

REQUEST FOR APPLICATIONS

Issued by



PROFESSIONAL DEVELOPMENT TRAINERS TO PROVIDE TRAINING TO CHILD CARE PROVIDERS

Applications to be submitted to the

Coastal Bend Workforce Development Board (d.b.a. Workforce Solutions)

Issue Date: January 23, 2023, 2:00 pm Central Time

Application Start Date: January 23, 2023, 2:00 pm Central Time

Application End Date: August 11, 2023, 4:00 pm Central Time

Procurement is open and subject to the availability of funds.

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Workforce Solutions is an Equal Opportunity employer/program. Historically Underutilized Businesses (HUB's) are encouraged to apply. Auxiliary aids and services are available upon request to individuals with disabilities. Telephone access is available by dialing 711 or you can also call 512.936.0342; (TDD): 1.800.735.2989, Voice 1.800.735.2988.

This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request.

Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud.

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PART 1.0 – GENERAL INFORMATION

1.1 Background

Workforce Solutions Coastal Bend (WFSCB) is a non-profit, tax-exempt organization that serves as the Workforce Board. WFSCB oversees workforce development programs in the Coastal Bend region. As the grant recipient and administrative entity, WFSCB is responsible for the planning, evaluation, and oversight of workforce related programs. WFSCB primarily receives funding from the United States Department of Labor through the Texas Workforce Commission (TWC).

WFSCB serves an 11-county region consisting of the following counties: Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, and San Patricio. The services provided center around the two urban career centers located in Corpus Christi. The other career centers are located in the following cities: Beeville, Alice, Kingsville and Sinton. WFSCB also operates a satellite office in the city of Falfurrias.

The WFSCB Board of Directors is made up of 33 members representing various employment sectors and is supported by the board professionals, led by the Chief Executive Officer/President. WFSCB's mission is to invest in the area's regional economic success through access to jobs, training, and employer services. To accomplish this mission the WFSCB has adopted the following strategies:

- Collaborate with industry, education, economic development and labor to develop a comprehensive regional workforce strategic plan,
- Develop a trainable and available workforce,
- Provide workforce-relevant educational and training opportunities for youth,
- Provide child care assistance to eligible families for employment and training activities.

1.2 Purpose of Request for Applications (RFA)

WFSCB is soliciting applications from qualified firms or individuals ("Applicant") to provide specialized professional development training to the Coastal Bend region's child care providers on an as needed basis. Training topics will include early childhood education and business management.

The application process is open and continuous from January 23, 2023 to August 11, 2023. No applications will be accepted after this deadline. Approved applicants will be engaged by WFSCB on an "as-needed" basis.

WFSCB anticipates exploring any viable alternative for providing these services and may decide, after reviewing applications submitted, not to enter into any agreement.

1.3 Eligible Applicants

Applicants possessing the qualifications, experience, proven demonstrated ability and capacity to successfully perform the services under the terms and conditions of a contract with WFSCB may respond to this RFA. Applicants may be non-profit entities, private for-profit entities, community-based organizations or individuals. Priority will be given to trainers who are currently registered with the Texas Early Childhood Professional Development System (TECPDS) sponsored by the University of Texas Health Science Center at Houston.

WFSB may contract with one or more qualified Applicants based upon their qualifications and the categories of services they are able to provide. Minority, disadvantaged, veteran and/or women-owned businesses are encouraged to respond to this RFA.

Applicants that are presently debarred, suspended, proposed for debarment, or declared ineligible by any federal or state funded agencies are not eligible to respond to the RFA or receive a contract.

1.4 History

The Early Childhood Development Quality Services Program (ECDQSP) was created to enhance the quality of service of WFSCB child care providers. The objectives of ECDQSP are to ensure this enhanced level of care, to promote and encourage school readiness of children ages four and five, and to promote and encourage advanced levels of education for the child care providers because they impact and are a vital part of the local workforce community. The ECDQSP program focuses on providing best practices professional development training in the areas of early literacy, early numeracy, directors management, and children with special needs. This training also provides an opportunity for child care providers to achieve quality certification of their facility and receive enhanced provider reimbursements.

