

ONE-STOP OPERATOR CONTRACT, PROGRAM YEAR 2026-2027



One-Stop Operator Contract, Program Year 2026-2027

CONTRACT NAME: One-Stop Operator Contract, Program Year 2026-2027			
CFDA #,	AMOUNT	FEDERAL AWARD IDENTIFICATION NUMBER (FAIN)	PROGRAM
10.561	Allocated per cost allocation plan	265FL412Q7503	SNAP E&T
17.207	Allocated per cost allocation plan	25A55WP000114	Wagner-Peyser
17.258	Allocated per cost allocation plan	25A55AT000121	WIOA Adult
17.259	Allocated per cost allocation plan	25A55AY0000112	WIOA Youth
17.278	Allocated per cost allocation plan	25A55AW000124	WIOA Dislocated Worker
17.225	Allocated per cost allocation plan	25A60UR000133	RESEA
93.558	Allocated per cost allocation plan	G2601FLTANF	Welfare Transition
17.801	Allocated per cost allocation plan	26555DV000176	DVOP & LVER
CONTRACT AMOUNT: \$48,000			
UNIQUE ENTITY IDENTIFIER: YT7DS6K1J6X7			
FEDERAL AWARDING AGENCY: US Department of Labor, US Department of Agriculture, US Department of Health and Human Services			
PASS-THROUGH ENTITY: Florida Department of Commerce Tisha Womack, Chief Financial Officer 850-245-7126 Office caroline.womack@commerce.fl.gov			

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I. GENERAL PROVISIONS

A. Parties

This Contract is entered into between **Big Bend Jobs & Education Council, Inc. d/b/a CareerSource Capital Region**, hereinafter referred to as the “BOARD” or “CSCR” or “CareerSource Capital Region,” and **McGrew Consulting Group, LLC**, hereinafter referred to as the “CONTRACTOR” for the purpose of providing One-Stop Operator services as authorized by the Florida Statute 445.003 as amended in 2016 for the Workforce Innovation and Opportunity Act of 2014.

B. Term

The term of this Contract shall commence on **July 1, 2026**, and end on **June 30, 2027** and can be reviewed for renewal annually, for three additional one-year periods, as allowed by Florida Statutes, provided measurable performances and deliverables are successfully achieved. CSCR reserves the option to modify contract(s) on a year-to-year basis. Note: the option to renew is not guaranteed and the initial award of the initial contract does not imply an exercise of the option to renew. The Contract is reviewable on an annual basis during this contract period with changes in the contract amount determined annually based upon funding availability.

C. Contract Amount

The BOARD agrees to pay for contract services according to the Payment for Services, during Fiscal Year 2026-2027 for an amount not to exceed **\$48,000**.

D. Attachments

The parties agree to comply with all the terms and conditions of this Contract including and incorporating herein, the specified attachments listed below:

Attachment A: Required Reporting – Monthly

Attachment B: Required Reporting – Quarterly

Attachment C: Contract Budget

Attachment D: Contract Deliverables

Attachment E: Assurances

E. Certifications Incorporated by Reference

The following certification documents are incorporated herein by reference as executed and included by CONTRACTOR in the CONTRACTOR’s proposal submitted in response to the BOARD’s One-Stop Operator RFP #2025-03: Attachment B – Representations and Certifications which includes Debarment & Suspension and Other Responsibility Matters, Certification Regarding Lobbying, Certification of Contracts, Grants, Loans and Cooperative Agreements; Insurance Certification; Drug-Free Workplace Certification; Non-Discrimination Certification; Sworn Statement of Public Entity Crimes; Conflict of Interest Statement.

F. Laws and Regulations

CONTRACTOR does hereby agree to comply with the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), Workforce Innovation and Opportunity Act (WIOA), Florida Workforce

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Innovation Act of 2000 as amended in 2016, Wagner-Peyser Act, Trade Act, Supplemental Nutrition Assistance Program Employment & Training, Welfare Transition Program, and all applicable Federal, State and local laws, regulations, policies, plans, and instructions as they pertain to this contract which are in effect at the inception of this contract or as may be promulgated or amended during its life, and will require its subcontractors to do likewise. When determining applicability, all programs and activities funded, or otherwise financially assisted, in whole or part, under WIOA or the Welfare Transition Program are programs and activities receiving federal financial assistance.

G. Sole Proprietor Representation – Approval Required for Additional Personnel or Subcontracting

1. CONTRACTOR represents and warrants that the services under this Contract will be performed solely by CONTRACTOR's owner/member and that CONTRACTOR will not use employees, subcontractors, agents temporary staff, volunteers, interns, consultants, independent contractors, or any other individual to perform any portion of the services under this Contract unless approved in advance in writing by the BOARD through a fully executed written contract amendment.
2. CONTRACTOR shall notify the BOARD immediately if CONTRACTOR intends to hire, engage, assign, subcontract, delegate or otherwise use any other person to perform work under this Contract. No additional person may perform services, access BOARD facilities, access BOARD or state systems, access confidential information, attend meetings on CONTRACTOR's behalf, or otherwise participate in work under this Contract until the BOARD has approved the change in writing and all required insurance, screening, confidentiality, training, E-Verify, information security, and other compliance documentation has been accepted by the BOARD.

Any unauthorized use of employees, subcontractors, agents, consultants, independent contractors, or other individuals to perform work under this Contract shall constitute a material breach and may result in suspension of work, withholding of payment, termination for cause, and any other remedies available to the BOARD under this Contract or applicable law.

H. Internal Financial Controls

1. CONTRACTOR shall be responsible for implementing procedures and internal financial controls governing the management and utilization of funds provided hereunder. The procedures and financial controls must be established pursuant to Generally Accepted Accounting Principles (GAAP) procedures.
2. CONTRACTOR will maintain separate accounting records for all funds expended under this contract to ensure compliance with all federal and state laws and to ensure that the funds have not been unlawfully spent. All expenditures must be allowable, allocable, necessary and reasonable for proper and efficient operation of the program under the appropriate funding source administered.
3. CONTRACTOR will make available all accounting records for review upon request for examination, audit, or for the making of excerpts or copies of such records for the purpose of determining compliance with all applicable rules and regulations and provisions of this Contract.

I. Stand-In Costs

Costs paid from non-federal sources may be used to stand-in for disallowed costs identified because of a monitoring report or audit. These costs must be reported as uncharged program costs and must have been

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allowable under the grant for which the stand-in costs are offered. They are subject to verification through an audit.

J. Purchasing/Inventory

1. All purchases must follow the BOARD's procurement guidelines. Records must be maintained to document procurement efforts to comply with this requirement.
2. Equipment purchased as defined as tangible, non-expendable personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit, including all costs related to the property's final intended use, shall first receive prior approval from the BOARD.
3. An up-to-date inventory of all property purchased that has an individual purchase price of \$5,000 or more must be maintained and shall not be disposed of without prior written authorization.
4. Title to supplies, equipment, real property and other expendable property acquired by a recipient of federal funds shall vest in the recipient upon acquisition for the authorized purpose of the project if it is needed and shall not encumber the property without approval of the United States Department of Labor (USDOL).
5. All supplies, equipment, real property and other expendable property shall be returned within forty-five (45) days of Contract termination or when the property is no longer needed.

K. Use of Equipment

Any equipment purchased under this Contract or provided by the BOARD for use in delivering the services under this Contract shall be used exclusively by the applicants, employees and/or participants unless an equipment user agreement has been made part of this contract. Such equipment is and shall remain the property of the BOARD.

L. Insurance

CONTRACTOR shall provide to the BOARD, prior to Contract execution, a Certificate of Insurance evidencing the coverages required herein. Such coverage shall remain in full force and effect throughout the term of this Contract and shall not be canceled, non-renewed, or materially altered without at least thirty (30) days' prior written notice to the BOARD. The Certificate of Insurance shall serve as evidence that all required coverages are current and maintained.

