. There is a posted class schedule through September of 2022.

The Medical Assistant Program will be offered twice a year as long as the business need is present. The program will run for 6 months. The program will be a paid full-time position so every student will be paid for the hours spent in the program and they will be offered BHC benefits. Approximately 20 hours per week will be spent in a classroom setting and 20 hours per week will be spent in our physician practices for “on the job training”.

How the program will collaborate with various partners to address customer needs and avoid duplication of services?

CareerSource Escarosa provides training and various resources for WIOA eligible and TANF/SNAP eligible participants daily. Our case management system captures information to address customer needs, make referrals as necessary, and prevent duplication of services. CareerSource Escarosa also hosts quarterly consortium meetings that are inclusive of training providers, various community partners, including Vocational Rehabilitation, local school districts and post-secondary education partners.

Baptist Health Care will maintain partnerships with all of our local schools who offer similar programs. These programs are not meant to replace the school programs but they are meant to help supplement. The need in our community for phlebotomy techs and medical assistants far exceeds the qualified students graduating from programs. We will still actively recruit any eligible Phlebotomy Tech or Medical Assistant from any program.

Eligibility requirements

Individuals must at minimum meet WIOA eligibility requirements:

- Meet the required income level
- 18 years of age or older
- U.S. Citizen or eligible to work in the U.S.
- Compliance with Selective Service, if required.

Eligible candidates for the training program must also have a high school diploma or GED and pass the Baptist Hospital pre-employment assessments. Those assessments include, but are not limited to, a urine drug screen, nicotine (cotinine) screen, level II background check (fingerprints), education verification, and reference and employment verification.

Outreach methods used to recruit and retain customers

CareerSource Escarosa and Baptist healthcare will use various forms of media to promote the training opportunity for participants. CareerSource Escarosa will have targeted case

management efforts to recruit individuals and provide intensive case management support to customers to help with program completion and retention.

Baptist Health Care will post these opportunities on our website at www.JoinBaptist.org. Those postings will also be advertised on a variety of sites such as EmployFlorida, Indeed, CareerBuilder, ZipRecruiter, LinkedIn, Glassdoor, etc. Baptist will also utilize their Faith and Community Health team to promote these programs to residents in the neighborhood and beyond.

Describe how the program will engage employers.

CareerSource Escarosa serves a resource for every employer in Escambia and Santa Rosa Counties. Employers in Region 1 rely on CareerSource Escarosa to post positions, screen applicants, host job fairs and recruiting events as well as provide training grants for their organizations. To date, CareerSource Escarosa has job orders for healthcare organizations posted on Employ Florida and actively engaged with the 3 largest healthcare providers in region 1.

Baptist Health Care will also be the employer for these participants. There is a need for these skill sets in our facilities, and we have created these programs in response to our vacancy rates and market demands at Baptist Health Care. It is the intention of Baptist Health Care to hire successful graduates from both programs who meet all certification and background requirements.

**CAREERSOURCE ESCAROSA
DEMAND OCCUPATIONS REVIEW COMMITTEE
DEMAND OCCUPATIONS LIST /LOCAL TARGETED OCCUPATIONS LIST**

DATE: August 18, 2022

COMMITTEE MEMBERS: Scott Luth (Chair), Michael Listau, Lloyd Reshard,
Shannon Ogletree, and Steven Harrell

ITEM FOR RATIFICATION

The Department of Economic Opportunity (DEO) issued the 2022-2023 Florida Statewide Demand Occupations List (DOL). DEO made changes to the 2021-22 list.

The DOL assists LWDBs in determining which occupational training programs can be supported with WIOA Individual Training Accounts (ITAs). Training programs must relate to the occupations on the DOL before ITAs can be applied. CSE's 2022-2023 Targeted Occupations List (TOL) required review for additions/deletions. Additions to the TOL must be in accordance with selection criteria.

The Demand Occupations Review Committee met to review and update CSE's 2022-2023 Demand Occupations List/Local Targeted Occupations List on July 5, 2022. After review of the list, the committee recommended updates highlighted on the attached list. CSE's updated list was submitted to DEO.

RECOMMENDATION: The Board ratify updates to CSE's 2022-2023 Demand Occupations List/Targeted Occupations List (TOL), as recommended by the Demand Occupations Review Committee.

