



**REQUEST FOR PROPOSALS  
FOR  
OPERATION AND MANAGEMENT  
OF  
WORKFORCE SOLUTIONS FOR SOUTH TEXAS (WSST)  
WORKFORCE CENTER**

Release Date: May 20, 2016

Bidders Conference: May 25, 2016 at 10:00 AM (CST)

Submission Deadline: June 30, 2016 by 12:00 PM (CST)

**Issued by:  
Rogelio Treviño, Executive Director  
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Laredo, TX 78041**

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# Request for Proposal for Workforce Center Management and Operation

## PART 1 Introduction and WSST Board Background

The Workforce Solutions for South Texas (WSST) Board serves as the leadership and governing body for the Webb, Zapata and Jim Hogg Counties workforce system. The WSST Board of Directors represent business, education, labor, economic development, community based organizations, and public entities.

The WSST Board Members are appointed by the Chief Elected Officials of each of the three counties of the South Texas Workforce Development region, in accordance with the Texas Workforce Act (House Bill 1863 and Senate Bill 642). The Workforce Solutions for South Texas Board is one of the 28 workforce boards established by the Texas Legislature in 1995. The Board is organized as a non-profit corporation in the State of Texas, with tax-exempt status under IRS code 501©3. The WSST Board is responsible for the strategic and operational planning, oversight and evaluation of federal and state funded workforce programs in the region.

WSST Board serves as the designated grant recipient and administrative entity for workforce development program funds allocated to the WSST workforce development region including Workforce Investment Act (WIA), Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF/Choices), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Employment Services (ES), Trade Act Services, and Child Care Services.

**Vision:** The vision of the WSST Board is to establish and enhance a workforce development center that creatively changes and adapts to serve the needs of employers, job seekers and the general public with efficient and effective services by promoting awareness amongst stake holders, creating partnerships with other community organizations, encouraging harmony of political focus on workforce issues in the market place.

**Mission:** The mission of the WSST Board is to build a workforce system that will meet the needs of economic development and prepare the workforce to compete in a changing global economy.

**Goals and Objectives:** The WSST Board Goals and Objectives for workforce development in the region include:

**Goal 1: Develop a dynamic and integrated workforce development system that meets the needs of job seekers and employers.**

- Strengthen and improve service delivery system throughout the workforce development region.

**Goal 2: Expand and improve business-driven workforce development system where employers and job seekers have access to a network of information and services.**

- Facilitate marketing strategies for employer input and develop new and innovate systems for educating South Texans.
- Provide training and technical assistance to education institutions on the changing needs of job seekers and employers.
- Continue improving the integration of workforce development programs and services.
- Ensure that local labor market information resources are available electronically.
- Provide labor market information systems on the Internet through the Resource Rooms at the WSST Workforce Center.

**Goal 3: Increase the effectiveness of the One-Stop Service Delivery Network**

- The One-Stop concept will be utilized to ensure that persons seeking services from the WSST Workforce Centers are readily available without duplication of effort.

**Goal 4: Ensure access to literacy, education, and workplace skills training.**

- Partner with literacy and education agencies.

- Develop strong partnerships with literacy and education agencies through Memoranda of Understanding.
- Set priorities of service for specific targeted populations, including job seekers with basic skill deficiencies and employment barriers.

**Goal 5: Develop and maintain a high quality workforce.**

- Establish and maintain priority of service for the workforce development region, which addresses clients with basic skill deficiencies and employment barriers to increase earnings towards self-sufficiency.
- Dropout prevention is a priority.
- Create partnerships with independent school districts and post-secondary institutions to develop programs for youth by providing post-secondary career path opportunities and training.

**Goal 6: Develop initiatives to address workforce skills development that would enable clients to attain marketable skills in demand occupations, which will promote earnings gain and self-sufficiency.**

- Establish and maintain priority of service for the workforce development region, which addresses clients with basic skill deficiencies and employment barriers to increase earnings towards self-sufficiency.

**PART 2    General Information**

**2.1    Workforce Centers**

The WSST Board has established three workforce centers located in Webb, Zapata and Jim Hogg Counties. The workforce center is the focal point and public face of the local workforce development delivery system that provides access to a broad array of services and information all located in one place. The workforce centers are designed to serve a diverse range of customers with diverse needs, and is a vital link in connecting job seekers and employers. The workforce center also helps to link WSST to all community workforce system partners.

WSST is committed to the maintenance of a workforce center system that is universal, integrated, seamless, holistic, customer-driven, accountable, and provides high-quality services to its customers. The workforce center system must comply with and maintain procedures consistent with Board policies.

**2.2    Workforce Innovation and Opportunity Act (WIOA)**

The Workforce Innovation and Opportunity Act (WIOA) Public Law No: 113-128 was signed into law on July 22, 2014 and supersedes the Workforce Investment Act of 1998 with the intent of strengthening the workforce system through innovation and alignment of services to promote individual and national economic growth. As a result, this procurement has been re-designed to capture the spirit of this new legislation.

The U.S. Departments of Labor and Education released the Notice of Proposed Rulemaking on April 16, 2015 detailing the proposed rules. The U.S. Department of Labor has not issued the final regulations for WIOA at the time of release of this RFP. The expected final rules are to be published in 2016. Proposers are advised to consult the Department’s website at <http://www.doleta.gov> for program guidance and updates. The Workforce Innovation and Opportunity Act legislation is available at: [www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf](http://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf). Copies of other pertinent legislation may be found through the Texas Workforce Commission at: [www.twc.state.tx.us](http://www.twc.state.tx.us).

**2.3    Purpose of the Request for Proposal (RFP)**

The Workforce Solutions for South Texas Board is soliciting proposals from qualified and eligible independent entities for the operation and management of the three workforce centers in the South Texas workforce development region. WSST expects to enter into a contractual relationship with a single contractor for the operation and management of its workforce centers as a result of the RFP.

WSST Board's intent by this solicitation is to obtain a management entity that will provide on-site leadership of the workforce center system in a manner that will enhance the performance of the workforce center system as well as improve the quality of customer service.

The WSST Board is seeking a Center management contractor who will:

- Support and contribute to the achievement of the WSST Board's mission, vision, goals and objectives;
- Work to continuously improve the performance of the workforce centers, the experience of our customers, and the quality of services provided including excellent customer service;
- Increase the awareness and use of workforce center services by employers and community residents throughout the region;
- Focus on providing business-driven services that are aligned with the WSST's targeted industries and demand occupations;
- Prepare job seekers for WSST jobs through the attainment of higher skills;
- Provide employers with a high quality and skilled workforce;
- Expand and enhance existing partnerships and create new ones with other community organizations to leverage resources, and increase services and opportunities for our customers;
- Exceed contracted performance measures;
- Demonstrate innovation in addressing workforce needs.
- Work with the Board to seek other grants and alternative funding and provide services funded with received grants or alternative funding

## **2.4 WSST Workforce Center Allowable Services**

WIOA made a number of changes to eligibility and service delivery for the adult, dislocated worker, and youth programs. Selected applicant must provide WSST workforce center services in accordance with the Workforce Innovation and Opportunity Act, Public Law No: 113-128, and any related U.S. DOL, and Texas Workforce Commission (TWC) rules and regulations, policies, directives and the Board Plan. (see Workforce Development Letter 12-15). The first year of this contract period will be a transition year from WIA to WIOA.

The U.S. Departments of Labor and Education published the WIOA Notice of Proposed Rulemaking in the Federal Register dated April 16, 2015 detailing the proposed rules. WIOA provides workforce development activities that enhance the employability, occupational attainment, retention, and earnings of job seekers, while matching employers with skilled workers. WIOA encompasses six core programs and a number of partner programs. The six core programs are:

- adult training;
- dislocated worker training;
- youth training;
- adult education and literacy;
- Wagner-Peyser Employment Service; and
- vocational rehabilitation.

Offerors may go to the following links to access the published rules for workforce, adult education, and vocational rehabilitation.

- Department of Labor: [Workforce Innovation and Opportunity Act; Notice of Proposed Rulemaking](#)
- Departments of Labor and Education Combined: [Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions](#)
- Department of Education: [Programs and Activities Authorized by the Adult Education and Family Literacy Act, \(Title III of WIOA\)](#)

- Department of Education: [State Vocational Rehabilitation and Services Program: State Supported Employment Services Program; Limitation on Use of Subminimum Wage](#)
- Department of Education: [WIOA; Miscellaneous Program Changes](#)
- State of Texas WIOA Combined State Plan (July 1 – June 30, 202) <http://www.twc.state.tx.us/files/twc/wioa-combined-state-plan-twc.pdf>
- Texas Workforce Development Letter 12-15 <http://www.twc.state.tx.us/files/partners/wd-12-15-twc.pdf>
- Additional information/guidance from the U.S. Department of Labor regarding the WIOA can be found at: <http://www.doleta.gov/wioa/>

## 2.5 WSST Funding

Funding for all activities and services is contingent upon the receipt of sufficient programs funds from the Texas Workforce Commission and other funding sources of Workforce Solutions for South Texas. Actual amount of contract award will be based on the proposed budgets, as well as the WSST standards for use of public funds, i.e. that all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories and the amount of funds available. The proposals that are most advantageous to the WSST Board in terms of both quality and cost will be recommended for contract negotiations.

The operation of the workforce centers includes, but is not limited to, the provision of allowable services and activities under the following programs funded by the WSST Board:

- Workforce Investment Act (WIA),
- Workforce Innovation and Opportunity Act (WIOA),
- Temporary Assistance for Needy Families (TANF/Choices),
- Supplemental Nutrition Assistance Program & Employment and Training (SNAP E&T),
- Employment Services (ES),
- Trade Act Services
- Noncustodial Parent Choices
- Veterans Services

The approximate annual costs for workforce center administration and operation, to include direct customer service costs are **\$1,817,062**. An organization chart for the current WSST Workforce Center operation is presented on page 45 of this RFP. Adequate facilities are in place to house existing operations including three workforce centers and a mobile unit. The WSST and/or the State of Texas will retain leases or ownership of all necessary facilities/equipment. Sufficient equipment is in place for the current operation of the workforce centers, including fax machines, telephones, copiers, furniture, and computer systems. All Centers will be open and staffed Monday through Friday 8 a.m. to 5 p.m., except on approved holidays.

