**Request for Proposals**

For

**Management & Operation of Workforce Centers and Other Sites**

**Released by the**

**RURAL CAPITAL AREA WORKFORCE DEVELOPMENT BOARD, INC.**

**DBA WORKFORCE SOLUTIONS RURAL CAPITAL AREA**

701 E. Whitestone, Suite 200

Cedar Park, TX 78613

Procurement Timeline

|  |  |
| --- | --- |
| April 16, 2019 | Request for Proposal Release Date |
| April 24, 2019 | Intent to Respond form due to Board |
| April 26, 2019 | Bidders’ Conference at Board Office 1:30 – 3:00 pm |
| April 26, 2019 | Deadline for Questions |
| May 06, 2019 | Conference Question/Answer Document Released |
| May 20, 2019 | Proposals Due to Board office by 12:00 noon |
| June 10, 2019 | Oral Interviews with Board Committee |
| June 17, 2019 | Board Action Recommendation for Contract Negotiations |
| October 1, 2019 | Contract Start Date |



Workforce Solutions Rural Capital Area is an Equal Opportunity Employer/Program

Auxiliary Aids and Services are available upon request to individuals with disabilities

Relay TX: 711 or 1-800-735-2988 (Voice) or 1-800-735-2989 (TDD)

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# INTRODUCTION

The Rural Capital Area Workforce Development Board, Inc., (The Board) is a 501c3 quasi-governmental agency lead by a volunteer 25-member Board of Directors. The majority (51 percent) of the Board of Directors represents the private sector. The remaining Board membership includes representatives of educational agencies, organized labor, rehabilitation services, community-based organizations, economic development and state agencies. The Board is responsible for the planning, oversight and evaluation of the workforce development system in the 9-county service area.

The Board delivers integrated workforce services throughout the 9-County service area. The counties we serve include Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano and Williamson Counties.



Rural Capital’s mission, vision and values communicate and guide our efforts toward regional economic growth and family self-sufficiency. We are committed to planning and working collaboratively with all our program partners, economic development corporations, chambers of commerce, independent school districts, regional universities and community colleges, training providers, employers and job seekers. We greatly value every partner’s contribution and are working very hard to ensure the smooth integration of our newest partners into our workforce centers—Adult Education and Literacy (AEL) and Vocational rehabilitation (VR).

**Mission**

Preserve our integrated, employer-driven workforce system by actively involving employers in workforce decisions that allow them to: identify labor and economic trends, define skills and training standards and hire high skilled workers, while simultaneously providing job seekers with information, advice, job search assistance, supportive services, and training in the employer identified industries and occupations so they will attain cutting edge skills that will lead to self-sufficient employment.

**Vision**

Our employers will have a highly skilled and educated workforce and our residents will have the competencies, skills and education to become self-sufficient and live a quality life.

**Values**

**Commitment**

* We embrace our mission, vision and values.
* Professionalism
* We welcome diversity and treat everyone with respect, dignity and courtesy.

**Quality**

* We have a passion for our customers and partners. We are self-critical, questioning and committed to providing accessible, accurate, complete and timely services.

**Integrity**

* We are accountable, honest and trustworthy.

**Leadership**

* We have the courage to lead change and shape the future.

**Teamwork**

* We work better together. We share our ideas and talents to find the best solutions. We support and rely on each other. We value clear and open communication.
* We make everyone better.

**Rural Capital’s Workforce System Goals and Expectations**

The Workforce Center Operator must be committed to working with all partners to:

1. Build an integrated one-stop system of service delivery that serves as an on-ramp for all partner services;
2. Increase customer access to comprehensive, timely, responsive, and customized services with a focus on individuals with barriers to employment;
3. Serve more customers effectively and improve customer service (with both external and internal customers) through cross-program referrals and the implementation of seamless, integrated service delivery strategies;
4. Identify career pathways (responding to industry talent needs) and offer customers the opportunity to obtain the skills and credentials necessary to find better jobs at better wages;
5. Enhance employer engagement to build an occupational skills demand-driven system, improve business services, and provide more work-based learning opportunities;
6. Align individual program policies, procedures and processes (when not constrained by program-specific law or regulation) to achieve greater partnership in service delivery;
7. Seek practical opportunities to share resources, reduce redundancies and waste, and make integrated service delivery more streamlined for customers and frontline staff;
8. Strengthen frontline staff relationships and system affiliation, offer staff training in partner services, and provide tangible, helpful tools to facilitate seamless service delivery; and
9. Support partner programs to ensure they achieve success with the performance indicators.

The Workforce Center Operator must have the leadership ability to ensure all partners:

1. Put the customer first with the focus on individualized, quality customer services and, then, seek ways to work within regulatory requirements;
2. Follow-through on cross-partner referrals and customer connections and do so in a timely manner;
3. Commit to continuous learning about all partners’ laws, regulations, and culture to better understand the opportunities for partnership and linkages;
4. Recognize and respect the competencies and constraints of each partner and tap their expertise for system and program improvement;
5. Be transparent and honest and listen for opportunities for agreement;
6. Say what we will do and do what we say; and
7. Exhibit openness to change and seek continuous improvement in service delivery.

The Workforce Center Operator and partners must agree to:

1. Provide training to frontline staff in all program service locations so they have a broad understanding of all partner program services and eligibility to increase customer access to system services;
2. Increase the promotion of system services through the inclusion of system services in customer orientations and including partner program links on individual websites;
3. Develop and distribute partner program fact sheets in all service locations so that more customers will know about the system services that are available;
4. Give appropriate levels of access for frontline staff to program partner customer databases (WIT, TWIST, and TEAMS) to permit staff to better serve customers being served by more than one program partner;
5. Share customer information (whenever possible and legal) to reduce the need for redundant information collection through adopting a cross-partner confidentiality policy and developing a standardized customer release form.

The Workforce Center Operator is responsible for:

1. Implementing a standardized cross-partner referral process that:

* Increases the appropriateness and quality of referrals;
* Reduces redundant customer information collection;
* Provides clarity on who is the point of contact for referrals; and,
* Sets expectations for timeliness, follow-through, and feedback after the referral is made.

1. Help customers complete a basic WorkInTexas profile as the first step in the referral process to share basic customer data and to establish a WIT account that may be used as a platform to help customers find jobs in the service delivery process; and
2. Encourage co-enrollment across partner programs (when appropriate) to enhance the services received by customers and to provide these services through integrated case management.

The Workforce Center Operator will work with partner staff to:

1. Ensure the Business Service Unit (BSU) coordinates and provides business services on behalf of all partners, including job development, job matching, job posting, job fairs, and labor market information;
2. Register all partner job-seeking customers and post all job openings in Work-In-Texas (WIT);
3. Train all frontline partner staff in the effective use of WIT to increase quality job matches and identify job leads;
4. Provide information and technical assistance to partner staff in using local labor market information and “Rural Capital Careers Headlight” to help customers in career planning;
5. Ensure partners are continuously updated on the Center’s job finding workshops and recruitment events, so they may encourage their customers to attend.

To achieve these goals the Workforce Center Operator will host at least one cross-partner, all staff event annually to strengthen relationships, provide cross-training, and develop partnership improvement strategies; and ensure partner program leadership meets quarterly to evaluate the partnership strategies, monitor implementation on the Partnership Plan, and seek continuous improvement of the integrated service delivery.

# PART 1: PURPOSE AND LOGISTICS

## Activities and Services Being Solicited

The Rural Capital Area Workforce Development Board d.b.a. Workforce Solutions Rural Capital Area (WSRCA) is seeking proposals from organizations to provide for the management and delivery of direct workforce and training services in the WSRCA Workforce Centers and satellite office sites in the Rural Capital Area (RCA). The RCA includes the following nine counties: Bastrop, Blanco, Burnet, Caldwell, Hays, Fayette, Lee, Llano and Williamson Counties.

WSRCA intends to engage a Contractor to focus on effectively and efficiently administering programs in the workforce system to achieve the following objectives.

* Develop an employer driven workforce system;
* Assist individuals in achieving self-sufficient employment and retention; and
* Assist students in moving from high school to further education and training that lead to high wage jobs.

The Contractor will accomplish the objectives by:

* Providing outreach and recruitment, intake and eligibility, assessment, case management, information and referral, training, supportive services, job search assistance to job seekers;
* Developing and maintaining partnerships with local businesses and industries, economic development corporations, chambers of commerce and training providers; and
* Providing students, parents and independent school districts with labor market information for career planning.

The RFP contains the background, requirements, instructions, and references to information necessary to prepare a proposal to provide requested services.

## Proposal Deadline

The deadline for proposals is **12:00 NOON May 20, 2019**. Proposals must be officially received by this deadline. Official receipt of proposals will be by entry on the Workforce Solutions Rural Capital Area Workforce Board's log of proposals received, and a receipt form issued by the Board, if requested. Proposers who mail their submission will be sent a copy of this receipt form upon request. **Faxed or e-mailed proposals are not acceptable**. Proposals received **after the due date and time will not be accepted** or reviewed. Timely delivery of proposals to the Board is the sole responsibility of the proposer. Proposals may be mailed or hand-delivered.

Hand Deliver and Mail to:

Workforce Solutions Rural Capital Area

Board Procurement

701 E. Whitestone, Suite 200

Cedar Park, Texas 78613

## Procurement Schedule

The procurement schedule is presented below. These dates are tentative and subject to change. All changes will be posted to WSRCA’s website and ESBD. Respondents are encouraged to check the WSRCA web site and ESBD frequently.

**Procurement Timeline**

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## Funds Available

No amount for workforce center operation is specified in this RFP. The estimated amount of funds available for workforce center operations and workforce development programs in PY2019 less the amounts for Board operation, the fiscal entity, Information/Technology services, and fixed costs (rent/utilities) is presented in the table below. The actual amount of contract award will be based on the proposed budgets, the availability of funds, and the Board's standards for use of public funds, (i.e. that all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories and the amount of funds available). The proposal that is most advantageous to the Board in terms of responsiveness to the RFP, quality, and cost will be recommended for contract negotiations. The Board wants to maximize available funds for participants.

|  |  |
| --- | --- |
| Funding Source | Estimated Amount Available |
| Workforce Innovation and Opportunity Act (WIOA) Adults | $940,000 |
| Workforce Innovation and Opportunity Act, Dislocated Workers | $1,400,000 |
| Workforce Innovation and Opportunity Act, Youth | $1,110,000 |
| TANF/Choices | $1,115,000 |
| TANF/Choices Non-Custodial Parents | $85,000 |
| Supplemental Nutrition Assistance Program (SNAP) | $240,000 |
| Trade Assistance Act (TAA) | $44,000 |
| Wagner Peyser ES | $55,000 |
| RESEA | $140,000 |
| Total | $5,129,000 |

## Intent to Respond Form

Respondents are requested to submit an Intent to Respond form in PART 7 of this document, no later than April 24, 2019. Completing this form is not mandatory; however, it will assist the Workforce Solutions Rural Capital Area in anticipating the volume of proposals in order to better expedite the review process and finalize the contract award. Filing this form does not in any way bind the organization to submit a response for this RFP. Respondents who do not file this notice are still eligible to submit a response.

## Bidders’ Conference and Technical Assistance

A Bidders’ Conference will be held at the Board Offices at 701 E. Whitestone, Suite 200, Cedar Park, TX 78613 at 1:30 to 3:00PM on April 26, 2019.Respondents will have an opportunity to ask questions about the RFP and procurement process.

The Board will accept questions by email until April 26, 2019. All emailed questions received by the Board through this date will be answered in the question and answer document. Emailed questions should be sent to [board.procurement@ruralcapital.net](mailto:board.procurement@ruralcapital.net).