All insurance required under this Contract shall be issued by insurers licensed to do business in the State of Florida and having a minimum A.M. Best rating of A- or better. The BOARD shall be named as an additional insured on all applicable liability policies. Such insurance shall be primary and non-contributory to any insurance maintained by the BOARD, and a waiver of subrogation in favor of the BOARD shall be provided where permitted by law.

The BOARD may withhold payments or terminate this Contract if the CONTRACTOR fails to maintain the required insurance or provide satisfactory evidence thereof.

1. Commercial General Liability

CONTRACTOR shall maintain Commercial General Liability insurance, including coverage for bodily injury, property damage, personal and advertising injury, and contractual liability, with limits of not less

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than \$1,000,000 per occurrence. Such policy shall include endorsements naming the BOARD as an additional insured.

2. Workers' Compensation

Due to CONTRACTOR's sole proprietorship representation, CONTRACTOR is not required to maintain Workers' Compensation coverage. CONTRACTOR is encouraged to apply for exemption from the Florida Division of Workers' Compensation.

3. Automobile Liability

CONTRACTOR shall maintain Automobile Liability insurance covering all owned, non-owned, and hired vehicles used in the performance of this Contract with limits of not less than \$250,000 combined single limit per accident.

CONTRACTOR shall ensure that all employees receiving travel reimbursement, including mileage, maintain current personal automobile insurance and shall retain proof of such coverage. The BOARD may request documentation of such coverage at any time.

4. Professional Liability (Errors and Omissions)

CONTRACTOR shall maintain Professional Liability (Errors and Omissions) insurance with limits of not less than \$1,000,000 per claim for claims arising from negligent acts, errors, or omissions in the performance of professional services under this Contract.

Upon request, CONTRACTOR shall provide the BOARD with a Certificate of Insurance evidencing the required coverage.

5. Indemnification

CONTRACTOR shall be solely responsible for the supervision, direction, and control of its employees and agents, and such individuals shall not be deemed employees of the BOARD.

CONTRACTOR shall defend, indemnify, and hold harmless the BOARD, its officers, employees, and agents from and against any and all claims, damages, losses, liabilities, and expenses, including reasonable attorneys' fees, arising out of or resulting from the acts, errors, omissions, or negligence of the CONTRACTOR, its employees, agents, or subcontractors in the performance of services under this Contract, including but not limited to claims involving bodily injury, property damage, personal injury, employment-related matters, or program participants, to the extent caused by the CONTRACTOR or those acting on its behalf.

6. Property Insurance

All property and equipment purchased by the CONTRACTOR under this Contract shall be insured against loss, damage, or theft in an amount equal to the full replacement cost.

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M. Access to Records

1. At any time during normal business hours and as often as the BOARD, the State of Florida Department of Commerce (FloridaCommerce), USDOL, Comptroller General of the United States, or their designated representative may deem necessary, CONTRACTOR shall make available all appropriate personnel for interviews and all such financial, applicant, or participant books, documents, papers and records (including computer records), or other data relating to matters covered by this contract, for examination, audit, or for the making of excerpts or copies of such records for the purpose of auditing and monitoring program activities and determining compliance with all applicable rules and regulations, and the provisions of this contract. The above-referenced records shall be made available at the CONTRACTOR's expense, at reasonable locations as determined by the BOARD.
2. CONTRACTOR shall provide copies of W-2 forms by January 31, 2027, the BOARD's Accounting department to be compared against the USDOL's most recent ETA salary/bonus threshold to ensure compliance with the current limitation. In the event CONTRACTOR is not issued a W-2 for services performed under this Contract, upon request, CONTRACTOR will provide the BOARD with a certification that CONTRACTOR's owner/member did not receive a salary and/or bonus that exceeds USDOL ETA's threshold.

N. Participant Record Confidentiality

1. CONTRACTOR must comply with the confidentiality provisions and the record retention requirements of sections 119.021, F.S., where applicable.
2. All CONTRACTOR records classified as public records, as defined in local policy, must be open and available for inspection by any person unless otherwise specified by law. It is the responsibility of the CONTRACTOR to maintain records in a location that is accessible to the public.
3. CONTRACTOR shall not disclose any information concerning a workforce services applicant or participant to any agency or individual, other than the BOARD, for any purpose without written consent of the participant, or his/her responsible parent or legal guardian.
4. CONTRACTOR shall adhere to the BOARD's Establishing & Maintaining Confidentiality Directive and require all individuals engaged by CONTRACTOR who have access to confidential information, BOARD or state information systems, or who have the ability to create, modify, access, or destroy such information to sign the BOARD's Individual Non-Disclosure & Confidentiality Certification Form prior to (i) performing any work under this Agreement; (ii) working within any BOARD-operated center or site; or (iii) obtaining access to any information technology systems or confidential data. Signed forms must be submitted by the CONTRACTOR to the BOARD's designated Human Resources & Communications Director through the designated folder on SharePoint, as identified by the BOARD, prior to the individual's start date. CONTRACTOR is responsible for ensuring all required documentation is properly uploaded and maintained in the designated location. After initial hire, CONTRACTOR must require incumbent individuals to re-sign the form annually and submit all signed forms to the same secure folder each year by September 30th.

O. Information Security

1. CONTRACTOR will ensure that all employees, temporary staff, interns, and volunteers review BOARD

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policies related to information systems security and CONTRACTOR will comply with employment penalties outlined therein for its employees, temporary staff, interns, and volunteers found to be in violation of such policies. CONTRACTOR will ensure that it follows BOARD requirements and prescribed processes, as communicated by the BOARD, for the information system's account creation, maintenance and termination for CONTRACTOR's employees, temporary staff, interns, and volunteers for which the CONTRACTOR provides oversight.

2. CONTRACTOR shall ensure that FloridaCommerce Information Systems Security Agreement/Confidentiality Forms are completed in their entirety to include appropriate signatures and all other applicable fields for all employees, temporary staff, interns, and volunteers who have access to state systems. Further, the CONTRACTOR shall ensure that the information system's account access is limited to only those individuals needing access to perform their jobs.
3. CONTRACTOR shall ensure that its employees, temporary staff, interns, and volunteers are instructed not to lend or share passwords for information systems.
4. For employees who telework or work from another approved location, the CONTRACTOR must ensure the individuals follow the BOARD's information security policies to manage the records and other sensitive information stored on telework devices and transmitted across external networks. Individuals who telework should keep telework property and information safe, secure, and separated from their personal property and information.

P. Code of Conduct and Business Ethics

CONTRACTOR shall maintain written standards of conduct governing the performance of its employees engaged in the award and administration of contracts. No employee, officer, or agent shall participate in the selection, award, or administration of a contract supported by federal funds if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award. The officers, employees, and agents of the CONTRACTOR shall neither solicit or parties to sub-agreements. However, CONTRACTOR may set standards for situations in which the financial interest is not substantial, or the gift is an unsolicited item of nominal value. The standards of conduct shall provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the CONTRACTOR. THE CONTRACTOR shall supply the BOARD with its written standards and proof it has notified staff of such policies by September 30th.

CONTRACTOR shall adhere to the BOARD's Code of Conduct and Business Ethics policy and require all employees, temporary staff, interns, and volunteers to sign the BOARD's Code of Conduct and Business Ethics policy upon initial hire. Signed forms must be submitted by the CONTRACTOR to the BOARD's designated Human Resources secure folder or repository, as identified by the BOARD, within one week of the individual starting. After initial hire, CONTRACTOR must also require incumbent individuals to re-sign the form annually and must submit all signed forms to the same repository no later than September 30 each year.

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Additionally, CONTRACTOR will ensure employees, temporary staff, interns, and volunteers complete the BOARD approved ethics training upon initial hire and annually thereafter. Further, CONTRACTOR shall comply with all federal, state and local laws and regulations related to financial practice and corporate governance.