2022-23 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 1 - Escambia and Santa Rosa Counties

Selection Criteria:

- 1 FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 30 annual openings and positive growth
- 3 Mean Wage of \$15.46/hour and Entry Wage of \$12.62/hour
- 4 High Skill/High Wage (HSHW) Occupations:
Mean Wage of \$24.21/hour and Entry Wage of \$15.46/hour

SOC Code†	HSHW††	Occupational Title†	Regional				Statewide		
			Annual % Growth	Annual Openings	2020 Hourly Wage Mean	Entry	Annual % Growth	Annual Openings	2020 Hou Mean
132011	HSHW	Accountants and Auditors	1.35	156	30.74	15.89	1.59	8,177	36.04
113010	HSHW	Administrative Services and Facilities Managers	1.44	31	35.77	22.24	1.86	1,634	45.03
493011	HSHW	Aircraft Mechanics and Service Technicians	2.37	81	38.61	25.97	2.86	1,509	32.76
532011*	HSHW	Airline Pilots, Copilots, and flight Engineers	1.44	610	113.51	69.15	2.00	538	60.80
274011		Audio and Video Technicians	1.98	23	20.80	14.06	3.63	932	24.00
493021		Automotive Body and Related Repairers	1.26	1,104	21.85	14.10	1.5	969	23.99
493023		Automotive Service Technicians and Mechanics	0.80	119	22.67	14.79	1.02	4,922	21.09
433031		Bookkeeping, Accounting, and Auditing Clerks	0.01	239	18.36	12.40	0.52	11,538	20.36
493031		Bus and Truck Mechanics and Diesel Engine Specialists	1.08	45	22.82	16.48	1.63	1,356	24.01
131199*	HSHW	Business Operations Specialists, All Other	0.28	145	28.34	15.67	1.88	10,076	35.31
131020	HSHW	Buyers and Purchasing Agents	0.29	42	28.49	18.30	0.33	2,324	31.36
535021		Captains, Mates, and Pilots of Water Vessels	-0.15	7	35.12	27.58	1.96	532	39.00
435011		Cargo and Freight Agents	2.98	18	24.77	15.31	1.63	826	21.40
472031		Carpenters	0.56	115	21.53	14.94	1.29	6,614	20.22
472051		Cement Masons and Concrete Finishers	0.75	30	18.11	14.96	1.06	1,579	19.14
351011		Chefs and Head Cooks	2.00	45	15.00	9.69	2.90	1,880	26.59
131031	HSHW	Claims Adjusters, Examiners, and Investigators	-0.04	21	26.18	17.73	0.34	2,054	31.58
292010		Clinical Laboratory Technologists and Technicians	1.18	34	24.62	15.37	1.67	1,607	25.47
532012	HSHW	Commercial Pilots	1.61	22	31.82	24.37	2.00	538	60.80
211099		Community and Social Service Specialists, All Other	1.33	53	16.79	11.89	1.3	1,274	20.53
131141	HSHW	Compensation, Benefits, and Job Analysis Specialists	1.38	12	27.56	19.16	1.94	688	27.61
131041	HSHW	Compliance Officers	1.21	21	29.53	16.13	1.48	2,245	33.00
151231	HSHW	Computer Network Support Specialists	1.30	26	23.94	15.11	1.66	834	31.77
151299	HSHW	Computer Occupations, All Other	-0.07	34	41.10	22.59	1.64	1,186	38.03
151211	HSHW	Computer Systems Analysts	2.12	37	30.53	18.73	2.13	2,676	42.29
151232		Computer User Support Specialists	1.68	62	20.80	14.53	2.13	4,313	24.89
474011	HSHW	Construction and Building Inspectors	0.46	16	31.93	18.94	1.25	1,208	29.39
119021		Construction Managers	1.61	46	32.87	12.75	2.10	3,342	50.70
131051	HSHW	Cost Estimators	0.81	20	30.92	22.09	1.10	1,318	31.39
151245	HSHW	Database Administrators and Architects	2.14	9	47.70	32.14	2.38	725	46.29
319091		Dental Assistants	1.98	60	19.25	13.77	1.51	2,649	19.80
292021*	HSHW	Dental Hygienists	1.42	1,022	28.14	18.37	1.44	937	32.63
292032	HSHW	Diagnostic Medical Sonographers	2.57	522	30.43	22.17	1.44	937	32.63
212021		Directors, Religious Activities and Education	1.47	50	19.99	13.55	1.01	989	22.54