Answers to questions submitted, including those asked at the Bidders’ Conference, will be in the Question and Answer (Q&A) publication to be released no later than May 6, 2019. The Q&A will be posted on WSRCA’s website and ESBD.

Other than the Bidders’ Conference and question/answer process noted above, all board members, staff, subcontractors, or associated parties are precluded from entertaining questions concerning the proposal or this procurement process. Other than the Bidders’ Conference and written questions prior to the deadline for such questions, potential respondents must not contact any member of the board, board staff or Chief Elected Officials. Violation of this provision may be grounds for disqualifying the proposer.

## Proposal Review and Selection Process

The proposal review process is a tool to assist the Board in determining which respondent has the qualifications and proposed approach to provide the requested services and therefore should be considered for contract negotiations. The final decision for awarding a contract rests solely with the Board.

1. **Minimum Standards of Review**. A proposal must meet the following minimum standards before being reviewed and considered for funding:

1. Timely submission -- **Submit one paper original with signatures and four paper copies. Also submit a PDF version of the complete document on a USB drive.**

2. Format and completeness -- Respondents must comply completely with proposal instructions, submit the required information, present the information in the required format, have no missing elements (i.e. all requested information is provided), and, have all required forms and signatures. Missing proposal elements may be grounds for disqualification of the proposal

1. **Evaluation Process**. The process for evaluating proposals submitted in response to this RFP includes:
2. Review and scoring by an independent review team;
3. A scored interview with Board members for the top respondents achieving an average of 70 points on the independent proposal review;
4. Review of proposal evaluations and interview scores and recommendation by the Board Committee;
5. Consideration of the recommendation to the Board from the Executive Committee and official action by the Rural Capital Area Workforce Development Board to authorize Board Staff to enter into contract negotiations with the selected entity.

**Interviews with the Board:** Respondents achieving an average of 70 points for the proposal review will be invited to an interview with the Board Committee at the Board Office in Cedar Park Texas on June 10, 2019. Proposers will draw numbers to determine the order of presentation and interview. Presentations will be limited to 15 minutes. Proposers will then be asked to respond to a series of questions worth up to 15 total points in the procurement scoring process. The interview score will be combined with the proposal review score to calculate the total score for the respondent.

All respondents will be notified in writing of the results of this procurement.

1. **Evaluation Criteria**. The following criteria will be used to evaluate all proposals. Maximum total points are 115.

**1. Management Design/Approach: 40 Points**

The successful bidder must demonstrate a thorough understanding of the Rural Capital Area region to include the population and the economy, the types of services to be offered, the customers (residents, job seekers and employers) who will benefit from those services, and the requirements for each level of service. The successful bidder should show that their proposed approach offers access to sufficient workforce development services, as well as support, and other services including those provided by one-stop partners, to meet and exceed performance expectations of the Board.

The successful bidder must present a staffing plan sufficient to implement the program design, and it must offer a high performance approach to management that will effectively integrate human resources and operational processes that will meet and exceed program performance goals for the Rural Capital Area Region. Consistent with this performance oriented management approach, the successful respondent must demonstrate an understanding of and capability for implementing a comprehensive and rigorous approach to continuous quality improvement that focuses on achieving the expectations of the employers, job seekers and residents of the region.

**2. Demonstrated Prior Effectiveness:** **30 Points**

The successful respondent must demonstrate effective and successful prior experience, including delivering workforce development services to the identified customer groups through the operation of full service workforce centers. This includes demonstrating success in other projects or contracts by fulfilling contractual obligations and meeting and exceeding performance goals and cost standards. It also includes demonstrated ability to successfully manage and implement planned programs in previously funded contracts. Past experience in utilizing quality principles and customer focus in an effective management system should also be demonstrated. Performance data demonstrating previous workforce center operations and program outcomes will be reviewed and verified.

The proposal must explain that the organization has sufficient staff members with required skills and experience. The proposal must also show that the organization itself has a satisfactory record of integrity, business ethics, and fiscal accountability, and the necessary accounting systems, operational controls and financial resources. It is essential for the successful bidder to demonstrate its financial and management capacity to successfully carry out its proposal. The respondent’s audits, financial statements, and monitoring reports submitted with this proposal will be a part of this review.

**3. Budget and Fiscal Information**: **20 Points**

The successful respondent must show that its cost for providing proposed services is necessary, reasonable, and allowable, including details of indirect costs. Review of cost items may include comparison of costs among other respondents, and comparisons of average costs with previous experience. Proposals that may rank well against program design and effectiveness criteria may not be considered for funding because of unreasonable, excessive, unexplained or unallowable costs. All costs must be fully explained and justified in the budget narrative.

**4. Collaboration Strategies: 10 Points**

The proposal should demonstrate a comprehensive collaborative approach to using community resources to meet the needs of customers. Collaborative partnerships must be identified in the proposal to include the specific entity, the purpose of the collaboration, proposed activities and expected outcomes.

**5. Interview Score: 15 points**

The scores from the Board Committee interview will be combined with the proposal review average score to arrive at the total score for the respondent.

## Proposal Modifications and Amendments

Any modifications or amendments to a proposal must also comply with above requirements and the response deadline. Any proposals or amendments received after the deadline will not be considered and will be deemed late and non-responsive to this RFP.

## Debriefings and Appeals

All proposers will receive a copy of the results of the procurement within fifteen (15) working days of the final decision.

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

**Protest, Informal Conference, Formal Hearing** - Respondents who believe that they have been treated unfairly in the proposal review process or that there is a violation of federal law or regulation may file a protest.

The respondent may request an Informal Conference. The purpose of the Informal Conference is to give the parties an opportunity to resolve a complaint. The request for an Informal Conference must be submitted in writing within ten (10) days of the notification of the award to the Board Procurement Officer at [board.procurement@ruralcapital.net](mailto:board.procurement@ruralcapital.net).

The Informal Conference shall be scheduled by the Executive Director within seven (7) days of receipt of a properly completed Grievance Information form. The Executive Director or his/her designee, shall serve as Chairperson and moderator of the Informal Conference. Only those issues presented at the Informal Conference may be addressed in subsequent hearings. All parties shall make a good faith effort to reach a mutually acceptable resolution of the complaint at the Informal Conference. The Chairperson shall adjourn the Informal Conference when a satisfactory resolution of the complaint has been reached or when it appears to the Chairperson that no such resolution is possible. A written determination of the Informal Conference shall be prepared by the Chairperson and shall be final and void of any appeal.

The Complainant may request a hearing if dissatisfied with the outcome of the Informal Conference. When an informal resolution has not been successful, notification of the opportunity for a hearing along with a copy of a Request for Hearing form and all procedures to be followed must be sent to the complainant. The hearing will be chaired by an impartial third party and the decision by this party shall be final. The Chairman of the Rural Capital Area Workforce Development Board shall be responsible for the selection of the impartial third party.

The Texas Workforce Commission (TWC) Financial Manual for Grants and Contracts, Chapter 15, Section 15.09, provides for limited appeals of any Board decisions:

"The Commission shall accept no protest or dispute appeal until all administrative remedies at the contractor level have been exhausted. Commission appeal review is limited to the following:

* Violations of federal law and regulations,
* Violations of State or local law shall be under the jurisdiction of State or local authorities, and
* Violations of contractor's protest/dispute procedures or failure to review a protest or dispute shall be referred to such authority as may have proper jurisdiction."

## Qualifications of Proposers

1. **Eligible Proposers** - Private and Public, For-Profit and Not-For Profit agencies, Community Based Organizations (CBOs), Faith-Based organizations or other entities are eligible to respond to this RFP. The Board is prohibited from awarding a contract to a party "excluded from Federal procurement or non-procurement programs" by the U.S. General Services Administration. Contractors must have the necessary technical competence, skills in management and administration, and professional experience within their organization to accomplish the goals and objectives of the proposed program.

Minority, disadvantaged and women's businesses are encouraged to respond. Auxiliary aids and services are available upon request for individuals with disabilities. Telephone access is available through [Relay Texas](http://www.puc.state.tx.us/relay/index.cfm): 1-800-735-2989 (TDD) and 711 (Voice).

1. **Contractor Competency** - Respondents must be knowledgeable of the statutes, regulations, rules and policies for the following programs including but not limited to: WIOA, TANF-Choices, SNAP, NCP, Trade Adjustment Act, Veterans Programs and must accurately apply them in developing the RFP responses. Copies of pertinent statutes and regulations may be found through the Texas Workforce Commission web page <https://www.twc.state.tx.us>. The Board will provide any training on Board-specific documents and procedures necessary to the contractor selected via this RFP. Information about WSRCA may be obtained from the Board's Integrated Plan available at <https://workforcesolutionsrca.com/board/strategic-plan>. The contractor selected will be required to assume full responsibility, including all risks and hazards, for all activities and services included in the contract.
2. **Proposal Liaison** -- Each respondent must name a responsible person within the proposing organization as the proposal liaison. This individual should be familiar with capabilities of the proposing organization, knowledge in contracting including financial budgets, and have the authority to negotiate contractual issues on behalf of the proposer.
3. **Organizational Structure** -- Proposers must have the technical competence, expertise in management and administration, professional staff, administrative and fiscal management systems and financial strength and stability to accomplish the goals and objectives stated in this RFP and meet high standards of public service and fiduciary responsibility. Proposers may be a partnership or consortium, but details of which member organization has fiscal responsibilities for any resulting contract and how any such partnership or consortium will operate must be worked out in advance and described in the proposal. Partnership commitments and responsibilities must be presented in a detailed written agreement submitted with the proposal.
4. **Self-Monitoring Activities** -- The proposer must delineate in the proposal a system of obtaining and reviewing key data on how the organization is functioning, including both management functions and workforce center operations, to insure smooth and efficient delivery of services and timely accomplishment of contract goals. Ideally, this activity is integrated into the organization's continuous improvement strategy.
5. **Subcontracting** -- Subcontracting is not encouraged. Any subcontracting must be specified in the proposal narrative and approval must be provided by the Board prior to any contract execution. Any subcontractors must follow all procurement standards that apply to contractors.
6. **Commmunity Partnerships** -- The selected proposer will assist the Board in maintaining and enhancing the Workforce Center System through cooperation with the Board’s efforts to build coalitions, to coordinate activities with community partners, including Public and Private Human Service agencies, Community-Based and Faith-Based Organizations, and employers to provide a broad range of client services and maximize the use of other local resources.
7. **Outstanding Monitoring or Audit Concerns** -- All proposers must rectify any outstanding audit or monitoring concerns in any program prior to receiving a contract under this procurement.

## Contract Information

1. **Type of Contract**- Cost reimbursable contracts will be utilized for workforce center operation and management. Any profit amounts (for-profit entities only) will be negotiated based on the contractor attaining negotiated performance benchmarks at the end of the contract year.
2. **Contract Period** - It is the intent of the Board to contract for these services for a period of one year with the option to renew and extend the contract on an annual basis, for up to four additional years, with Board approval, if the contractor is providing satisfactory services and achieving the Board’s goals and performance standards. The initial contract period will be **October 1, 2019 to September 30, 2020.** The option to extend the contract will be based on availability of funds, satisfactory performance of the contractor, and successful negotiation of up to 4 contract extensions. The Board reserves the right to terminate the contract after each year, or sooner, should the contractor fail to meet contract performance.
3. **Additional Funding** - The Board may expand the contract to include any other workforce programs and funding that the Board deems necessary and appropriate.

## Governing Provisions and Limitations

Violation of any of the following provisions may cause a proposal to be rejected.

