



Request for Proposals
RFP #13230101
Workforce Solutions for the Heart of Texas
Center System Operator/Manager

Issuance of RFP	May 3, 2023
Bidders Conference	May 10, 2023 @ 10 AM
Courtesy Letter of Intent to Submit Proposal	May 12, 2023
Deadline for Submitting Questions	May 12, 2023 by 5 PM
Question and Answer Release	May 17, 2023 by 5 PM
Proposal Due Date	May 24, 2023 by 1 PM
Evaluation Period	May 24 – June 5, 2023
Recommendation Presented to Board	June 15, 2023
Contract Negotiations	June 22, 2023
Transition Period	June (post-negotiations) – September 30, 2023
Assume Operations	October 1, 2023

The Heart of Texas Workforce Development Board, Inc.
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Waco, Texas 76701
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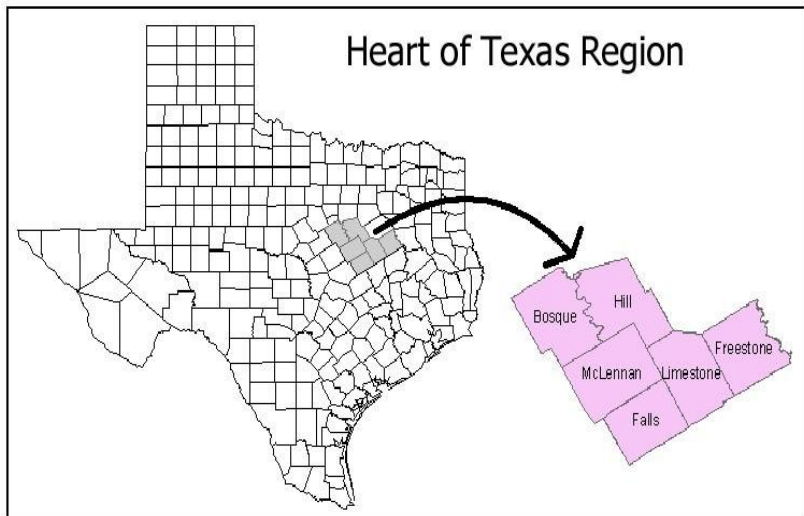
PART 2. INTRODUCTION AND BACKGROUND

2.1. Purpose of Solicitation

This Request for Proposals (RFP) solicits potential offerors for operations of the Workforce Solutions for the Heart of Texas One-stop Center System for the Heart of Texas Workforce Development Board, Inc. (the Board) based in Waco, Texas. This document outlines the expectations of the Board regarding the contractual relationship with the successful offeror in addition to guidance on responding to this request for proposal. This RFP provides information for individuals and organizations to determine if their services, business culture and management philosophy can meet the Board's expectations for excellent performance, quality services and customer satisfaction.

This RFP guides the proposer in preparation of a responsive proposal that presents an effective approach to operating the workforce center system to meet the Board's goals for workforce development in the Heart of Texas region.

The Board is soliciting proposals for a contractor to manage the operations of the Heart of Texas Workforce Solutions center system situated in six Texas counties: Bosque, Falls, Freestone, Hill, Limestone and McLennan. One Workforce Center is located in Falls (Marlin), Hill (Hillsboro), Freestone (Teague) and a Full-Service Center in McLennan County - Waco. Bosque and Limestone County customers can access the web-based jobseeker services from any internet-ready computer, or at the local libraries.



2.2. Background

The Board of Directors for the Heart of Texas Workforce Development Board, Inc. a nonprofit 501(c)(3) corporation, is a body appointed by the Chief Elected Officials of the region. The Board is composed of individuals living in the area who represent local employers, organized labor, economic development, education, community-based organizations, state employment services, state human services department and state rehabilitation services. The majority of the members and the appointed Chair of the Board are representative of private sector employers, as these are the primary customer of the workforce development system. The Board of Directors is responsible for the planning of all services and procurement of contractors who demonstrate the capacity to achieve the goals and objectives of the Board through service delivery operations.

2.3. The Mission of the Board

The mission of the Board is to support economic development through identification, advocacy for, and facilitating the development of a quality workforce in the six county Heart of Texas region. Through the administration of the programs under its purview, and through the operation of the Workforce Solutions workforce center system, the Board aims to ensure quality workforce services, resources, and skill training for industries, businesses, and job seekers to contribute to the economic strength and growth of the region and Texas. The Board's objective is provision of these

services in an efficient and customer-oriented manner to strategically enhance the vitality of this region. The Workforce Solutions workforce center system is the primary deliverer of the Board's workforce services to Heart of Texas job seekers and businesses.

Equally important as its administrative oversight of federally funded workforce services, the Board directs energy toward facilitating important workforce partnerships between educational and economic development entities, industries, small businesses, and community and faith-based organizations that depend upon and interact with the workforce.

2.4 Contractor Accountability

The Board is dedicated to increasing employer involvement in the current workforce system and to improving the system for the delivery of services to employers and jobseekers in order to meet their workforce needs. To this end, the Board developed the following characteristics they expect of the workforce system:

- Referral of qualified job proposers to employers;
- Customer WIT.com applications that are complete and include relevant resumes for job seekers;
- Operation and Management of the Workforce Centers in conjunction with the Board's Strategic Plan
- High quality customer service, with positive customer experience and required results for job seekers and employers;
- Complete, accurate and relevant Wagner-Peyser certified WIT.com applications for job seekers;
- User-friendly, easily accessible information and services;
- Workforce-knowledgeable professional staff - entry-level through management;
- Knowledge of business and industry requirements and practices;
- Honest assessments of job seekers skills, interests and abilities;
- Prompt assistance to customers to facilitate their understanding of what they need, and successfully access and use of the appropriate services to meet their needs;
- Personalized and professional services for job seekers and to employers;
- Continuous improvement of processes and strategies for serving customers;
- Accountability for performance at the staff, unit, and contractor levels; and
- Credibility among community leaders and stakeholders.

A workforce center system with these characteristics is both integrated and demand driven. Such a system operates successfully in an environment that is structured yet flexible, always consistent with the Board's vision, objectives and strategies. Such a system provides customers an array of services that support job seekers to access job openings for which they may qualify and to secure the skills needed for employment success. Such a system provides complete service including both a positive experience and achievement of required results for job seekers and businesses.

2.5 Strategic Focus

The Heart of Texas Workforce Development Board, Inc. is committed to a strong economic environment, growing industries, highly competitive and profitable businesses, skilled productive workers, and growing, thriving communities. Consistent with its commitment, the Board has continued the development, evolution and refinement of its economic, service, marketing and operational visions for the Heart of Texas Workforce System and its four Workforce Solutions Centers.

The Workforce Solutions Workforce Centers represent to the community the vision and priorities of the Heart of Texas Workforce Development Board, Inc. Specifically, the Centers are the primary vehicle for delivery of the Board's services, and, for thousands of workers and businesses, the Centers are the primary source of workforce development services in the six-county area. As such, the Centers are expected to deliver to employers and to job seekers the services and quality the Board envisions and directs, and to follow the priorities and policies the Board sets. The Board expects the services to be delivered through Centers that are customer-driven, service-integrated, and achieve the Board's objectives. Within this broad framework, the Centers' service delivery is expected to be responsive to the area's unique needs and supportive of the business community's economic development strategies. The Board expects that the successful proposer will demonstrate its embrace of the Board's vision, objectives and strategies in its proposal submission.

2.6 The Board's Vision

The Heart of Texas Workforce Board's vision is articulated in four dimensions: Economic, Service, Marketing and Operations. Performance will be tracked according to the service expectations described, the objectives specified, and the service experience and service results.

2.6.1 Economic Dimension

While the Heart of Texas Workforce Board, Inc. is charged with oversight of the operation of specific programs, the Board is concerned with broader strategic issues – specifically the relationship of workforce development and the region's economic growth. Achieving a positive relationship between the economy and workforce development requires investments based on an understanding of the dynamics of the local economy and the services that promote economic well-being.

Therefore, the Board considers it extremely important that Workforce Solutions Centers provide a continuum of services, help connect all job seekers and all employers, and build skills that will increase the region's economic well-being.

As part of its strategic role as a forum for workforce development issues, the Board is required to identify targeted industries, i.e. industries that are, or are most likely to generate continued high growth – high wage jobs and career opportunities for workers and contribute significantly to the quality of life and the wealth of its citizens. Target industry businesses have priority status for workforce development services through the workforce center system. The Board will continue to provide all employers with a range of value-added services to meet their workforce requirements. Active marketing to target industries does not preclude service to other employers, but simply focuses the Board's resources to supporting industry growth and economic development. The Board's targeted industries are:

- Construction
- Educational Services
- Government
- Manufacturing
- Professional, Scientific, and Technical Services
- Transportation and Warehousing

The Board and its contractor, selected through this procurement, will assign Business Consultants in the workforce centers to form "Industry Workforce Alliances" to identify the challenges and requirements of each industry and to focus service development and design to help meet the industries workforce requirements.

The selected Contractor in partnership with the Board staff will establish Industry Modules. The Board Staff and Business Consultants associated with each of the center's Industry Modules will learn for each priority industry: (1) the market challenges and opportunities, (2) the workforce-related problems, (3) the types of workforce services most likely to solve the problems and take

advantage of the opportunities, (4) the most desirable attributes of service delivery (e.g. timeliness, ease of use), and (5) the service delivery method most likely to achieve the desired results.