<b>Workforce Center Management &amp; Operational Costs</b>	
<b>(Including Direct Customer Costs)</b>	
<b>Historical Costs (Annual)</b>	
<b>Funding Stream</b>	<b>Budget Amount</b>
Employment Services	37,603
SNAP E&T	160,384
TANF/CHOICES	722,469
WIOA-Adult/WIA Adult	428,725
WIOA-Dislocated/WIA Dislocated	255,715
NCP	90,645
WIA Additional Assistance for Dislocated Worker Services	97,852
Long-Term Unemployed Initiative Funding	21,270
Externships for Teachers	2,400
<b>Total</b>	<b>\$ 1,817,062</b>

## 2.6 Coordination with State agencies

The selected contractor will be expected to coordinate with other agencies and programs that are part of the workforce system; some may be co-located in the workforce center or may have an office at another location. The Workforce Solutions for South Texas Board Plan lists additional partners. The contractor will be required to coordinate operations and services with these partners. Some partners include, but are not limited to:

- Texas Workforce Commission
- Texas Health and Human Services Commission [formerly the Texas Department of Human Services]
- Texas Department of Assistive and Rehabilitative Services (DARS) [formerly the Texas Rehabilitation Commission (TRC)]
- Texas Commission for the Blind (TCB)]
- Job Corps
- Veterans Administration
- Adult Education and Family Literacy Program
- Vocational Rehabilitation Program

## 2.7 Procurement Standards/Method

This RFP provides a uniform method for the procurement of specified services, providing for full and open competition. It contains the necessary background, information, requirements, and instructions for responding to this RFP. This procurement is conducted in accordance with OMB Super Circular or Omni Circular supplemented by the final rules promulgated by the Office of the Texas Governor under the Uniform Grants Management Standards, and the Texas Workforce Commission's Financial Manual for Grants and Contracts. Services solicited under this RFP shall be procured under the competitive negotiation method of procurement.

## 2.8 RFP Schedule of Procurement Process

The following schedule of events is subject to change at the discretion of the WSST Board. All requestors of this RFP will be notified of any and all changes. All times shown in the RFP is Central Standard Time (CST). All dates after the proposal submission deadline are approximate and may be adjusted as conditions dictate without addendum to this RFP.

Issuance of RFP	May 20, 2016
Bidders Conference	May 25, 2016 @ 10 a.m.



Deadline for Submitting Bidder's Questions	May 27, 2016 @ 12 noon
Questions and Answer Release	June 1, 2016
Courtesy Letter of Intent to Submit Proposal	June 2, 2016 by 12 noon
<b>Proposal Due Date</b>	<b>June 30, 2016 by 12 noon</b>
Phase One Review Period	July 1 – 18, 2016
Phase Two WSST Board Subcommittee Review	July 26, 2016
WSST Board Approval	July 28, 2016
Pre-Award and Contract Negotiation Begins	July 29, 2016
Contract Start Date	October 1, 2016

## 2.9 RFP Release

The Request for Proposal is available on the WSST Board's website at [www.southtexasworkforce.org](http://www.southtexasworkforce.org). Copies of the RFP are also available at the following address, the point of contact for this procurement is:

**Kelly Elizondo**  
**Workforce Solutions for South Texas**  
**1701 E. Hillside Road**  
**Laredo, TX 78041**  
**(956) 722-3973**  
**[kelly.elizondo@southtexasworkforce.org](mailto:kelly.elizondo@southtexasworkforce.org)**

Attachment M - Form Letter stating the proposer's Intent to Bid is not mandatory; however, for planning purposes and as a courtesy, we ask proposers to submit by 12 noon, June 2, 2016. The Courtesy Letter of Intent to Bid may be submitted electronically, via facsimile or via private or public mail carrier to the above address.

## 2.10 Bidders Conference and Question Answer Period

A conference for prospective proposers to learn more about this RFP and to ask questions will be conducted:

**Workforce Solutions for South Texas Board Conference Room**  
**1701 East Hillside Road**  
**Laredo, TX 78041**

Attendance at this conference is not mandatory, but is strongly recommended. The conference offers potential proposers the opportunity to obtain guidance on the scope and nature of the work required or to ask technical questions.

Prospective Proposers may submit written questions beginning May 20, 2016. Questions may be faxed, emailed, or mailed to Kelly Elizondo. The Questions and Answers (Q&A) will be sent via e-mail to the bidder conference attendees and will also be posted on the WSST website on **June 1, 2016**.

Board members, Board staff, and associated parties are precluded from entertaining any questions outside the bidders' conference and/or the written question process described above. Potential applicants are asked to respect these conditions by not making personal requests for assistance. No unauthorized methods or sources of responses or clarification are considered valid. Any violation of this process may disqualify an applicant.

To ensure that all prospective proposers have access to the most current RFP addenda, questions and answers, and other pertinent information updates will be posted to the Board's website during the procurement period, at [www.southtexasworkforce.org](http://www.southtexasworkforce.org). E-mail updates will be sent directly to all who submit the Courtesy Intent to Apply Form.

## 2.11 Submission of Proposals

Proposals are due by **June 30, 2016 by 12 noon**. Official receipt of proposals will be entered on a receipt log, and a receipt form issued by WSST Board staff, if requested. Proposers who mail a proposal will be sent (or faxed) a copy of this receipt form upon request. Faxed or e-mailed proposals are not acceptable. Proposals received after the indicated due date and time will not be accepted. There will be no exceptions. Proposals must be hand delivered or mailed to:

**Kelly Elizondo  
Workforce Solutions for South Texas  
1701 E. Hillside Road  
Laredo, TX 78041**

Directions to the WSST office may be requested at any time. Timely delivery of proposals to the above address is the sole responsibility of the proposer. Proposals submitted via courier or overnight mail services will be considered to be hand-carried and must be received by the deadline.

**A signed original and six (6) copies of the proposal must be submitted.** The bidder is responsible for ensuring that the copies contain all of the required elements of the proposals. Incomplete copies may result in the bidder being deemed non-responsive to the RFP. No additional material may be submitted after the due date and time. Any proprietary information should be clearly marked as confidential.

Proposals may be withdrawn upon written request if made before the response deadline. The cost of returning proposals that are withdrawn shall be the responsibility of the proposer. Once the response deadline is passed, all proposals will become the property of WSST and will not be returned.

## 2.12 Contract Term Period

The contract resulting from this procurement will be for 1 year, **October 1, 2016 to September 30, 2017**. The contract may be renewed up to three times in one-year increments at the WSST Board's discretion based on an annual performance review of the contractor and availability of funding. A contract closeout will be required at the end of each year. The contract budget will be negotiated annually. No carryover/carry forward of funds will be included in the next year's contract.

## 2.13 Eligible Proposers

Entities possessing the capacity and demonstrated ability to perform successfully under the terms and conditions of a contract with the WSST Board are encouraged to respond. Organizations (private for-profit, private non-profit, governmental, or faith-based); individuals or a team of individuals applying in collaboration with the intent of establishing a legal entity; and individuals proposing a personal contract arrangement are eligible to apply. The types of management that will be considered include but may not be limited to turnkey operations, management teams, joint ventures, and other alternative management models.

Applicants should possess experience and program knowledge necessary to provide high standards of customer service and satisfaction while maintaining and exceeding program performance standards. The successful applicant will demonstrate in the proposal and through a pre-award review the capacity to perform the requested services and manage multiple funds to the WSST Board's expectations.

The WSST Board is prohibited from contracting with any entity debarred, suspended, or otherwise excluded from or ineligible for participation. Accordingly, a contract requires contractors to certify that they are in compliance with the Federal regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98-510, Participant's Responsibilities. The contractor must certify that to the best of its knowledge and belief that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a Federal department or agency. Under Texas House Bill 1863 and the Texas Government Code, the Board is prohibited from entering into a contract for the management and operation of workforce centers with any entity that provides workforce education or workforce training services.

Minority, disadvantaged and women-owned businesses that are certified by the State as Historically Underutilized Businesses (HUB) are encouraged to respond to this RFP.

### **PART 3     Governing Provisions and Limitations**

The only purpose of this RFP is to ensure uniform information in the solicitation of proposals for the operation and management of local workforce centers. This RFP is not to be construed as a purchase agreement or contract or as a commitment of any kind; nor does it commit WSST to pay for costs incurred in the preparation of a response or any other costs incurred prior to the execution of a formal contract, unless such costs are specifically authorized in writing by WSST.

#### **3.1     Governing**

The entity selected for contract consideration must meet the requirements of WSST's key control certification system (Attachment G and H) to ensure the financial integrity of the entity or individual prior to contract execution. The WSST or its designee will also conduct a pre-award review of the entity to include a financial integrity review prior to awarding a contract resulting from this procurement.

Entities selected through this procurement must comply with all Texas Workforce Commission (TWC) standards of conduct and conflicts of interest provisions.

The WSST or its designee will also conduct a pre-award review of the entity to include a financial integrity review prior to awarding a contract resulting from this procurement.

All funds provided under contracts because of this procurement must be protected through bonds, insurance, escrow accounts, cash on deposit or other methods to secure the funds consistent with TWC rule 801.55. The method of securing funds available shall cover a loss of at least **10 percent of the total funds contracted as well as the value of any assets placed under control of the contractor**. Proposers must demonstrate their financial capacity to safeguard these funds.