1. The only purpose of this RFP is to ensure uniform information in the solicitation of proposals and procurement of services funded by WIOA, TANF/Choices, SNAP, NCP and Trade Adjustment Act Programs. This RFP is not to be construed as a purchase agreement or contract or as a commitment of any kind; nor does it commit the Board to pay for costs incurred prior to the execution of a formal contract unless such costs are specifically authorized in writing by the Board.
2. The Board reserves the right to accept or reject any or all proposals received, to cancel or reissue this RFP in part, or its entirety.
3. The Board reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary. The Board will provide notifications of such changes on the WSRCA website and ESBD.
4. The Board reserves the right to negotiate the final terms of any and all contracts or agreements with respondent selected and any such terms negotiated as a result of this RFP may be renegotiated and /or amended in order to successfully meet the needs of the workforce development area.
5. The Board reserves the right to contact any individual, agency, employer, or grantees listed in a proposal, to contact others who may have experience and/or knowledge of the respondent’s relevant performance and/or qualifications; and to request additional information from any and all respondents.
6. The Board also reserves the right to conduct an on-site review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract awarded.
7. The Board reserves the right to withdraw or reduce the amount of an award or to cancel any contract resulting from this procurement if adequate funding is not received from the Texas Workforce Commission or other funding sources.
8. Respondents shall not under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the Board for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
9. No employee, officer, or agent of the Board shall participate in the selection, award or administration of a contract supported by workforce development funds if a conflict of interest, or potential conflict, would be involved.
10. Respondents shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a respondent’s proposal to be rejected. This does not preclude joint ventures or subcontracts.
11. All proposals submitted must be an original work product of the proposers. The copying, paraphrasing or otherwise using substantial portions of the work product from other entities and submitted hereunder as original work of the respondent is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected.
12. The contents of a successful proposal may become a contractual obligation if selected for award of a contract. Failure of the proposer to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to successful respondent as a basis for release of proposed services at the stated price/cost. Any damages accruing to the Board as a proposer's failure to contract may be recovered from the respondent.
13. A contract with the selected provider may be withheld, at the Board's sole discretion, if issues of contract or questions on non-compliance, or questioned/disallowed costs exist, until such issues are satisfactorily resolved. The Board may withdraw award of a contract if the resolution is not satisfactory to Board.
14. Respondents must not attempt to contact members of the Rural Capital Area Workforce Development Board, the Rural Capital Area Chief Elected Officials, or any grantor agency, including the Texas Workforce Commission regarding this procurement. Evidence of violation of this condition will be grounds to reject the respondent’s proposal.
15. The proposal review, interview and scoring process are tools used to assist the Board in the selection of an entity to pursue contract negotiations. While the top scoring bidder will usually be recommended by the Board Committee for contract negotiations, the Board reserves the right to recommend any of the responsive respondents for contract negotiations when it is in the best interests of the Board and program services to do so.

## Administrative Requirements and Procedures

The Board will provide any training necessary for the Workforce Center System Contractor regarding the documents and operating procedures that are specific to the Rural Capital Area Workforce Centers. Proposers must have the necessary professional experience, prior training, and applicable professional judgement within their organization to perform the proposed activities necessary to accomplish the goals and objectives of the program.

The following are administrative requirements and procedures:

1. Under this RFP, it is the Board's intent that only one contract be issued for the management of all workforce centers.
2. Indirect costs may be charged if supported by appropriate documentation and in accordance with the TWC Financial Manual for Grants and Contracts. An indirect cost rate or overhead charge for the services to be provided under this agreement must be approved by a federal cognizant agency or the proposer’s independent audit. All indirect charges are to be explained in the budget narrative.
3. Profit is an allowable cost. Profit is only available as a budget line item for a for-profit organization. Please budget the amount of profit your organization is proposing to earn, if applicable. The amount of profit will be tied to the achievement of Board performance standards and other contractual outcomes as negotiated. The payment of profit will be negotiated as a separate item during contract negotiations.
4. The Board reserves the right to negotiate the inclusion of any additional workforce development funds, programs, and/or grants into the workforce center system contract resulting from this procurement. Additionally, the Board reserves the right to negotiate performance of these additional programs, and/or grants into the same contract. Proposer must agree to accept the management and operation of all workforce center services for all workforce development activities including all required performance, provided through the workforce centers.
5. Costs for the leasing of space, utilities, and maintenance are to be paid by the Board.
6. All organizations funded, whether public or private, commercial, or not for-profit, will be required to submit an audit. Commercial organizations will have the option of auditing the contracted program or submitting an organization-wide audit. This will be determined during contract negotiations. Other service providers will submit an A-133 audit as appropriate each year. The Board will require that respondents **submit a copy of their three most recent annual audits along with their proposal**. Ifa recent audit is not available, proposers should submit year to date certified financial statements sufficient to indicate the fiscal integrity of the organization.
7. Proposers must be able to demonstrate the necessary administrative capability and fiscal responsibility needed to operate the programs proposed and to meet federal financial accountability requirements required by most federal grants. **Respondents with multiple workforce center system contracts may not double bill for indirect or direct charges to the Rural Capital Area contract.**
8. The Contractor will have management authority over State personnel administering employment services (Wagner Peyser Employment Services functions), under the “Texas Model” for workforce center operation, but will not have hiring or firing authority over these personnel.
9. The Contractor must agree to follow the Board's policies. The Board may consider comparable policies so long as they meet grant guidelines, include the substance of the Board's policies, and are approved as part of the contract negotiation.
10. All non-expendable property purchased under this contract is the property of the Board. Equipment having a unit acquisition cost of five thousand dollars ($5000) or more shall be added to the board’s inventory list. Purchases of property must follow Board policies and may require prior review and approval from the Board and TWC.
11. The Contractor will be required to procure all insurance required by this contract and to list the Board as additional insured on their general liability, umbrella and fidelity bond insurance policies. If there is a fee for this, proposer must include the cost in the proposed budget. The Contractor will be required to maintain appropriate insurance including on-site medical/accident for participants and workers compensation and auto insurance for staff and participants, if applicable.
12. The Contractor will ensure that the public, throughout the workforce development area, shall have access to local workforce development services provided through a customer service center, at a minimum from Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m., not including official State or federal holidays, and at such other times as the Board deems necessary to meet local requests for services.
13. The successful respondent must be able to demonstrate the ability to provide services to "hard-to-serve" individuals. Proposers must have the capacity to provide services to those who have multiple barriers to employment, are long-term welfare recipients or are discouraged workers. The workforce centers must comply with the American with Disabilities Act requirements for accessibility and appropriate accommodation.
14. The Contractor will be required to maintain and provide a case filefor each participant served when required by the funding source/program. Participant files will be considered Board property. In the event the contract with the service provider is not renewed or is terminated, these files must be turned over to the Board at the end of the contract period or upon termination of the contract, unless other arrangements are made during contract negotiations.
15. The Contractor must implement a system that assures the quality of services to its customers. As part of this system, respondents should include methods to verify participants' time and attendance in all programs.
16. The Contractor selected for award will be required to input and update in a timely and accurate manner, data on Workforce Center clients and program participants into TWIST, the state job matching system, or other data systems as required by the TWC or other funding sources. Contractor will be required to maintain the accuracy and integrity of such client data and reports in accordance with federal, state, and local policies and regulations. The selected Contractor will also be responsible for protecting client confidentiality and ensuring security of client data in hard copy and/or electronic files.
17. The Contractor may be required to implement funds utilization schedules and service level plans for some or all programs. These elements will be negotiated as a part of the contract work-statement.
18. All purchases must be made in accordance with State and federal procurement requirements, which require a cost/price analysis.
19. The service provider may not charge a fee for the placement or referral of such participant in or to a training program funded, in part or in whole, by federal funds.
20. The Board signs all service agreements and contracts (e.g. copiers, janitorial services, etc.)

# PART 2: RESOURCES AND REFERENCE INFORMATION

All contracts funded from this Request for Proposals are subject to the requirements of federal and state funding sources: U.S. Department of Labor and the Texas Workforce Commission. Laws, statutes, rules and TWC guidance are available at the TWC web page at: [www.twc.state.tx.us/customers/rpm/rpmsub1.html](file:///C:\Users\richa\AppData\Local\Packages\microsoft.windowscommunicationsapps_8wekyb3d8bbwe\LocalState\Files\S0\89582\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\LIG54QD1\www.twc.state.tx.us\customers\rpm\rpmsub1.html)

## Activities and Services to be Provided

A. The services being sought by the Board are the management and operation of the Workforce Solutions Rural Capital Area Workforce Center System to include staffing and program services to customers. Respondents should plan to manage the following services through the workforce center system:

1. **Outreach and Recruitment** is conducted to inform the community of the availability of services of the workforce centers. While community outreach is not a daily structured activity, it is carried out on a frequent and consistent basis. Center staff participates in community activities and events sponsored by various human services organizations and partner agencies.
2. The Centers operate under **different levels of service** based on customer need**.** The level of service customers receive defines whether that individual will be reported in the participant count. Any customer will have access to basic careerinformational services and self-service tools without restrictions or additional eligibility requirements. Services that are not informational or self-service and which must be staff-assisted will require application and determination of eligibility. Individualized career service and training services will require application and determination of eligibility.
3. **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 is conducted. An analysis of this information is the basis for realistic employment and training goals, which the Center staff develops into an Individual/Family Employment Plan with the applicant in one or more sessions with a case manager. Additional labor market information, such as target and demand occupations, employers, and training providers’ information is given to the applicant at this time so that they may make informed choices concerning their training and employment options.
4. **Case Management, Counseling and Follow-Up** are provided to ensure achievement of positive customer outcomes. It is the responsibility of the Center staff to ensure that barriers to employment or training are overcome by the referral to appropriate resources and that the customer feels that he/she has an advocate in achieving his/her career goals. It is also the responsibility of Center staff to serve as an advocate for the customer in seeking informal resolution to complaints regarding quality of services. Center staff will assist when appropriate in follow-up activities to document customer outcomes. Documentation of these activities is recorded in the customer's file and data-entered into TWIST.
5. **Referral to appropriate resources**, based upon the applicant's identified needs and interests, the next step in attaining the customer's career goals. Selection of these resources is closely linked with supportive services, which will enable the participant to overcome some of the barriers that hinder progress in training or stand in the way of employment.
6. **Support Services** are discussed at the time of initial assessment. These currently include, but are not limited to, childcare, transportation assistance, GED testing, tools and uniforms, and testing for licensing or certification for employment. These services are provided on a case-by-case basis, as the need is identified and to the extent that funds are available. Center staff or any partner staff may identify the need for supportive services, but authorization is only done by the Center staff.
7. **Coordination with Required Partners** The required workforce partners in Texas are as follows:

* WIOA Adult, Dislocated Worker, and Youth programs
* Wagner-Peyser Employment Service program
* Adult Education and Literacy program
* Vocational Rehabilitation program
* Unemployment Insurance program
* Trade Adjustment Assistance program
* Choices, the Temporary Assistance for Needy Families (TANF) Employment and Training program
* Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program
* Subsidized child care programs
* Apprenticeship programs (Texas Education Code, Chapter 133), if they have been certified by the US Department of Labor’s Office of Apprenticeship Training and meet the state criteria established in Chapter 133 to receive state funding for the support of the apprenticeship training programs
* Veteran employment and training programs–Local Veterans Employment Representatives Program and the Disabled Veterans Outreach Program
* Senior Community Service Employment Program

**Vocational Rehabilitation Program** – Vocational Rehabilitation (VR) services are integrated into WSRCA’s workforce system. VR staff identify solutions to physical or other barriers that may limit employer’s ability to recruit, hire, retain or accommodate an employee with a disability. This assists VR participants in being placed in the right employment situation for success.