Working with each industry group, a center Business Consultant, in cooperation with a Board Staff person, will guide development of training (content, format and delivery) for each industry and guide the customization of other workforce services for each industry. Working with the industry, the Contractor will assure training meets industry standards, and workforce services are delivered in a manner which is reliable, and which adds value for the industry businesses.

2.6.2 Service Dimension

The Board considers service to include both the customer's experience and the customer's results. The Board considers the quality of workforce services to include both the quality of the customer's experience and the achievement of the customers' goals (i.e. results achieved). In establishing service objectives and strategies, the Board considers both employer and job seeker expectations.

The Board's service objectives for business services:

1. Complete, accurate, relevant job orders
2. WIT.com applications that are Wagner-Peyser complete and include relevant resumes for job seekers
3. Referral of qualified job applicants to employers
4. Knowledge of business and business requirements
5. Direct access to business services
6. Flexibility of service delivery

The Board's service objectives for job seekers:

1. More matches to more job openings
2. More referrals to job seekers
3. Have WIT.com applications that are Wagner-Peyser complete and include relevant resumes for job seekers
4. Immediate job seeker access to services
5. Resource Room assistance for job seekers
6. Knowledge of career planning tools and assistance

Business and Industry Service Strategies

The most valuable service provided to business by the Centers is referral of qualified job applicants. Understanding the business's requirements and establishing a clear understanding of Workforce Solutions services is essential. Operating based on Industry Modules builds Business Consultants' knowledge of their industry's specific requirements and provides an opportunity for the development and extension of relationships with numerous businesses in an industry. Industry Modules are the centerpiece of the Board's service strategy and the foundation of the workforce center system's effectiveness.

A strong referral process is critical to the Board's service strategy. A clearly stated policy and consistent practice of entering business's job orders is foundational for good service and a key component of the Board's service strategy: WIT.com applications that are Wagner-Peyser complete and include relevant resumes and complete, accurate, relevant job orders; staff knowledge of business requirements, easy access by businesses, and responsive follow-through and follow-up by staff are characteristics of a strong referral process are essential for achievement of the Board's objectives.

Job Seeker Service Strategies

The most valuable service provided to most job seekers by the Centers is access to and/or referral to a job for which they are qualified. Improvements in the referral process positively affect job

seekers as significantly as businesses. Improving the referral process is the most important way to improve service for both job seekers and employers, and is, therefore, at the center of the Board's job seeker service strategy.

2.6.3 Marketing Dimension

The Board considers the workforce development needs of job seekers and employers to be the primary consideration in setting its priorities, objectives and strategies for services in the region. Some of the Board's marketing objectives for Business and Industries and Job Seekers include:

The Board's marketing objectives for Businesses and Industries:

1. Workforce Solutions Centers are thought of as a "good source of qualified workers."
2. Workforce Solutions Centers are known to deliver on their promise.
3. Workforce Solutions Centers' Business Consultants and Staffing Specialists are recognized as knowledgeable contributors to their industries business' success.

Business and Industry Marketing Strategies

The Board's marketing strategy focuses on the referral of qualified job candidates, the business's experience with the service and the results achieved through the service. The Board's approach ties closely together the service, operations, and marketing strategies.

Finding qualified workers is the first step to building a successful business. Providing those qualified workers to business is the first step to building trust, a relationship and successfully marketing our services with business.

The Board's marketing objectives for Job Seekers:

1. Workforce Solutions is thought of as a place to find a good job.
2. Workforce Solutions Centers is known to deliver on their promise.
3. Workforce Solutions Centers Workforce Specialists and Career Counselors are recognized as knowledgeable contributors to the job seeker's success.

Board Marketing Strategies for Job Seekers

From the job seekers' perspective their most important needs are for access to job openings and/or referral to a job they are qualified for. The Center services they find to be most valuable is access to job openings and referral to a job they qualify for.

The Board's marketing strategy focuses on improving access to job openings and the referral of qualified job candidates. Both the job seekers' experience with the service and the results achieved through the service continue to be of paramount importance. The Board's objectives tie closely together the service, operations, and marketing strategies.

2.6.4 Operations Dimension

The Board's economic, service, and marketing dimensions add specifics to the business-driven, service-integrated vision. The Board's objectives are intended to make each dimension of the vision a bit less abstract, more specific and tangible. Regardless of the word on paper, the service experience and service results are what matters to job seekers and employers. For business and job seekers, the Board's vision becomes a reality when businesses and job seekers receive services that commensurate. For the intended service experiences and service results to be a reality to area businesses, the Board's Workforce Solutions Centers have to deliver. Operational objectives include:

The Board's operational objectives for Industries and Businesses:

1. Workforce Solutions Center Staff, who provide services to businesses, know and are learning more about the businesses and industries they serve.
2. Services to business are easily accessible to businesses.

3. Services to businesses are followed up on during and after the service delivery.

The Board's operational objectives for Job Seekers:

1. Basic job match tools and support are provided in the Resource Room.
2. Career resources, tools, and support to job seekers are provided in the Resource Room and workshops.
3. Eligibility dependent services are provided promptly to job seekers, who have unique needs or are in unique circumstances.

2.6.5 Strategic Summary

The service areas describe the Board's expectations for the Centers' continuous service and improvement. The Board will operate a system focused on ensuring the service objectives prescribed by the Board are maintained, the service experience and results are positive and are maintained, and the service problems are high-lighted, addressed with improved results.

PART 3. PROPOSAL CONDITIONS

3.1 Conditions

Following are conditions that apply to this RFP and any subsequent contract. Any potential contract resulting from this procurement is contingent on the results of the pre-award survey that will be performed prior to signing a contract. The ultimate result of the procurement process is to select a contractor with whom to negotiate a contract for the management and operation of the one-stop workforce center system; however, the Board is under no legal requirement to execute a contract on the basis of any proposal received.

3.2 The Board reserves the right to offer up to four one-year (twelve month) extensions of the contract based on evaluation of the state of the center system, achievement of performance, availability of funds, and capacity of the contractor to meet new or revised goals, objectives and standards of the Board.

3.3 The Board reserves the right to vary the provisions set forth herein any time prior to the execution of a contract where such variance is in the best interest of the Board.

3.4 Proposals must conform to relevant state and federal laws and regulations governing the use of applicable funds for services and programs.

3.5 The Board may negotiate a contract for services based on the evaluated proposal and verbal agreements made in the negotiation process.

3.6 The funding of any proposal is contingent upon receipt by Board of funds from the State of Texas and/or the federal government.

3.7 Any costs incurred by the Proposer prior to the commencement date of a contract will not be paid from contract funds unless a pre-contract agreement signed by both parties has been established.

3.8 Contractor shall ensure that all funds provided through this contract are expended for allowable activities, and that no expenditures have as their objective the funding of sectarian worship, instruction, or proselytizing. This provision shall not be interpreted to prohibit the contractor from subcontracting for goods or services with any religious institution or entity.

3.9 Other than providing technical assistance during the Bidders Conference, Board staff will not assist any proposer in the preparation of the proposal.

3.10 All proposals and any attachments, appendices, or other information submitted as a part of a proposal become the property of the Board upon submission and may be reprinted, published, or distributed in any manner by the Board according to open records requirements, applicable state and federal laws, policies and procedures, as well as those of the Board. Subject to the Texas Public

Information Act, respondents may protect trade and confidential information from release. Trade secrets or other confidential information, submitted as part of a proposal, shall be clearly marked on each page it appears. Such marking shall be in boldface type at least **14 point font**.

3.11 No employee, member of a Board of Directors or other governing body, or representative of a proposer who submits a proposal may have any contact outside of the formal review process with any employee or any member of the Board, or any Chief Elected Official for purposes of discussing or lobbying on behalf of the proposer's proposal. This contact includes written correspondence, email, fax, telephone calls, personal meetings, tweets, text messages or other kinds of personal contact. The Board will reject proposals of those proposers who violate this condition.

3.12 The Board reserves the right to accept or reject any or all proposals received; to cancel this RFP in part, or in its entirety; or to reissue the RFP.

3.13 In order to ensure that the needs of the region are adequately met, the Board reserves the right to request additional information and/or negotiate issues prior to making a selection.

3.14 The Board reserves the right to waive any defect in this procurement process or to make changes to this solicitation as deemed necessary.

3.15 The Board reserves the right to contact any individual, agencies or employers listed in a proposal, to contact others who have experience and/or knowledge of the proposer's relevant performance and/or qualification, and to request additional information from any and all proposers. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of a contract resulting from this procurement.

3.16 Solicitation and selection of proposals must conform to relevant State and Federal laws and regulations and local policies governing the procurement of services. Proposers are responsible for familiarizing themselves with these laws and regulations.

3.17 Contract executed as a result of this RFP will be cost reimbursement or a fixed unit cost. The contract shall be contingent upon the receipt of sufficient funding from the Texas Workforce Commission (TWC). Negotiated contract amounts and details of programmatic requirements will be contingent upon funding and implementation procedures actually received. Final contract will also be subject to any changes in legislation, regulations, or policies promulgated by the Federal funding sources, the U.S. Department of Labor, or the Texas Workforce Commission (TWC). Workforce Solutions will reserve the right to vary or change the terms of any contract solicited under this RFP, including funding levels, the scope of work, performance standards, and shortening or extending the contract period, as it deems necessary in the interest of Workforce Solutions.

3.18 Profit margins and the circumstances by which profit may be earned will be negotiated with for-profit organizations.