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)

2022-23 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 1 - Escambia and Santa Rosa Counties

Selection Criteria:

- 1 FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
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- 4 High Skill/High Wage (HSHW) Occupations:
Mean Wage of \$24.21/hour and Entry Wage of \$15.46/hour

SOC Code†	HSHW††	Occupational Title†	Regional				Statewide		
			Annual % Growth	Annual Openings	2020 Hourly Wage Mean	2020 Hourly Wage Entry	Annual % Growth	Annual Openings	2020 Hourly Wage Mean
173023	HSHW	Electrical and Electronic Engineering Technologists and Technicians	1.07	18	32.81	23.25	1.78	731	28.99
472111		Electricians	1.82	106	22.21	16.71	1.91	5,609	22.06
252021	HSHW	Elementary School Teachers, Except Special Education	0.69	234	29.18	20.32	0.89	5,795	27.66
292041*		Emergency Medical Technicians and Paramedics	1.08	48	20.38	13.38	1.7	2,227	21.04
132098	HSHW	Financial and Investment Analysts, Financial Risk Specialists, and Financial Specialists, All Other	0.70	36	35.08	22.17	1.86	2,229	36.70
113031	HSHW	Financial Managers	2.13	51	48.78	29.25	2.77	3,444	65.55
332011		Firefighters	0.79	38	19.77	13.17	1.13	1,618	25.35
471011	HSHW	First-Line Supervisors of Construction Trades and Extraction Workers	1.18	107	27.03	18.37	1.60	5,670	30.37
351012		First-Line Supervisors of Food Preparation and Serving Workers	1.77	259	19.41	13.19	2.58	11,813	18.23
371012		First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	N/A	N/A	N/A	N/A	2.37	1,754	23.97
491011	HSHW	First-Line Supervisors of Mechanics, Installers, and Repairers	0.99	73	31.08	21.41	1.62	3,138	30.83
411012	HSHW	First-Line Supervisors of Non-Retail Sales Workers	0.10	41	31.89	18.87	0.40	2,343	40.97
431011	HSHW	First-Line Supervisors of Office and Administrative Support Workers	0.14	264	24.82	16.09	0.84	11,717	28.26
391098		First-Line Supervisors of Personal Service and Entertainment and Recreation Workers, Except Gambling	1.35	30	21.63	12.85	2.62	1,992	22.64
511011	HSHW	First-Line Supervisors of Production and Operating Workers	1.55	56	32.64	18.48	1.42	2,722	29.36
411011		First-Line Supervisors of Retail Sales Workers	0.53	264	20.60	14.14	0.88	10,637	22.76
531047	HSHW	First-Line Supervisors of Transportation and Material Moving Workers, Except Aircraft Cargo Handling Su	N/A	N/A	N/A	N/A	1.75	2,868	27.03
119051	HSHW	Food Service Managers	1.15	64	28.28	18.79	1.81	3,364	28.03
111021	HSHW	General and Operations Managers	1.57	280	41.06	21.74	1.92	14,755	51.80
472121		Glaziers	1.69	721	20.30	15.19	1.42	706	20.32
271024		Graphic Designers	0.63	29	22.92	15.23	1.43	1,759	24.81
292099*		Health Technologists and Technicians, All Other	1.72	941	21.43	13.45	1.70	782	22.46
319099		Healthcare Support Workers, All Other	1.11	35	20.05	14.23	1.66	803	N/A
499021		Heating, Air Conditioning, and Refrigeration Mechanics and Installers	1.18	69	19.71	14.24	1.48	3,701	21.85
533032		Heavy and Tractor-Trailer Truck Drivers	0.83	169	17.97	13.96	1.34	12,116	20.74
131071	HSHW	Human Resources Specialists	1.88	85	27.38	16.77	1.74	4,239	29.54
499041	HSHW	Industrial Machinery Mechanics	2.90	60	27.55	21.71	2.37	1,585	24.71
537051		Industrial Truck and Tractor Operators	1.13	30	17.79	13.46	1.22	3,260	18.48
151212	HSHW	Information Security Analysts	4.64	5	49.29	33.84	4.93	883	45.77
413021	HSHW	Insurance Sales Agents	1.69	51	32.93	16.95	1.49	5,427	29.60
292061		Licensed Practical and Licensed Vocational Nurses	1.51	94	21.07	17.50	1.72	4,214	22.45
434131		Loan Interviewers and Clerks	1.14	66	21.19	16.03	1.33	1,189	20.85
132072	HSHW	Loan Officers	0.64	28	N/A	N/A	0.85	1,394	36.61
119081	HSHW	Lodging Managers	0.60	13	26.86	16.12	1.97	543	31.72