VR staff are housed in the workforce centers and should be considered a part of the overall workforce development system and incorporated into the workforce center management team. Programs and services must be coordinated between VR and workforce services to enhance services to individuals with disabilities.

**Adult Education and Literacy Programs** – Staff utilize partnerships with Community Action Inc., our AEL provider, and other Adult Education providers to provide low or no-cost adult education and ESL classes. As budget allows, staff may also refer the job seeker to funded ESL courses at a local community college or proprietary schools.

The Board coordinates access to training with Community Action, Inc. to provide integrated education and training (IET) opportunities for target and demand occupations.

1. **Temporary Assistance for Needy Families (TANF) / Choices and Supplemental Nutrition Assistance Program (SNAP).** The programs assist welfare recipients and non-public assistance food stamp recipients to become employed and self-supporting through participation in employment, education, and/or vocational training activities. Case managers must ensure and document program participation for Choices and SNAP participants.
2. **Non-Custodial Parent Program**. Job seekers will be identified by the Office of the Attorney General and ordered into the NCP program by the Child Support Judge. The goal of the program is to reduce jail time and increase the amount and timeliness of child-support payments through intensive job search and employment retention programming. A Talent Development Specialist completes an assessment, develops an IEP, and discusses the services available in the Workforce Centers, similar to Choices and SNAP Center services orientation. The NCP program operates only in Williamson County.
3. **Workforce Innovation and Opportunity Act Programs**. The purpose of these programs is to provide workforce development services for adults, youth and dislocated workers. Such services include job search, counseling, case management, occupational skills training, placement services, follow up, short term pre-employment/work maturity training, career pathways, and supportive services to allow individuals to participate in the programs, complete training and obtain employment at a self-sufficient wage.
4. **Trade Adjustment Act Program**. The Trade Adjustment Assistance (TAA) program provides reemployment services that may include training and job search/relocation assistance to individuals who lose their jobs due to company layoffs or closure due to foreign trade affected economic conditions. Participants in this program may also receive Trade Readjustment Allowances (TRA), paid on a weekly basis to individuals who exhaust their unemployment benefits while receiving training.
5. **Veterans Programs** - Veterans staff at the Centers provide employment services to veterans to include job search assistance, training, information on benefits, and referrals to other programs.
6. **Other Grants and Alternative Funding**- When the Board is granted funds for special services to specific populations in need, these services are provided through the workforce center operator.

**B. Staffing** – The selected Contractor will assume complete responsibility for management of all Centers no later than October 1, 2019. Changes in staffing are the responsibility of the Contractor.

**C. Facilities** -- Adequate facilities are in place to house existing operations. The Board retains leases on all necessary facilities. All Centers will be open and staffed Monday through Friday 8 AM to 5 PM, except on approved holidays.

**D. Equipment and Materials** – There is enough equipment is in place for current operation of the Centers, including fax machines, telephones, furniture, copiers and computer systems.

**E. Center Standards** -- The workforce centers must be operated in accordance with WIOA one stop certification standards and Texas Administrative Code.

## Performance Requirements

The Workforce Center Contractor will be responsible for all program performance measures pertaining to workforce center operation to include the U.S. DOL common measures, program performance standards and TWC performance measures. Program performance measures can be found in Exhibit 2. The Board reserves the right to add additional performance measures during the contract period.

The Board is committed to a high performance, customer focused, and continually improving Workforce Center System in the Rural Capital Area region. The workforce center operator is critical to achieving this commitment, and continuous improvement must be integrated into its overall management system. It is essential that the operator selected demonstrate an understanding of, and an ability to meet the Board’s expectations in this area.

## Financial Requirements

Fiscal integrity and compliance with all rules, regulations and statutes are essential for operation of workforce development programs. The proposal must demonstrate that the organization/entity has a satisfactory record of integrity, business ethics, and fiscal accountability, the necessary accounting systems, operational controls and financial resources. The proposal must demonstrate that the proposer has the financial and management capacity to successfully implement its proposal. The proposer’s audits, financial statements, and monitoring reports submitted with this proposal will be a part of this review.

Contractors must maintain records and reports that are uniform in definition, accessible and verifiable for monitoring, reporting, audit program management and evaluation purposes. The Board may review the adequacy of the financial management system and participant data system of the selected contractor as part of a pre-award review or at any time subsequent to the award.

## Monitoring

The Board’s sub recipients and contractors are subject to compliance monitoring at any time during normal business hours, and as often as deemed necessary. WSRCA board members or staff, Texas Workforce Commission, U.S. Department of Labor, or any of their duly authorized representatives shall have access to any books, invoices, payrolls, timesheets, case records, or any other records or papers of the contractor which are related to a specific grant program for the purpose of verifying funds under contract as a result of this procurement. This is to ensure expenditures are accounted for in accordance with all applicable laws and regulations.

# PART 3: INSTRUCTIONS FOR SUBMITTING A PROPOSAL

## General Instructions

**Responsiveness** - Proposers must be responsive to the instructions of this RFP. Points will be awarded based on the degree of responsiveness to each question in the RFP. Incomplete or vague, general responses will result in a lower score in the evaluation process. The selection for consideration for contract negotiation is competitive and will depend upon the quality of a proposal and the proposal’s responsiveness to this RFP.

**Format** - Proposals must be typed, may be single spaced, and submitted on 8 1/2 x 11 inch plain white paper (charts may be on 8 ½ by 14-inch paper). Each page of the proposal, apart from the cover sheet should be numbered and show the name of the respondent on each page.

**Page Limitation** – There is no page limitation on the proposal narrative. Respondents are encouraged to be concise and thorough in their responses.

**Number of copies** - **Submit one paper original** with executed certificates (i.e. original signatures of the authorized signatory authority)**, and four paper copies**. Any proposal lacking enough copies may be considered non-responsive. Completeness of all copies is the responsibility of the respondent. Incomplete copies will result in a reduced evaluation score. **Also submit one USB drive** with a complete copy of the proposal to include all attachments. Failure to submit this drive will result in the proposal being deemed non-responsive.

**Letter of Support** - Letters describing specific collaborations to serve customers may be included as an attachment to the proposal. If included in the proposal, such letters of collaboration must include specific information describing the collaboration to include the entity, the purpose of the collaboration, specific actions and activities and expected outcomes. Do **not** include general letters of support in the proposal. Such letters will not be read or considered in the procurement process.

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

**Proposal Checklist** - The proposal checklist found in PART 7 of this RFP assists both the respondent and the reviewers in ensuring that all required elements of the proposal are complete and contained in the submitted document.

**Executive Summary** This page is designed to convey a brief summary of the proposal to the Board. The amount listed for total funds must be consistent with the total in the proposal budget.

## Submission Order

* Proposal Cover Sheet
* Proposal Check List
* Executive Summary
* Proposal Narrative
* Budget Forms

## Proposal Attachments

1. Administrative Management Survey
2. Financial Systems Survey
3. Organization-wide audits for two most recent years
4. Annual monitoring reports for proposing entity for the last two years.
5. Indirect Cost Rate Approval
6. IRS Form 990 (for 501C3 non-profit organizations)
7. Signed Certification of Bidder
8. Signed Certificate Regarding Debarment
9. Signed Certificate Regarding Lobbying
10. Signed Certificate Regarding Drug-free Work Place
11. Signed Certificate Regarding Conflict of Interest
12. Certificate of non-profit incorporation, if applicable
13. Certificate of Historically Under-utilized Business, if applicable
14. Certification Regarding Texas Corporate Franchise Tax
15. Description of proposer's personnel policies terms and conditions for employment, compensation and fringe benefits, holidays, vacation and sick leave, travel, conflict of interest and employee grievance procedures. (Do not submit a copy of personnel policies they will be reviewed in a pre-award visit if you are selected for consideration).
16. Description of Monitoring Procedures and Self Evaluation Procedures. (Do not submit a copy of your Monitoring Procedures manual. They will be reviewed in a pre-award visit if you are selected for consideration).
17. Resumes for key management staff, job descriptions for all positions, the current and proposed organization charts and the customer flow chart, staff development training topics.
18. Demonstrated Effectiveness Data

## Proposal Narrative Instructions

Using these instructions write a proposal narrative fully addressing each of the narrative items listed below. Keep in mind that your proposal will be reviewed for completeness of each response, clarity of the response, consistency of the response with the overall proposal, demonstrated knowledge of workforce center operation and applicable program laws, rules and requirements.

**The narrative must be in at least 12-point font. Follow the outline, repeat each RFP question and provide your response.**

### Background

1. Provide a brief history of your organization. Identify any governing board associated with your organization.
2. Briefly describe your organization’s overall structure. Provide a *current* organization chart presenting lines of authority and all key staff positions. Submit the organization chart as part of Attachment R.
3. Provide a summary of your organizations past experience and demonstrated effectiveness qualifying your organization to successfully operate the Workforce Center system. Note: Specific contract information will be provided in response to Section VI, Demonstrated Effectiveness, and submitted in Attachment S.
4. Attach resumes for the key management team involved in the project. State each key staff person’s role in the project (submit as part of Attachment R)

### Goals and Strategies

1. Describe your organization's goals and how your goals support the Workforce Solutions Rural Capital Area’s mission and goals for the workforce center system.
2. Describe your strategies to provide employers with the skilled workers they need to become more productive and profitable.
3. Describe your strategies to operate a business – driven workforce development system.
4. Describe your strategies to move as many residents as possible out of poverty and into self-sustaining employment.
5. Describe your strategies to provide residents the necessary opportunities to gain skills and knowledge to become more employable.
6. Describe your strategies to ensure access to an array of services through Workforce Centers in every county in the region.
7. Describe your strategies to identify and address barriers to participation in the workforce.
8. Describe your strategies to support the efforts of local government and economic development entities to bring new employers into the region.
9. Describe your strategies to expand opportunities for moving welfare recipients off of public assistance.
10. Describe your strategies to exceed all performance benchmarks for workforce development programs.
11. Describe your strategies to continue to expand partnerships, create new partnerships, achieve and maintain integration of services in the Workforce Center System.
12. Describe your strategies to work with training providers to expand training opportunities.
13. Describe your strategies to assist training providers in matching training curricula to employer needs.
14. Describe your strategies to improve coordination efforts with Independent School Districts, community colleges and other agencies serving youth.
15. What does your organization bring to this project that makes your proposal the best fit for the Rural Capital Area workforce center system?

### Managing and Staffing the Workforce Center System

The narrative must describe your approach or plan to effectively and efficiently manage the people, processes, and resources necessary to achieve the stated vision, mission, and goals for the region. Your management approach should demonstrate an understanding and capability to operate a quality-driven, customer focused Workforce Center System in the Rural Capital Area. Your approach to management should also display a commitment to and an understanding of continuous improvement and high performance.

1. Describe your organization’s management plan for the workforce center operations.
2. Submit a customer flow chart for job seekers and one for employers. The flowchart should clearly identify all services available through the workforce center system, the customer service decision points within the system, and the potential outcomes of customers receiving these services. The flow charts may be submitted with Attachment R.
3. Describe your planned staff development activities. What kinds of staff/human resource development activities, both for new employees and current employees do you propose to ensure that staff have the capacity to perform in an efficient and effective manner? Provide a list of proposed staff training topics. This list may be submitted with Attachment R.
4. Describe the employee benefits you will provide to workforce center staff. Include eligibility date, cost to program and cost to employee.
5. Does your organization have personnel policies and procedures? Please attach (as Attachment P) a description of your organization's personnel policies, terms and conditions for employment, compensation and fringe benefits, holidays, vacation and sick leave, travel, conflict of interest and employee grievance procedures. Do not submit the the entire personnel policies and procedures. These will be reviewed as part of any pre-award review.
6. Attach your *proposed* organization chart for the Workforce Solutions Rural Capital Area Center System consistent with your proposed management approach. The proposed organization chart may be submitted in Attachment R.
7. Present job descriptions for each position in your proposed operation and administration of the workforce centers. Include job descriptions for all positions to be fully or partially funded by the contract with the Board. Include minimum qualifications for each position. Submit in Attachment R.
8. Identify each management position proposed and describe the value added this position brings to the workforce center system operation.
9. For each position or function funded through indirect costs, describe the value added these positions bring to the workforce center system operation.