3.19 Non-Discrimination - As a condition for receipt of federal funds, the proposer must assure, with respect to the operation of the program and all agreements or arrangements to carry out the program, that the proposer is prohibited from discriminating on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship or participation in programs funded with federal funds.

3.20 This is a competitive procurement utilizing the Request for Proposal method, and as such, award does not have to be based on the lowest priced offer, but rather to the respondent submitting the most responsive proposal that satisfies the Board's requirements.

3.21 The Board may require selected proposer(s) to participate in contract negotiations in person at the Board office, 801 Washington Avenue, Suite 700, Waco, Texas.

3.22 The Board reserves the right to conduct credit check, criminal history, drug tests, and other background investigation of the selected proposer and, if a corporation, its directors, shareholders, or partners and managerial and supervisory personnel retained by the proposer for the performance of the contract.

3.23 The proposer will comply with conflict of interest requirements contained in TAC Title 40, Part 20, Chapter 801, Subchapter C - The Integrity of the Texas Workforce System.

3.24 Proposers may be a managing director partnering with a professional employer organization, or a turn-key workforce center system operator or some other management arrangement that meets Texas Workforce Commission procurement rules and policies. The contractor provides on-site leadership and direction for the operations of the workforce center system, including organizing and managing personnel and the operational budget, accomplishing and enhancing performance, meeting expenditure benchmarks, developing and maintaining employer relationships, delivering excellent job seeker services in a program-transparent manner, and continuously improving the quality of customer service and the degree of customer satisfaction.

3.25 If a proposer intends to use a managing director/PEO model, the contractor is solely responsible for oversight, management, supervision, criminal background checks, hiring, firing, training, promotion, demotion, evaluation and reprimanding all Workforce Solutions Center employees and coordination of employee benefits and payroll with a PEO. The human resources function related to staffing shall be conducted by the contracted PEO, who will be the employer of record for all center staff. Management decisions regarding staff shall be at the discretion of the Managing Director. **The Managing Director/PEO partnership must be in place prior to submitting a proposal (See TWC WD Letter 02-07, change 1).**

PART 4. SCOPE OF WORK FOR MANAGEMENT OF OPERATIONS OF WORKFORCE CENTERS

4.1 Scope of Work

One contractor will be selected as the Workforce Solutions Center System Operator to direct all operations. The independent contractor will be responsible for management of the staff, budget and operations. The independent contractor will be responsible for assuring businesses and job seekers receive services that provide a positive experience and achieve the required result. Management includes operation and continuous improvement of services and processes consistent with the Board's vision, objectives and strategies and with the rules and regulations of various funding sources to accomplish:

- solicitation of job openings to be listed on WorkInTexas.com,
- referral of qualified job applicants to businesses,
- WIT.com applications that are Wagner-Peyser complete and include relevant resumes for job seekers,
- customer outreach, recruitment, screening, and, if required, determination/certification of eligibility,
- development and oversight of required participation activities by public assistance recipients,
- assessment including literacy and English language proficiency and career planning for appropriate customers,
- providing labor market information,
- workforce preparation activities,
- financial literacy,
- coordination of supportive services,
- referral with or without funding assistance to training when applicable,
- job placement and employment retention of customers,
- other workforce development services necessary to meet the needs of both customers,

4.2 Coordination of Services and Activities

Contractor will coordinate all services and activities supported by programs under WIOA, TANF/Choices, Supplemental Nutrition Assistance Program (SNAP) Employment and Training, the Wagner-Peyser Act, TAA, Texas Veterans Commission, Heart of Texas Workforce Child Care Services, Adult Education and Literacy, Vocational Rehabilitation Services and with other Federal, State and local programs providing education, employment, training, or social services, in order to promote the goals, vision, objectives and strategies of the Heart of Texas Workforce Development Board, Inc. as well as federal and state performance measures.

4.3 Services and Activities

Contractor will manage effective and efficient delivery of client services from the four (4) locations in the Heart of Texas Workforce Development Board, Inc. Area. The services and activities provided to industry, business, workers and job seekers at Centers include, but are not limited to:

- 1) Referral of qualified job applicants to businesses;
- 2) On-site, face-to-face contact with businesses;
- 3) Solicitation of job openings from businesses;
- 4) Formulation of and provision of customized labor market information;
- 5) Development and presentation of workforce service proposals to businesses;
- 6) Identification, recruitment, screening, testing of job applicants for businesses;
- 7) Entry and assistance to businesses to enter in Work-in-Texas.com applications that are Wagner-Peyser complete and include relevant resumes;
- 8) Entry and assistance to workers and job seekers to enter in Work-in-Texas complete, accurate & relevant job applications;
- 9) Identification of 'job matches' and exploration of additional 'job match' alternatives to expand employment options and opportunities for workers and job seekers;
- 10) Career exploration for workers and job seekers including assessment and LMI;
- 11) Assistance developing and producing job resumes for workers and job seekers;
- 12) Job development for workers and job seekers;
- 13) Organization and participation in job fairs;
- 14) Coordination and referral to non-center services;
- 15) For eligibility-dependent services, such as some services associated with WIOA, TANF/Choices, TAA, SNAP E&T and others, selected Contractor will be responsible for outreach, recruitment, screening, comprehensive assessment, eligibility determination and certification of clients for workforce programs, and for case management coordination of participant activities including supportive services and training, and
- 16) For other activities as necessary and appropriate to achieve the Board and Center vision, mission, objectives, strategies, performance and service measures, the Contractor will be responsible.

4.4 Other Center Activities

Other activities the Contractor will assume responsibility for as part of workforce center operations include, but are not limited to:

- 1) Outreach and recruitment of customers;
- 2) Delivering information and orientation services to businesses and job seekers;
- 3) Developing and sustaining mutually beneficial relationships with area businesses;
- 4) Developing and sustaining mutually beneficial partnerships with area agencies and non-profits that serve similar customers;

- 5) Developing and sustaining mutually beneficial partnerships with area training providers;
- 6) Developing and sustaining mutually beneficial partnerships with other Board contractors;
- 7) Maintaining a staffed, user-friendly and resource-rich Resource Room and job seeker workshops;
- 8) Providing career counseling;
- 9) Providing and explaining career and labor market information;
- 10) Conducting an initial educational, literacy, English language proficiency and/or needs assessment;
- 11) Making available consumer information on certified training providers;
- 12) Assistance in accessing financial aid for training and education;
- 13) Information and assistance on filing claims for unemployment insurance;
- 14) Information/referral for subsidized childcare services;
- 15) Information/referral for supportive services and community resources;
- 16) Job search and job readiness activities;
- 17) Job development and placement assistance;
- 18) Development of alternative training opportunities such as on-the-job training contracts, work experience, internships, etc. with employers for participants;
- 19) Referrals for development services such as Adult Education and Literacy (AEL), or vocational English as a Second Language (ESL);
- 20) Referrals to skill training and provision of Individual Training Accounts (ITA's);
- 21) Managing Individual Training Account obligations and expenditures;
- 22) Coordinating services with center partners and community organizations/resources;
- 23) Maintaining the confidentiality of customer information;
- 24) Cooperating with the Board and its other contractors to achieve the intended experience and results; and
- 25) Complying with all Board policies, standards and directives.

4.5 Center Operations

1. Operations and Service: Workforce Solutions Centers are operated to provide services to job seekers and businesses in the Heart of Texas. Customers assess Center operations on a single aspect: the delivery of effective service – both a positive experience and the achievement of the desired result.
2. Operations and services must be maintained and continuously improved with the needs of area businesses in mind and with a focus on customer service designed to deliver the expected experience and achieve the required results for job seekers and businesses.
3. Operations Overview: Contractor will coordinate, manage and operate all activities and will be responsible for achieving all performance measures to include tracking, reporting, designing, developing, implementing and maintaining needed service improvements. Contractor will be responsible for achieving all service delivery measures in accordance with the objectives and strategies of the Board. Contractor will implement, maintain, participate in and support the Board's continuous service confirmation process. Contractor will promote and will represent the Heart of Texas Workforce system within each Center and through work with public and private entities, utilizing the Board's marketing strategy and materials.

4.6 Participation in Continuous Service Confirmation Process

- 4.6.1 The Board's system of service confirmation focuses on the service experience and service

results of Center customers. The intent is to assure the service objectives prescribed by the Board are maintained, and the service problems are high-lighted, addressed and improvement results. The system of service confirmation is six fold: (1) point-of-service surveying, (2) 'secret shopper' reports on the service experienced by job seekers, (3) routine observation and interviews by Board staff or surrogates of Center job seekers and businesses served, and (4) review of standard reports on key service and activities, (5) use of user groups, and (6) use of focus groups.

4.6.2 Board's job seeker service strategy of 'continuous service confirmation' will enhance customer service awareness at the Board by involving the Board in service-related engagement with the Center staff (not simply compliance), at the Center by providing management and staff with continuous feedback from job seekers. The intent is to achieve the Board's objectives and the Center's stated goal: 'Setting the Standard for Service'.

4.6.3 The Board will periodically, without advance notice, assess the Center service delivery. Contractor will be subject to continuous evaluation by the Board of the service experience and service results experienced by businesses and job seekers.

4.6.4 Contractor will implement the Continuous Service Confirmation System. Contractor will ensure key service delivery assessment systems are implemented and maintained. Contractor will carry out appropriate service confirmation activities in cooperation with the Board, submit service improvement plans to achieve the Board's objectives consistent with the Board's strategies, and take service improvement actions promptly.