Q. Staff Qualifications & Training

1. CONTRACTOR will provide qualified and trained staff, in accordance with industry and/or educational standards.
2. CONTRACTOR shall adhere to the BOARD's Staff Training and Credentialing Policy and associated procedures. At a minimum, CONTRACTOR must obtain the Florida Certified Workforce Professional Tier I certification (or its equivalent) and complete FL WINS Cross Training within 60 days of hire. CONTRACTOR will be required to complete 15 hours of continuing education during each calendar year. CONTRACTOR is encouraged to pursue and/or maintain the Certified Workforce Development Professional (CWDP) certification and/or other relevant certifications.
3. CONTRACTOR will provide and/or make available training on Crosswalk and Partner Referrals to all frontline career center individuals on an annual basis.
4. CONTRACTOR will be required to complete security awareness training within 30 days of Contract execution and by September 30th annually thereafter. All certificates signifying the completion of annual security awareness training shall be submitted to the BOARD's designated SharePoint folder, as identified by the BOARD, by the assigned deadline.
5. CONTRACTOR shall adhere to the BOARD's Abuse Prevention Policy and sign the BOARD's policy within one week of Contract execution and by September 30th annually thereafter. Signed forms must be submitted by the CONTRACTOR to the BOARD's designated SharePoint folder, as identified by the BOARD.

R. Health and Safety

Health and safety standards, including Child Labor Laws, established under state and federal law, otherwise applicable to the working conditions of employees shall be applicable to working and training conditions of workforce services participants. Where participants or employees covered under this contract are engaged in activities not covered under the Occupational Safety and Health Act of 1970, they shall not be required or permitted to work, be trained, or receive services in buildings or surroundings or under working conditions which are found to be unsanitary, hazardous, or dangerous to their health or safety.

S. Pre-employment and Subsequent Screenings

The CONTRACTOR shall comply with the BOARD's Background Screening Policy ADM-PL-0149, as amended, including but not limited to ensuring all Covered Individuals complete required Level I background screening prior to assignment; no individual begins work or is granted system access until screening is completed and approved at least two business days in advance; required re-screening is conducted as applicable; and appropriate action is taken in response to disqualifying information.

Note: As requested by the BOARD or FloridaCommerce, the CONTRACTOR will provide documentation of

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background screenings as requested.

T. Incident Reporting

Known or suspected incidents of fraud, injury, program abuse or criminal conduct shall be reported to the BOARD in writing using the BOARD approved form (or another approved format) immediately but no more than 24 hours of said incident.

U. Reports

All reports shall be submitted to the BOARD in the designated folder on SharePoint, as identified by the BOARD, including but not limited to:

1. Invoice: CONTRACTOR shall submit to the BOARD an invoice and any back-up documentation, as specified in Section III. Payment for Services. The invoice must be submitted each month.
2. Reports: CONTRACTOR shall ensure that reports are provided to the BOARD, as prescribed in Attachment A: Required Reporting – Monthly and Attachment B: Required Reporting – Quarterly.
3. Contract Close-Out Report: CONTRACTOR shall submit to the BOARD a Contract Close-Out Report within ninety (90) days after the contract termination, summarizing all payment requests, actual expenses, inventory and other items requested by the BOARD.

V. Contractor Authority

1. CONTRACTOR shall not enter into contracts and/or agreements on behalf of the BOARD or its customers without prior written authorization from the BOARD.
2. CONTRACTOR shall not act as an agent or employee of the BOARD beyond the Scope of Work described herein. If CONTRACTOR takes any action outside of this designated Scope of Work, CONTRACTOR shall be liable for all costs, fees and damages that may be incurred by CONTRACTOR or the BOARD as a result of such actions.

W. Oversight

The CONTRACTOR will report to and be overseen by the BOARD. The CONTRACTOR must openly and immediately communicate to BOARD leadership any challenges or problems faced by CONTRACTOR that will adversely affect CONTRACTOR's performance of the Contract, or BOARD's ability to meet federal, state, or local requirements.

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II. SCOPE OF WORK

A. One-Stop Operation

The basic role of the One-Stop Operator is to coordinate the service delivery of participating one-stop partners and service delivery providers.

The following services must be completed by the CONTRACTOR:

1. Strategically coordinate all mandatory and optional partners across the four counties represented by CareerSource Capital Region as required by WIOA, and whose responsibilities will not include service delivery. The OSO will work with CSCR to meet all state and federal requirements.
2. Coordinate the service delivery of the required and additional one-stop partners and service providers as prescribed by WIOA sec. 121(b)(1)(B), 20 CFR 678.400, 34 CFR 361.400 and 34 CFR 463.400.
3. Work with the BOARD to coordinate mandatory and additional partners across the one-stop delivery system, with priority placed on the comprehensive career centers in Leon and Wakulla counties. The coordination of programs will include:
 - a. Workforce development programs directly administered by CSCR and its Workforce Development Services Provider (WIOA Adult, DW, Youth; Wagner-Peyser; Jobs for Veterans State Grant; Migrant and Seasonal Farmworker; Trade Adjustment Assistance; TANF/WT; RESEA; SNAP E&T).
 - b. Mandatory partner programs such as Job Corps, Adult Education and Family Literacy Act, Vocational Rehabilitation, Division of Blind Services, Senior Community Service Employment, Career and Technical Education, Community Services Block Grant, Department of Housing and Urban Development, Reemployment Assistance, and Second Chance Act.
 - c. Additional partner programs included in 20 CFR 378.410, as appropriate.

To deliver the services under II.A.1.-3., the CONTRACTOR will implement a structured, system-based approach to coordinating mandatory and optional partners to ensure seamless service delivery across CSCR's one-stop system. CONTRACTOR will establish a shared understanding across partners of roles, services, eligibility, and target populations to identify overlaps and gaps, enabling more effective referrals and collaboration. CONTRACTOR will assess customer flow from intake through service delivery to strengthen coordinated intake and service referrals, ensuring referrals are treated as active partner engagements rather than passive handoffs.

When challenges arise, CONTRACTOR will align partners around shared goals and develop practical solutions.

4. Work with the BOARD to develop, update, and track Memoranda of Understanding (MOU) and Infrastructure Funding Agreements (IFAs) to maintain compliance with WIOA mandatory partners. CONTRACTOR will ensure timely execution of MOUs and IFAs to prevent gaps in service delivery. Note: The CONTRACTOR will work with the BOARD's Accounting Department to determine each partner's required financial contribution to support the one-stop system. To deliver this service, the CONTRACTOR will:

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- a. Maintain a centralized tracking system capturing partner responsibilities, agreement terms (including financial contributions), and renewal timelines to manage MOUs and IFAs. A 90-day advance notification process, supported by consistent follow-up and partner engagement, will ensure timely execution of renewals and prevent lapses in service. Tracking will include monitoring partner activity supporting the IFA, identifying MOU deficiencies or gaps that hinder optimal seamless service delivery; and recommending modifications, when needed.
 - b. Actively engage partners to validate roles and expectations and ensure agreements remain aligned with current operations.
 - c. Monitor compliance through scheduled observations, stakeholder engagement, and data analysis, using structured checklists and system data (e.g., referrals, service activity, and financial contributions) to verify that agreements are functioning as intended.
 - d. Identify gaps through indicators such as low engagement, misalignment between documented and actual practices, and ineffective coordination. When deficiencies are identified, CONTRACTOR will share findings, identify root causes, recommend practical solutions, and conduct follow-up reviews to ensure implementation.
 - e. Work with BOARD and service provider to orient co-located partners on the career center delivery system and local processes prior to MOU execution.
5. Serve as the primary point of contact for the Crosswalk agency to agency referral system for CSCR mandatory and other partners. Facilitate conversations and engagement with CSCR partners to support, increase and maintain the use of Crosswalk. CONTRACTOR will strengthen the Crosswalk referral system by promoting partner utilization, improving referral quality through ongoing education, and implementing closed-loop communication to support co-case management across partners. To deliver this service, the CONTRACTOR will:
 - a. Provide structured leadership and oversight of the Crosswalk referral system to ensure strong partner engagement, consistent utilization, and improved outcomes for shared customers.
 - b. Position Crosswalk as a standardized, system-wide tool that captures key customer information, routes referrals to designated partner points of contact, and enables transparent tracking of referral activity.
 - c. Provide a structured partner onboarding process—including training, clearly defining expectations, and integrating Crosswalk usage into MOUs and IFAs—will ensure consistent adoption, while ongoing reinforcement through partner meetings and reporting will sustain long-term usage.
 - d. Implement a performance-driven framework to monitor system utilization including referral volume, partner participation, and response times, using this data to promote accountability and identify opportunities for improvement. Emphasis will be placed on a closed-loop referral process, requiring partners to acknowledge, act on, and communicate outcomes of referrals to support co-case management and build inter-agency trust.
 - e. As the central point of contact, provide training, troubleshooting, performance oversight, and coordination across all partners.
 - f. Drive improvements in referral quality, partner utilization, and volume of partners by continuous

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evaluation of the system and active partner engagement.