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)

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SOC Code†	HSHW††	Occupational Title†	Regional				Statewide		
			Annual % Growth	Annual Openings	2020 Hourly Wage Mean	2020 Hourly Wage Entry	Annual % Growth	Annual Openings	2020 Hourly Wage Mean
514041		Machinists	2.26	15	20.14	14.30	1.71	1,100	20.93
499071		Maintenance and Repair Workers, General	1.67	11,523	18.01	12.39	181	11,468	18.46
131111	HSHW	Management Analysts	1.84	160	37.38	24.35	2.47	7,009	40.46
119199*	HSHW	Managers, All Other	1.20	76	43.82	24.49	1.06	4,905	49.14
131161	HSHW	Market Research Analysts and Marketing Specialists	3.11	64	26.99	15.70	3.46	5,811	29.84
319011	HSHW	Massage Therapists	4.00	31	24.84	15.22	3.97	1,815	19.49
119111	HSHW	Medical and Health Services Managers	3.62	71	47.34	31.94	N/A	N/A	N/A
319092		Medical Assistants	2.66	196	15.88	13.18	3.14	8,736	16.74
292098		Medical Dosimetrists, Medical Records Specialists, and Health Technologists and Technicians, All Other	1.08	48	20.38	13.38	1.70	2,227	21.04
436013		Medical Secretaries and Administrative Assistants	1.41	114	16.16	13.19	1.88	4,369	16.89
131121		Meeting, Convention, and Event Planners	3.69	12	19.15	13.80	2.56	1,018	24.20
252022	HSHW	Middle School Teachers, Except Special and Career/Technical Education	0.72	103	26.48	18.79	0.89	2,512	28.76
151244	HSHW	Network and Computer Systems Administrators	0.63	25	32.05	22.32	1.76	1,513	39.71
472073		Operating Engineers and Other Construction Equipment Operators	1.42	74	18.64	13.35	1.32	2,593	20.44
472141		Painters, Construction and Maintenance	0.79	64	17.48	13.68	1.40	3,131	18.12
232011		Paralegals and Legal Assistants	1.14	85	22.26	16.00	1.95	3,937	25.10
119198	HSHW	Personal Service Managers, All Other; Entertainment and Recreation Managers, Except Gambling; and M	0.59	65	48.31	29.66	1.06	4,905	49.14
372021		Pest Control Workers	N/A	N/A	N/A	N/A	1.90	1,535	18.85
292052		Pharmacy Technicians	1.46	74	16.70	12.83	1.46	2,735	16.77
319097		Phlebotomists	1.65	48	17.27	12.79	2.86	1,116	16.68
312021	HSHW	Physical Therapist Assistants	3.03	20	27.27	22.88	3.82	1,121	30.28
472151		Pipelayers	1.39	559	19.38	16.19	1.26	458	18.94
472152		Plumbers, Pipefitters, and Steamfitters	0.88	65	21.33	15.43	1.49	3,412	21.92
333051		Police and Sheriff/Es Patrol Officers	0.78	59	22.18	17.58	1.10	3,295	30.13
251199		Postsecondary Teachers, All Other	N/A	N/A	N/A	N/A	1.12	1,956	26.86
131198	HSHW	Project Management Specialists and Business Operations Specialists, All Other	1.13	196	31.98	17.18	1.88	10,076	35.31
119141	HSHW	Property, Real Estate, and Community Association Managers	0.50	51	26.75	16.15	1.34	3,134	29.99
292053		Psychiatric Technicians	2.15	931	16.00	12.78	2.15	866	15.91
292034	HSHW	Radiologic Technologists and Technicians	1.09	27	25.08	17.85	1.71	1,023	27.69
419021		Real Estate Brokers	N/A	N/A	N/A	N/A	1.65	754	32.12
419022		Real Estate Sales Agents	0.87	73	24.48	14.78	1.63	4,521	29.39
291141	HSHW	Registered Nurses	1.15	258	30.13	24.29	1.54	12,883	33.42
291126	HSHW	Respiratory Therapists	2.39	10	27.34	25.04	2.92	685	28.91
472181		Roofers	2.10	63	15.36	11.90	1.59	3,032	17.55