### Workforce Center Services

1. **Integration of Workforce Center Services**
2. Describe your strategies and actions to integrate the programs and resources available through the workforce centers to meet the needs of employers.
3. Describe your strategies and actions to integrate the programs and resources available through the workforce centers to meet the needs of job seekers and to serve customers with significant barriers to employment.
4. **Outreach/Recruitment/Social media**
5. Explain how you will inform the community of the services available through the workforce center system. Describe any social media strategies you intend to use.
6. What partnerships with other agencies will you use to enhance outreach activities in the region?
7. Describe your strategy for outreaching in-school and out of school youth.
8. Describe your strategy for outreaching adults and dislocated workers, veterans, TANF/Choices participants, SNAP customers, and other underrepresented groups of customers.
9. Describe your customer orientation procedures. Describe the information to be provided and the manner in which it will be presented.
10. **Intake**
11. What information will be collected from customers and how will you gather that information?
12. How will you determine whether the customer needs additional services or information?
13. **Information and Referral**
14. Describe your process for referring customers to other services or providers.
15. How will you receive and route referrals from partner agencies?
16. **Services to individuals**
17. Describe the services and activities, that will be available to each of the following customers:
18. Adults
19. Youth, both in-school youth and out-of-school youth
20. Dislocated Workers
21. Job seekers
22. Individuals seeking career development
23. What assistance and referral information will be provided to the universal customer?
24. What labor market information will be available to the customer?
25. Describe any short term training or workshops available to job seekers. Include the frequency and duration of each activity. Include on-site training as well as training through partner referrals.
26. Describe the management, operation and staffing of the resource rooms in each workforce center.
27. **Employer Services**
28. Describe your approach to involving employers in the workforce development system to ensure a business-driven workforce center system. How you will identify employer needs and respond to employer expectations?
29. Describe the services and information available to area employers.
30. What specific employer activities will be undertaken in rural areas?
31. How will business services efforts facilitate the development of new businesses in the region?
32. How will employer worksites for work experience, on-the-job training, and private sector internships be identified? What steps will be taken to ensure that customers receive the necessary training experience from these employers?
33. How will business services be coordinated with economic development efforts in the region?
34. How will workforce center staff identify the skills and competencies inherent in high-growth, high-demand jobs, and, identify gaps between current and projected skill needs.
35. How will you assist the Board in developing solutions to workforce gaps and challenges through partnerships between industry leaders and educational institutions.
36. **Eligibility**
37. Describe the process for gathering information to assess barriers to employment, family income, and other eligibility information.
38. Describe the eligibility determination process.
39. **Assessment**
40. Describe your process for assessing each individual's prior work experience, employability, interests, aptitudes and supportive service needs.
41. How will customer skill levels be identified? How are transferable skills identified and incorporated into the development of the individual service strategy?
42. Describe the assessment instruments you propose to use. What accommodations are made in assessing different population groups, for individuals with significant barriers to employment and for disabled individuals?
43. **Case Management**
44. Describe your proposed approach for case management of customers. Include in your discussion how customers and case managers are partnered, how the individual service strategy is developed, how customer goals are established, how appropriate services are identified, how and when is the service strategy revised.
45. What will be the frequency of contact between the case manager and the customer?
46. Describe how the case management function will be coordinated between the workforce centers, partner programs and other entities providing services to customers of the workforce center system.
47. What activities will the case manager undertake to insure the success of each customer?
48. Describe how you will track customer progress through the various levels of client services.
49. **Support Services**
50. What supportive services are available to workforce center customers and how are these services accessed by the customer?
51. How will the need for services be documented? How will the continued need for such services be determined?
52. What steps will be taken to ensure that customer's supportive service needs are met?
53. How will supportive services be coordinated with workforce center partners and other entities in the region?
54. Describe your methods for tracking the provision of supportive services.
55. **Job Search, Job Placement, Job Development**
56. Describe how you will assist customers in finding employment.
57. Describe any training provided to customers to assist them in obtaining employment.
58. Describe your proposed job development activities.
59. What steps will you take to improve the quality and quantity of placements through the workforce center?
60. **Follow-up and Retention**
61. Describe your procedures for following up on the status of customers.
62. Describe the methods you will employ to ensure that customers are retained in jobs.
63. How will retention services be coordinated with the employer?
64. **Rural Employer and Job Seeker Services**
65. What are your strategies for expanding and improving services to employers in rural communities in the region?
66. What are your strategies for expanding and improving services to job seekers in rural communities in the region?
67. **Coordination and Collaboration**
68. Describe your strategy for coodinating area resources and programs to assist workforce customers to achieve success.
69. Identify your organization's proposed collaborative partnerships to serve customers in the region to include the entity, the purpose of the collaboration, proposed actions and activities and expected outcomes.
70. How will you evaluate the effectiveness of these collaborations? What actions will you take to improve these collaborative partnerships?

### Quality Assurance and Continuous Improvement

1. **Customer Focus**
2. How will you determine the needs and expectations of job seekers and employer?
3. How will you evaluate workforce center products and services offered to meet these expectations and their relative importance or value to the customer?
4. **Customer Satisfaction**
5. What tools or processes do you use to listen to customers and measure their degree of satisfaction?
6. Describe your processes for obtaining and reviewing customer satisfaction data and how you will use this data for improving services and the operation of the centers.
7. **Quality Assurance**
8. What information and data will you use to assess the status of workforce center operations and programs?
9. Describe your quality assurance and corrective action procedures.
10. **Leadership/Strategic Planning**
11. What role will your organization play in the Board's implementation of its goals presented in the Board’s Strategic and Operational Plan? (See <https://workforcesolutionsrca.com/board/strategic-plan>)
12. How will your organization communicate and reinforce the values, mission and vision of the Board?
13. **Process Management**

For your proposed service delivery approach, identify and briefly describe what you believe to be the key processes that are essential to the delivery of high performance, customer focused services in an efficient and effective manner?

1. **Human Resources Development and Management**
2. What is your organization's code of conduct for workforce center staff?
3. What mechanisms and systems are you proposing for continuous learning and development of workforce center staff?
4. **Information and Analysis**
5. Describe how you will manage workforce center performance.
6. How will you ensure the accuracy and integrity of the customer data and information?

### Demonstrated Effectiveness

Describe the Workforce Center Systems your organization has managed during the last **two years**. For each contract please provide the following demonstrated effectiveness data (data may be presented as Attachment S). Respondents with multiple workforce center system contracts may submit data for their Texas workforce center system contracts.

1. For each contract submit:

* the name, address, and contact person of the grantor agency,
* list the types of programs and services provided to customers
* the number of service locations and the number of staff in each center or service location
* program funding sources, annual contract amount and percent of funds expended
* numbers of customers served by program
* actual versus contracted performance for the last three years for each contract

1. For performance that was **below** the contracted standards, please describe the corrective action taken and the results of those corrective actions.

### Monitoring

1. Describe your organization’s internal monitoring and self-evaluation procedures to insure compliance with all applicable regulations and policies. Submit as Attachment Q.
2. Include a copy of each of the **two most recent annual monitoring reports** and describe the corrective action taken to address any findings. Submit as Attachment D. These reports may TWC reports of the Board monitoring and/or Board Staff or Board contracted program and fiscal monitoring of your organization. Respondents with multiple workforce center system contracts may submit data for their Texas workforce center system contracts.

### Description of Fiscal System

1. Describe your financial management system including cash management and accrual system, financial capacity and knowledge of staff. Provide the name and qualifications of your organization's chief fiscal officer.
2. Describe your payroll, leave and travel, accounting policies regarding how you will document and maintain related records.
3. What procedures and techniques will be used to ensure that there are no disallowed costs? If there are costs determined to be disallowed, from what source will these costs be paid?
4. Describe how expenditures and incurred obligations will be tracked to ensure that expenditure levels will be met.
5. Respondents must disclose any real or potential liabilities that might affect its ability to perform a contract if awarded. These liabilities may include, but are not limited to, delinquent federal, state, city or county taxes; lawsuits of any kind; or audit exceptions. **Please state whether there are any liabilities, and, if there are, explain the circumstances and their current status**.
6. Complete the required budget forms for a 12-month period.
7. Attach a copy of your organization's audit or financial statements for the last three years. Submit as Attachment C.
8. The Texas Administrative Code, Chapter 802.21(b) Board Contracting Guidelines, include fiscal integrity provisions, method to secure funds to cover losses, standards or conflict and disclosures that the Board and its contractors must satisfy. At least 10% of the funds of the potential contract must be protected through bonds, insurance, escrow accounts, cash on deposit, or other methods to secure the funds consistent with the rule. **Describe in detail how you will address this requirement.** Please note that funds already committed to another contract may not be used to secure another contract amount.
9. As this is a cost reimbursement contract, proposers are required to attach documentation from a financial institution demonstrating they have adequate cash flow to operate this contract.

### Transition Plan

[Note: To be addressed by **all** respondents – The current contractor should address each question as if they were transferring the contract to another organization]

Discuss your plan for a smooth transition of workforce center management from the current operator to your organization (or to a different organization). The transition plan should address:

1. Describe the activities required of each party for the transition of workforce center management.
2. Describe the process for notification of clients, training providers, each of the workforce center partners, community organizations etc. about the change of Workforce Center Operator.
3. What steps will you take to minimize the disruption of service to clients?
4. Discuss your strategy for assessing current workforce center staff, any proposed probationary period, recruiting any needed additional staff, and negotiating salaries and benefits.
5. Provide a proposed timeline for all transition activity.

# PART 4: BUDGET

## Budget Scope and Guidance

The proposed budget should include only reasonable and necessary cost to operate and manage the Workforce Centers and provide program services to customers. **The budget should include staffing costs as well as costs for training and support services to customers**. Training costs include individual training accounts for occupational skills training, work experience, on-the-job training, pre-employment skills and work-maturity training, and internships. Support services include transportation and incidental support to allow customers to attend training. Proposed staffing should be in compliance with the integrated one stop approach to service delivery.

**A budget narrative describing each cost and how it was calculated must be included with the budget.**

If approved for negotiations, the proposed budget will serve as a basis for a contract budget. If any cost item in the proposed budget is to be provided by proposer from its own or other sources, and not paid for by the Board, describe the amount and source of funding in the budget narrative.

## Audit

OMB Circular A-133 threshold for single audits is $750,000. The workforce center operator is required to comply with all applicable regulations of OMB Circular A-133 and the “Super Circular”. The costs of audits performed in order to comply with this are allowable costs provided the $750,000 annual federal expenditure criteria is met.

## Procurement

All procurement of supplies for the Workforce Centers will be the responsibility of the contractor. The Board pays for the purchases with the submission of proper documentation of the need and method of procurement. Any equipment and/or additional services will only be procured with prior approval by the Board’s Executive Director.

## Bonding

If the contractor desires to receive an advance of funds, bonding is required. Every officer, director, agent or employee of contractor for the purpose of receiving or depositing funds into program accounts or issuing financial documents, checks or other instruments of payment for program costs, shall be bonded to provide protection against loss. The amount of coverage shall be $1,000,000 minimum for each employee of the contractor who will handle the funds received or disbursed. Evidence of such bond shall be furnished to the Board within thirty (30) days of the date of this contract but in any event prior to any disbursement hereunder. If the bond is canceled or reduced, the Contractor shall immediately so notify the Board. In the event the bond is canceled or revised, the Board shall make no further disbursements until it is assured that adequate coverage has been obtained. The cost of the bond may be included in the budget.