6. Work with the BOARD to identify and coordinate other partners such as local community-based organizations that have shared customers and are aligned to the mission, vision and values of CareerSource Capital Region. Assist CSCR leadership with developing Memorandums of Agreement (MOA) to formalize other partnerships; align with CSCR on the MOA template to be used. Support CSCR's Affiliate Site Partnership initiatives in Gadsden, Jefferson, Leon and Wakulla Counties. As a part of supporting the initiative, the CONTRACTOR will be responsible for recruitment, management and certification of affiliate sites. At least annually each affiliate site must be certified to retain its affiliate status using BOARD approved standards of certification. To deliver this service, CONTRACTOR will:
 - a. Maintain a centralized tracking system capturing partner contact information, service offerings, referral processes, and renewal timelines to manage MOAs.
 - b. Implement a strategic, data-informed approach to identifying, engaging, and formalizing partnerships with community-based organizations aligned with CSCR's mission.
 - c. Identify partners based on service gaps, target population alignment, and opportunities to leverage resources across agencies.
 - d. Evaluate potential partners for alignment with CSCR's desired outcomes, overlap in populations served, complementary or specialized service offerings, and demonstrated service quality to ensure they are effective and reliable referral destinations.
 - e. Engage partners by aligning collaboration opportunities with their organizational goals and demonstrating the value of coordinated service delivery in expanding impact and improving client outcomes.
 - f. Formalize partnerships through MOAs, with CONTRACTOR facilitating execution of CSCR templates to ensure clarity of roles and expectations. CONTRACTOR will also make recommendations for new MOA language and expectations with the intent of strengthening partnerships.
 - g. Onboard new partners through structured processes including designation of points of contact, Crosswalk training, and integration into partner meetings and referral systems.
 - h. Reinforce ongoing engagement through regular communication, performance monitoring, and inclusion in system coordination efforts, ensuring partnerships remain active and aligned to expand system capacity.
 - i. Implement a structured, data-driven approach to recruiting, managing, and certifying affiliate sites to expand access to workforce services across CSCR's service area.
 - j. Recruit new affiliate sites based on geographic gaps, community need, and proximity to target populations, with a focus on utilizing existing infrastructures like community-based organizations, libraries, and community centers. Each site will be evaluated for accessibility, operational suitability, and alignment with service delivery requirements, with staffing levels adjusted based on demand.
 - k. Ensure all affiliate sites meet state and local standards, including ADA compliance, nondiscrimination requirements, and necessary infrastructure. Certification and recertification will be conducted through structured site visits using established checklists, with ongoing monitoring informed by site observations, customer traffic, and referral activity.

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- I. When performance or compliance issues are identified, CONTRACTOR will implement corrective actions and reassess site viability, identifying alternative locations if needed to maintain service access.
7. Create and maintain an up-to-date list of partners and the agreed upon service offerings and referral processes. The list should be reviewed and updated annually by September 30th. CONTRACTOR will coordinate with CSCR leadership to publish on the organization's website and maintain up-to-date contact information and descriptions of services. Note: CONTRACTOR may use the same centralized tracking system referenced in section II.A.6.a. of this Contract.
8. Coordinate, schedule and facilitate quarterly meetings (virtually or in-person, with at least one in-person meeting per year) with one-stop partners through CSCR's Partners' Council. CONTRACTOR will design and facilitate meetings that are structured, outcome driven, and adaptable to in-person, virtual, and hybrid formats. Agendas will be aligned with contractual requirements and system priorities, incorporating performance data, partner updates, and targeted discussion topics focused on shared challenges and opportunities. CONTRACTOR will distribute materials in advance to ensure participants are prepared, and prior action items will be revisited to reinforce continuity and accountability. To deliver this service, the CONTRACTOR will:
 - a. Promote Crosswalk usage.
 - b. Share information on the services provided by CSCR as well as other one-stop partners' organizations, including details on flagship programs, events, and any CSCR special grants and initiatives.
 - c. Discuss strategies to positively impact employment outcomes for shared clients.
 - d. Leverage resources across partner organizations for the greater good of those served, including those with barriers to employment (i.e., individuals with disabilities, returning citizens, older workers) and those who may require long-term services towards gaining employment.
 - e. Discuss and implement solutions for improving and maintaining an effective and successful one-stop system.
 - f. Facilitate problem-solving activities to identify and resolve collaboration issues with one-stop partners.
 - g. Document minutes that include decisions, action items, responsible parties, and timelines, with follow-up conducted between meetings to ensure programs.
 - h. Structure meetings as working sessions that move beyond information sharing to problem-solving, using data, defined problem statements, and facilitation techniques such as breakouts and case discussions when necessary to drive collaboration.
9. Participate in CSCR community or stakeholder strategic meetings related to partners' service delivery needs and design, as needed. To deliver this service, when participating in such meetings CONTRACTOR will:
 - a. Serve as a facilitator, strategist, and connector; working to understand stakeholder priorities.
 - b. Identify common ground, drive coordinated action, and identify opportunities for improvement

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through a combination of data analysis, direct observation, and stakeholder input, ensuring root causes are identified and practical solutions are implemented.

- c. Establish clear action steps, assign ownership, and track progress to improve outcomes.
- d. Gather contact information for partners and determine services that will be provided that support the one-stop system.
- e. Maintain up-to-date contact information, description of services provided, and provide an innovative solution to track said information.

10. Manage, track and oversee a career seeker customer experience program. Customer feedback will be collected through regular surveys and analyzed using both quantitative and qualitative methods, including trend analysis across locations and services, and categorization of open-ended responses to identify key drivers of both positive and negative experiences. To deliver this service, the CONTRACTOR will:

- a. Utilize continuous process improvement methodologies to evaluate customer satisfaction and delivery of services to customers of career centers; identify deficiencies or gaps in communications, referrals, and other links that hinder optimal, seamless service delivery; recommend strategies for improvement; and identify successes and best practices.
- b. Recommend customer experience tools, delivery systems and procedures for consideration by CSCR senior leadership.

Note: The BOARD agrees to provide necessary resources to complete survey distribution including lists of recipients and software for survey creation and tracking.

11. Provide written quarterly reports and/or presentations to CSCR's Board of Directors and select committees, as outlined in Attachment B: Required Reporting – Quarterly.

12. In carrying out the role of One-Stop Operator, the CONTRACTOR must:

- a. Disclose any potential conflicts of interest arising from the relationships of the CONTRACTOR with training service providers or other service providers, including but not limited to, career services providers.
- b. In coordinating services and serving as the CONTRACTOR, refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services.
- c. Comply with federal regulations, and procurement policies, relating to the calculation and use of profits.

B. Outreach and Events Expectations

In the event CONTRACTOR leads the coordination of outreach or other external events, such as the Partners' Council Resource Fair, the CONTRACTOR will:

- 1. Notify partners of BOARD and BOARD's Workforce Development Services Provider of scheduled outreach events.

