



Workforce Analytics Services Agreement
By and between CareerSource Palm Beach County
And
CareerSource Research Coast

Section 1. Parties

This Agreement for Workforce Data Analytics Services (“Agreement”) is entered into by and between CareerSource Palm Beach County, Inc., a Florida nonprofit corporation and Local Workforce Development Board with a principal place of business at 3400 Belvedere Road, West Palm Beach, Florida 33406 (“CSPBC” or “Provider”), and [The Workforce Development Board of the Treasure Coast dba CareerSource Research Coast], a Florida workforce development board with a principal place of business at [4100 Okeechobee Rd Suite 90A, Fort Pierce, FL 34947] (“Client”). CSPBC and Client may be referred to individually as a “Party” and collectively as the “Parties.”

Section 2. Purpose

The purpose of this Agreement is to establish the terms under which CSPBC will provide Client with access to hosted workforce analytics dashboards and related data-integration services. These services are intended to support regional workforce operations, performance monitoring, employer engagement, and strategic planning while ensuring that workforce data is handled in a secure and compliant manner consistent with state and federal requirements.

Section 3. Scope of Services

Under this Agreement, CSPBC shall furnish technology-based analytics services that include the hosting, maintenance, and ongoing enhancement of reporting dashboards, as well as the development of Structured Query Language (“SQL”) scripts used to populate those dashboards with data drawn from CSPBC’s copy of statewide Employ Florida records maintained in its secure cloud environment.

A. Dashboard Hosting and Data Environment

CSPBC shall host Microsoft Power BI dashboards within its cloud-based infrastructure. These dashboards will be connected to CSPBC’s replicated statewide Employ Florida data environment and will be configured to allow authorized Client users to view workforce performance measures, operational indicators, and regional reports. CSPBC shall be responsible for maintaining the underlying cloud resources, managing refresh schedules, applying system updates, and implementing reasonable administrative and technical safeguards to ensure the availability and integrity of the dashboards.

B. SQL Query Development and Maintenance

As part of the Services, CSPBC shall design, maintain, and periodically update SQL scripts used to extract, transform, and load data from CSPBC’s Employ Florida data warehouse into the dashboards. These queries will be structured to support reporting accuracy, validation routines, and workforce program analysis. CSPBC shall retain

ownership of the SQL scripts, dashboard architecture, and reporting methodologies developed through this Agreement, while granting Client a non-exclusive license to use such materials solely for internal workforce-development purposes.

C. Training & Support

CSPBC shall provide onboarding assistance to Client staff, including orientation to dashboard functionality and user access protocols. CSPBC will also furnish technical documentation and operate a help-desk function to respond to system questions, troubleshoot issues, and address service interruptions. CSPBC may implement enhancements or modifications to the dashboards over time, provided that such changes do not materially diminish the functionality provided to Client.

D. Dashboard Services and Customization Options

Under this Agreement, CSPBC shall provide development and hosting of up to six (6) dashboards. These dashboards may include multiple report pages, advanced calculations, cross-program performance measures, trend analyses, and other analytical models drawn from CSPBC's existing data environment.

The Services include initial deployment, configuration of data-refresh schedules, user-access provisioning, routine system maintenance, performance-validation routines, and technical support consistent with the Service Level Agreement set forth in this Agreement.

Any request for more than six (6) dashboards, or for dashboards requiring data sources not already maintained by CSPBC, shall require a separate written scope of work and pricing amendment executed by the Parties before such work begins.

This Agreement distinguishes between presentation-only updates and technical changes affecting CSPBC's backend data environment for purposes of determining when additional charges may apply.

Look and Feel Customizations (Power BI Only). These changes are limited to layout, colors, visuals, branding, and filters within Microsoft Power BI and do not involve changes to SQL queries, source systems, or data models. Such services shall be billed at eighty-five dollars (\$85) per hour or six hundred dollars (\$600) per defined small-scope packet consisting of approximately six (6) to eight (8) hours of work, as approved in advance in writing by the Parties.