4.6.5 Contractor will ensure diligence in delivering and evaluating services under this Contract, carry out appropriate continuous service confirmation activities, and take prompt action to improve customers' service experience and service results.

4.7. Conduct of Compliance Monitoring & Self-Evaluation.

4.7.1 The Board may periodically, without advance notice, monitor for contract compliance and performance. Contractor will be subject to an evaluation by the Board of operations, timeliness of responses and capacity of the Contractor to fulfill terms and conditions under the Contract.

4.7.2 Contractor will ensure diligence in managing programs under the Contract, carry out appropriate monitoring activities, and take prompt corrective action against known violations of the legislation, regulations, applicable policies, Contract provisions, and other requirements.

4.7.3 Contractor will develop and implement a Self-Evaluation system that complies with the TWC Financial Manual for Grants and Contracts. Contractor will carry out appropriate monitoring activities, and take prompt corrective action against known violations of the legislation, regulations, applicable policies, contract provisions, and other requirements.

4.8. Use of Customer Tracking Systems

4.8.1 The Contractor shall be responsible for submitting programmatic and financial reports on a scheduled basis, scheduled committee and/or full Board meetings, communicating and coordinating with the Board staff to achieve goals and objectives, attending professional development, statewide or national meetings and conferences as deemed necessary or appropriate.

4.8.2 Contractor shall utilize and comply with the following automation systems:

- The Workforce Information System of Texas (TWIST) is used to enter data, to track customer information, and to produce management reports.
- WorkInTexas.com (WIT) is the system for local and state-wide job order information and placement activity.
- The Contractor must review and analyze data from TWIST and WIT to manage customer service, contract performance, staff, centers and resource allocation.

4.8.3 The Contractor shall use these automated systems for customer tracking including all customer identification and/or demographic information, as well as customer activities and status change, and contacts with Workforce Center personnel and services. Customer tracking and data management is integral to the Operator's performance under the contract. TWIST is a versatile data collection tool that provides information by center, case manager, program, training provider and others for regular oversight of operations and for continuous improvement. The Board expects the Operator to utilize this tool for management of staff, department, office and center performance expectations.

4.8.4 Contractor shall comply with all policies regarding data entry and is responsible for entering customer information in accordance with Board Policy and is responsible for protecting the confidentiality of customer information. Though cases may be addressed with supervisory staff or other staff engaged with the customer, all customer information and transactions are to be undertaken with caring and respectful professionalism. Customers' personal information and documents must be secured at all times.

4.8.5 Additionally, as data integrity and confidentiality is reviewed closely by the Texas Workforce Commission and the Board, the Contractor must ensure that data entry is accurate and timely. The Board conducts on-going monitoring to evaluate the Contractor's accuracy and timeliness of data entry.

PART 5. SUBMISSION PROCEDURAL INFORMATION

5.1. Legislative Authority and WIOA

5.1.1 The Contractor shall be subject to the following federal laws governing the programs for which funding is provided:

- WIOA, Pub. L. 113-128, enacted July 22, 2015, §§ 3(47); 116(d)(2)(K), which references § 116(b)(2)(A); 116(d)(6)(D); 116(h); 128(b); 133(b); 129(c)(2); 134(a)(3)(A)(xiv), which references § 134(d)(1)(A)(iii); 134(c)(3) and 134(c)(3)(G)(ii)(VI) specifically; and 189(g)(2)(D)
- Wagner-Peyser Act of 1933, as amended, [29 USCA S. 29 et seq.];
- portions of the Social Security Act [42 USC §301, et seq.];
- Food Stamp Act of 1977 [7 USC § 2000 et. seq.];
- Personal Responsibility and Work Opportunity and Reconciliation Act of 1996 [Public Law 104-193] as amended by the Deficit Reduction Act of 2005;
- Federal regulations issued by the U.S. Department of Health and Human Services at 45 CFR Parts 270 through 275, inclusive, for services funded by Temporary Assistance to Needy Families; federal regulations issued 45 CFR Part 260, et al.;
- Federal regulations issued by the U.S. Department of Agriculture at 7 CFR §271 through 273 Food Stamp employment and training services;
- Federal laws and regulations concerning nondiscrimination and equal opportunity; federal labor and employment laws;
- State and federal guidance and regulations on Financial Management including appropriate OMB circulars, Uniform Grant Management Standards, and TWC's Financial Manual for Grants and Contracts;
- State legislation Senate Bill 642 as amended by House Bill 1863;
- Sections of the Texas Administrative Code Title 40, Part 20 and the Texas Government Code Chp. 2308, as they pertain to workforce center systems, operations and programs;
- Plans and policies of the Heart of Texas Workforce Development Board related to workforce center programs and operation.

For more information, see the Texas Workforce Commission web page at:

<https://twc.texas.gov/agency/laws-rules-policy>

5.2. Proposers Solicited and Eligible Proposers

5.2.1 Entities possessing the capacity and demonstrated ability to perform successfully under the terms and conditions of a contract with the 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.

5.2.2 Proposers 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 proposer will demonstrate in the proposal and through a pre-award review the capacity to perform the requested services and manage multiple funds to the Board's expectations. Pre-award documents that will be requested, include, but are not limited to the following:

- Personnel Policies
- Employee Manual
- Job Descriptions
- Insurance Policies
- Bank Statements
- HR Forms (Timesheet and Application)
- Program Policies
- Audits
- Cost Allocation Plan

5.2.3 The 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.

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

5.3. Solicitation Process

5.3.1 This is a competitive procurement utilizing the Request for Proposals method and as such, award does not have to be given to the lowest priced proposal, but rather to the offeror submitting the most responsive proposal satisfying the Board's criteria at a reasonable cost.

5.3.2 This RFP document and procurement process complies with all applicable Federal, State and local policies governing procurements under the grant funds to be contracted as a result of this process. This procurement provides a standardized method of ensuring open, free, maximum competition in the solicitation for an operator of the Workforce Solutions Center System in the Heart of Texas. This document contains the necessary background, requirements, instructions,

specifications for submitting a response to this solicitation, and the proposal evaluation/selection process. This is not a purchase agreement, contract, or commitment to purchase the solicited services, nor does it commit the Board to pay for any costs incurred in preparation of a response to this RFP.

5.3.3 Contractual obligations will be negotiated with the successful proposer. Failure to successfully agree on the terms, conditions, and obligations within 30 days can result in termination of negotiations for a contract, and the Board reserves the right to open negotiations with the second highest ranked offeror. Additionally, the Board reserves the right to withdraw or reduce the amount of an award if there is misrepresentation of the proposer's ability to perform as stated in the proposal/contract.

5.4 Courtesy Letter of Intent to Submit Proposal

The Board request proposers submit a courtesy notice of intent to submit proposal (Sample Template Attachment A) by 5:00 p.m., May 12, 2023. This is not a mandatory step for proposers and submitting the notice of intent to submit does not commit the proposer, but it does give the Board the opportunity to plan and anticipate the number of expected proposals. All notices regarding this procurement will be sent directly to all proposers submitting the notice. Letters of Intent may be sent by email to erin.dosher@hotworkforce.com.

5.5. Submittal of Proposals

Proposers must submit entire proposal (following the sequence of submission found on pages 20 and 21) in PDF format in a single folder titled with your organization's name and the date submitted, e.g., "Workforce_Solutions_5-22-2023" by **May 24, 2023, 1:00 p.m.** to <https://www.dropbox.com/request/6JsRElowuRCtN7dLFoXd>. Should you run into issues when trying to submit, please contact Erin Doshier at (254) 296-5386 or at erin.dosher@hotworkforce.com. It is recommended that you allow yourself plenty of time to submit electronically, all electronic submissions after the due date and time will not be counted as submitted on time.

All Proposers must still send hard copies of their proposals by courier or in person with a date stamp indicating when the proposal was sent. Proposals should be sent to the address specified below:

Heart of Texas Workforce Development Board, Inc.
Attn: Erin Doshier
801 Washington Avenue, Suite 700
Waco, Texas 76701

Timely delivery of proposals is the sole responsibility of the Proposer. Proposals must be received by the deadline - **May 24, 2023, 1:00 p.m.** The Workforce Solutions Heart of Texas is not responsible for late proposals. Disputes concerning late or non-delivered proposals cannot be appealed.

Any modifications or amendments to a proposal (i.e. one already submitted prior to the deadline) must also comply with the above requirements and the response deadline. Any proposals or amendments delivered/received after the deadline date and time will not be considered and will be deemed as late and non-responsive to the RFP procurement process – no exceptions. Late proposals or amendments will not be reviewed.

5.6. Bidder's Conference

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

May 10, 2023, 10:00 AM

The conference will be held in person at 1416 S New Rd, Waco, TX 76711. Attendance is not mandatory, but 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.

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 RFP period, at www.hotworkforce.com.

Prospective Proposers may submit written questions until May 12, 2023, 5:00 p.m., CST. Questions must be emailed. Responses to written questions received prior to the bidders' conference will be addressed there, or in the Q&A provided by May 17, 2023. Submit questions to erin.dosher@hotworkforce.com.

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 proposers 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 a proposer.

5.7. Proposer Inquiry and Appeals Process

The Board is the responsible authority for handling complaints or protests regarding the procurement and proposal selection process. This includes, but is not limited to, disputes, claims, protests of selection or non-selection for award, or other matters of a contractual or procurement nature. Matters concerning violation of laws shall be referred to such authority, as may have proper jurisdiction.