## Insurance

Proof of insurance is not a requirement forsubmission, but bidders should be aware that no work may begin under a contract funded through this program until the required insurance has been obtained and proper certificates (or policies) are filed with the Board. Before submitting a proposal for funding, the agency should contact its insurance agent to determine if it can obtain the required coverage.

The Contractor shall provide a certificate of insurance prior to the commencement of work under this contract certifying that the following insurance coverages will remain in force during the life of this contract. Except for workers compensation insurance, each such policy shall name the Board as an additional named insured or loss payee, as applicable. No funds will be disbursed until proof of coverage, in the form of a certificate of insurance or binder, is provided.

General liability insurance for personal injury and bodily injury and property damage to a third party is required. The required minimum coverage shall be $500,000 per occurrence or $1,000,000 aggregate.

Automobile liability insurance in the broad form (applicable if the Contractor uses an automobile, whether owned, leased, or non-owned, in conducting its performance under this Contract) is required. Such automobile insurance must provide $100,000 liability per occurrence, $300,000 aggregate liability and $100,000 property damage. A reasonable deductible is allowable. In the event the Contractor requires its employees, trainees or other agents to utilize their own automobiles in the performance of this Contract, the Contractor shall secure and maintain on file from all such persons a self-certification of such coverage.

Workers compensation and adequate on-site medical and accident insurance shall be required for all of the Contractors employees and enrolled participants, respectively, as appropriate to participant activity. Workers compensation or comparable coverage shall be required of all organizations serving as employers of record for any participant, whether that organization is the Contractor or a third party; on-site medical and accident insurance shall be required for all non-work setting and classroom training activities for WIOA participants not qualifying as employees under the workers compensation laws. Participants who are employees must also be given comparable benefits afforded by the employer to other employees of similar standing in the employer's workforce.

The Board shall be named as a Certificate Holder on all policies named above, and such coverages shall not be canceled or changed unless 30 days prior to the effective date a written notice is sent to the Board at the address specified in this Contract. Unless waived by the Board, the Board shall not be responsible for the payment of premiums or assessments on such policies.

## Profit

Profit may be negotiated only with for-profit organizations. A fair and reasonable profit may be proposed. Profit is a negotiable item with the Workforce Board and must comply with all state and federal legislation. The payment of profit will be based on achievement of Board performance measures and contract deliverables and will be negotiated.

## Indirect Costs

Indirect costs are those costs that have been incurred for common or joint objectives and cannot be readily identified with a particular cost objective. All costs are allocable to a particular cost objective, such as a grant, project, service or other activity, in accordance with the relative benefits received. If indirect costs will be a part of the budget, documentation of the rate must be provided in the proposal.

Indirect costs may be charged if supported by appropriate documentation and in accordance with the Texas Workforce Commission Financial Manual for Grants and Contracts and TWC Workforce Development Letters.

## Specific Budget Item Guidance

1. **Facilities**

Adequate facilities are in place to house existing operations. The Board will be responsible for leases and utilities.

1. **Furniture and Equipment**

Sufficient equipment is in place for operation of the Workforce Centers, including fax machines, telephones, furniture, copiers and computer systems. Software updates and changes are made periodically by the Board. The Board will maintain software license agreements.

1. **Supplies**

Materials and supplies including printing and copying for workforce center operation are the responsibility of the Board. Supplies should NOT be included in the proposal budget.

1. **Personnel**

The current number of Contractor staff and staff from partner agencies in each of the Workforce Centers is detailed in Exhibit 1. Exhibit 1 also lists the job title of each staff.

1. **Staff Training and Development**

The budget should include any proposed staff training and personnel development costs. Please also include justification for such costs in the Budget Narrative and relate these activities to the proposal narrative.

**F. Travel**

Travel lodging, and meals are reimbursed in accordance with the State of Texas rates.

**G. Communications**

The cost of communications such as phone lines, long distance, maintenance of equipment and the computer network in the workforce centers should not be included in the budget. However, respondents should include costs for cell phones for key management staff in the budget.

1. **Benefits**

The proposal should describe the benefits package that would be available for Workforce Center employees, including eligibility date, cost to program and cost to employee (see question III -D in the narrative instructions).

## Budget Instructions

1. **Forms**

Complete a proposed budget for a 12-month period. Budget forms are in Package 2 of this RFP. The budget should include workforce center staffing and operations costs as well as proposed program costs for service activities – training and support.

The budget pages to be included with the proposal are as follows:

* Proposed Workforce Center System Budget
* Proposed Workforce Center System Personnel Costs

1. Include a budget narrative that presents cost calculations and justifies each cost.
2. If you propose to include indirect costs, attach (as Attachment F) a copy of the indirect cost rate approved by the cognizant federal agency responsible for negotiating and approving indirect costs. Indirect costs are not allowed without an approved indirect cost rate. See also Part 4 of this RFP.

# PART 5: PERFORMANCE

The Workforce Center Contractor will be responsible for achieving performance standards and maintaining levels of service to the region. Service levels and performance outcomes, with quarterly benchmarks, will be negotiated in the final contract.

Performance measures for the Workforce Solutions Rural Capital Area Center system are presented in Exhibit 2.

# PART 6: EXHIBITS

Exhibit 1 *Current Workforce Center Operation* provides the staffing numbers by job title and location of each workforce center location.

Exhibit 2 *Program Performance Information* contains the TWC-required performance measures for the Workforce Solutions Rural Capital Area.

Exhibit 3 *Customer Sign- in Report* shows the number of customers served by location.

**Exhibit 1**

**WORKFORCE CENTER LOCATIONS AND STAFF**

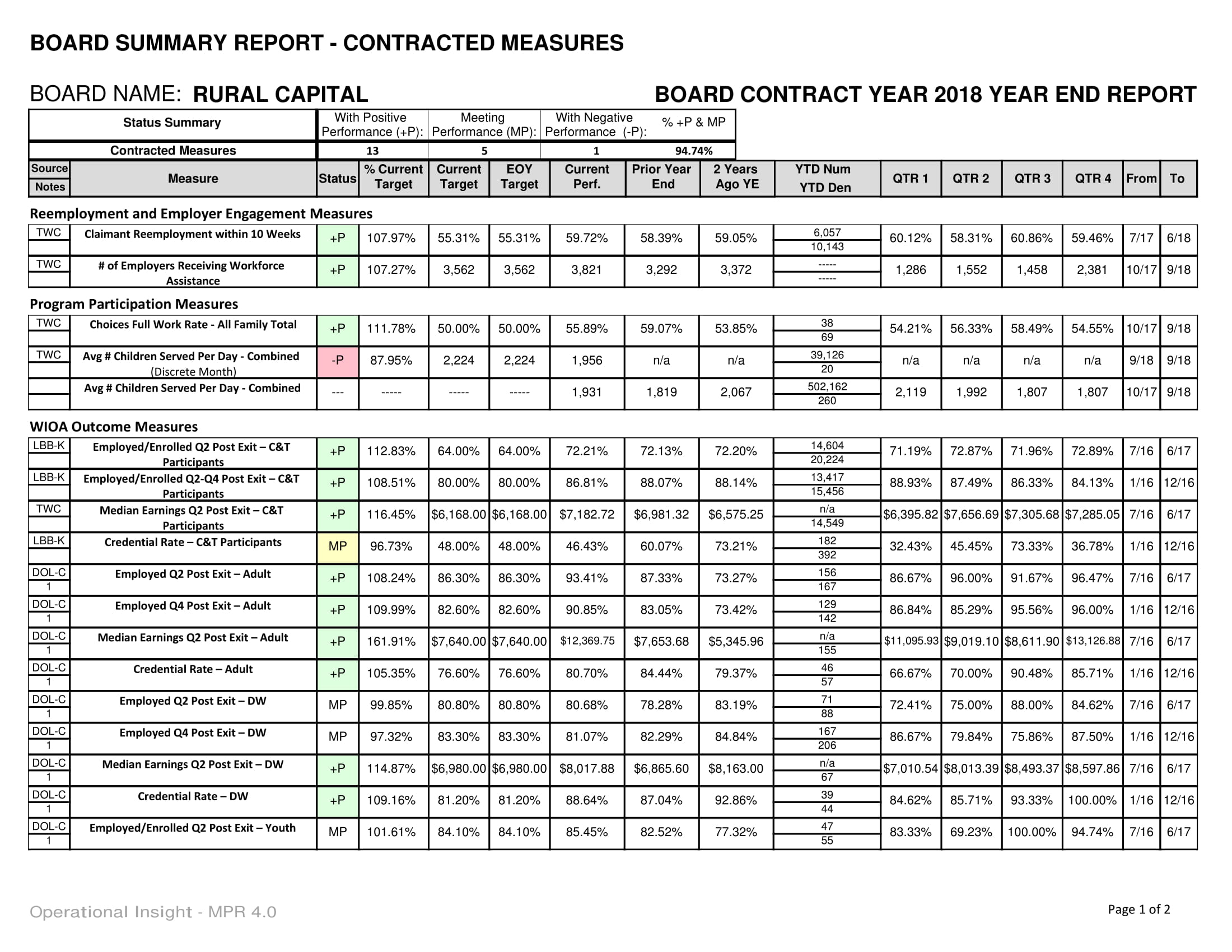
|  |  |  |
| --- | --- | --- |
| **Center** | **Management Contractor Staff** | **Partner Staff** |
| **Workforce Center of Bastrop County**  53 Loop 150 WestBastrop, Texas 78602  *This is WSRCA’s Comprehensive Center.* | (1) Area Manager  (1) Program Manager WIA Adult/DW  (5) Talent Development Specialist  (1) Talent Development Facilitators  (2) Talent Engagement Specialist  (1) Business Services Consultant | (1) Talent Engagement Specialist   1. CCS Intake and Eligibility Specialist   (1) CCS Provider Services Specialist  (2) Vocational Rehabilitation Specialist |
| **Workforce Center of Burnet County**  1001 W. Buchanan Drive, Suite 1  Burnet, Texas 78611 | (2) Talent Development Specialist  Management:  (1) Project Director  (1) Project Accountant  (1) Project Support Assistant/EEO Officer  (1) Business Coordinator  (1) Administrative Assistant | (1) Talent Engagement Specialist |
| **Workforce Center of Caldwell County**  1711 South Colorado St, Unit G  Lockhart, Texas 78644 | (2) Talent Development Specialist  (1) Talent Engagement Specialist | (1) Talent Engagement Specialist |
| **Texas Workforce Center of Fayette County**  811 East Travis  La Grange, Texas 78945 | (1) Program Manager TANF/Choices  (1) Talent Development Specialist | (1) Talent Engagement Specialist |
| **Workforce Center of Hays County**  202 South CM Allen PkwySan Marcos, Texas 78667 | (1) Area Manager  (1) Program Manager WIOA Youth  (1) Quality Assurance Specialist  (7) Talent Development Specialists  (1) Talent Development Facilitator  (1) Business Services Consultant  (3) Talent Engagement Specialist | (3) Talent Engagement Specialist  (1) Veterans Employment Rep  (2) CCS Intake & Eligibility Specialist  (1) CCS Information & Resource Specialist  (1) CCS Provider Services Specialist  (1) CCS Appeal Specialist  (2) CCS Program Assistant  (2) CCS Early Care & Education Specialist |
| **Workforce Center of Lee County**  234 West Austin  Giddings, Texas 78942 | (1) Talent Development Specialist | (1) Talent Engagement Specialist |
| **Workforce Center of Llano County**  119 West Main Street Llano, Texas 78643 | (0) | (1) Talent Engagement Specialist |
| **Workforce Center of Williamson County**  575 Round Rock West Drive Building H, Suite 200Round Rock, Texas 78681 | (1) Deputy Project Director  (1) Area Manager  (1) Project Coordinator  (13) Talent Development Specialist  (3) Talent Engagement Specialist  (1) Talent Development Facilitator  (2) Business Services Consultant  (2) Quality Assurance Specialist  (1) Human Resources Specialist  (1) Vocational Rehab Navigator | (2) Business Services Consultant  (6) Talent Engagement Specialist  (1) Talent Development Specialist  (1) Veterans Leadership Program  (3) Local Veterans Employment Rep  (1) Career Counselor/ Coordinator  (1) Outreach & Admissions Counselor  (1) Gary Job Corps Counselor/Specialist |

Note:

* Child Care staff are employees of the WSRCA’s Child Care Services Operator.
* Partner staff are employees of state and community partners such as Texas Workforce Commission, Texas Veteran Commission and Senior Employment program.