The entity selected for contract consideration must take appropriate steps to maintain the separation of the authority between the WSST Board and the contractor consistent with the terms of the contract.

The WSST Board reserves the right to accept or reject any or all proposals submitted. The WSST Board also reserves the right to make no award as a result of this RFP.

All contracts are contingent upon availability of funds from the U.S. Department of Labor and/or Texas Workforce Commission.

The intent of this RFP is to identify the various contract alternatives and estimates of costs for the services (or products) that are being solicited. The WSST Board is under no legal requirement to execute a contract from any proposal submitted.

This is a negotiated procurement utilizing the Request for Proposal method, and as such, the selection and award of contract does not have to be made to the respondent submitting the lowest priced offer, but rather to the respondent submitting the most responsive proposal that satisfies the WSST's criteria requirements and is determined to be in the Workforce Solutions for South Texas workforce development region's best interest.

Proposers shall not make contact with, or make offers of gratuities or favors, to any officer, employee or member of the WSST Board or Subcontractors. Violation of this instruction will result in immediate rejection of the proposal.

The WSST Board specifically reserves the right to vary the provisions set herein any time prior to the execution of the contract where such variance is deemed to be in the best interest of the WSST Board.

The WSST Board reserves the right to increase or decrease the quantities or magnitude of the services requested at the time of award and/or throughout the term of this contract.

The contract will begin October 1, 2016, and end September 30, 2017. At the end of the contract, WSST Board reserves the right to negotiate an extension of the contract for up to 3 additional years. The contract will be closed out at the end of each year. There will be no carry forward of unspent funds.

All proposals and their accompanying attachments will become the property of WSST after submission. Materials submitted will not be returned.

The contents of a successful proposal may become contractual obligations, if a contract is awarded. Failure of the proposer to accept those obligations may result in the elimination of the proposal from the selection process. The contents and requirements of this RFP may be incorporated into any legally binding and duly negotiated contract between WSST and the selected bidder.

WSST Board will make payments within 30 days of receipt of invoice from vendor.

WSST Board reserves the right to cancel the contract if the vendor fails to perform as agreed or for convenience if it is in the best interest of the WSST Board.

WSST may request selected proposer(s) to participate in contract negotiations at WSST offices located at 1701 East Hillside Road, Laredo, Texas or designated location.

The WSST reserves the right to impose additional requirements and refinements in program design, performance measures and funding amounts during the course of the contract.

The WSST reserves the right to contact any individual, agency, employer, or grantees listed in a proposal, to contact others who may have experience and/or knowledge of the bidder's relevant performance and/or qualifications; and to request additional information from any and all proposers.

The WSST reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary. WSST will provide notifications of such changes to all bidders recorded in the WSST Board official record (Distribution Log & Receipts Record) as having received or requested an RFP.

The WSST also reserves the right to conduct a review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.

Proposers shall not under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the WSST Board for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.

A contract with the selected provider may be withheld, at WSST Board's sole discretion, if issues of contract or questions on non-compliance, or questioned/disallowed costs exist, until such issues are satisfactorily resolved. Award of contract may be withdrawn by WSST Board if resolution is not satisfactory to WSST Board.

WSST reserves the rights to clarify, explain or verify any aspect of a response to this RFP, and to require the submission of any price, technical or other revision to the proposal that results from any negotiations conducted.

WSST reserves the right to deem non-responsive or disqualify any proposal that in WSST Board's sole determination does not comply with or confirm to term, conditions and requirements of this RFP.

### **3.2 Administrative Requirements**

Contractor is solely responsible for the oversight, management, supervision, hiring, discipline, termination, training, evaluation, etc. for its employees. Employees of a contractor are subject to the exclusive control and supervision of the contractor.

The successful proposer will have management authority over Texas Workforce Commission (TWC) personnel funded under the Wagner-Peyser Act providing Employment Services under the Texas Model. The contractor shall ensure that such staffs are integrated into the overall delivery of services in the workforce centers.

Contractors must comply with audit requirements as set forth in the TWC Federal Manual for Grants and Contracts. A copy of the audit report for the last (3) years, including management letter, must be submitted to the Board. Workforce Solutions reserves the right to conduct or cause to be conducted an independent audit of all funds received under a contract issued by the Board, notwithstanding the afore-mentioned requirement. Such audits will be conducted in accordance with applicable laws, rules, regulations, and established professional standards and practices.

Contractor must agree to comply with all rules, policies, directives and plans issued by the Board and the Texas Workforce Commission and all applicable laws, rules, regulations, policies, and directives governing the programs identified under this RFP.

All contractors are subject to compliance monitoring (fiscal and program). At any time during normal business hours, and as often as deemed necessary, staff of Workforce Solutions, TWC, the U.S. Department of Labor, other State and Federal agencies, or their duly authorized representatives shall have complete access to any and all records or papers that are related to a contract resulting from this RFP for the purpose of verifying performance and compliance with contractual terms and conditions, and applicable laws, rules, regulations, and policies.

Contractors must provide timely reports or information on clients, finances, performance, and program operations as may be requested or required by the Board.

Contractors will be responsible for maintaining the physical appearance and condition of workforce centers as well as equipment and furnishings.

Contractors shall be responsible for meeting or exceeding all assigned state, federal and local performance measures associated with programs that are part of this RFP and any resulting contract. Contractors shall also be responsible for any changes in performance measures that may occur during the contract period.

Contractors will be required to prepare and maintain participant and financial records in accordance with policies and instructions issued by the WSST Board. All records from a program and/or contract year must be retained for three (3) years from the date closeout reports are submitted and accepted by the WSST Board, unless any litigation, claim, negotiation, audit or other action involving the records has been initiated before the end of the retention period. Contractor must receive written authorization from the WSST for the disposition or destruction of records.

Contractors will be required to maintain a case file for each workforce program participant in accordance with standards established by the WSST. Such files are considered the property of the Board and must be turned over to the WSST Board upon request or upon the end of the contract.

Contractors will be required to input data on workforce center customers into The Workforce Information System of Texas (TWIST) and the Work-In-Texas (WIT) system in accordance with policies and manuals issued by the WSST Board and/or the Texas Workforce Commission. Contractors will be responsible for ensuring the integrity of all data, records and reports. Contract must ensure that all data is entered in a timely and accurate manner.

Contractors will be expected to fully cooperate with the WSST Board in planning and implementing any changes to the workforce service delivery system, including changes in the number, type and/or configuration of facilities as deemed necessary and appropriate by the Board.

Contractors will be expected to fully cooperate with the Board in the development and implementation of partnerships and collaborations with other community organizations to maximize resources and services for the benefit of workforce center customers. This includes any Memorandum of Understanding (MOU) or other agreement as may be entered into by the Board. This does not preclude the contractor from initiating such partnerships on their own.

Contractors must ensure that workforce centers are open to the public, at a minimum of Monday through Friday, from 8:00 a.m. to 5:00 p.m. (CST), except for authorized holidays or other authorized closures, and at such other times the Board deems necessary to meet local need for services. The Board may require all or specific centers to maintain extended hours of operation, including weekends. Proposers may propose additional/extended service hours.

Any and all purchases/procurements of goods and services by a contractor with funds received under a contract issued by the WSST Board must comply with all applicable federal, state and local laws, rules, regulations, and policies, including the requirements specified in the TWC Financial Manual for Grants and Contracts.

The Contractor must ensure that centers are adequately staffed at all times during the duration of the contract to provide required services and activities as specified in this RFP.

Contractors may not charge customers eligible for workforce programs a fee for any service. However, fee-for-service for non-eligible individuals or outside organizations is permissible. If the proposer intends to offer any fee-for-services, the service and fee structure must be fully described in their proposal and approved by the WSST Board prior to implementation. The WSST Board reserves the right to retain all or a portion of any income generated from such activities.

Indirect Rates or Management Fees must meet the requirements specified in the TWC Financial Manual for Grants and Contracts. Indirect costs are those costs that have been incurred for common or joint objectives and cannot be readily identified with a particular cost objective. All costs are allocable to a particular cost objective, such as a grant, project, service or other activity, in accordance with the relative benefits received. If indirect costs or an administrative fee will be a part of the budget, detail must be provided with the proposal as follows: 1) the methodology used to arrive at the rate including a description of all costs included; 2) the amounts used per line item (i.e. salaries, supplies, etc.) to calculate the rate, and; 3) a description of the process used to reconcile the rate charged to the actual costs incurred; and an approved indirect cost rate approval from cognizant agency. WSST will not pay indirect cost for any direct customer service (i.e. ITA, support services, etc.)

The costs for administration must not exceed three (3) percent of the funds requested for the operation of the workforce center system. The amount for administrative costs will be negotiated with the selected entity.

Profit margins will be negotiated only with for-profit organizations. A fair and reasonable profit will be determined with consideration to the following: 1) complexity of work; 2) risk borne by contractor; 3) contractor's investment and; 4) quality of past performance. Under no circumstances shall profits exceed 10% of the contract amount (excluding any customer cost). Profit payments will be paid based upon contract quarterly performance schedules to be negotiated.

Proof of insurance is not a requirement for the submission of a proposal, but selected proposers will be required to obtain all insurances specified in this RFP and provide the Board with proper certificates or policies prior to commencing work under a contract resulting from this RFP. Workforce Solutions and its Board of Directors must be listed as an additional insured on each policy with waiver of subrogation.

General Liability – The contractor is required to carry a general liability insurance coverage for the institution sufficient to cover any liability that may arise from the performance of this contract. General liability insurance should cover bodily injury and property damage to a third party and personal injury; \$1,000,000 each occurrence or two million dollars aggregate is required. A reasonable deductible is allowed, not to exceed \$10,000.

The WSST provides on-site accident/medical insurance for participants enrolled in activities not covered by worker's compensation.