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- 1 FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 30 annual openings and positive growth
- 3 Mean Wage of \$15.46/hour and Entry Wage of \$12.62/hour
- 4 High Skill/High Wage (HSHW) Occupations:
Mean Wage of \$24.21/hour and Entry Wage of \$15.46/hour

SOC Code†	HSHW††	Occupational Title†	Regional				Statewide		
			Annual % Growth	Annual Openings	2020 Hourly Wage Mean	2020 Hourly Wage Entry	Annual % Growth	Annual Openings	2020 Hourly Wage Mean
414012		Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	1.15	157	28.95	13.10	1.19	9,272	31.64
414011	HSHW	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	1.07	17	32.39	16.36	1.49	2,439	44.18
535011*		Sailors and Marine Oilers	2.21	555	15.40	13.35	2.29	198	35.28
413031	HSHW	Securities, Commodities, and Financial Services Sales Agents	0.59	42	28.77	16.49	1.44	3,268	37.35
492098		Security and Fire Alarm Systems Installers	2.23	11	19.54	15.23	1.99	785	21.74
253021*		Self-Enrichment Education Teachers	1.96	32	22.64	16.07	1.46	3,678	21.85
472211		Sheet Metal Workers	0.85	55	20.78	14.70	1.52	958	20.44
211093		Social and Human Service Assistants	1.58	45	17.87	13.37	2.11	1,870	17.38
151256	HSHW	Software Developers and Software Quality Assurance Analysts and Testers	2.97	101	45.72	29.72	3.86	7,095	48.10
472221*		Structural Iron and Steel Workers	1.87	506	21.16	16.08	1.40	3,131	18.12
211018	HSHW	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	2.90	50	24.94	17.43	2.87	2,006	22.10
292055		Surgical Technologists	1.33	19	21.20	17.04	1.70	782	22.46
253097		Teachers and Instructors, All Other, Except Substitute Teachers	0.57	112	26.58	14.15	1.46	3,678	21.85
492022	HSHW	Telecommunications Equipment Installers and Repairers, Except Line Installers	0.88	32	28.48	18.64	1.04	2,280	27.56
472044		Tile and Stone Setters	1.72	7	14.88	12.91	2.53	771	18.88
131151	HSHW	Training and Development Specialists	1.20	41	25.17	15.57	2.02	2,403	29.14
113071	HSHW	Transportation, Storage, and Distribution Managers	1.35	513	46.32	26.13	1.44	542	46.81
253097	HSHW	Tutors and Teachers and Instructors, All Other	0.43	84	30.61	17.39	1.46	3,678	21.85
292056		Veterinary Technologists and Technicians	2.12	33	17.17	14.45	3.39	1,020	17.07
151257	HSHW	Web Developers and Digital Interface Designers	2.53	8	20.15	10.79	2.35	803	32.55
514121		Welders, Cutters, Solderers, and Brazers	0.98	37	19.52	14.08	1.68	1,746	21.04

*Statewide Data based on similar SOC Code

†SOC Code and Occupational Title refer to Standard Occupational Classification codes and titles.

††HSHW = High Skill/High Wage.

N/A = Not available (either due to lack of data, or as a result of suppression requirements to protect confidentiality)

†††Qualifying Level:

R = Meets regional wage and openings criteria based on state Labor Market Statistics employer survey data. Regional data are shown.

S = Meets statewide wage and openings criteria, but does not reach regional criteria based on state Labor Market Statistics employer survey data. Statewide data are shown.

NR = Not releasable.