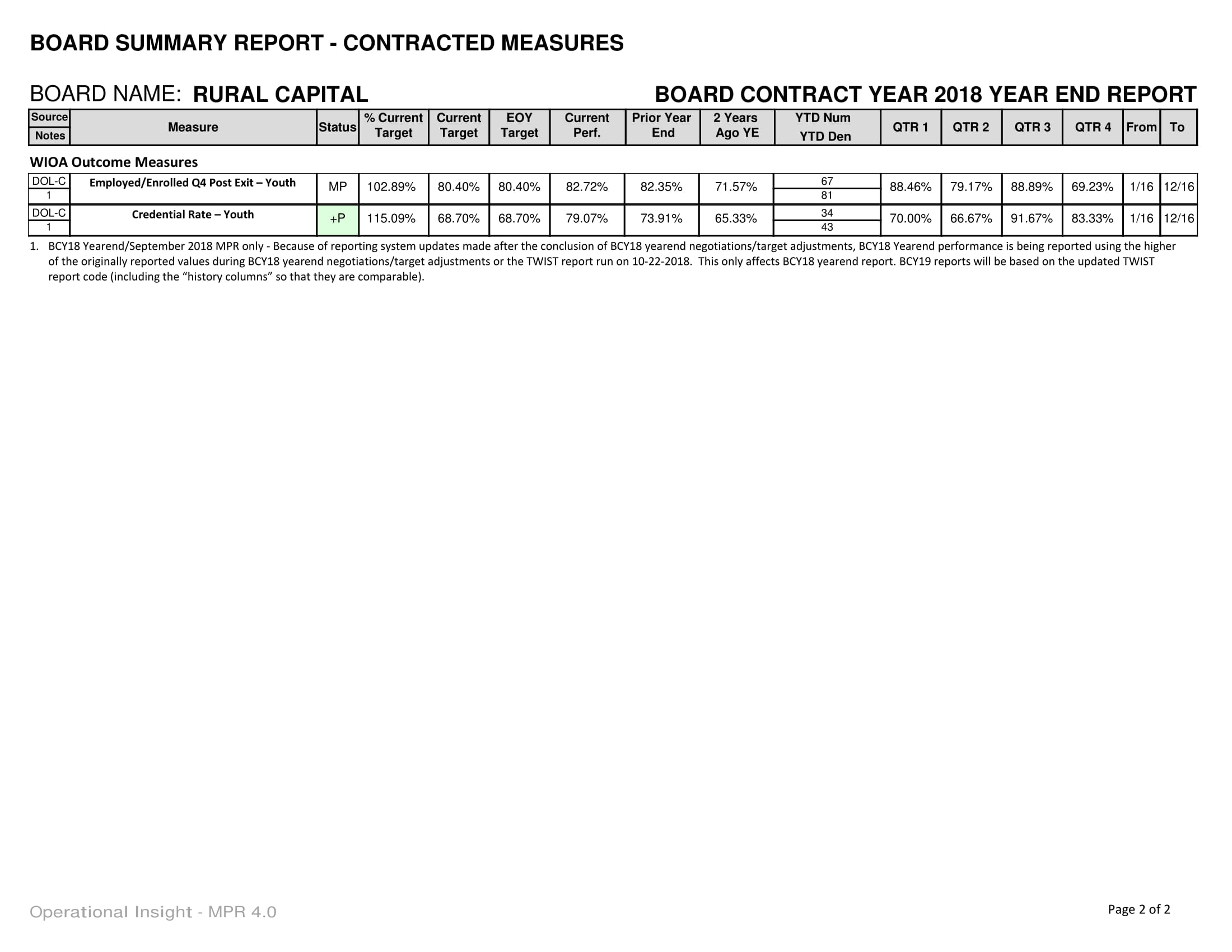
**Exhibit 2**

**Program Performance Information**



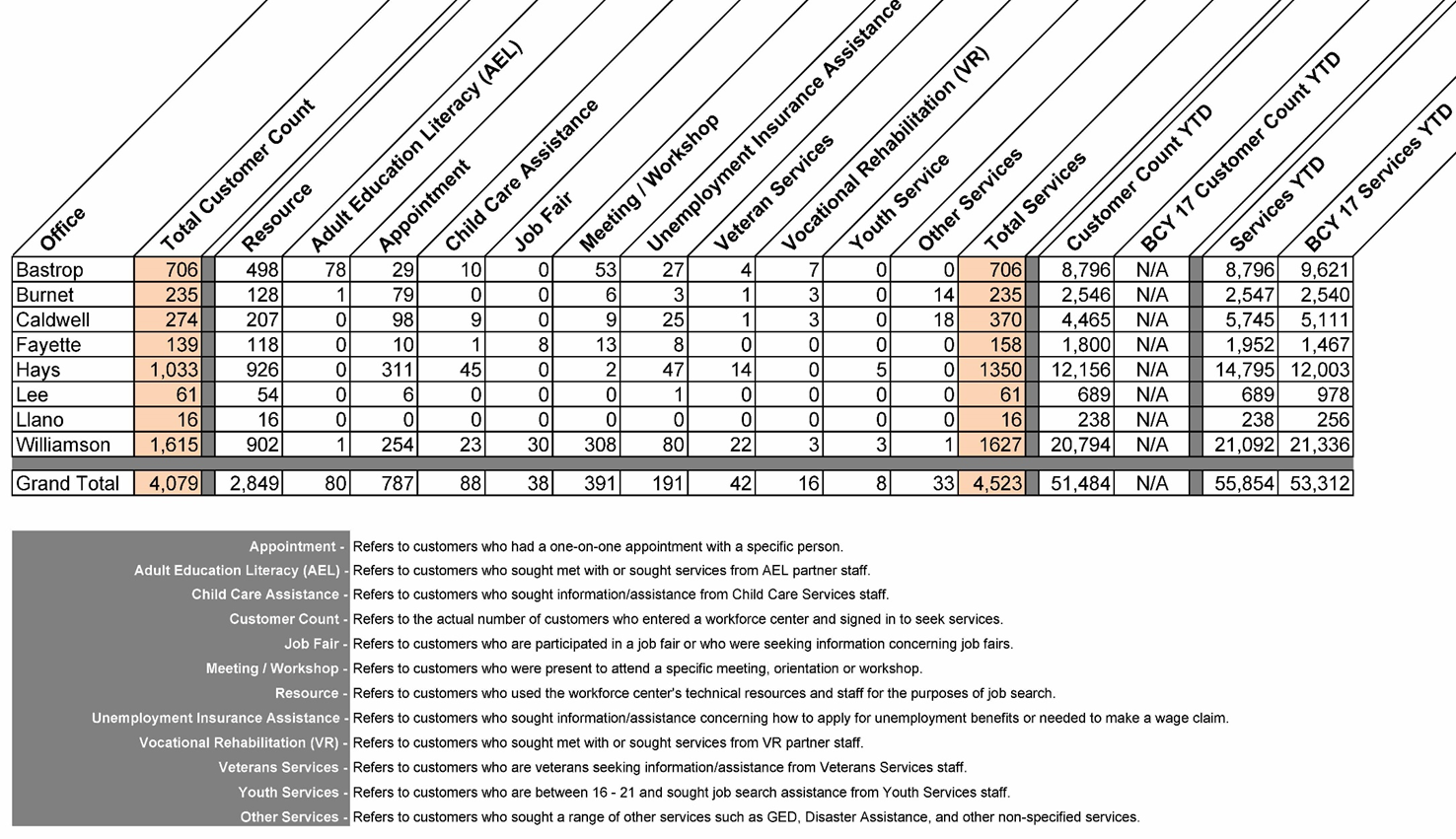
**Exhibit 2**

**Program Performance Information**



**Exhibit 3**

**Customer Sign-in Report**



# PART 7: FORMS AND ATTACHMENTS

The following forms (excluding the Intent to Respond) must be included in the response packet.

* Intent to Respond Form
* Proposal Cover Sheet
* Proposal Check List
* Executive Summary
* Budget Forms
* Administrative Management Survey
* Financial Systems Survey
* Certification of Bidder
* Certificate Regarding Debarment
* Certificate Regarding Lobbying
* Certificate Regarding Drug-Free Workplace
* Certificate Regarding Conflict of Interest
* Certificate Regarding Texas Corporate Franchise Tax

**Intent to Respond**

**Management & Operation of Texas Workforce Centers & other Sites**

**RFP**

The undersigned organization hereby files a notice of intent to submit a response:

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Organization |  | | |
| Mailing Address |  | | |
| City, State, ZIP |  | | |
| Phone |  | Fax |  |
| Contact Person |  | E-mail |  |

Where did you access the RFP? ESBD  WSRCA Web Site

* Completing this form is not mandatory; however, it will assist the Workforce Solutions Rural Capital Area in anticipating the volume of proposals in order to better expedite the review process and finalize the contract award.
* Filing this form does not in any way bind the organization to submit a response for this RFP.
* Respondents who do not file this notice are still eligible to submit a response.

**Solicitation Conference Registration**

|  |  |
| --- | --- |
| Will someone from your organization attend the solicitation conference? | Yes  No |
| How many will attend? |  |

**PLEASE SUBMIT THIS FORM BY E-MAIL AS SOON AS POSSIBLE AFTER THE RECEIPT OF THE RFP, BUT NOT LATER THAN, APRIL 24, 2019 TO:**

[board.procurement@ruralcapital.net](mailto:board.procurement@ruralcapital.net)

Workforce Solutions Rural Capital Area

**PROPOSAL COVER SHEET**

|  |  |
| --- | --- |
| **Name of Proposing Entity** |  |
| **Legal Name of Parent Company** |  |
| **Name and Title Of Entity CEO** |  |
| **Mailing Address and Physical Address, if different** |  |
| **Phone Number** |  |
| **Fax Number** |  |
| **Name and Title of Proposal Liaison** |  |
| **Name and Title of Signatory Authority** |  |
| **Legal/Tax Status**  **(check all that apply)** | [ ]Public [ ]Private [ ]for Profit [ ]Not for Profit  [ ] Corporation [ ]Partnership [ ]Sole Ownership [ ]Other |
| **State Controller ID Number** |  |
| **Federal Tax ID Number** |  |
| **Historically Underutilized Business? If yes, attach certification as Attachment N** | [ ] Yes [ ] No  Certificate Attached?\_\_\_\_ |
| **Amount of Funds Requested (for a 12 month period)** |  |
| **Number of Staff Proposed** | Full Time:  Part Time: |

**PROPOSAL CHECKLIST**

Submit this checklist with your proposal. Check each box and note the page number for each of the proposal items submitted.