If the contractor or their employees use motor vehicles in conducting activities under this contract, liability insurance covering bodily injury and property damage must be provided through a commercial insurance policy. Such insurance shall provide a minimum coverage of:

- \$100,000 liability per occurrence
- \$300,000 aggregate liability
- \$100,000 property damage
- Personal Injury Protection
- Uninsured Motorist Protection
- Maximum \$500 Deductible

If self-insured, the contractor warrants that it will maintain coverage sufficient to cover any liability specified above that may arise from the performance of this contract.

If the contractor warrants that it is a State Agency and that it is self-insured then the contractor must be able to pay any obligation that it incurs under the terms of this agreement including any liability that may arise from the performance of this contract. Additionally, the contractor shall ensure that all employees are covered by Workmen's Compensation insurance.

The portion of the cost of Workmen's Compensation insurance and other coverage that applies to Center employees should be included under personnel costs-other with detailed on the supporting schedule.

Fidelity Bonding – Contractors must provide a fidelity bond that indemnifies the Board and TWC against loss arising from a fraudulent or dishonest act of the Contractor's officers and employees holding positions of fiduciary trust. The Contractor must be the insured entity and the Board must be the assigned certificate holder. The fidelity bond must be in an amount that is sufficient to cover the largest cumulative amount of all cash requests submitted on a given day or the cumulative amount of funds on hand at any given point. If the contractor desires to receive an advance of funds, bonding is required. The fidelity bond must be in an amount that is sufficient to cover the largest cumulative amount of all cash requests submitted on a given day or the cumulative amount of funds on hand at any given point. Such amount will be determined based on cumulative amounts drawn during any consecutive three-day period for single or multiple funding sources.

In addition, the Contractor must secure an additional amount of funds against loss as follows: if the amount secured by the Contractor's fidelity bond is sufficient to cover the largest cumulative amount of all cash requests submitted on a given day or the cumulative amount of funds on hand at any given point, but is less than 10% of the funds subject to its control, the difference must be secured through bond, insurance, escrow accounts, cash on deposit, or other methods in accordance with the Texas Administrative Code, Title 40, Part 20, Rule 801.54 and the requirements of the TWC Financial Manual for Grants and Contracts, Chapter 3.

Crime Policy (ERISA included) – Contractors must have a Crime Policy (ERISA included) against acts of dishonesty, forgery or alteration, and computer fraud at \$1,000,000. Deductible may not exceed \$10,000.

Contractors must ensure that all activities and services provided pursuant to an executed contract comply with the requirements of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, with respect to physical and program accessibility.

Contractors must conduct all programs and services in accordance with the provisions of the following laws:

- Titles VI and VII of the Civil Rights Act of 1964, as amended;
- Section 504 of the Rehabilitation Act of 1973, as amended;
- Title IX of the Education Amendments of 1972, as am;
- Americans with Disabilities Act of 1990, as amended;
- Non-Traditional Employment for Women Act of 1991, as amended;
- Section 188 of the Workforce Innovation and Opportunity Act of 2014; and
- All applicable rules and regulations issued under these laws.

Contractors shall not deny the benefits of any program, activity or service to any person, and are prohibited from discriminating against any employee or applicant for employment on the basis of race, color, national origin, sex, sexual preference, religion, age, physical or mental disability, temporary medical condition, political affiliation, belief or any over characteristic covered by state or federal law.

Contractors must comply with the Board's Marketing Standards and Guidelines regarding the use of contractor name and logo on all printed materials, advertising, and marketing.

### 3.3 Transition Planning

Proposers will need to include a Transition Plan in their proposals, with all activities being completed by September 30, 2016.

### 3.4 Debriefing and Appeal Process

Proposals not selected for funding may be appealed only with respect to any fault or violation of law or regulation regarding the review process. Appeals must be filed within ten calendar days of final WSST Board action with the WSST Monitoring/EO Officer. Final WSST action shall be considered to be the WSST Board meeting at which final selection of the proposals is made. Inquiries shall be directed to:

**Bertha Millan**  
**Quality Assurance/EO Officer**  
**Workforce Solutions for South Texas**  
**1701 E. Hillside Road**  
**P.O. Box 1757**  
**Laredo, TX 78041 - 1757**

The appeal must indicate the WSST action appealed and the violation, which forms the basis for the appeal, and shall be signed by the appellant organization's authorized representative. Fax and e-mail transmittals will not be accepted. The filing of the appeal within the time frame is a condition precedent. There is no relief accorded appellants for not filing within the published deadlines. Hearings shall be conducted in accordance with existing WSST procedures.

**Request for Debriefing** - Proposers not selected by this procurement process may submit within 10 days of the receipt of WSST notification of the procurement decision, a written Request for Debriefing to obtain information on the procurement process and how their proposal or offer was received and ranked. The WSST shall acknowledge receipt of the Request for Debriefing in writing within 10 days of receipt, along with the date and time of the scheduled Debriefing. The Debriefing shall be scheduled as soon as possible and no later than 10 days from the receipt of the Request for Debriefing. A debriefing is offered as a courtesy to any bidder or proposer who is not selected for funding. The purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unsuccessful proposers understand why they were not selected.

## **PART 4 Proposal Review and Selection Process**

### 4.1 Minimum Standards of Review for Proposals

Selection of the Contractor shall be in accordance with federal procurement principles and the TWC Financial Manual for Grants and Contracts, which requires "full and open competition", fair and equal treatment, and "arms length" relationships with all potential applicants. The selection process used by the WSST Board is intended to help them identify the most qualified and responsive proposal for WSST Workforce Center System Operator/Mgr contract negotiation. The process for evaluating proposals submitted in response to this Request is summarized below.

All proposals received by the submission deadline will be reviewed for responsiveness and compliance with the technical specifications contained in the RFP. The process for evaluating proposals submitted in response to this Request includes the following steps:

- **Phase One** - All responsive proposals will be subject to review and scoring. The Board will procure for qualified independent outside evaluators to review and score each responsive proposal using a standardized instrument provided by the Board. Evaluators will award proposals scores for specific criteria with the highest possible total being 115. Proposals that contain all of the required elements will be deemed responsive if they score at least 81 points based on the evaluation criteria listed below.



Proposals will be ranked from highest to lowest average score, those with an average score of 81 or above will be notified to participate in Phase 2 of the evaluation process.

<b>EVALUATION CRITERIA</b>	<b>Points</b>
(1) Organizational Capability and Capacity	<b>10</b>
(2) Demonstrated Experience/Effectiveness and Performance Excellence	<b>10</b>
(3) Management Design for Program and Performance	<b>20</b>
(4) Management Design for Staffing/Staff Development including Customer Service	<b>25</b>
(5) Quality Assurance	<b>15</b>
(6) Financial Experience and Organizational Stability	<b>15</b>
(7) Budget	<b>15</b>
(8) Historically Underutilized Business	<b>5</b>
<b>Total Possible Points – Phase One</b>	<b>115</b>
<b>Total Possible Points – Phase Two</b>	<b>10</b>
<b>Total Possible Combined Points</b>	<b>125</b>

- **Phase Two** - During this phase, responsive proposers meeting the 81 points threshold, will be required to meet with the Program Development Committee for the Phase Two Evaluation process; the tentative date set is July 26, 2016. Responses received during Evaluation Phase Two will be scored, up to ten points, by the Program Development Committee and will be averaged with the scores from the independent reviewer's scores (Phase One). The entity with the highest overall average score will be recommended to the Board.
- **Phase Three** - In concurrence with the Program Development Committee recommendation, the full Board will consider the selected entity and approve the recommendation to enter into contract negotiations or disapprove the recommendation.

#### **4.2 Organizational Capability and Capacity – Ten Points**

Capability refers to the organization's ability to accomplish its work through the knowledge, skills, and abilities of its people directly and indirectly assigned to this Contract (i.e. qualifications and experience of staff). Capacity refers to the organization's ability to ensure sufficient staffing to cover the amount of time proposed in their proposal, work processes, technology, etc. to successfully deliver proposed services.

Though not discounting the importance of knowledge and experience, the proposer must make clear how they will be an asset to the Board in achieving local goals and objectives through rigorous management, continuous improvement and excellence in the provision of employer and job-seeker services. Areas for consideration under this category also include demonstrated effectiveness in customer service/customer focus, application of continuous improvement, problem-solving and community involvement strategies.

#### **4.3 Demonstrated Experience/Effectiveness and Performance Excellence – Ten Points**

This criterion includes a review of demonstrated ability to successfully manage and implement planned programs in previously funded workforce system proposals. The proposing entity must demonstrate a history of successfully providing the same or similar services to those specified in the RFP, specifically relating to the types of activities, targeted populations, performance outcomes (measures/targets), expenditure benchmarks, contractual compliance, etc. and resolution of monitoring/audit issues. Experience in utilizing quality principles and customer focus in an effective management system should be demonstrated. Experience in the transition phase of workforce center services.

Proposal must demonstrate that the proposer(s) have the required skills and experience to successfully operate the WSST Workforce Center system. Performance data and monitoring reports submitted with this proposal will be a part of this criteria review.

#### **4.4 Management Design for Program and Performance – Twenty Points**

The proposer must demonstrate understanding of performance measures and the ongoing management of these measures. This area will examine the proposed overall approach, design, strategies, processes, etc. in delivering services and to effectively and efficiently manage and operate the workforce centers, in support of the Board's mission, vision, goals, expectations and performance requirements. The successful proposer must demonstrate a thorough understanding of programs and services offered in the Workforce Solutions for South Texas workforce development region, and the needs of employers, job seekers, and partner agencies.

Other areas of review will include customer service strategies, collaboration; participant flow; how customer needs will be identified and matched to appropriate services; monitoring systems; use of data, including customer satisfaction strategies to improve services; outreach and recruitment of targeted populations and employers.