All proposers will be notified in writing of the final results of the procurement process after the decision of the Board. Proposers not selected by this procurement process may appeal the decision by submitting a written Notice of Appeal to the Board within ten (10) working days following the receipt of Board notification of the procurement decision. This written notice must clearly state that it is an appeal and identify (1) the funding decision being appealed; (2) the name, address, phone and fax number (if available) of the appealing party(ies); and (3) the specific grounds of the appeal. The Notice of Appeal must be sent by registered mail or hand delivered (a receipt will be issued) and addressed to:

Aquanetta Brobston, Quality Assurance/EO Officer
801 Washington, Suite 700
Waco, TX 76701
Dated Material Enclosed

Facsimile or email shall not be accepted at any stage of the appeals process. Written acknowledgement of receipt of the Notice of Appeal will be provided to the appealing party within three (3) working days of receipt of the Notice of Appeal. Such acknowledgement will include specific instructions for completing the appeals process and the date, time and place of the next step, the Informal Hearing.

The filing of an appeal within the specified time frame and in the manner required is a non-waivable requirement. There is no relief accorded to appellants for not filing within the published deadlines or following instructions. The appeal must indicate the Board 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 ten business days is a condition precedent. There is no relief accorded appellants for not filing within the deadline. Hearings shall be conducted in accordance with Board procedures, available on request.

5.8. Request for Debriefing:

A request for a debriefing may be submitted within fifteen (15) days of the receipt of notification of the procurement decision by any unsuccessful respondent not filing an appeal. The purpose of the debriefing is to promote the exchange of information, explain the procurement process, including proposal evaluation process, and help unsuccessful respondents understand why they were not selected. Debriefings serve an important educational function for proposers, which hopefully will help them to improve the quality of any future proposals.

The debriefing shall be scheduled as soon as possible but no later than thirty (30) days from the receipt of the Request for Debriefing.

5.9. Procurement Schedule

Issuance of RFP	May 3, 2023
Bidders Conference	May 10, 2023, 10:00 AM
Courtesy Letter of Intent to Submit Proposal	May 12, 2023, 5:00 PM
Deadline for Submitting Questions	May 12, 2023, 5:00 PM
Question and Answer Release	May 17, 2023
Proposal Due Date	May 24, 2023, 1:00 PM
Evaluation Period	May 24 – June 5, 2023
Recommendation Presented to Board	June 15, 2023
Contract Negotiations	June 22, 2023
Transition Period	June (post-negotiations) – September 30, 2023
Assume Operations	October 1, 2023

5.10. General Instructions for Submittal

FORMAT – The original proposal must be typed in no smaller than 12-point font and submitted on 8 1/2 x 11-inch paper. Colored displays and promotional materials are prohibited. Emphasis must be placed on addressing the requirements of this RFP in a clear and concise manner.

NUMBER OF COPIES – Submit one complete original, and five hard copies of proposal in hard cover binder, and a complete proposal copy in a single PDF file, and one copy in MS Word/MS Excel formats on a password protected USB drive. The USB drive copy must contain all the elements contained in the original proposal including the signature attachments. All documents submitted must be legible, complete and fully assembled. Any proposal lacking required copies, or required proposal signatures on the original copy or the USB drive, will be deemed unresponsive, and will not be evaluated.

COVER SHEET - All items on the Cover Sheet must be completed. Identify the primary contact person, as well as the Signatory Authority -- the person with the legal authority to negotiate and sign a contract. (This is the person who must sign the certification forms.)

RESUME - Resume of the individual who will have day to day oversight of the workforce center system must be included. Please limit to 4 pages inclusive of all education, training, certifications, and a sequential history of professional experience beginning with the most recent. Each referenced employer should include names of immediate supervisors with current phone numbers.

PROFESSIONAL REFERENCES -- Proposer must submit three (3) professional references, including complete contact information and an explanation of the context in which the reference knows the proposer.

NARRATIVE -- Submit a written response to each of the narrative elements contained in Attachment B. Failure to follow the narrative format will result in a reduced evaluation score.

BUDGET -- Present a line item budget of your proposed costs to the Board. Include a budget narrative that describes/explains each cost and how it was calculated. Present a total budget cost for a twelve (12) month period. Should your proposal be selected for consideration, this budget will be the basis for negotiating the contract amount. Do not include costs for office space and office equipment. The proposed budget should include the following items:

- Staffing costs;
- Fringe Benefits;
- Management fee/s;
- Indirect cost/s;
- Profit;
- Non-personnel cost

SEQUENCE OF SUBMISSION – The original proposal and proposal copies should be submitted with elements in the following order except for the signature attachments which are submitted with the original hard copy (13-17) and (Attachment A – Courtesy Notice of Intent to Submit Proposal which was due May 12, 2023 does not have to be re-submitted in the proposal). The USB drive copy must contain all the elements contained in the original proposal including the signature attachments. Please mark or tab each section:

1. Proposal cover sheet (Attachment B)
2. Table of Contents
3. Proposal Narrative
4. Copy of Required Agreements – Partnerships, PEO, Subcontractors
5. Organizational Chart – One for Local Workforce Management and one for Corporate
6. Professional Resume or Vita (limited to 4 pages)
7. Complete contact information for four professional references
8. Sample Report for Question 5, if available - Organizational Capability and Capacity
9. Program Monitoring Reports – Program compliance monitoring for Texas Contracts – final TWC and Workforce Board for the past three years
10. Performance for the last three years
11. Customer Flow Chart

12. Fiscal Monitoring reports for Texas Contracts – final TWC and Workforce Board for the past three years
13. Cost Allocation Plan
14. Audit Reports
15. Non-Profit 990 Form
16. Documentation to protect 10% of Funds
17. Budget
18. Budget Narrative
19. Administrative Management Survey (Attachment D)
20. Financial Systems Survey (Attachment E)
21. Certification Regarding Debarment and Lobbying (Attachment F)
22. Certification Regarding Franchise Tax, as applicable (Attachment G)
23. Certification Regarding Conflict of Interest (Attachment H)
24. Assurances and Certifications (Attachment I)
25. Certification of Proposer Non-Discrimination and Equal Opportunity Provisions (Attachment J)

PART 6. SELECTION PROCESS

6.1 Standards of Review for Proposals

The selection process used by the Board is intended to help the Board identify the most qualified and responsive proposal for Workforce Center System Operator contract negotiation. The selection process includes:

1. A proposal must meet minimum standards before being considered for further evaluation:

- Submitted by the deadline;
- Contains all required information and forms in the original hard copy, and all required elements including the six required copies;
- Password-protected USB copy of proposal documents including signature attachments submitted, and;
- Format complies with proposal instructions, including but not limited to formatting instructions, narrative instructions, submission order and budget instructions.

2. Review of the responsive proposal by an evaluation team comprised of independent reviewers. Proposals shall be rank ordered from highest to lowest average score, and up to five (5) top-ranked proposers with an average score of 75 or above will be invited to a rigorous interview with the Board.

3. Board action: The full Board will consider the evaluation results and either approve or disapprove the recommendation.

6.2. Evaluation Process

Selection of the Contractor shall be in accordance with federal procurement principles. The process for evaluating proposals submitted in response to this Request is summarized below:

1. At least three individual workforce professionals will score the proposals using a criteria-based instrument.

2. Evaluators will award proposal scores for specific criteria with the highest possible total being 105.
3. Evaluators' scores for each proposal will be averaged.
4. The proposer with the highest combined averaged score (average proposal evaluation score plus average interview score) will be recommended to the full Board for contract negotiations.

Based on these steps, a recommendation for contract negotiations will be made at the Board meeting scheduled on **June 15, 2023**.

6.3. Evaluation Criteria

Proposals that contain all of the required elements will be deemed responsive if they score at least seventy-five (75) points based on phase one of the evaluation criteria. Points will be awarded based on the thoroughness of proposal elements in response to the RFP and the consistency of the proposal with those elements.

CRITERIA	MAXIMUM POINTS
(1) Organizational Capability and Demonstrated Experience/Effectiveness	32
(2) Design and Approach	30
(3) Financial Experience and Organizational Stability	18
(4) Budget	17
(5) Value Added	3
(6) Certified HUBs shall receive 5 points on the proposal evaluation. HUB Certification must be included with the proposal to receive these points.	5
Possible Total Combined Points	105

Organizational Capability and Demonstrated Experience/Effectiveness: 32 Points

Capability refers to the organization's ability to accomplish its work through the knowledge, skills, and abilities of its people (i.e. qualifications and experience of staff). Capacity refers to the organization's ability to ensure sufficient staffing, work processes, technology, etc. to successfully deliver 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.

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), contractual compliance, etc. and resolution of monitoring/audit issues.

Evaluation for proposers with experience in management of Workforce Centers will include a review of staff development and support activities, staff turnover and promotion records, and other documents submitted with the proposal.

Design and Approach: 30 Points

This area will examine the proposed overall approach, design, strategies, processes, etc. in delivering services and to effectively and efficiently manage and operate the career centers, in

support of the Board's mission, vision, goals, expectations, etc. The successful proposer must demonstrate a thorough understanding of programs and services offered in the Heart of Texas region, and the needs of employers, job seekers, and partner agencies. Other areas of review will include collaboration; participant flow; how customer needs will be identified and matched to appropriate services; monitoring systems; use of data, including customer satisfaction to improve services; outreach and recruitment of targeted populations; etc. The proposer must demonstrate an understanding of how to apply technology throughout the organization to enhance staff productivity, performance and development. Proposers must have a comprehensive approach to staff development and enrichment. The proposer must demonstrate understanding of performance measures and the ongoing management of these measures. Transition plans will also be considered.