Data and Query Customizations (Power BI and Backend Changes). These changes apply when modifications are required to backend systems, including SQL scripts, data models, data pipelines, or calculated measures. Such services shall be billed at one hundred twenty-five dollars (\$125) per hour or one thousand two hundred dollars (\$1,200) per enhancement packet consisting of approximately ten (10) to twelve (12) hours of work, as approved in advance in writing by the Parties.

All customization or enhancement services described in this subsection must be approved in advance in writing and incorporated into a formal amendment, Statement of Work, or revised Pricing Schedule executed by the Parties. CSPBC shall have no obligation to perform services outside the scope described herein unless such written approval is obtained.

E. Client Systems Access for Dashboard Distribution

In order to deploy Microsoft Power BI dashboards in a manner that allows secure access by Client staff, CSPBC may require limited, role-based access to Client's internal intranet site or other designated internal web portal.

Such access shall be restricted solely to the extent necessary to publish dashboards, configure viewing permissions, perform routine updates, and troubleshoot access issues related to the Services. CSPBC shall not access, download, or modify Client systems, applications, or data beyond what is required to perform these functions.

Client shall be responsible for granting and managing such access in accordance with its internal information-technology and security policies and may revoke access upon written notice, provided that such revocation does not materially impair CSPBC's ability to provide the Services described in this Agreement.

CSPBC shall comply with all applicable Client security requirements communicated in writing and shall use reasonable administrative and technical safeguards to protect any systems or information accessed pursuant to this subsection.

Section 4. Term and Renewal

This Agreement shall commence on the Effective Date and remain in effect for an initial term of twelve (12) months unless earlier terminated in accordance with this Agreement. Following the initial term, the Agreement shall automatically renew for successive one-year periods unless either Party provides written notice of non-renewal at least sixty (60) days prior to the expiration of the then-current term.

Section 5. Fees and Payment

Client shall compensate CSPBC for the Services in accordance with the pricing set forth in Exhibit A, which is incorporated into and made part of this Agreement. CSPBC shall invoice Client annually in advance, and payment shall be due within thirty (30) days of receipt of an undisputed invoice. Failure to remit timely payment may result in suspension of access to the dashboards following reasonable written notice.

The Parties agree that fees assessed under this Agreement reflect CSPBC's reasonable, allocable, and allowable costs of providing the Services. CSPBC shall apply revenues received pursuant to this Agreement in accordance with applicable federal and state grant requirements and uniform cost principles and shall not retain such revenues as unrestricted profit. Any surplus

revenues shall be applied to workforce program purposes or used to offset future allowable system costs, consistent with approved cost-allocation methodologies.

Section 6. Service Levels

CSPBC shall use commercially reasonable efforts to maintain dashboard availability at a level consistent with industry practices for hosted analytics platforms. CSPBC will establish regular data-refresh schedules and maintenance windows and will notify Client in advance when practicable of any planned service interruptions. CSPBC shall acknowledge reported incidents within four (4) business hours and pursue resolution or escalation within three (3) business days, depending on severity and system dependency.

Section 7. Data Governance and Security

The Parties acknowledge that workforce data is sensitive and subject to extensive statutory and regulatory protections. Each Party agrees to safeguard confidential information and to comply with all applicable requirements under the Workforce Innovation and Opportunity Act, Florida public-records laws, and state cybersecurity standards governing workforce information systems.

Client shall retain ownership of its operational program data. CSPBC shall retain ownership of dashboard frameworks, SQL queries, and analytics products developed under this Agreement. CSPBC shall notify Client within seventy-two (72) hours of discovering any confirmed security incident that materially affects Client data and shall cooperate in remediation efforts and regulatory notifications as required by law.

Section 8. Public Records

Each Party acknowledges that it is subject to Chapter 119, Florida Statutes, and agrees to cooperate with the other in responding to public-records requests relating to this Agreement, to the extent required by law. Nothing in this Agreement shall be construed to require the release of information that is exempt or confidential under applicable statutes.

Section 9. Audit and Monitoring

Client, FloridaCommerce, and any other authorized governmental oversight entity may, upon reasonable notice, review records, controls, and documentation relevant to CSPBC's performance under this Agreement for purposes of monitoring compliance, fiscal accountability, and data-security practices.

Section 10. Independent Contractors

The Parties are independent entities, and nothing contained in this Agreement shall be construed to create a partnership, joint venture, or agency relationship between them.