The successful proposer(s) should show that their proposed approach offers sufficient services and activities, as well as coordination of services with other service providers in the WSST workforce region, to meet and exceed performance expectations of the WSST Board. The proposal should demonstrate a comprehensive collaborative approach to using community resources to meet the needs of customers. Proposed collaborative and leverage partnerships should be identified in the proposal.

#### **4.5 Management Design for Staffing/ Staff Development including Customer Service – Twenty-Five Points**

Evaluation for proposers with experience in management of workforce centers will include a review of proposed staff development and support activities. The successful proposer(s) must present a staffing plan sufficient to implement the program design, and it must offer a high performance approach to management that will effectively integrate human resources and operational processes that will meet and exceed program performance goals for the South Texas region. Proposers must have a comprehensive approach to staff development and enrichment including staff customer service training strategies.

#### **4.6 Quality Assurance – Fifteen Points**

This Criterion will evaluate the proposed method of conducting monitoring, corrective actions, implementation and follow-up. This will also encompass proposed strategies to ensure compliance with program regulation, Board policies and local operating procedures, including, but not limited to, TWIST data entry, data integrity, case management, support services provisions, internal monitoring tools, etc.

Consistent with the performance oriented management approach, the successful proposer(s) must demonstrate an understanding of and capability for implementing a comprehensive and rigorous approach for continuous quality improvement strategies for WSST Workforce Center staff that focuses on achieving the quality of service expectation in the WSST Workforce Centers.

#### **4.7 Financial Experience and Organizational Stability – Fifteen Points**

This Criterion includes demonstrating effective financial performance under contracts with Workforce Development Boards by meeting all fiscal expenditure goals and the ability to utilize funds to derive organizational strategic objectives. (See TWC Rule 801.54).

The proposing entity must demonstrate that it is in sound financial condition and has effective fiscal and administrative management systems, fiscal organizational structures, financial resources, financial capacity, and fiscal knowledge in accordance with federal, state and generally accepted accounting practices.

Financial tracking systems for Individual Training Accounts (ITAs) and supportive services will also be evaluated. The proposer's audits, financial statements, and monitoring reports submitted with this proposal will be a part of this review.

#### **4.8 Budget/Value Added – Fifteen Points**

Budgets will be reviewed to determine that proposed costs are reasonable, necessary, allocable and allowable. Cost reasonableness will be determined by comparing each proposer's proposed cost to other proposals, and to existing market rates paid for management of workforce center systems in Texas with similar workforce budgets. Other areas of review will include: cost allocation methodology, competitive indirect rate or management fees, overhead costs, profit, budget narrative and justification of costs, in-kind or matching funds. As an independent contractor, all associated costs should be included in the proposed budget including center staff, all management, quality assurance, indirect costs and profit, if applicable. All overhead costs corporate and local shall be allocated to the benefitting cost objectives (programs, cost categories, budget line items, etc.) using a direct charge method in lieu of an indirect cost rate. The amounts and allocation methods of all overhead, corporate, direct services, and any other costs directly or indirectly benefitting this project shall be documented in an FMGC Chapter 11 compliant cost allocation plan.

This criterion also relates to the proposer's capability to bring value added tools, processes and resources that are above and beyond and will enhance what is basically required to operate the centers. All costs must be fully explained and justified in the budget narrative.

#### **4.9 Historically Underutilized Business (HUB) – Five Points**

Historically Underutilized Businesses (HUB's) must indicate the HUB certification number and the certifying agency on the cover sheet, and attach a copy of the notice of certification.

## **PART 5 Instructions for Submitting a Proposal**

### **5.1 General Instructions**

Format – Proposals must be typed in no less than 12-point font, and submitted on 8 1/2 x 11 inch paper in a three ring binder. No page limits; however, emphasis must be placed on addressing the requirements of this RFP in a clear and concise manner.

Number of Copies - **One complete original plus six copies** and a USB flash drive or data storage device with original files in MS Word and MS Excel formats. All documents submitted must be legible, complete and fully assembled. Any proposal lacking required copies will be deemed unresponsive, and will not be considered in this procurement.

Proposal Cover Sheet -- All items on the Proposal Cover Sheet must be completed. Identify a liaison or primary contact person, as well as the Signatory Authority--a person with the legal authority to negotiate and sign a contract on behalf of the proposing organization. (Also this person must sign the various certification forms.)

Executive Summary – The Executive Summary should be concise and be a summary of proposed innovative activities, collaborating partners, and proposed outcomes.

Narrative -- Submit a written response to each of the narrative elements contained in Part 6, identify each question by the assigned number found in each criteria section. Failure to follow the narrative format will result in a reduced evaluation score.

Professional References -- Proposer should include at least three (3) professional references, including fax and phone numbers. Indicate the relationship between the proposer and the reference.

Sequence of Submission -- Proposals must be submitted with elements in the following order:

- Proposal cover sheet (RFP Attachment A)
- One page Executive Summary

- Proposal Narrative
- Organizational Chart
- Resumes
- References
- Monitoring Reports – Program and Fiscal
- Budget Pages [RFP Attachment L]
- Cost allocation plan and/or indirect cost rate approval
- Audits or financial statements for the three most recent years
- Proof of Incorporation or Agency Status
- Sub-contract Agreements
- Administrative and Financial Surveys [RFP Attachments G and H]
- Signed Certifications
- Attachment B: Debarment
- Attachment C: Conflict of Interest
- Attachment D: Drug Free Work Place
- Attachment E: Lobbying
- Attachment F: Texas Corporate Franchise Tax
- Attachment I: Certification of Bidder
- Attachment J: General Assurances
- Attachment K: Public Subsidy Restriction
- Attachment M: Letter of Intent to Submit Proposal – (no copy required in proposal)
- Attachment N - Certification of Non-Discrimination & Equal Opportunity
- Standard Operating Procedures for Center Operation (may be submitted on computer diskette or CD)
- Program Policy manuals (may be submitted on computer diskette or CD)

**Submit an electronic copy of the Proposal (may be submitted on CD or USB Drive).**

## **PART 6      Proposal Narrative Statement of Work**

### **6.1      Instructions for Proposal Narrative Statement of Work**

Every question in the Proposal Narrative is required to be answered in a thorough manner that remains focused on the topic in question. Be concise and to the point.

In answering the questions avoid the following:

- Imposing responsibilities on any party that has not agreed to those responsibilities in advance. A memorandum of understanding is to be submitted if you assign responsibilities to another party.
- Including promises to perform an activity or provide a service that your organization does not have the capacity to provide or ensure.
- Making assumptions that the readers of your proposal know or understand your organization, it's capacity, activities, services or budget assumptions.
- Using jargon and abbreviations that may not be understood outside your organization or industry.

<b>EVALUATION CRITERIA</b>	<b>Points</b>
<b>(1) Organizational Capability and Capacity</b>	<b>10</b>
<b>(2) Demonstrated Experience/Effectiveness and Performance Excellence</b>	<b>10</b>
<b>(3) Management Design for Program and Performance</b>	<b>20</b>
<b>(4) Management Design for Staffing/Staff Development including Customer Service</b>	<b>25</b>
<b>(5) Quality Assurance</b>	<b>15</b>
<b>(6) Financial Experience and Organizational Stability</b>	<b>15</b>
<b>(7) Budget</b>	<b>15</b>
<b>(8) Historically Underutilized Business</b>	<b>5</b>
<b>Total Possible Points – Phase One</b>	<b>115</b>
<b>Total Possible Points – Phase Two</b>	<b>10</b>
<b>Total Possible Combined Points</b>	<b>125</b>

## **6.2 Organizational Capability and Capacity – Ten Points**

- 6.2.1 Provide a brief history of your organization; include year established, location of home/corporate office locations of any regional offices, number of employees, other lines of business.
- If you are submitting a proposal as a partnership, consortium or joint venture the roles and responsibilities of each party and identify the lead entity. A copy of the partnership, consortium or joint venture agreement must be included as an attachment.
  - If you are submitting a proposal using a Managing Director/Professional Employer Organization (PEO) Model a copy of the agreement between the Managing Director and the PEO or staffing agency must be included in the proposal as an attachment.
  - If you are subcontracting any services, identify which services will be subcontracted and the rational behind using a subcontractor rather than providing the services yourself. Describe how subcontracts were or will be procured, their qualifications and the basis for payment.
- 6.2.2 Present your proposed organization chart and delineate how the WSST Workforce Center proposed staff positions and lines of responsibility would fit in the corporate organization, include all administrative staff.
- 6.2.3 Describe the governance and oversight role of your organization (upper corporate management) to the local staff.
- 6.2.4 Provide a brief synopsis of all proposed corporate management staff, by position and major responsibility include:
- Types and tenure of management roles in the workforce system
  - Responsibilities
  - Number of staff managed directly and indirectly
  - Size of the budget managed
- 6.2.5 Describe in detail corporate management communication mechanism for local Project Director on contracted performance compliance measures, monitoring findings, observations and repeat findings and follow-up?
- 6.2.6 Describe in detail how management will communicate, coordinate, and effectively manage employees of TWC to achieve high performance and customer satisfaction.
- 6.2.7 Describe how management will coordinate with WSST Board staff to ensure the successful operation of the Center system.

- 6.2.8 Describe your knowledge, skills and abilities and experience with each of the workforce system programs and experience working with employer or business services
- 6.2.9 Describe your experience with building an effective and diverse management team including significant achievements that were a result of your management efforts.
- 6.2.10 Describe your demonstrated effectiveness in managing people and systems to address customer focus, customer service and customer satisfaction.
- 6.2.11 Describe your experience in implementing integrated service models for workforce center systems.
- 6.2.12 Describe your management strategies for efficiently and effectively achieving the Board Goals and Texas Workforce Commission's performance outcomes of contracts.
- 6.2.13 Present as an attachment to your proposal, in either print form or computer media, your organization's standard operating procedures for Center operations.
- 6.2.14 Present as an attachment to your proposal, in print form or computer media, your policies and procedures manual for workforce development programs.