Financial Experience and Organizational Stability: 18 Points

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. This Criterion also includes demonstrating effective financial performance under contracts with Workforce Development Boards, preferably in Texas, by meeting all fiscal expenditure goals and the ability to utilize funds to derive organizational strategic objectives. (See TWC Rule 801.54). Financial tracking systems for Individual Training Accounts (ITAs) and supportive services will also be evaluated; proposer must have the ability to secure at least 10% of the contract total.

Budget: 17 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 tools, processes and resources that will enhance what is basically required to operate the centers.

Value Added: 3 Points

This criterion relates to the proposer's capability to bring additional tools, processes and resources that are above and beyond and will enhance what is basically required to operate the centers. Proposers should list and describe these value-added additions in the proposal narrative.

Historically Under-utilized Business: 5 Points

Points for this criteria will only be awarded to the proposing contractor. Proposer must attach a current signed certification to receive points. Pending certifications will not be considered. The five points will only be awarded to the proposing agency only.

PART 7. PROPOSAL INSTRUCTIONS

The following elements must be addressed in the proposal. Flow charts, organizational charts and other diagrams requested may be attached to the proposal in the preferred sequence. Be sure to reference any such attachments in the responses. Proposers should state each RFP question and

then present their response to that question. Present thorough, complete responses to each question.

7.1.Narrative

The narrative is the proposer's opportunity to present a synopsis of their qualifications, experience and approach to managing the Heart of Texas Workforce Center System. See also section 7.6 Value Added.

7.2.Organizational Capability and Demonstrated Experience/Effectiveness: 32 Points

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.
2. Present your proposed organization chart and delineate all proposed staff assigned to the Heart of Texas Workforce Center System delineate lines of responsibility and how the staff will fit in the corporate organization.
3. Describe the governance and oversight role of your organization (upper management) include:
 - Assigned responsibilities of each proposed corporate staff assigned to this contract
 - Synopsis of experience of each proposed corporate staff member assigned to this contract
 - Provide copies of center management teams' resumes that show experience with workforce programs including the Workforce Investment Act, Temporary Assistance to Needy Families/Choices, Food Stamp Employment and Training programs, Trade Adjustment Assistance Act programs or employer or business services. Also include in resumes the types and tenure of management roles and number of staff currently managing directly and indirectly
4. How is contract performance, including monitoring reports, compliance, etc. reported to upper management and how often is report done? Include any sample reports, if available
5. Describe your process for continuous improvement.
6. Provide as an attachment the final program compliance monitoring reports (TWC and Board or Board Contracted Review) from the past three (3) years for all Texas Workforce funded contracts. Describe efforts undertaken to address deficiencies identified.
7. Describe your experience managing workforce center systems over the last three years include a list of all Texas board workforce service contracts (current and for the past three (3) years). For each contract, provide the following:
 - Name of the workforce development area contracted
 - Name of contact person, mailing address, phone number, and e-mail
 - Date(s) of contract(s)
 - The number of workforce centers managed
 - The number of staff managed

- Programs included under the contract(s)
- Amount of contract and percent of contract funds expended

8. Present your organization's annual contracted performance measures against actual performance for workforce center system contracts you have managed over the last three years. Include all program performance indicators and measures.
9. Please use the following Disclosure Matrix Table to address the resolution or current status of any findings, exceptions, or disallowed costs. Proposers must disclose any and all outstanding monitoring and/or audit concerns from any of the proposer's other contracts. Disclosure Matrix should be completed by the submitting agency; however, all disclosures with identified partners or managing directors listed in the proposal that can answer the questions in the affirmative must be disclosed. You may add columns, if additional are needed.

Disclosure Table			
	Board Area	Board Area	Board Area
9.1 Have you ever been identified as a "High Risk" contractor or auditee? If so, describe the circumstances.			
9.2 Are you currently operating under any form of corrective action, technical assistance or performance improvement plan? If so, for what Board and for what purpose and what is your progress?			
9.3 Are you currently, or within the past two (2) years, been under any form of sanction? If so, describe the sanctioning Board's basis for the sanction and duration.			
9.4 Identify any contracts that you have "lost" within the past three (3) years – i.e. terminated early or not renewed. Specify the reason(s) for the early termination.			
9.5 Provide a summary of ALL EEO related complaints you have received during the past two (2) years. Include resolution or current status for each.			
9.6 Provide information about any questioned cost, how much, when, what program and how it was resolved.			

7.3 Design and Approach: 30 Points

10. Describe your management approach, systems and processes for efficiently and effectively achieving the Board Goals found above on pages 6 – 8, include:
 - systems and processes to address the Board's service and operational objectives for business services.
 - systems and processes to address the Board's service and operational objectives for job seekers.
 - systems and processes to meet the Board's marketing objectives for Businesses and Industries and Job Seekers.
11. Describe your strategies to meet the Texas Workforce Commission's performance requirements.

12. Present a customer flow chart/s detailing your proposed service design to serve job seekers and employers.
13. How will Business Consultant staff compliment the Board's efforts at identifying employer needs and designing service strategies to meet those needs?
14. What is your strategy for outreaching major employers (by significant wages paid/skill sets required and other major employers by expansion and replacement needs)?
15. How do you identify and outreach small employers (less than 100 employees) and what specialized services do you customize for their individual needs?
16. What efforts will you undertake to expand and improve services to rural employers and job seekers?
17. Describe how you will conduct a comprehensive assessment of each participant's basic skills, occupational skills, educational background, prior work experience, employability, career interests and aptitudes, financial needs, and the need for supportive services. Consider both helping customers understand what they need as well as providing businesses with well-matched applicants.
18. Describe your training, and development process, orientation, programmatic training process, staff development process, and process for preparing staff for potential promotion include how you will utilize technology for professional development and cross train staff on program regulations and functions.
19. Describe your proposed case management strategies to ensure that workforce center customers achieve their goals.
20. How will you ensure that the Choices Full Work Rate performance measure is met and Choices participants quickly gain and maintain employment?
21. Describe your proposed transition plan. If you are a proposing contractor, include actions to be taken by you and the current contractor to ensure a smooth transition of services. If you are the current contractor include actions to be taken by you and the new contractor to ensure a smooth transition of services.
22. Describe how you will ensure and protect other personal information of customers, as well as staff, which is gathered and collected for eligibility or other workforce requirements.

7.4 Financial and Organizational Stability: 18 Points

23. Provide as an attachment the final fiscal compliance monitoring reports (TWC and Board or Board Contracted Review) from the past three (3) years for all Texas Workforce funded contracts. Describe efforts undertaken to address deficiencies identified.
24. Provide a copy of your cost allocation plan detailing how your organization's costs are shared from multiple funding sources.
25. Submit the last three years of audit reports to include any management letter comments and all audit related correspondence, disallowed cost and any corrective action (CAPs, TAPs, PIPs) plans to address reportable conditions, and the status of these plans.
26. Describe your method for performing self-monitoring for fiscal integrity, accuracy, performance, and compliance. Submit sample self-monitoring tool.
27. Describe your fiscal management system to include a description of the accounting system, audit and audit resolution, budget management, financial reporting, property management and procurement.
28. Describe your internal fiscal monitoring systems and techniques used to measure budgeted vs. actual costs. Describe your encumbrances and expenditures process.
29. Describe how you will forecast expenditures for direct client services?
30. Describe and address the manner in which you will track ITA payments and supportive services.

31. How do you propose to pay disallowed costs should such costs occur in the course of workforce center operations under your management? Include the source of funds and the approximate amount on hand or accessible should such costs arise.
32. Describe your experience in developing and managing budgets from multiple funding sources in accordance with federal accounting practices and principles.
33. Discuss any legal proceedings or lawsuits pending that may affect your ability to provide the requested services.

7.5 Budget: 17 Points

The following guidance applies to all proposals.

Line-item budget

Complete an Operating Budget using the forms provided.

The transition budget should be done separately and include any costs anticipated for the transition month period which begins in June after successful negotiations – September 30, 2023. Final transition dates are based on the finalization of the contract, the transition period is projected to begin on June 22, 2023.

Budget Backup: Personnel Salaries

Account for all staff included in this proposal. Each position must be detailed separately.

A. Budget Backup: Personnel Fringe

Detail the fringe benefit costs for each proposed position. The positions will need to correspond to those listed in the personnel salaries detail.

Budget Backup - All Other Line Items

In addition to the budgets required above, Proposers must provide a detailed narrative to justify the costs proposed and the amount budgeted for all other line items in the proposed budget. Proposers are expected to be clear and thorough in documenting costs in all line items in the budget. The budget narrative should follow the order of the line-items in the budget. The budget narrative should provide a level of detail sufficient to justify the proposed expenditure and show how the budgeted amount was developed.

A complete explanation and documentation of “overhead costs” and what costs make up overhead costs will be required. Any costs for staff that are not housed at the board facilities should be consider overhead costs.

The proposal must identify all direct and indirect personnel costs. If these costs are paid from other non-federal sources the costs should be identified as potential stand-in costs

Any expense for staff and related costs that are not housed in Board facilities will be coded as Management and Oversight and must be reflected accordingly in the budget, to include any payroll related costs which should be broken out in the detailed explanation of your proposed budget.

B. Budgeting Considerations

In the conduct of this procurement the following definitions shall apply:

Profit: The excess of earned contract revenues over allowable, allocable, and reasonable expenses incurred during the applicable contract with the Board.