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2. Collaborate with CSCR and its Workforce Development Services Provider on outreach efforts and the addition of complementary services from other partners to the one-stop career centers.
3. Ensure that outreach events coordinated by CONTRACTOR are added to the CSCR Outreach calendar and coordinated with the BOARD's Workforce Development Service Provider, as appropriate, in advance of conducting the outreach.

C. Marketing and Communications Expectations

CONTRACTOR must ensure that all marketing or branded materials and collateral, whether digital or print, are created by and/or approved by the BOARD.

The CONTRACTOR will:

1. Recommend and provide partner contacts and/or information for media collateral distribution.
2. Provide at least two weeks' notice for the creation of any collateral requested.
3. Coordinate with the BOARD's marketing department to develop formal advertising and digital/print outreach strategies to aid in providing information to one-stop partners.

D. Financial and Administrative Expectations

The CONTRACTOR will maintain books and records reasonably necessary to support its fixed-price invoices and demonstrate performance of the contracted services. Such records will be maintained in accordance with applicable law and made available for audit or monitoring to the extent applicable to this fixed-price services agreement.

Because this is a fixed-price contract, the CONTRACTOR may retain amounts properly paid following satisfactory performance as reported on the monthly invoices. Only duplicate payments, overpayments, or amounts finally determined unallowable under provisions expressly applicable to fixed-price agreements are subject to repayment.

The BOARD and its fiscal/accounting staff retain sole responsibility for developing, approving, and applying any cost allocation methodology or plan; determining the allowability of charges to individual programs; and calculating and approving partner financial contributions. CONTRACTOR will provide reasonably available operational information, coordinate the MOU/IFA process, and track contributions approved by BOARD, but will not determine cost allowability, calculate allocations, or certify charges to individual funding programs.

The CONTRACTOR will follow procurement guidelines issued by Federal, State and BOARD authorities.

E. Reporting

The CONTRACTOR will provide the BOARD with a monthly report that includes data that summarizes all one-stop operation activities, as outlined in Attachment A: Required Reporting – Monthly.

CONTRACTOR will also provide a written quarterly report and/or presentation to CSCR's Board of Directors and select committees, as outlined in Attachment B: Required Reporting – Quarterly.

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III. PAYMENT FOR SERVICES

A. Payment of Costs

CONTRACTOR shall submit a monthly invoice to the BOARD based on a fixed contract price. A monthly invoice shall be in accordance with the Budget as shown in Attachment C. Total contract amount will not exceed the total budget.

B. Invoice Submissions

The CONTRACTOR shall submit invoices by the 10th of the following month (if the 10th falls on a holiday or weekend then the first business day thereafter). The BOARD will process the invoice and submit payment within 30 days of receipt of the invoice. All monthly invoices must be submitted along with the monthly report, as outlined in Attachment A: Required Reporting – Monthly. Note: The BOARD will review the monthly documentation within five (5) business days of receipt of the invoice. The invoice will not be approved for payment in advance of reviewing invoice supporting documentation.

The BOARD shall review all invoices submitted by CONTRACTOR and shall pay CONTRACTOR the invoiced amount that is approved and not subject to dispute within 30 days of the receipt of the CONTRACTOR's invoice. In the event that the BOARD disputes an invoice submitted to the BOARD by the CONTRACTOR, the BOARD shall promptly notify CONTRACTOR of the reason for the dispute and the parties shall endeavor to resolve the matter. Any disputed invoice shall remain unpaid until resolved by the parties.

The final invoice of the fiscal year will need to be submitted no later than seven calendar days from June 30th. Invoices that are not submitted in a timely manner may result in a \$500 penalty for each day that it is late, not to exceed \$2,000 total.

C. Contract Performance

The BOARD has established contract deliverables that align with the Scope of Work in this Contract to demonstrate CONTRACTOR's performance under this Contract, as further outlined in Attachment D: Contract Deliverables. The CONTRACTOR will document the attainment of contract deliverables as described in Attachment D.

Performance Improvement Plan/Corrective Action

A Performance Improvement Plan (PIP) is intended to define serious areas of concern and/or gaps in the CONTRACTOR's performance of the Scope of Work in this Contract, reiterate the expectations of CSCR and allow the CONTRACTOR the opportunity to demonstrate improvement. Failure of the CONTRACTOR to meet contract deliverables for more than three (3) consecutive months may initiate a PIP between the CONTRACTOR and the BOARD. The PIP will be managed by the COO and contain benchmarks to gauge the actual or potential for performance improvement.

IV. MONITORING

ONE-STOP OPERATOR CONTRACT, PROGRAM YEAR 2026-2027

A. Monitoring Schedule

Reviews will take place in accordance with the monitoring methodology identified by the BOARD. The CONTRACTOR shall respond in writing to monitoring reports and requests for corrective action plans within ten (10) working days after receipt of the monitoring report from the BOARD.

B. Areas to be Reviewed

The CONTRACTOR will be reviewed on the required services outlined in the Scope of Work and Attachments A and B of this Contract.

C. Monitoring Tool

The BOARD has developed a review tool and desk review questionnaire, for the purpose of monitoring. In the event FloridaCommerce develops a monitoring review tool for one-stop operations, that tool will be adopted and implemented at the Board level. Additionally, a copy of the newly adopted tool will be made available to the CONTRACTOR prior to the actual review.

D. Monthly Operations Review

The CONTRACTOR will participate in regular meetings of the local operations management team to review contract items, processes, career seeker satisfaction and other operational performance data. The operations management team will include designated members of the CONTRACTOR, Workforce Services Provider and BOARD's leadership team.

ONE-STOP OPERATOR CONTRACT, PROGRAM YEAR 2026-2027

V. SIGNATURE PAGE

IN WITNESS THEREOF, the parties hereto have caused this contract to be executed by their undersigned officials as duly authorized.

MCGREW CONSULTING GROUP, LLC

BIG BEND JOBS & EDUCATION COUNCIL, INC.
d/b/a CareerSource Capital Region

DANIEL MCGREW
SIGNED BY: DANIEL MCGREW (Sep 17, 2026 06:45:11 EDT)

Keantha B. Moore
SIGNED BY: Keantha Moore (Sep 17, 2026 07:44:04 EDT)

NAME: DANIEL MCGREW

NAME: Keantha B. Moore, MPA, PMP®

TITLE: PRESIDENT

TITLE: Chief Executive Officer

DATE: 09/17/2026

DATE: 09/17/2026

CONTRACTOR FISCAL YEAR ENDING DATE: 6/30/2027

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VI. ATTACHMENT A: REQUIRED REPORTING – MONTHLY

The CONTRACTOR will submit a monthly report, along with the monthly invoice, to the BOARD by the 10th day of the following month. If the 10th falls on a weekend or holiday, the report shall be due by close of business on the first business day thereafter. The monthly report shall document activities completed during the preceding month and shall validate performance of the services required under the Scope of Work. CONTRACTOR reporting format(s) should present data and information using tables, charts or graphs and should include an analysis/discussion interpreting the findings along with actionable recommendations based on the analysis. The monthly reports will contain the following elements:

1. One-Stop Partner Coordination

Summary of coordination activities with mandatory and additional one-stop partners, including activities that supported alignment and validation of partner roles and responsibilities, services, eligibility requirements, target populations, referrals, service delivery coordination, compliance monitoring, and resolution of gaps and coordination challenges.