(May be submitted on CD or USB Drive)

### **6.3 Demonstrated Experience/Effectiveness and Performance Excellence – Ten Points**

- 6.3.1 Discuss your understanding of the Common Measures and their application to Center programs and services.
- 6.3.2 Provide a list of all relevant workforce service contracts (current and for the past three (3) years). For each contract, provide the following:
  - Name of the workforce development region
  - Name of entity contracted with – name of contact person, mailing address, phone number, and e-mail.
  - Date(s) of contract(s)
  - The number of workforce centers
  - The number of staff managed
  - Programs included under the contract(s)
  - Amount of contract and percent of contract funds expended
- 6.3.3 Provide three (3) references from organizations you have contracted with during the past year. Include name of contact person, mailing address, phone number, and e-mail.
- 6.3.4 Provide as an attachment copies of monitoring reports over the last three years from other Center operations contracts. Include TWC reports and Board monitoring reports.
- 6.3.5 Present your organization's annual performance against performance standards for the Center contracts your organization has managed over the last five years. Include all program performance indicators and measures, both federal measures and state measures.
- 6.3.6 For each standard or measure not achieved in these other contracts, describe the corrective action you took to address these deficiencies, and the result of these actions.
- 6.3.7 Describe your proposed transition plan. Include actions to be taken by you and the current contractor to ensure a smooth transition of services. If you are the current Center operator, describe the actions you will take to ensure a smooth transition of the management functions to another contractor.
- 6.3.8 Discuss any legal proceedings or lawsuits pending that may affect your organization's ability to provide the requested services.

#### **6.4 Management Design for Program and Performance – Twenty Points**

- 6.4.1 Describe your performance forecasting methodology and indicate how often your forecasts are updated.
- 6.4.2 What steps will you take to ensure that all performance measures are exceeded?
- 6.4.3 Please identify and explain proposed strategies for exceeding each of the required performance measures to include the employer measures.
- 6.4.4 Describe your strategies to meet contract performance, including monitoring reports, etc.
- 6.4.5 Describe how you will measure customer satisfaction for job seekers and employers, including methodology and frequency.
- 6.4.6 How will the customer satisfaction results be used to improve services?
- 6.4.7 How will you provide outreach to our customers: employers and job seekers?
- 6.4.8 Present a customer flow chart/s detailing your proposed service design to serve job seekers and employers.
- 6.4.9 Describe your strategy for integrating programs, resources and services in the workforce center system.
- 6.4.10 Describe your experience with a mobile unit and how you will utilize the mobile unit.
- 6.4.11 What is your strategy for identifying and outreaching major and small employers (by significant wages paid/skill sets required and other major employers by expansion and replacement needs) and what specialized services do you customize for their individual needs?
- 6.4.12 What collaborative partnerships will you develop to meet the needs of customers? Identify the partner and describe the purpose, the specific actions and activities, and expected outcomes of each collaboration.
- 6.4.13 How will you evaluate the effectiveness of these collaborations? What actions will you take to improve coordination with the partner entities?
- 6.4.14 How will you work with youth program providers and the CCS Program?
- 6.4.15 What efforts will you undertake to expand and improve services to rural employers and job seekers?
- 6.4.16 Describe how you will conduct a comprehensive assessment of each customer's basic skills, occupational skills, educational background, prior work experience, employability, career interests and aptitudes, financial needs, and the need for supportive services.
- 6.4.17 Describe how the Project Director and management staff will disseminate information to front line staff in regards to special projects or grant funded initiatives and how objectives of the special projects or programs will be met.

#### **6.5 Management Design for Staffing/Staff Development including Customer Service – Twenty-Five Points**

- 6.5.1 Please include in your organization's response a description of your cross training of program regulation and functions with the center staff. Please provide your timeline and plan to hire and cross-train staff.
- 6.5.2 Describe your experience in staffing, and staff professional development.
- 6.5.3 How will you ensure staff are using the skills and knowledge gained through staff development activities?
- 6.5.4 Describe the role of the Business Services staff and how that role enhances services to employers – include how you propose to staff Business Services.
- 6.5.5 How will Business Services staff compliment the Board's efforts at identifying employer needs and designing service strategies to meet those needs?
- 6.5.6 How will you enhance the skills, knowledge and abilities of business services staff? – Provide detail on proposed training.

- 6.5.7 Describe how you will organize Center staffing and services based on functions rather than programs.
- 6.5.8 Describe your proposed case management strategies.
- 6.5.9 How will you ensure proper case management to achieve goals?
- 6.5.10 How will you ensure that Choices staff meet the Active Employment Rate participation requirements and quickly gain and maintain employment?
- 6.5.11 Describe your process for staffing the workforce centers by your organization.
- 6.5.12 Provide a brief synopsis for each proposed WSST Op/Mgr. management staff that will be assigned to the proposed project. Submit Resumes as attachment.
- 6.5.13 Describe your benefits package for workforce center staff.
- 6.5.14 Describe the staff evaluation processes, probationary periods, incentives, bonuses, merit increases, etc.
- 6.5.15 Describe how you would use technology throughout the organization to improve efficiency, improve staff customer service skills, and to promote communication and professional development of staff.
- 6.5.16 Describe strategies on the management of employee turnover that avoids interruption of services at workforce centers and mobile workforce center.

## **6.6 Quality Assurance – Fifteen Points**

Describe proposed Quality Assurance Strategies for:

- 6.6.1 Risk management
- 6.6.2 Self evaluation procedures
- 6.6.3 Internal monitoring reports and frequency
- 6.6.4 Compliance and Corrective action strategies
- 6.6.5 Implementation strategies
- 6.6.6 Follow-up strategies
- 6.6.7 TWIST data entry system
- 6.6.8 Case Management
- 6.6.9 Provide evidence to support that your processes have resulted in continuous improvement, lower error rates and exceeded performance.

## **6.7 Financial Experience and Organizational Stability**

- 6.7.1 Provide copies of fiscal monitoring reports for the last three years for each contract. Include both TWC and Board and/or other governing agencies monitoring reports. Describe efforts undertaken to address deficiencies identified in these reports.
- 6.7.2 Describe your experience in developing and managing budgets from multiple funding sources to obtain organizational goals, and your experience with federal and state accounting practices and principles.
- 6.7.3 Describe your entity's fiscal management systems to include a description of the accounting system, audit and audit resolution, budget management, cash management, financial reporting, property management and procurement.
- 6.7.4 Provide the last 3 years of audit reports and any management letter comments to include corrective action plan to address the reportable conditions. If the entity has not been audited, provide the last 3 years of



financial statements. If the proposer is a not for profit organization [501(c)(3)], provide a copy of the organization's IRS Form 990 for each of the past three years.

- 6.7.5 Provide a certified statement that all taxes are paid in full to Internal Revenue Service and any other federal or State agencies to include employment, franchise, income, and sales taxes.
- 6.7.6 Please provide a copy of your cost allocation plan and/or the indirect cost approval from a cognizant agency detailing how your organization's costs are shared from multiple funding sources.
- 6.7.7 Provide information about any funds that have been de-obligated, how much, when, what program and whether it was voluntary or a Board imposed de-obligation.
- 6.7.8 How do you propose to pay disallowed costs should such costs occur in the course of Center operations under your management? Include the source of funds and the approximate amount on hand or accessible should such costs arise.
- 6.7.9 How will you protect at least 10% of the funds subject to your control? What is the source of funding to cover this requirement? Please provide documentation from a financial institution supporting the availability and amount of these funds.
- 6.7.10 Describe your method for performing self-monitoring for fiscal integrity, accuracy, performance, and compliance.
- 6.7.11 Describe how you will forecast expenditures for direct client services.
- 6.7.12 Describe and address the manner in which you will track, obligate and de-obligate education and training payments, supportive services, and any other direct customer payments.
- 6.7.13 Describe and address how you plan to pay for workforce center operation expenses without an advance for 4-6 weeks.

## **6.8 Budget – Fifteen Points**

### **Instructions**

Using the RFP budget forms and instructions, develop and present a line item budget detailing all of your proposed costs for managing the WSST Workforce Center operation. Include a budget narrative that describes each cost item and how it was calculated. Present a budget for a one (1) year period (October 1, 2016 - September 30, 2017). Should your proposal be selected for consideration this budget will be the basis for negotiating the contract amount. Required budget forms are provided as a separate MS Excel file - "Attachment L Forms Center Budget" – Budget Forms are also available on WSST's website: [www.southtexasworkforce.org/](http://www.southtexasworkforce.org/)

Except for the Workforce Center personnel costs, fringe benefits, and travel expenses, WSST will process payments directly to vendors. However, the Center Operator is responsible for managing budget amounts for all line-item expenses to include direct customer services costs for each funding stream.

The Workforce Center Management & Operational Historical Costs by funding stream do not include budget allocations for the following line-items:

- Insurance (Equipment and Mobile Unit)
- Rent & Rent Related (Building Lease of Centers, Utilities, and Building Maintenance)

Therefore, it is not necessary to include Insurance, Rent and Rent Related costs for the management and operational costs of the Workforce Centers in the proposed budget.

The Center Operator is required to complete the following budget forms:

- Budget Detail Form – Personnel Costs
- Management & Operation Line-Item Budget Form

- Budget Narrative. Provide written descriptions of how each line-item of costs are calculated.

The Center Operator is required to identify the administrative and program costs associated with management of the Workforce Centers on the Management & Operation Line-Item Budget Form. These costs include:

- Personnel Costs
- Fringe Benefits
- Insurance (Other than Workforce Centers equipment and mobile unit)
- Office Expense
- Professional Services
- Rent & Related (Other than the workforce centers)
- Travel
- Other Costs
- Direct Customer Services

In addition, WSST requests that the Center operator proposes a staffing structure for the management and operation of the Workforce Centers. Detail the staffing structure by position title, annual salary, and fringe benefits on the Budget Detail Form – Personnel Costs.