Management Fee: Actual allowable, allocable, and reasonable costs incurred during the applicable contract with the Board. The management fee costs of post contract activities such as closeout and audit may be allowed if Board approved during contract negotiations.

Indirect Costs: A cost that benefits two or more projects, activities, and/or other cost objectives in proportions that cannot be readily determined, the costs may be allocated to benefitted projects, activities, and/or other cost objectives on any reasonable, allowable and documented basis.

a. Administrative Costs

Administrative costs are defined as those costs not related to the direct provision of services to participants. For purposes of this RFP, the Board is using the WIOA definition of administrative costs. Under this definition, these costs may be both personnel and non-personnel in nature, and include the following:

1. Performing the functions of accounting, budgeting, financial and cash management, procurement and purchasing, property management, personnel management, payroll, coordinating the resolution of audit and investigative findings, auditing, legal services, and developing systems and procedures for carrying out these functions.
2. Performing monitoring and oversight specifically related to administrative functions.
3. Costs of goods and services required for administrative functions.
4. Travel costs incurred in carrying out administrative functions.
5. Costs of information systems specifically related to administrative functions.

b. Equipment

Proposers are advised that any budgeted equipment will be and will remain the property of the Board. Equipment purchases must be made following Chapter 14 of the TWC Financial Manual for Grants and Contracts (FMGC): Procurement. Facility costs, including rent, utilities, telephone, Internet, computer server, are paid by the WSHOT Board.

Successful Proposers will be required to report equipment purchases to the Board when they are made. An inventory of all equipment will also be required at contract closeout. Following closeout, a final determination will be made by the Board whether equipment must be returned or may remain with the contractor for continued use. All computer equipment and software purchases will require advance approval of the Board Information Technology Department to ensure that proposed equipment meets the Board's technology standards.

c. Indirect Costs

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. If proposer is using an indirect cost an indirect rate certification must be submitted.

d. Profit

Private for-profit proposers may budget up to 8% of total personnel and operations expenditures in profit. Direct Client expenditures will not be included in the base for profit. Profit payments will be based on the attainment of contracted performance and other benchmarks negotiated.

Profit or performance bonus may not exceed eight (8) percent. The use of an indirect cost rate as the basis to allocate costs will not be allowed. All costs must be identified and direct charged to each cost objective in direct proportion to the benefits received by that cost objective.

C. Budget Evaluation / Establishment of Final Budget

The budget included in the proposal will be used as the basis for review and comparison of proposals, and the negotiation of a contract. It is expected that the proposal budgets will be as realistic as possible based upon the funding estimate provided.

The final contract budget will be established during contract negotiations. The final budget will capture changes in funding that may occur prior to the beginning of the contract period.

The proposed budget should support the proposal narrative and include only those costs that are reasonable, necessary and allowable to operate the Workforce Solutions for the Heart of Texas Workforce Centers. All costs must conform to applicable laws, regulations, rules and policies governing the workforce programs cited in this RFP, including the Texas Workforce Commission Financial Manual for Grants and Contracts. NOTE: The Board provides office space and facilities, office equipment, some marketing and advertising, and telecommunications and computer equipment and software.

D. Benefits

The Proposer must provide cost and coverage information on personnel benefits, and must provide the same information on any additional menu of benefits which employees may choose to purchase through payroll deduction. Finally, the Proposer should provide cost and coverage information on other optional benefits they propose to offer to employees.

Funded benefits must include:

- Group Health Insurance meeting state and federal regulations governing such plans;
- Group Term Life Insurance;
- Retirement Savings Plan meeting federal regulations governing such plans.

Proposers may offer additional benefits either at no cost or for employee purchase to include:

- Children or Family Options on Health, Dental Insurance;
- Group Dental Plan Insurance;
- Vision Plan;
- Short Term Disability Insurance;
- Group Long Term Disability Insurance;
- Consolidated Omnibus Reconsolidation Act (COBRA) plan;
- Long Term Care Insurance;
- Family Care/Employee Assistance Program;
- 125 (Cafeteria) Plan;
- 401(k) Plan;
- Accidental Death and Dismemberment Insurance;
- Credit Union;
- Education/Tuition Reimbursement;
- Other – describe;

7.6 Value Added: 3 points

Proposers may list and describe in their Narrative the proposer's capability to bring additional tools, processes and resources that are above and beyond and will enhance what is basically required to operate the centers.

7.7 Historically Under-utilized Business: 5 Points

Proposers must attach a current signed certification to receive points. The five points will only be awarded to the proposing agency only.

APPENDIX 1

APPROXIMATE ANNUAL OPERATION COSTS OF HEART OF TEXAS WORKFORCE CENTER SYSTEM

Item	Budget
Adult	\$372,997
Dislocated Worker	\$801,466
In School Youth	\$1,235
Out of School Youth	\$30,585
Middle Skills Supplies Grant	\$20,000
Rapid Response	\$4,750
RESEA	\$164,350
Child Care	\$27,548
TANF	\$688,919
SNAP	\$115,650
Trade	\$50,000
ES	\$1,900
Vet	\$13,063
VR Infrastructure	\$51,106
Approximate Total Operations 2023 - 2024 Contract Year	\$2,343,569

Attachment A

COURTESY NOTICE OF INTENT TO SUBMIT A PROPOSAL

**Heart of Texas Workforce Development Board, Inc.
Management of the Workforce Solutions Center System**

Name of Organization/Individual: _____

E-mail address: _____

Address: _____

City/State: _____ **Zip:** _____

Contact Person: _____ **Title:** _____

Telephone: (____) _____ **Fax:** (____) _____

Email: _____

The Heart of Texas Workforce Development Board is hereby put on Notice that the above stated organization/individual intends to submit a proposal for consideration as Management of the Workforce Solutions Center System.

Name **Title**

Signature **Date**

Please submit to: Erin Doshier, erin.doshier@hotworkforce.com by May 12, 2023, by 5:00 p.m.

Attachment B

PROPOSAL COVER SHEET

Name of Organization	
Mailing Address	
City/State/Zip Code	
Authorized Representative-Contact	
Telephone Number	
Fax Number	
Email Address	
Federal Employer ID Number	
State Comptroller ID Number	
HUB	<input type="checkbox"/> YES <input type="checkbox"/> NO If YES: Certification No. _____ Certifying Agency: _____ Attach a copy of current certification.
Type of Organization	<input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Ownership <input type="checkbox"/> Other (describe)
Name & Title of Authorized Signatory	
Signature and Date	

Attachment C

BUDGET FORMS

Budget Forms are available as MS Excel spreadsheets files

	Heart of Texas Workforce Center System Budget									
	Workforce Center Budget Summary									
Instructions are included to the right of this worksheet in the Excel file.										
Budget Item				Total Amount	Administration	Program	Number			
				Requested	Amount	Amount	Staff			
Personnel Salary Totals										
Administrative Personnel				\$ -						
Program Operations Personnel				\$ -						
Benefits (attach detail)				\$ -						
				\$ -						
				\$ -						
Subtotal				\$ -	\$ -	\$ -				
Percent of Subtotal				#DIV/0!	#DIV/0!	#DIV/0!				
Administrative Costs										
Indirect Cost				\$ -						
Management Fee/Profit				\$ -						
				\$ -						
Subtotal				\$ -	\$ -	\$ -				
Percent of Subtotal				#DIV/0!	#DIV/0!	#DIV/0!				
Center Operation Expenses										
Staff development				\$ -						
Travel				\$ -						
Office supplies				\$ -						
Printing				\$ -						
Postage				\$ -						

Instructions: Costs must be allocated to Administration and/or Program cost categories. Input information in the Administration Amount and Program Amount columns. The sheet will compute the Total Budget Amount.

Any cost items added must have explanations and justifications attached.

If applicable, enter amount of profit in Administration and/or Program Amount columns. The sheet will add to total budget. All costs must be consistent throughout the budget pages and be explained in a budget narrative.

Communications			\$ -							
Insurance/bonding			\$ -							
Other (List separately)			\$ -							
Subtotal			\$ -	\$ -	\$ -					
Percent of Subtotal			#DIV/0!	#DIV/0!	#DIV/0!					
Total Budget			\$ -	\$ -	\$ -					
Percent of Total Budget			#DIV/0!	#DIV/0!	#DIV/0!					
Average Cost per Month			\$ -							
In addition to this form, proposers must provide backup to justify the Personnel, Operations, Management Fee/Profit,										
Indirect and Other Costs proposed using the detail forms provided.										

Line - Item	Amount	Calculation Basis/Formula
Center Operation Expenses		
Staff development		
Travel		
Office supplies		
Printing		
Postage		
Communications		
Insurance/bonding		
Other (List separately)		
Subtotal	0	
Line - Item	Amount	Calculation Basis/Formula
Direct Participant Costs		
Training ITA		
Training Non-ITA		
Work Experience		
OJT		
Supportive Services		
Subtotal	0	
TOTAL	0	

HEART OF TEXAS WORKFORCE DEVELOPMENT BOARD		
Workforce Center Operations & Management		
Center Administration Expenses		
Line - Item	Amount	Calculation Basis/Formula
Administrative Costs		
Indirect costs		
Management Fee/Profit		
Subtotal	0	
Center Administration Expenses		
Subtotal	0	
Total	0	

Proposed Heart of Texas Workforce Center System Personnel Detail

Instructions: Complete one form for Center Operations Personnel AND one form for Administrative Personnel. Use as many sheets as necessary.									
	Proposers Name:								
Check one:	Administration Costs []			Program Costs []					
Position Title	Annual Salary	Annual Benefits	Position Total	# of staff per position	Full/Part Time	% Charged to Contract	Total Cost	Funding Sources	
								Board Contract	Other Source/s
Totals	0	0	0	0			0	0	0

Total Benefits Rate: _____%
 Detail:

FICA	
Workers Comp	
Unemp Ins	
Health Ins	
Life Ins	
Retirement	
Other	

TOTAL PERSONNEL/BENEFITS: \$_____

(Should agree with Personnel total on Budget Summary)

**Heart of Texas Workforce Center System
Budget
Workforce Center Staff Benefits Summary**

Explanation of Staff Benefits: The offeror must provide cost and coverage information on benefits, and must provide the same information on an additional menu of benefits which employees may choose to purchase through payroll deduction.