Page #

\_\_\_\_\_\_Proposal Cover Sheet

\_\_\_\_\_\_Proposal Check List

\_\_\_\_\_\_Executive Summary

\_\_\_\_\_\_Proposal Narrative (including flow chart, org. and staffing charts)

\_\_\_\_\_\_Budget Forms (use Excel Spreadsheets in Package 2)

Attachments

\_\_\_\_\_\_A. Administrative Management Survey

\_\_\_\_\_\_B. Financial Systems Survey

\_\_\_\_\_\_C. Organization-wide audits for three most recent years

\_\_\_\_\_\_D. Annual monitoring reports for proposing entity for two most recent years

\_\_\_\_\_\_E. Indirect Cost Rate Approval

\_\_\_\_\_\_F. IRS Form 990 (for 501 C3 non-profit organizations)

\_\_\_\_\_\_G. Signed Certification of Bidder

\_\_\_\_\_\_H. Signed Certificate Regarding Debarment

\_\_\_\_\_\_I. Signed Certificate Regarding Lobbying

\_\_\_\_\_\_J. Signed Certificate Regarding Drug-free Work Place

\_\_\_\_\_\_K. Signed Certificate Regarding Conflict of Interest

\_\_\_\_\_\_L. Certificate of non-profit incorporation, if applicable

\_\_\_\_\_\_M. Certificate of Historically Under-utilized Business, if applicable

\_\_\_\_\_\_N. Certificate Regarding Texas Corporate Franchise Tax

\_\_\_\_\_\_O. Description of proposer's personnel policies terms and conditions for

employment, compensation and fringe benefits, holidays, vacation and sick

leave, travel, conflict of interest and employee grievance procedures. [Do not

submit a copy of personnel policies they will be reviewed in a pre-award visit if

you are selected for consideration].

\_\_\_\_\_\_P. Description of Monitoring Procedures and Self Evaluation Procedures. [Do not

submit a copy of your Monitoring Procedures manual. They will be reviewed in a pre-award visit if you are selected for consideration].

\_\_\_\_\_\_Q. Resumes for all key management staff , job descriptions for all positions, the

current and proposed organization charts, customer flow charts, and staff development training topics

\_\_\_\_\_\_R. Demonstrated Effectivneness Data

**EXECUTIVE SUMMARY**

**Respondent\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Amount Requested\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Number of Staff\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Using one page, present a brief discussion your experience and qualifications for operating the Workforce Solutions Rural Capital Area Workforce Center System. Explain why your proposal best meets the needs of the Board for an effective Workforce Center System Operator.

**ATTACHMENT A**

**ADMINISTRATIVE MANAGEMENT SURVEY**

Respondent:

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? |  |  |  |
| 1. Does your organization have written personnel policies? |  |  |  |
| 1. Do your written personnel policies contain procedures for: 2. Open employee recruitment, selection and promotional opportunities based  on ability, knowledge and skills; \_\_\_\_\_\_\_\_\_\_\_\_\_ 3. Providing equitable and adequate compensation; \_\_\_\_\_\_\_\_\_\_\_\_\_ 4. Training of employees to assure high-quality performance; \_\_\_\_\_\_\_\_\_\_\_\_\_ 5. Retaining employees based on the adequacy of their performance, and for making adequate efforts for correcting inadequate performance; \_\_\_\_\_\_\_\_\_\_\_\_\_ 6. Assuring fair treatment of applicants and employers in all aspects of personnel without regard of political affiliation, race, color, national origin, sex, age,disability, religion, or creed, with proper regard for their privacy and constitutional rights as a citizen; and \_\_\_\_\_\_\_\_\_\_\_\_\_ 7. Assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official. |  |  |  |
| 1. If your organization does not have the procedures noted above, could your personnel policies be revised expeditiously to include these procedures? |  |  |  |
| 1. Do your written personnel policies contain a prohibition against nepotism? |  |  |  |
| 1. Do your written personnel policies contain a prohibition against employees using their positions for private gain for themselves or other parties? |  |  |  |
| 1. Does your organization have an authorized, written travel policy for employeesand authorized agents that provides for reimbursement for mileage and/or per diem at a specified rate? |  |  |  |
| 1. Does your organization have a written employee grievance procedure used toresolve complaints? |  |  |  |
| 1. 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? |  |  |  |
| 1. If certain costs are determined to be disallowed, does your organization have a procedure or source for reimbursing such costs to the Board? |  |  |  |
| 1. Does your organization have a State Comptroller Vendor Number? |  |  |  |
| 1. Is your organization governed by a Board of Directors, an elected body (city/county ISD council, commission or board) or Council? |  |  |  |
| 1. Does your organization operate under local rules or by-laws? |  |  |  |
| 1. Has your Board/Council reviewed and approved this proposal for submission? |  |  |  |
| 1. Does your organization have a current approved fidelity bond? |  |  |  |
| 1. Does your organization have an EEO/affirmative action plan? |  |  |  |
| 1. Does your organization have a complaint or grievance process for customers? |  |  |  |
| 1. Does your organization have a Complaint Monitor? |  |  |  |

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ATTACHMENT B**

**FINANCIAL SYSTEMS SURVEY**

Respondent:

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: 2. Provide control and accountability for funds received, property, and otherassets; 3. Provide identification of receipt and expenditures of funds separately for each funding source; 4. Provide adequate information to prepare monthly financial reports on an accrual basis; 5. Have the capability to track allowability and allocation of costs in  accordance with requirements for federal grant programs; |  |  |  |
| 1. Are state and federal funds which may be advanced to you deposited in a bank with federal insurance oversight? |  |  |  |
| 1. 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? |  |  |  |
| 1. Do you reconcile your bank accounts monthly? |  |  |  |
| 1. Are the bank reconciliations made by the same person who performs recordkeeping for receipts, deposits, and disbursement transactions? |  |  |  |
| 1. Do you record daily cash receipts and disbursement transactions? |  |  |  |
| 1. Are individuals or positions in your organization which handle the receipt or distribution of money covered by bond? 2. Is there a person who is responsible for the receipt of all purchased goods? 3. Does this person assign, upon receipt, an inventory number for items? 4. Does this person perform an inventory audit at least once a year? |  |  |  |
| 1. Do you maintain records on all property acquisition, disposition, and transfer |  |  |  |
| 1. Do you have written procedures and internal controls established for the procurement of goods and services? |  |  |  |
| 1. Is a competitive bidding process incorporated into your purchasing procedures for acquisition of subcontractors, major goods and services, equipment, and office space? |  |  |  |
| 1. Are timesheets kept to support payroll disbursement? If not, describe how employee time is documented and payroll supported: |  |  |  |
| 1. Are records maintained to support authorized employee leave (vacation, sick, etc.)? |  |  |  |
| 1. Are complete records kept to support travel payments? |  |  |  |
| 1. Has a formal audit by an outside auditing firm been conducted of your organization’s financial record in the past year? |  |  |  |
| 1. Is your accounting system bound by any outside agency, such as a local city or county government? |  |  |  |
| 1. Do you have an indirect cost plan with current approval by a cognizant agency? |  |  |  |
| 1. Is your organization funded by more than one source? |  |  |  |
| 1. Does your organization maintain written accounting procedures? |  |  |  |

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**ATTACHMENT C**

**Insert organization-wide audits for the three most recent years.**

**ATTACHMENT D**

**Insert annual monitoring reports for the two most recent years.**

**ATTACHMENT E**

**Insert indirect cost rate approval, if applicable.**

**ATTACHMENT F**

**Insert IRS Form 990, if applicable.**

**ATTACHMENT G**

**CERTIFICATION OF BIDDER**

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

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, certify that I am the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(typed name) (title)

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

|  |  |
| --- | --- |
| Person Authorized to sign for the organization:  Signature: | Board Authorization:  Signature: |
| Typed Name | Typed Name |
| Typed Title | Typed Title |
| Date: | Date: |

**ATTACHMENT H**

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS**

This certification is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part93, Government-wide Debarment and Suspension, for the Department of Agriculture (7 CFR 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668, and 682), Department of Health and Human Services (45 CFR Part 76).

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

1. Are not presently debarred suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contact under a public transaction, violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a government entity with commission of any of the offenses enumerated in Paragraph (2) of this certification; and,
4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

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

Name of Organization:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ATTACHMENT I**

**CERTIFICATION REGARDING LOBBYING**

This certification is required by the Federal Regulations Implementing Section1352 of the Program Fraud and Civil Remedies Act, Title 31 U.S. Code, for the Department of Agriculture (7 CFR Part 3018), Department of Labor (29 CFR Part 93), Department of Education (34 CFR Part 82), Department of Health and Human Services (45 CFR Part 93)

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

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

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

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

Name of Organization \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

**ATTACHMENT J**

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE**

This certification is required by the Federal Regulations Implementing Sections 5151-5160 of the Drug-Free Workplace Act, 41 USC 701, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668, and 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned subcontractor certifies that it will provide a drug-free workplace by:

1. Publishing a policy statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;
2. Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the subcontractor’s policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed on employees for drug abuse violations in the workplace;
3. Providing each employee with a copy of the subcontractor’s policy statement;
4. Notifying the employees in the subcontractor’s policy statement that as a condition of employment under this subcontract, employees shall abide by the terms of the policy statement and notify the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drub abuse statute in the workplace;
5. Notifying the Board within ten (10) days of the subcontractor’s receipt of a notice of a conviction of any employee; and,
6. Taking appropriate personnel action against an employee convicted of violating a criminal drug statute or require such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ATTACHMENT K**

**CERTIFICATION REGARDING CONFLICT OF INTEREST**

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

1. No manager, employee or paid consultant of the proposer is a member of the Workforce Solutions Rural Capital Area Board;
2. No manager or paid consultant of the proposer is a spouse to a member of the policy board, the president or a manager of the Workforce Solutions Rural Capital Area Board;
3. No member of the policy board, the Chair or an employee of the Workforce Solutions Rural Capital Area Board owns or controls more than 10 percent in the proposer;
4. No spouse of a member of the policy board, Chair or employee of the Rural Capital Area Workforce Development Board is a manager or paid consultant of the proposer;
5. No member of the policy board, Chair or employee of the Workforce Solutions Rural Capital Area Board receives compensation from proposer for lobbying activities as defined in federal laws or Chapter 305 of the Texas Government Code;
6. Proposer has disclosed within the proposal any interest, fact or circumstance which does or may present a potential conflict of interest;
7. Should proposer fail to abide by the forgoing covenants and affirmations regarding conflict of interest, proposer shall not be entitles to recovery of any costs or expenses incurred in relation to any contract with the Workforce Solutions Rural Capital Area Board and shall immediately refund to the Workforce Solutions Rural Capital Area Board any fees or expenses that may have been paid under the contract and shall further be liable for any costs incurred or damages sustained by the Workforce Solutions Rural Capital Area Board relating to that contract.

Name of Organization Submitting Proposal: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**ATTACHMENT L**

**Insert Certificate of non-profit incorporation, if applicable.**

**ATTACHMENT M**

**Insert Certificate of HUB, if applicable.**

**ATTACHMENT N**

**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 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 that 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 it 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 taxes to the State of Texas.

Name of Business:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Business (if not corporation): \_\_\_ Sole proprietor

\_\_\_ Partnership

\_\_\_ Other

IRS Tax Number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Authorized Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Authorized Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ATTACHMENT O**

**Insert description of personnel policies.**

**ATTACHMENT P**

**Insert description of monitoring procedures.**

**ATTACHMENT Q**

**Insert resumes of key staff.**

**ATTACHMENT R**

**Insert demonstrated effectiveness data.**