Budget Detail Form – Personnel Costs

- List the proposed staff positions by Location in Column B.
- Indicate the total number of FTE(s) for that position title in Column C.
- Propose annual salary for each position title in Column D.
- Specify total fringe benefits for each position title in Column E.
- Identify the amount of total salaries and fringe benefits by each position title in Column F.
- Identify the percentage of total salaries and fringe benefits that will be charged to WSST by each position title in Column G.
- Identify the amount of total salaries and fringe benefits that will be charged to WSST by each position title in Column H.
- Allocate total salaries and fringe benefits of each position title by cost category. Identify the amounts and percentages that will be charged to WSST by each position title in Columns I through Column L.
- Allocate total salaries and fringe benefits of each position title chargeable to other funding sources. Identify the amounts and percentages that will be charged to other funding sources by each position title in Columns M through Column N.
- Total the Budget Detail Form - Personnel Costs worksheet.

## **6.9 Historically Underutilized Business (HUB) – Five Points**

Historically Underutilized Businesses (HUB's) must indicate the HUB certification number and the certifying agency on the cover sheet, and attach a copy of the notice of certification.

The Cover page provides the basic information about the proposing organization, program, and budget. The authorized signature of the CEO on the Cover Page attests that the information in the proposal is accurate and true and thus serves as the formal letter of submission by the proposing organization.

A separate cover letter is not necessary with the submission of the proposal.

The Executive Summary is a one-to-two page summary of the proposal. It highlights the purpose, goals, major services and activities and outcomes detailed in the proposal.

**Attachment A**

**Proposal for the Operation and Management of the WSST Workforce Center System**

**Proposal Cover Sheet**

<b>Name of Proposer:</b>	
<b>Mailing address:</b>	
<b>Physical address (if different):</b>	
<b>Phone Number:</b>	<b>Fax Number:</b>
<b>Proposal contact person:</b>	
<b>Title:</b>	
<b>Email:</b>	
<b>Contract signatory authority:</b>	
<b>Title:</b>	
<b>Amount of Funding Proposed: \$</b>	
<b>Tax/Legal Status:</b> <input type="checkbox"/> Corporation <input type="checkbox"/> Sole Ownership <input type="checkbox"/> Private <input type="checkbox"/> Profit <input type="checkbox"/> Partnership <input type="checkbox"/> Other <input type="checkbox"/> Public <input type="checkbox"/> Non-Profit	
<b>Date Established:</b>	
<b>State Controller Identification Number:</b> (If available)	
<b>Federal Taxpayer I D Number:</b>	
<b>Is proposer certified as a historically underutilized business?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, attach copy of certification	

**Attachment B**

**Certification Regarding Debarment, Suspension,  
Ineligibility And Voluntary Exclusion**

**Lower Tier Covered Transaction**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participant's Responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective recipient of Federal assistance funds is unable to certify to any statements in this certification, such prospective participants shall attach an explanation to this proposal.

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**Name of Authorized Representative**

**Title**

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**Signature**

**Date**

**Attachment C**  
**Certification Regarding**  
**Conflict of Interest**

By signature of this proposal, Proposer affirms that:

- (1) No manager, employee or paid consultant of the Proposer is a member of the WSST Board;
- (2) No manager or paid consultant of the Proposer is a spouse to a member of the WSST or Staff of the WSST;
- (3) No member of WSST Board or employee of the WSST owns or controls more than a 10 percent interest in the Proposer;
- (4) No spouse of a member of the WSST Board or employee of the WSST is a manager or paid consultant of the Proposer;
- (5) No member of the WSST Board, or employee of the WSST receives compensation from Proposer for lobbying activities as defined in federal laws or Chapter 305 of the Texas Government Code;
- (6) Proposer has disclosed within the Proposal any interest, fact or circumstance that does or may present a potential conflict of interest;
- (7) Should proposer fail to abide by the foregoing covenants and affirmations regarding conflict of interest, Proposer shall not be entitled to the recovery of any costs or expenses incurred in relation to any contract with the WSST and shall immediately refund to the WSST any fees or expenses that may have been paid under the contract and shall further be liable for any other costs incurred or damages sustained by WSST relating to that contract.
- (8) Proposer shall comply with the standards of conduct stated in the Assurances and Certifications, Section 11 Conflict of Interest and be in accordance with Texas Administrative Code, Chapter 801, Title 40, Part 20.

**Name of Proposer:** \_\_\_\_\_

**Name and Title of Authorized Signatory:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Attachment D**  
**Certification Regarding Drug-Free Workplace**

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review instructions for certification included in the regulations before completing this form. Signature of this form provides for compliance with certification requirements under 34 CFR Part 85, "Government-wide Debarment and Suspension (Non-procurement and Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications shall be treated as a material representation of fact upon which reliance will be placed when the Workforce Solutions South Texas determines to award the covered transaction, grant or cooperative agreement.

**DRUG-FREE WORKPLACE**  
**(GRANTEES OTHER THAN INDIVIDUALS)**

As required by the Drug-Free Workplace Act of 1988, and implemented at 34 CFR Part 85, Subpart F, for grantees, as defined at 34 CFR Part 85, Sections 85.605 and 85.610

- A. The applicant certifies that it will or will continue to provide a drug-free workplace by:
- Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- B. Establishing an on-going drug-free awareness program to inform employees to include:
- (1) The dangers of drug abuse in the workplace;
  - (2) The grantee's policy of maintaining a drug-free workplace;
  - (3) Any available drug counseling, rehabilitation and employee assistance programs;
  - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace; and
  - (5) Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by paragraph (A);
- C. Notifying the employee in the statement required by paragraph (A) that, as a condition of employment under the grant, the employee will:
- (1) Abide by the terms of the statement; and
  - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such a conviction;
- D. Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (C)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position and title to the Executive Director Workforce Solutions South Texas. Notice shall include the identification number(s) of each affected grant.

- E. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (D)(2), with respect to any employee who is so convicted:
  - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - (2) Requiring such employee(s) to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- F. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (A), (B), (C), (D) (E) and (F).
- G. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (street address, city, county, state, zip code)

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Check here , if there are work places on file that are not identified in this certification.

\_\_\_\_\_  
**Signature of Authorized Representative**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed/Typed Name**

\_\_\_\_\_  
**Printed/Typed Title**



**Attachment E**  
**Certification Regarding Lobbying**

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review instructions for certification included in the regulations before completing this form. Signature on this form provides for compliance with certification requirements under 34 CFR Part 85, "Government-wide Debarment and Suspension (Non-procurement and Government-wide Requirements for Drug-Free Workplace (Grants))." The certifications shall be treated as a material representation of fact upon which reliance will be placed when Workforce Solutions South Texas determines to award the covered transaction, grant, or cooperative agreement.

As required by Section 1352, Title 31 of the U.S. Code, and implemented at 34 CFR Part 82, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 34 CFR Part 82, Section 82.105 and 82.110, the applicant certifies that:

No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement.;

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions;

he undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all times (including sub-grants, contracts under grants and cooperative agreements, and subcontracts) and that all Sub-recipients shall certify and disclose accordingly.

---

**Signature of Authorized Representative** **Date**

---

**Printed/Typed Name** **Printed/Typed Title**

**Attachment F**

**Certification Regarding Texas Corporate Franchise Tax**

**Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The following certification that the entity entering into this subcontract is current in its franchise taxes or is not subject to the payment of franchise taxes to the State of Texas must be signed by the individual authorized to sign the subcontract for the subcontract for the subcontracting entity.**

---

The undersigned authorized representative of the entity subcontracting herein certifies that the following indicated statement is true and correct and that the undersigned understands making a false statement is a material breach of subcontract and is grounds for subcontract cancellation.

Indicate the certification that applies to your subcontracting entity:

The subcontracting entity is a for-profit corporation and certifies that is not delinquent in its franchise tax payments to the State of Texas.

The subcontracting entity is a non-profit corporation or is otherwise not subject to payment of franchise tax to the State of Texas.

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**Name of Proposer/Organization**

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**Name and Title of Authorized Representative**

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**Signature of Authorized Representative/ Date**

**Attachment G**  
**Administrative Management Survey**

PROPOSER: \_\_\_\_\_

Please answer the following questions regarding your administrative management system. Additional information may be requested at the time of a pre-award survey, including copies of documents specifically named.

<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
1. Does your organization have current Articles of Incorporation?			
2. Does your organization have written personnel policies?			
3. Do your written personnel policies contain procedures for: a. Open employee recruitment, selection and promotional opportunities based on ability, knowledge and skills; b. Providing equitable and adequate compensation; c. Training of employees to assure high-quality performance; d. Retaining employees based on the adequacy of their performance, and for making adequate efforts for correcting inadequate performance; e. Assuring fair treatment of applicants and employers in all aspects of personnel without regard of political affiliation, race, color, national origin, sex, age, disability, religion, or creed, with proper regard for their privacy and constitutional rights as a citizen; and f. Assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for the purpose of interfering with or affecting the result of an election or nomination for office?			
4. If your organization does not have the procedures noted above, could your personnel policies be revised expeditiously to include these procedures?			
5. Do your written personnel policies contain a prohibition against nepotism?			
6. Do your written personnel policies contain a prohibition against employees using their positions for private gain for themselves or other parties?			
7. Does your organization have an authorized, written travel policy for employees and authorized agents that provides for reimbursement for mileage and/or per diem at a specified rate?			
8. Does your organization have a written employee grievance procedure used to resolve complaints?			
<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>

9. Does your organization have the capacity or staff to produce and maintain records on project participants and/or other customers as well as other management information that may be needed?			
10. If certain costs are determined to be disallowed, does your organization have a procedure or source for reimbursing such costs to the WSST?			
11. Does your organization have a State Comptroller Vendor Number?			
12. Is your organization governed by a Board of Directors, an elected body (city/county ISD council, commission or board) or Council?			
13. Does your organization operate under local rules or by-laws?			
14. Has your Board/Council reviewed and approved this proposal for submission?			
15. Does your organization have a current approved fidelity bond?			
16. Does your organization have an EEO/affirmative action plan?			
17. Does your organization have a complaint or grievance process for customers?			