Attachment D

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.

Question	Yes	No	N/A
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 proposers 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?			
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?			
18. Does your organization have written policies & procedures pertaining to cybersecurity?			
19. Does your organization have written policies & procedures pertaining to mobile device management?			

Name:_____ **Signature:**_____

Attachment E

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.

Question	Yes	No	N/A
Does your organization follow GAAP?			
1. Does your accounting system: a. Provide control and accountability for funds received, property, and other assets; b. Provide identification of receipt and expenditures of funds separately for each funding source; c. Provide adequate information to prepare monthly financial reports on an accrual basis; d. Have the capability to track allow ability and allocation of costs in accordance with requirements for federal grant programs;			
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? a. Is there a person who is responsible for the receipt of all purchased goods? b. Does this person assign, upon receipt, an inventory			

number for items?			
c. Does this person perform an inventory audit at least once a year?			
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?			
Question	Yes	No	N/A
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 F
CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND
VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 20 CFR Part 98. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(Before completing certification, read the attached instructions which are an integral part of the certification.)

The prospective recipient of Federal assistance funds certifies, by submission of this quote, 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.

Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this quote.

Name of Applicant Organization: _____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

Signature of Authorized Signatory

Date

Instructions for Certification

1. By signing and submitting this quote, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to whom this quote is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, quote, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the

person to which this quote is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this quote that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this quote that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension, and/or debarment.

ATTACHMENT G
CERTIFICATION REGARDING
DRUG-FREE WORKPLACE REQUIREMENTS

- A. The grantee certifies that it will continue to provide a drug-free workplace by:
- i. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the work place and specifying the actions that will be taken against employees for violation of such prohibition.
 - ii. Establishing an ongoing drug-free awareness program to inform employees about:
 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; and
 4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
 - iii. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a).
 - iv. 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 this statement;
 2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.
 - v. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (d) (2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant.
 - vi. 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 to participate satisfactorily in drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State or local health, law enforcement or other appropriate agency.
 - vii. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).
- B. 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:

Are there workplaces on file that are not identified here? ☐ Yes ☐ No ☐ N/A

Print Name of Application Organization: _____

Print Name and Title of Authorized Signatory: _____

Signature: _____ Date: _____

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

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

- (1) No Federally 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 an agency, a Member of Congress, an Officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making any Federal loan, the entering into of any Federal loan, the entering into of any cooperative agreement and the extension, continuation, renewal, amendment or modification of any Federal contract, grant loan or cooperative agreement.
- (2) If any funds other than Federally appropriated funds have 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 the Federal contract, grant loan or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loans and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

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

Print Name of Applicant Organization: _____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

Signature: _____ Date: _____

ATTACHMENT I
CERTIFICATION REGARDING CONFLICT OF INTEREST

By signature of this quote, Proposer covenants and affirms that:

- (1) No manager, employee or paid consultant of the Proposer is a member of the Policy Board, the Executive Director, or an employee of Region 12 Education Service Center;
- (2) No manager or paid consultant of the Proposer is married to a member of the Policy Board, the Executive Director, or an employee of Region 12 Education Service Center;
- (3) no member of the Policy Board, the Executive Director or employee of Region 12 Education Service Center owns or controls more than a 10 percent interest in the Proposer;
- (4) No spouse or member of the Policy Board, Executive Director or employee of Region 12 Education Service Center is a manager or paid consultant of the Proposer;
- (5) no member of the Policy Board, the Executive Director or employee of Region 12 Education Service Center receives compensation from Proposer for lobbying activities as defined in Chapter 305 of the Texas Government Code;
- (6) Proposer has disclosed within the Quote any interest, fact or circumstance, which 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 Region12 Education Service Center and shall immediately refund to Region 12 Education Service Center 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 Region 12 Education Service Center relating to that contract.

Disclosure of Potential Conflict of Interest

Name of Applicant Organization: _____

Name of Authorized Signatory: _____

Title of Authorized Signatory: _____

Signature _____ Date: _____

ATTACHMENT J
ASSURANCES AND CERTIFICATIONS

Applicant warrants and assures:

The information contained in this quote is true and correct.

The costs described in the budget accurately reflect the cost of providing services.

No employee, member of a government board or board of directors, or any other individual associated with an organization or individual person offering a quote under this Request for Quotes has offered or will offer any gratuities, favors, or anything of monetary value to any member of the Heart of Texas Workforce Development Board. or any employee of the Heart of Texas Workforce Development Board for the purpose of or having the effect of influencing the decisions of the Board with respect to the organization or individual's quote or any other quote.

No employee, member of a governing board or board of directors, or any other individual associated with an organization or individual person offering a quote under this Request for Quotes has engaged or will engage in any activity which may be construed in restricting or eliminating competition for funds available under this Request for Quotes.

The organization or individual possesses the legal authority to offer this quote.

If the applicant is an organization, a resolution, motion, or similar action has been duly adopted or passed as an official act of the applicant's governing body authorizing the submission of this quote.

No person will be excluded from participation in, be denied the benefits of, be subjected to discrimination under, or be denied employment in the administration of or in connection with any program operated with funds from this Request for Quotes because of race, color, religion, sex, national origin, age, disability, sexual orientation, or political affiliation or belief.

We understand and agree that the Heart of Texas Workforce Development Board (HOTWDB) may utilize information provided outside of this request in evaluating this quote.

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 quote at the request of the HOTWDB prior to execution of a contract.

We understand and agree that the HOTWDB has the right to reject any and all quotes and negotiate outside of the terms of this quote.

We understand and agree that the HOTWDB is not required to select the lowest cost quote.

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

Applicant will abide by the rules of the laws, acts, codes, etc. and all applicable rules and regulations promulgated there under, as a condition to award of contract from the Heart of Texas Workforce Development Board with respect to operation of programs or activities and all agreements or arrangements to carry out Board funded programs or activities.

By signing I acknowledge that I agree to these assurances and certifications and that I am authorized to bind the organization I represent to these requirements should this quote be accepted for funding.

Signature Proposing Organization

Typed Name and Title Date

**ATTACHMENT K
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.

Name of Applicant/Organization

Name and Title of Authorized Representative

Signature of Authorized Representative/ Date

ATTACHMENT L
CERTIFICATION OF PROPOSER
NON-DISCRIMINATION AND EQUAL OPPORTUNITY PROVISIONS

I acknowledge that I have read and understand the following nondiscrimination and equal opportunity provisions Section 188 of the Workforce Innovation and Opportunity Act (WIOA) signed on July 22, 2014, and will comply with applicable local, state and federal regulations and directives implementing these provisions as they apply to programs and activities under the WIOA.

“As a condition to the award of financial assistance from the Department of Labor, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.”

I _____ , certify that I am the _____

(Typed Name)

(Typed Title)

of the corporation, partnership, organization, or other entity named as Respondent herein and that I am authorized to sign this quote and submit it to the Heart of Texas Workforce Development Board, Inc. on behalf of said organization by authority of its governing body.

(Signature)

(Address)

(Phone)

ATTACHMENT M
CERTIFICATION REGARDING
DRUG-FREE WORKPLACE REQUIREMENTS

- C. The grantee certifies that it will continue to provide a drug-free workplace by:
- i. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the work place and specifying the actions that will be taken against employees for violation of such prohibition.
 - ii. Establishing an ongoing drug-free awareness program to inform employees about:
 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; and
 4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
 - iii. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a).
 - iv. 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 this statement;
 2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.
 - v. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (d) (2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant.
 - vi. 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 to participate satisfactorily in drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State or local health, law enforcement or other appropriate agency.
 - vii. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).
- D. 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:
Are there workplaces on file that are not identified here? ☐ Yes ☐ No ☐ N/A

Print Name of Application Organization: _____

Print Name and Title of Authorized Signatory: _____

Signature: _____ Date: _____

ATTACHMENT N
CERTIFICATION OF PROPOSER

I hereby certify that the information contained in this proposal and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided and the administrative, management and financial systems of this organization. I certify that no employee of the Heart of Texas Workforce Development Board, Inc. has assisted in the preparation of this proposal.

I acknowledge that I have read and understand the requirements and provisions of the RFP and that the organization will comply with applicable local, state and federal regulations and directives in the implementation of the program. I also certify that I have read and understand the Governing Provisions and Limitations section presented in this RFP and will comply with the terms.

This proposal is a firm offer for a minimum of 90 days.

I _____, certify that I am the _____
(Typed Name) *(Typed Title)*

of the corporation, partnership, organization, or other entity named as Respondent herein and that I am authorized to sign this proposal and submit it to the Heart of Texas Workforce Development Board, Inc. on behalf of said organization by authority of its governing body.

(Signature)

(Address)

(Phone)