2. MOU/IFA Tracking

- a. Summary of partner activity supporting the MOU/IFA
- b. Number of MOUs/IFAs executed (renewals/new)
- c. Number of MOUs/IFAs in progress (renewals/new)
- d. Link to updated centralized tracking system

3. Crosswalk Referral System

- a. Number of partners participating (current/new)
- b. Number of onboarding sessions conducted
- c. Referral volume (incoming/outgoing) and response rates/times

4. Community-Based Organization (CBO) and Affiliate Site Coordination

- a. Summary of partner/CBO engagement efforts
- b. Summary of affiliate site management, recruitment, and certification/recertification efforts (including any performance/compliance issues identified and corrective actions)
- c. Number of MOAs executed (renewals/new)
- d. Number of MOAs in progress (renewals/new)
- e. Number of affiliate sites (current/new)
- f. Link to updated centralized tracking system

5. Community and Stakeholder Meetings

- a. Summary of description, purpose, and outcomes of meetings attended
- b. Number of meetings attended

6. Customer Experience Program

- a. Number of surveys distributed
- b. Number of results and results sorted by career center, program, and staff
- c. Customer quotes for marketing purposes

7. Risks, Challenges, and Corrective Actions.

Identification of any issues that may affect CONTRACTOR performance, one-stop system coordination, partner engagement, affiliate site activity, referrals, customer experience, reporting, or compliance, including root cause analysis, corrective actions, timelines, and support needed from the BOARD.

ONE-STOP OPERATOR CONTRACT, PROGRAM YEAR 2026-2027

VII. ATTACHMENT B: REQUIRED REPORTING – QUARTERLY

The CONTRACTOR will provide written quarterly reports to the BOARD by the 20th day following the most recently completed quarter beginning in October of each year.

The quarterly report shall include, at a minimum, the following elements:

1. Executive Summary

High-level summary of major activities conducted, key accomplishments, significant challenges, corrective actions, and recommendations requiring BOARD awareness or action.

2. Data and Information Summary

Quarter-to-date and year-to-date totals for all data elements contained in the monthly report, along with an explanation of any trends or anomalies identified.

3. Crosswalk Referral System

Summary of efforts to support continuous evaluation of the system.

4. Partners' Council, Strategic Meetings, and Stakeholder Engagement

Summary of quarterly partner meetings, Partners' Council meetings, community or stakeholder strategic meetings, meeting outcomes, problem-solving efforts, and partner strategies to improve coordinated services.

5. Customer Experience and Continuous Improvement

Recommendations for service delivery process changes that address unfavorable customer experiences/comments.

6. Success Stories, Highlights, and Recommendations.

Partner success stories, highlights of service coordination efforts, examples of improved collaboration, best practices, lessons learned, and recommendations for the next quarter.

The CONTRACTOR will use the content from the quarterly reports to prepare presentation slides that will be used by CONTRACTOR to present high-level information during CSCR's quarterly Board of Directors meetings. CONTRACTOR reporting format(s) for quarterly reports and presentation slides should present data and information using tables, charts or graphs, in the format required by the BOARD.

ONE-STOP OPERATOR CONTRACT, PROGRAM YEAR 2026-2027

VIII. ATTACHMENT C: CONTRACT BUDGET PY 2026-2027

The Scope of Work detailed in this contract will be paid on a fixed cost services fee basis to the CONTRACTOR in equal monthly installments. The payment schedule will be as follows:

<u>Month</u>	<u>Amount</u>
July 2026	\$4,000
August 2026	\$4,000
September 2026	\$4,000
October 2026	\$4,000
November 2026	\$4,000
December 2026	\$4,000
January 2027	\$4,000
February 2027	\$4,000
March 2027	\$4,000
April 2027	\$4,000
May 2027	\$4,000
<u>June 2027</u>	<u>\$4,000</u>
TOTAL	\$48,000

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IX. ATTACHMENT D: CONTRACT DELIVERABLES – PY 2026-2027

To demonstrate performance under this Contract, the CONTRACTOR will provide the required documentation for each service outlined in Section II. Scope of Work of this Contract.

Scope of Work Service	Scope of Work Reference	Documentation
1. One-Stop Partner Coordination	II.A. 1.-3.	Attachment A: Required Reporting – Monthly
2. MOU/IFA Tracking	II.A.4.	a. Attachment A: Required Reporting – Monthly b. Centralized Tracking System – Required Partners
3. Crosswalk	II.A.5.	Attachment A: Required Reporting – Monthly
4. Community-Based Organization and Affiliate Site Coordination	II.A.6.	a. Centralized Tracking System – Additional Partners b. Attachment A: Required Reporting – Monthly
5. Partner List	II.A.7.	List of Partners/Affiliate Sites and Service Offerings (by Sept. 30 and updated as needed)
6. Partners’ Council Quarterly Meetings	II.A.8.	a. Attachment B: Required Reporting – Quarterly b. Attendance Reports/Rosters c. Meeting Agendas & Minutes
7. Community or Stakeholder Meetings	II.A.9.	Attachment A: Required Reporting – Monthly
8. Customer Experience Program	II.A.10.	a. Attachment A: Required Reporting – Monthly b. Summary Report from Customer Experience Tool
9. Quarterly Reporting and Presentation to CSCR Board of Directors	II.A.11.	Attachment B: Required Reporting – Quarterly

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X. ATTACHMENT E: ASSURANCES

As a condition of the receipt of Federal and State funds under the Personal Responsibility Act (Public Law 104-193), the Workforce Innovation and Opportunity Act (WIOA) (Public Law 113-128), the Workforce Innovation Act of 2000 rules and regulations, hereby identified as BOARD programs, the CONTRACTOR agrees to submit a plan for the delivery of One-Stop services and operations under the WIOA, programs, and agrees to operate the programs in accordance with both Federal, State and local requirements, the Local Workforce Development Board 05 Workforce Innovation and Opportunity Act Four-Year Training Services Plan, and all other laws as applicable.

All assurances in this Attachment apply only to the extent legally applicable to the CONTRACTOR and directly related to the One-Stop Operator coordination services performed under this Contract. Requirements applicable solely to a career-center manager, direct-service provider, subrecipient, training provider, or employer do not apply except as expressly declared in the written Scope of Work main document.

THE CONTRACTOR ASSURES THAT:

1. The CONTRACTOR shall be liable to the BOARD for any unauthorized costs expended in the operation of the career center and for any disallowed costs that incurred as a result of the CONTRACTOR expending funds not authorized under the Contract or in violation of the appropriate Federal or State statutes, regulations or guidelines. Any funds requested for reimbursement by the CONTRACTOR that are determined by the BOARD, the Governor, Florida Department of Commerce, or Department of Labor to be in violation of appropriate Federal and State Statutes, regulations or guidelines shall be refunded and repaid to the BOARD by the CONTRACTOR. If the Contract or Amendments thereto are still in effect, the BOARD shall withhold these monies from any allowable reimbursement request of the Contractor.
2. The CONTRACTOR is in accordance with section 287.135 Florida Statutes and is not listed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel, the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, engaged in business operations in Cuba or Syria, or meets the conditions for exemptions as provided in Section 287.135(4), Florida Statutes. These lists are pursuant to sections 215.4725 and 215.473, Florida Statutes.
3. The CONTRACTOR shall be liable for prosecution under the criminal provision of the 18 U.S.C. 665 for theft or embezzlement of Department of Labor and Employment Security (DLES) funds.
4. The failure of the BOARD to strictly enforce any of the provisions of the Contract/ Modification, or to require strict performance by the CONTRACTOR of any of the provisions hereof, shall in no way be construed to be a waiver of such provisions or any other validity of the Contract or any part hereof, or waive the right of the BOARD to thereafter enforce each and every provision therein.
5. The CONTRACTOR shall indemnify, defend, forever discharge, and hold the BOARD harmless from all liabilities, charges, demands, claims, actions, causes of action, suits, and judgments for any or all harm,

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injuries, losses, damages, and expenses, including court costs and reasonable attorneys' fees, caused by the CONTRACTOR's acts or omissions, whether negligent or intentional, in the course of the operation of the Contract to the extent permitted by law, including charges, claims, actions, and suits brought by employees who are hired, overseen, managed or supervised by CONTRACTOR. Once the BOARD tenders a written demand to CONTRACTOR to indemnify and defend, CONTRACTOR must put its insurance carrier on notice of the demand within 48 hours of receipt of the demand and must assume the defense of any charge, demand, claim, action, cause of action, or suit within 5 days of receiving the demand. Notwithstanding anything to the contrary contained herein, the CONTRACTOR does not hereby waive any of its sovereign immunity, and any obligation of the CONTRACTOR to indemnify, defend or hold harmless the BOARD, in accordance with this Agreement, shall extend only to the limit, if any, permitted by Florida law, and shall be subject to the monetary limitations established by Section 768.28, Florida Statutes.