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Attachment H**  
**Financial Systems Survey**

PROPOSER: \_\_\_\_\_

Please answer the following questions regarding your fiscal management system. Additional information may be requested at the time of a pre-award survey, including copies of the documents specifically named.

<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Does your organization follow GAAP?			
1. Does your accounting system: <ul style="list-style-type: none"> <li>a. Provide control and accountability for funds received, property, and other assets;</li> <li>b. Provide identification of receipt and expenditures of funds separately for each funding source;</li> <li>c. Provide adequate information to prepare monthly financial reports on an accrual basis;</li> <li>d. Have the capability to track allow ability and allocation of costs in accordance with requirements for federal grant programs;</li> </ul>			
2. Are state and federal funds which may be advanced to you deposited in a bank with federal insurance oversight?			
3. Has the bank in which you deposit state and federal funds insured the account(s) or put up collateral or both equal to the largest sum of money which would be in such account(s) at any one point in time during the contract period?			
4. Do you reconcile your bank accounts monthly?			
5. Are the bank reconciliations made by the same person who performs recordkeeping for receipts, deposits and disbursement transactions?			
6. Do you record daily cash receipts and disbursement transactions?			
7. Are individuals or positions in your organization, which handle the receipt or distribution of money covered by bond? <ul style="list-style-type: none"> <li>a. Is there a person who is responsible for the receipt of all purchased goods?</li> <li>b. Does this person assign, upon receipt, an inventory number for items?</li> <li>c. Does this person perform an inventory audit at least once a year?</li> </ul>			
8. Do you maintain records on all property acquisition, disposition, and transfer			
9. Do you have written procedures and internal controls established for the procurement of goods and services?			
<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>

10. Is a competitive bidding process incorporated into your purchasing procedures for acquisition of subcontractors, major goods and services, equipment, and office space?			
11. Are timesheets kept to support payroll disbursement? If not, describe how employee time is documented and payroll supported:			
12. Are records maintained to support authorized employee leave (vacation, sick, etc.)?			
13. Are complete records kept to support travel payments?			
14. Has a formal audit by an outside auditing firm been conducted of your organization's financial record in the past year?			
15. Do you have an indirect cost plan with current approval by a cognizant agency?			
16. Is your organization funded by more than one source?			

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Attachment I  
Certification Of Bidder**

I hereby certify that the information contained in this proposal and all attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I certify that no employee, board member or agent of the WSST has assisted in the preparation of this proposal. I acknowledge that I have read and understood the requirements and provisions of the request for proposal and that this organization will comply with all pertinent regulations, board policies, and other applicable local, state and federal regulations and directives in the implementation of these programs. I certify that I have read and understand the Governing Provisions and Limitations and the Administrative Requirements and Procedures sections of this RFP and will comply with the terms.

I, \_\_\_\_\_, certify that I am the \_\_\_\_\_  
(typed name) (title)

of the corporation, partnership, or sole proprietorship, or other eligible entity named as a proposer and Respondent herein and that I am legally authorized to sign this proposal and submit it to the WSST on behalf of said organization by authority of its governing body.

Person Authorized to sign for the organization: Signature:	Board member signature of authorizing Board: Signature:
Typed Name	Typed Name
Typed Title	Typed Title
Date:	Date:

Subscribed and sworn to before me on this \_\_\_\_\_ day of \_\_\_\_\_, 2016 in \_\_\_\_\_ (city), \_\_\_\_\_, (county), \_\_\_\_\_ (state).

Notary Public in and for \_\_\_\_\_ County,

State of \_\_\_\_\_. Commission expires: \_\_\_\_\_

[SEAL]

**Attachment J**  
**General Assurances**

We understand and agree that this proposal is not a contract and does not obligate the WSST to pay for costs incurred in the preparation of this proposal or costs incurred prior to the execution of a written contract or prior to the receipt of funds designated for this program from the Texas Workforce Commission.

**We understand and agree that the contract provisions may vary from the provisions set forth in this request, when deem necessary by the WSST, however, we agree to abide by the contract provisions contained in the proposed contract.**

We understand and agree that the WSST may utilize information provided outside of this request in evaluating this proposal.

We understand and agree that we may be subject to an on-site review and must be able and willing to provide documentation of information in the proposal at the request of the WSST prior to execution of a contract.

We understand and agree that the WSST has the right to reject any and all proposals and negotiate outside of the terms of this proposal.

We understand and agree that the WSST is not required to select the lowest cost proposal.

We understand and agree that any material misrepresentation or deliberate omission of a fact in this proposal may be justification for rejection of the proposal.

We understand and agree that any material misrepresentation or deliberate omission of a fact in this proposal may be justification for rejection of the proposal.

We understand and agree to abide by all federal, State and local laws, policies and regulations governing the Workforce Investment Act/Workforce Innovation Opportunity Act, as amended, and those additional rules which may be promulgated subsequent to the execution of a contract.

We understand and agree that we may be subject to a monitoring review or audit by the U.S. Department of Labor, Texas Workforce Commission, Office of Inspector General, or WSST. We also understand that we may be required to provide a copy of the most recent audit as part of the contracting process.

We understand and agree to submit this proposal in a good faith effort to provide services as outlined in this "RFP" issued by the WSST.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Printed Name and Title** \_\_\_\_\_



## Attachment K

### Certification On The Use Of Public Subsidy Restriction

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Pursuant to Texas Government Code 2264.051, a business that applies to receive a public subsidy from a state agency or state funded agency shall certify that the business, or a branch, division, or department of the business does not and will not knowingly employ an undocumented worker as defined in the Texas Government Code, 2264.001(4).

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The undersigned authorized representative of the entity making the offer or application herein understands and certifies that:

- (1) the following indicated statement is true and correct;
- (2) making a false statement is a material breach of contract and grounds contract cancellation; and
- (3) if, after receiving a public subsidy, the entity is convicted of a violation under 8 United States Code 1324a(f) (relating to the unlawful employment of undocumented workers) the entity shall repay the amount of the public subsidy with interest, at the rate provided under the contract issued pursuant to this offer or application, within 120 days of receiving the notice of violation.”

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**Name and Title of Authorized Representative**

---

**Signature**

**Attachment L**  
**Budget Forms**

Required budget forms are provided as a separate MS Excel file - Budget Forms are also available on WSST's website: <http://southtexasworkforce.org/>

Attachment M  
Courtesy Notice Of Intent To Submit Proposal

**Due June 2, 2016 by 12 noon**

**COMPLETE AND FORWARD TO:**  
Kelly Elizondo  
Workforce Solutions for South Texas  
1701 E. Hillside Road  
Laredo, TX 78041  
(956) 722-3973  
kelly.elizondo@southtexasworkforce.org

**Management and Operation of Workforce Solutions for South  
Texas Workforce Center Services**

Company/Agency/Entity: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

I certify that I have received the Request for Proposal (RFP) package for the WSST Management and Operation of the Workforce Center Services, and that I understand this Notice does not obligate our organization to submit a proposal. For planning the evaluation phase, after the Letter is submitted, you decide not to submit a proposal, an e-mail advising would be appreciated.

I plan to submit a proposal and I am aware that the proposal in response to this RFP is due to the Board by June 30, 2016 by 12 noon.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Attachment N**  
**Certification of Non-Discrimination & Equal Opportunity**

If awarded funding, Contractors must conduct all programs and services in accordance with provisions of the following laws:

- Titles VI and VII of the Civil Rights Act of 1964, as amended;
- Titles VIII of the Civil Rights Act of 1968, as amended;
- Section 504 of the Rehabilitation Act of 1973, as amended;
- Title IX of the Education Amendments of 1972, as amended;
- Federal Fair Labor Standards Act and the Intergovernmental Personnel Act of 1970, as related to Minimum wage and maximum work hours;
- The Age Discrimination Act of 1975, as amended;
- Drug Abuse Office & Treatment Act of 1972, as amended
- Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970, as amended
- Public Health Service Act of 1912, Section 523 & 527, as amended
- Americans with Disabilities Act, as amended;
- The Women in Apprenticeship and Non-Traditional Occupations Act, as amended;
- CFR 37.4 - Implementation of the Nondiscrimination And Equal Opportunity Provisions of the Workforce Investment Act of 1998 (WIA)
- CFR 37.20 - Implementation of the Nondiscrimination And Equal Opportunity Provisions of the Workforce Investment Act of 1998 (WIA)
- Public Law 105-220, Workforce Investment Act
- 20 CFR Part 652 et al (Workforce Investment Act, Final Rules)
- Section 188 of the Workforce Innovation and Opportunity Act; and
- Contractors may not deny services under any grant to any person and are prohibited from discrimination against any employee, applicant for employment, or beneficiary because of race, color, religion, sex, national origin, age, physical or mental disability, temporary medical condition, political affiliation or belief, citizenship or his or her participation in any WIA or other financially assisted program and/or activity.

Applicant's signature below indicates organization is agreeing to comply fully with the assurance and certifications as part of its responsibilities as a successful contractor.

---

<b>Signature</b>	<b>Title</b>	<b>Date</b>
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**Printed Name and Title**

**Attachment O**  
**WSST Workforce Center Organizational Chart**  
**Workforce Solutions for South Texas**  
**Workforce Center Organizational Chart**