Section 11. Termination

Either Party may terminate this Agreement for convenience upon sixty (60) days' written notice. Either Party may terminate the Agreement for material breach if such breach is not cured within thirty (30) days after written notice specifying the nature of the default.

To the extent that confidential information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, any required data sharing agreements will be created and required confidentiality, and ethical certifications will be signed by authorized individuals.

Section 12. Limitation of Liability

To the extent permitted by law, neither Party shall be liable for indirect, incidental, or consequential damages arising from this Agreement. Aggregate liability for claims under this Agreement shall not exceed the total amounts paid by Client to CSPBC during the twelve (12) months preceding the event giving rise to the claim, except for damages resulting from breaches of confidentiality or data-security obligations.

Section 13. Governing Law and Venue

This Agreement shall be governed by and construed in accordance with the laws of the State of Florida. Venue for any action arising under this Agreement shall lie in Palm Beach County, Florida.

Section 14. Amendment

This Agreement may be amended only by a written instrument executed by authorized representatives of both Parties.

Section 15. Entire Agreement

This Agreement constitutes the entire understanding between the Parties regarding the subject matter herein and supersedes all prior negotiations or agreements relating to workforce data analytics services.


Section 16. Signatures

IN WITNESS WHEREOF, Partner and CareerSource Palm Beach County have caused this MOU to be duly executed as of the date set forth below.

Approved by Provider:

CareerSource Palm Beach County

Name: Julia Dattolo DocuSigned by:

Signature: 
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Title: President & CEO

Date: 2/19/2026 | 6:24 AM PST

Approved by Client:

CareerSource Research Coast

Name: Brian Bauer Signed by:

Signature: 
D74C610A96B348D...

Title: President/CEO

Date: 2/19/2026 | 7:43 AM EST

EXHIBIT A – PRICING SCHEDULE

The pricing set forth herein applies to a single local workforce development area and is not based on the number of individual users. Fees are structured to reflect CSPBC's reasonable, allocable, and allowable costs of providing the Services on a cost-recovery basis.

In recognition of Client's participation as a Regional Planning Area (RPA) partner, all fees in this Exhibit reflect a thirty percent (30%) discount from CSPBC's standard Tier 3 pricing.

A one-time Tier 3 setup fee of four thousand nine hundred dollars (\$4,900) (reflecting a 30% RPA discount from the standard \$7,000 rate) shall be assessed to cover dashboard development, SQL query configuration, data-model setup, onboarding, testing, and deployment activities for up to six (6) dashboards.

An annual maintenance fee of three thousand one hundred fifty dollars (\$3,150) (reflecting a 30% RPA discount from the standard \$4,500 rate) shall apply for continued operation of the dashboards, including query maintenance, technical support, system monitoring, data refresh management, performance validation, and routine platform updates.

If Client elects for CSPBC to host dashboards within CSPBC's cloud environment, an optional annual hosting fee of three hundred fifty dollars (\$350) (reflecting a 30% RPA discount from the standard \$500 rate) shall apply to cover cloud-infrastructure resources, cybersecurity controls, and platform administration.

Total Year One costs under this Agreement shall equal eight thousand fifty dollars (\$8,050) if hosting is elected, or seven thousand seven hundred dollars (\$7,700) if hosting is not elected.

Renewal-year costs shall equal three thousand five hundred dollars (\$3,500) with hosting, or three thousand one hundred fifty dollars (\$3,150) without hosting, unless adjusted in accordance with the escalation provisions below.

Annual fees may be increased upon renewal only by written amendment and shall not exceed the percentage increase in the Consumer Price Index for All Urban Consumers (CPI-U), U.S. City Average, for the most recently published twelve-month period, unless otherwise agreed by the Parties in writing.

Any material customization, development of additional dashboards beyond those included herein, or services outside the Scope of Services require prior written approval by the Client and a mutually executed amendment to this Agreement identifying the associated fees and cost-recovery basis.

All fees assessed under this Exhibit are intended solely for cost recovery and shall be reinvested in workforce-program operations and technology infrastructure in accordance with applicable federal and state grant requirements, uniform administrative rules, and approved cost-allocation methodologies.