**CAREERSOURCE ESCAROSA
ACTION ITEM
WIOA TRAINING PROVIDER AGREEMENT EXTENSION**

Date: August 18, 2022

ITEM FOR DISCUSSION

With the continuing formulation of the REACH Act language for WIOA Training Provider Agreements, CSE have Training Provider Agreements that expired 6/30/2022. The Department of Economic Opportunity (DEO) has suggested that we extend the current agreements by either a 3-month or a 6-month period until the necessary REACH Act language becomes available. CSE has agreements with the below institutions.

- Pensacola State College (PSC)
- Coastal Alabama Community College (CACC)
- Truck Driver Institute (TDI)
- Security Services Training Institute (SSTI)
- University of West Florida (UWF)
- George Stone Technical College (GSTC)
- Locklin Technical College (LTC)
- Fortis Institute (Fortis)
- Reid State Technical College (RSTC)

DISCUSSION/RECOMMENDATION:

CAREERSOURCE ESCAROSA
TRAINING PROVIDER AGREEMENT
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
EXTENSION OF TRAINING AGREEMENT ENDING 6.30.2022

This agreement is made and executed in duplicate by and between Workforce Escarosa dba CareerSource Escarosa whose address is 6913 North 9th Avenue, Pensacola, FL, 32504, hereinafter called Escarosa, and Eligible Training Provider (ETP) whose name is _____ and whose address is _____

PROVISIONS OF THE AGREEMENT

The two parties to this Agreement do hereby agree to temporarily extend the previous training agreement for a period of 6 months, until such time as the Florida Department of Economic Opportunity (DEO) provides the parties with guidance as to the provisions of the recently enacted REACH Act, and a new Training Provider Agreement may be agreed to by both parties.

SIGNATURE

IN WITNESS WHEREOF, the agents of the Training Institution and CareerSource Escarosa hereby certify that they have full authority to, and in accordance therewith on behalf of their respective principals, have executed the Training Provider Agreement.

CAREERSOURCE ESCAROSA

By: _____

Name: Marcus L. McBride, PhD

Title: Chief Executive Officer

Date: _____

PROVIDER

By: _____

Name: _____

Title: _____

Date: _____

By: _____

Name: Kathaleen Cole

Title: CareerSource Escarosa Board Chair

Date: _____

PY 2021-2022
CareerSource Escarosa Board of Directors
Meeting Attendance

Member's Name	7/29/21	9/16/21	11/18/21	1/20/22	3/17/22	6/1/22	6/16/22
Steve Rhodes	P	P	P	P	A	P	A
Tracy Andrews	A						
Douglas Brown					P	P	P
Kathaleen Cole	P	P	P	A	P	P	P
Anthony Eman					P	P	P
Tawana Gilbert		P	P	P	A	P	P
Russell Green	A						
Dianne Hatke	P	P	P	P	P	P	P
Steven Harrell	P	P	P	P	P	P	P
Laura Hessler					P	A	A
Jeffrey Hondorp					P	P	P
Michael Johnson	P	A	P	A	P		
Michele Kelson					A	P	P
Michael Listau	P	P	P	A	A	P	P
Scott Luth	P	P	A	A	P	P	P
Shannon Ogletree	P	P	A	A	A	P	A
Lloyd Reshard	A	P	P	P	A	P	P
Anna Weaver	P	P	P	P	P		
Ex-Officio Members							
Erica Grancagnolo	P	P	A	A			
Clara Long	A	A	P	P	A	A	A

CareerSource Escarosa Board of Directors Membership Update

Business Sector Members (The majority of the local board membership)
6 – Vacancies (Santa Rosa County)
Filled Seats: 1 – Santa Rosa County 7 – Escambia County
Workforce Sector Members (Not less than 20% of the board membership)
2 – Vacancies in Labor Organization
Filled Seats: 1 – Non-Labor Affiliated registered apprenticeship program
Other Sector Members
Filled Seats:
1 – Adult Education/Literacy
1 – Institution of higher education
1 – Economic and community development entity
1 – Vocational Rehabilitation
*1 – Other entity that administers education and training activities, represents local educational agencies or community-based organizations that have expertise in addressing the education or training needs for individuals with barriers to employment.
1 – Community Services Block Grant

*Dual service role (Business Sector)