6. The BOARD shall indemnify, defend and hold the CONTRACTOR harmless from all claims, suits, judgments, losses, damages and expenses, including court costs and reasonable attorneys' fees, caused by BOARD's negligence, intentional acts, malfeasance, omissions, or breach of any provision herein in the course of the operation of the Contract.
7. The Department of Commerce requires that BOARD's local monitoring plan include fiscal monitoring of all service providers. BOARD's ROPC and Fiscal Departments monitor the invoices for appropriateness of costs, timeliness of the submission related to the time that the expenditures were incurred, dates of enrollment related to dates of expenditures and overall accuracy of the invoice.
8. Reports are due on the 10th of each month. The Fiscal Department monitors the reports and invoices over the remainder of that month. When there is a discrepancy, the CONTRACTOR is immediately notified and appropriate clarification and/or documentation is requested. If the CONTRACTOR submits the requested documentation in a timely manner, and the Fiscal Department reviews and accepts the documentation/clarification, no reimbursement is withheld. If the CONTRACTOR fails to submit proper documentation/clarification, all reimbursements will be withheld until such time that the proper clarification is submitted to and accepted by the Fiscal Department. The BOARD reserves the right not to pay if invoices are submitted more than sixty (60) days past the end of the month being invoiced. Each year a final closeout report is due within thirteen (13) days after the contract end date. After this deadline, no reimbursement can be made for prior year's expenses.
9. The CONTRACTOR assures that it will comply with the requirements of WIOA and regulations and policies promulgated thereunder. The CONTRACTOR further agrees to comply with all subsequent revisions, modifications and amendments to WIOA and the related regulations as assigned by the BOARD. Failure by the CONTRACTOR to accept or comply with changes to WIOA or the related regulations that affect the terms of the Contract, and which the BOARD shall present in writing, shall be sufficient basis for termination by the BOARD. The CONTRACTOR assures that it will comply with the BOARD's directives, procedural instructions and policies.

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10. The CONTRACTOR assures that clarification will be sought from the BOARD on any policy, law, rule, regulation and/or directive that is not clearly understood prior to adopting any practice or procedure to which the BOARD shall supply clarification. The CONTRACTOR understands that the BOARD will give the CONTRACTOR thirty (30) days to take corrective action should it be determined that there is a violation. If the CONTRACTOR does not take corrective action, funding will be withheld or revoked.
11. The CONTRACTOR understands that modifications and/or revisions to the financial and/or program aspects of the Contract may be required as a result of changes in the BOARD's funding allocations. The CONTRACTOR understands and agrees that if either party desires to change or modify the Contract, the proposed changes shall be written documents executed by both parties. The CONTRACTOR understands that the written proposed changes shall be negotiated to the extent possible and that the Contract shall become a written signed modification to the original contract. The CONTRACTOR further understands that the BOARD may amend the Contract to conform to those changes in any Federal or State Statute, Regulation, Procedural Instruction, and/or Executive Order relevant to the Contract or any amendment hereto. No funds under the Contract may be used in support of any religious, anti-religious, or political activity.
12. It is understood and agreed that this is a fixed-price contract. Payment is for satisfactory completion of the contracted services and is not subject to reconciliation to the CONTRACTOR's actual costs or return of properly priced profit. The BOARD may withhold payment only for a material breach after written notice and a reasonable opportunity to cure. Failure to attain an aspirational system target is not, by itself, a basis for withholding or repayment.
13. The Contract may not be modified, amended, canceled, extended or assigned orally without the express written consent of the BOARD or the Chief Executive Officer of the BOARD. All modifications, amendments, cancellations, extensions and/or assignments must be reduced to writing and incorporated into an amendment hereto.
14. All records pertinent to the Contract, including financial, statistical, audit and property, and supporting documentation, shall be retained for a period of five (5) years from the date of final payment of the Contract or until all audits are complete and findings on all claims have been finally resolved, whichever is the longer period of time. If the CONTRACTOR is not able to retain the necessary records, such records shall be transferred to the BOARD. Such records shall be transmitted to the BOARD for acceptance in an acceptable condition for storage.
15. Property purchased that has an expected normal life of one year or more shall be reported on the monthly financial report to the BOARD. Records for nonexpendable property shall be retained for a period of three (3) years after final disposition of the property.
16. CONTRACTOR assures that, to the greatest extent practicable, all equipment and products purchased with funds made available in this Act will be American-made.
17. The CONTRACTOR must ensure that no individual shall be excluded from participation in, denied the

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benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with the Contract on the basis of race, color, religion, sex, national origin, disability, age, political affiliation, marital status, sexual orientation or status as a workforce services career seeker.

As a condition to the award of financial assistance under WIOA, and the CONTRACTOR assures, with respect to operation of WIOA funded programs or activities, and all agreements or arrangements to carry out the WIOA funded programs or activities, that it will comply fully with the nondiscrimination and equal opportunity provisions of the Immigration Reform and Control Act; Title VI 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; Equal Treatment in Department of Labor Programs for Faith-Based Organizations 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 has the right to seek judicial enforcement of this assurance.

- a. The CONTRACTOR assures that it will comply with 2 CFR Part 175 – Award Term for Trafficking in Persons.
- b. The CONTRACTOR assures that it will comply with 29 CFR 97.36(i).
- c. The CONTRACTOR assures that it will comply with 29 CFR 95.48 and Part 95, Appendix A Termination for cause and Convenience 2 CFR Appendix II to Part 200 (B) Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

Public Announcements and Advertising: Division H, Title V, Section 505 of Public Law 114-113

- a. The percentage of the total costs of the program or project which will be financed with Federal money totals 100%
- b. The dollar amount of Federal funds for the project or program totals **\$48,000**.

Percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources is 0.

The CONTRACTOR assures that it will comply with 29 CFR Section 34.23 - Dissemination of Policy and that initial and continuing notice shall be provided so that it does not discriminate on any prohibited ground, to: applicants, eligible applicants, career seeker, applicants for employment, employees, and members of the public, including those with impaired vision or hearing, and unions or professional organizations holding collective bargaining or professional agreements with the recipient.

The CONTRACTOR assures that it will comply with Title 29 CFR Part 34.24, Data and Information Collection and Confidentiality, which requires the CONTRACTOR to collect the data and maintain the records that the Directorate of Civil Rights finds necessary to determine recipient compliance with nondiscrimination and equal opportunity provisions. Equal opportunity includes:

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- a. Records on applicants, eligible applicants, career seekers, terminees, as well as on applicants for employment and employees;
 - b. By race, ethnicity, gender, age, and "where known" disability status. "Where known" is the standard applicable for compliance reporting under 29 CFR part 34. For compliance purposes, it is necessary to know, not only the number of individuals who wish to identify themselves as individuals with disabilities, but also the number of individuals who are perceived by the Contractor as being individuals with disabilities.
18. The CONTRACTOR shall not assign, delegate, or in any way transfer any of its rights or responsibilities, or any part of the work and services as called for by the Contract without prior written approval of BOARD.
19. The CONTRACTOR understands that any contract approved to be subcontracted under the Contract shall be specified by written agreement and shall be subject to each provision of the Contract and all Federal, State, and local laws and regulations. This includes appropriately executed separate subcontracts for on-the-job training, limited internships, and work experience positions.
20. The CONTRACTOR understands and agrees that verbal communications between the parties will not be accepted in any audit determinations or other matters involving interpretations of the rules and regulations governing the implementation of WIOA and other managed programs.
21. The CONTRACTOR assures that it will utilize BOARD monitoring procedures/tools to ensure its compliance with the One-Stop Operator functions as defined in WIOA, and that adequate administrative and accounting controls are being used. BOARD shall have the right to monitor and evaluate all aspects of activities and the CONTRACTOR shall provide access to all records necessary to accomplish this obligation.
22. The BOARD, Department of Commerce, the United States Secretary of Labor, the Inspector General of the United States Department of Labor, the U.S. Comptroller General, or their designated representatives shall have access and the authority to monitor, audit, examine and make excerpts, copies, or transcripts from records, including all contracts, invoices, materials, payrolls, records of personnel, conditions of employment, and other data relating to all matters covered by the Contract. To carry out this function, officials shall have access to all matter covered by the Contract during regular business hours and at reasonable locations, including the CONTRACTOR'S office or any other site at which the CONTRACTOR may operate, maintain offices, or keep books and records.
23. In the event that a non-Federal entity (CONTRACTOR) that expends \$1,000,000 or more during the non-Federal entity's fiscal year in Federal awards must have a single or program-specific audit conducted for that year in accordance with UG § 200.514, Scope of Audit, except when it elects to have a program-specific audit conducted in accordance with §200.507, Program-specific audits.
24. The CONTRACTOR understands that monthly payments to finance the Contract as specified and outlined in the contract's Scope of Work.

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25. The CONTRACTOR agrees to abide by Federal and State rules/regulations pertaining to patent rights with respect to any discovery or invention that arises or is developed in the course of or under such contract (as applicable). CONTRACTOR agrees to comply with Federal patent rights.
26. The CONTRACTOR will comply with requirements pertaining to copyrights (agreements which involve the use of copyrighted materials or the development of copyrightable materials) and will comply with requirements pertaining to rights to data. The BOARD, and the Department of Commerce shall have unlimited rights to any data first produced or delivered under the Contract (agreements which involve the use/development of computer programs/applications, or the maintenance of databases or other computer data processing programs, including the inputting of data).
27. The CONTRACTOR will adhere to and comply with the BOARD's Non-Discrimination and Complaint & Grievance Procedures, which have been approved by the Department of Commerce's Office of Civil Rights.
28. Avoidance of Conflict of Economic Interest - an executive, officer, agent, representative, or employee of the CONTRACTOR will not solicit or accept money or any other consideration from a third person or entity for the performance of an act reimbursed in whole or in part by the CONTRACTOR. No member of any council under WIOA shall cast a vote on the provision of services by that member or any organization, which the member directly represents or vote on any matter that would provide direct financial benefit to that member.
29. The submittal of false information may be considered as fraud and any other breach of these Contract terms could result in the immediate termination of the Contract. The CONTRACTOR is liable for the repayment of funds that were paid by the BOARD for reported performance or other compensation for services or expenses subsequently determined to be invalid. Repayment may be by deduction from subsequent invoices or in the form of a check for the amount owed if the program ended.
30. The CONTRACTOR understands that the BOARD has the right to terminate the Contract by written notification when an extenuating circumstance arises, for example when the work is no longer required. It is understood that the CONTRACTOR will be compensated for work already completed or in the process according to accurate, appropriately submitted documents.
31. In the event of, and as a result of, any breach of the Contract, the CONTRACTOR shall indemnify and hold harmless the BOARD for any disallowed costs resulting from any such breach of the Contract. The management, administration and implementation of all terms and conditions of the Contract shall be performed in a manner the BOARD deems satisfactory. The BOARD may act in its own best interest including, but not limited to:
 - a. Requiring a written report of corrective action within specific time frames;
 - b. Withholding payment;
 - c. Requiring pay back;

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- d. Disallowing inappropriate claims, payments, or costs;
 - e. De-obligating Contract funds; or
 - f. Terminating or suspending the Contract.
32. If the CONTRACTOR determines that the program described in the Contract is not functioning as intended, the CONTRACTOR shall notify the BOARD immediately by telephone, followed by written notice, which may result in bilateral corrective action or adjustment of the Contractual terms through modification of the Contract.
33. The CONTRACTOR agrees to abide by Federal and State rules/regulations pertaining to compliance with all applicable standards, orders, or requirements issued under the Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act (33 U.S.C. 1251 et seq.). Violations shall be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).
34. The CONTRACTOR agrees to abide by Federal and State rules/regulations pertaining to compliance with all mandatory standards and policies relating to energy efficiency, which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act.
35. The CONTRACTOR will comply with the uniform fiscal and administrative requirements of the Federal Office of Management and Budget 2 CFR 200.
36. The CONTRACTOR will comply with Part C of P.L 103-227, the "Pro-Children Act of 1994", which prohibits smoking in any portion of any indoor facility owned or leased or contracted by an entity and used regularly for the provision of health, day care, education or library services to children under the age of 18, if the services are funded by federal programs whether directly or through State or local governments.
37. The CONTRACTOR will assure that when issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with federal money, CONTRACTOR shall clearly state 1) the percentage of the total costs of the program or project which will be financed with federal money, 2) the dollar amount of federal funds for the project or program, and 3) percentage and dollar amount of the total costs of the project or program that will be financed by nongovernmental sources.
38. The CONTRACTOR assures that it will not discriminate in its employment practices with respect to the Equal Pay Act (1963), Civil Rights Act (1964), Age Discrimination in Employment Act (1967), Americans with Disabilities Act (1990), and Civil Rights Act (1991). No individual shall be denied employment on the basis of race, color, sex, national origin, disability, age, political affiliation, marital status, sexual orientation or status as a workforce services career seeker and each employee shall have such rights as are available under any applicable Federal, State, or local law prohibiting discrimination.
39. The Contract is subject to termination for cause and for convenience by the BOARD within thirty (30) days advance notice in writing to the CONTRACTOR and by the CONTRACTOR with 120 days advance notice in

ONE-STOP OPERATOR CONTRACT, PROGRAM YEAR 2026-2027

writing to the BOARD. Any determination under this provision must be made in good faith, with due consideration given to availability of funding and the dedication of resources by the CONTRACTOR to the Contract. In the event funds to finance the Contract are not available, the obligations of each party hereunder may be terminated upon no less than twenty-four (24) hours' notice in writing by the BOARD to the CONTRACTOR. By the signature on this page, the CONTRACTOR certifies that it has read and understands all of the provisions of the Contract and agrees to the information contained herein.

40. The CONTRACTOR agrees to abide by Federal and State rules/regulations pertaining to compliance with all mandatory standards and policies relating to the following:
- a. Davis-Bacon Act, as amended (40 U.S.C. 276a to a-7)
 - b. Copeland "Anti-Kickback" Act (18 U.S.C. 874 and 40 U.S.C. 276c)
41. The CONTRACTOR certifies that it is in compliance with Section 448.095, Florida Statutes, and is registered with and uses the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all newly hired employees. The CONTRACTOR further certifies that it requires any subcontractors to provide an affidavit stating that the subcontractor does not employ, contract with, or subcontract with an unauthorized alien, and that the subcontractor uses the E-Verify system for all newly hired employees. The CONTRACTOR shall maintain documentation evidencing E-Verify participation and compliance and shall make such documentation available to the BOARD upon request.

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By signing below the CONTRACTOR hereby certifies and assures that it will fully comply with the provisions contained herein.

DANIEL MCGREW

Name and Title of Authorized Representative

DANIEL MCGREW

DANIEL MCGREW (Sep 17, 2026 06:45:11 EDT)

Signature of Authorized Representative

Date

McGrew Consulting Group, LLC

Sub-Recipient

One-Stop_Operator_Contract_2026-27

Final Audit Report

2026-09-17

Created:	2026-09-15
By:	Dee Robinson (dee.robinson@careersourcecapitalregion.com)
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