1.5 Scope of Work

Description of Services – Approved trainers will provide specialized professional development training activities for child care providers located in the Coastal Bend region. The training activities will be held at facilities located in the City of Corpus Christi (Nueces County). However, in the event the training activities are moved to a different location within the Coastal Bend region, an advance notice will be provided.

Trainer Requirements – WFSCB expects the delivery of professional development education and training activities to be conducted in training workshop style classes ranging in size from ***a minimum of 10 participants to as large as 45 participants per session***, and single training conference events, such as the Directors Symposium “Back to School” Teachers Fair, and the Home Providers Symposium, must have (depending on the event) a minimum of up to 100 participants. ***The specific number of participants for each training session will be set with each selected trainer at the time of acceptance of the proposed trainings.***

Cancellation of Professional Development Training Workshops/Events prior to the Scheduled Training Date - Professional development training workshops will be cancelled 24 hours prior to the scheduled training date if there is not a minimum of 8 participants pre-registered for the training workshop. Trainers will be notified in advance if their professional development training workshops are cancelled due to low pre-registration and the training workshop will be rescheduled for a later date.

Low Attendance on the Day of the Training Workshop - If there is not a minimum of 6 participants in attendance on the actual training workshop day, the training will be cancelled and rescheduled for a later date. The trainer will receive compensation for 2 hours of their time based on their hourly training rate. For example, 3 participants show up for Trainer Judy Smith’s workshop. Ms. Smith charges \$100 per hour, she will be paid \$200 (\$100 x 2 hours) plus expenses (if applicable) due to the low training workshop attendance.

Service Specifications – For each proposed training topic include the following information (reference in the order provided below):

- A. Course Description: Provide a description of the training topic to be presented and include an outline containing training objectives and questions participants are expected to answer at the end of the training session. Each

training activity's course description must include both the core competency (ies) found in the "Texas Core Competencies for Early Childhood Practitioners and Administrators" manual and the minimum standard found in the Child Care Regulation's (CCR) Minimum Standards guide.

- B. Length of Training: Specify the length of each training session per topic. Workforce Solutions Coastal Bend will offer professional development training workshops on individual early childhood education training topics and series-based training workshops on curriculum, Child Development Associate (CDA), etc. Individual training workshops will be conducted during the week and on the weekend (Saturday). Child care quality program conference events, such as the Directors Symposium, "Back to School" Teachers Fair, and the Home Providers Symposium will be held on the weekend (Saturday). The length of the training workshops will vary (4 to 8 hours) depending on the training topic. Workforce Solutions Coastal Bend may occasionally offer weeknight training workshops. The weeknight training workshops will be 1 to 2 hours in length (possibly over a course of weeks). Please indicate in your course syllabus (per each topic) the length of your presentation and if it can be shortened and/or extended to meet our time frames.
- C. Participant Information: Please provide for each topic, information on who may attend and benefit from this course, for example infant/toddler caregivers, early childhood providers, after school caregivers, etc. Also, include the number of participants recommended for each course.
- D. Experience Level of Trainees: If appropriate, specify the level of training such as Beginner, Intermediate, and Advanced.
- E. Training Methodology, Techniques, and Presentation Skills: Briefly explain the training methodology you will be using to instruct, as well as your use of teaching techniques and presentation skills (include a description of your training aids).
- F. Course Evaluations: Please specify how trainees will evaluate the training. Include any proposed forms to be used to evaluate the course.
- G. Course Materials: If selected to provide training, applicant must submit electronic copies of course materials for review prior to the scheduled training. Trainers are **required** to provide participants with course materials, whether in electronic or paper format.
- H. Trainer Certification: If applicable, include a copy of the Texas Early Childhood Professional Development System (TECPDS) Trainer Registry Orientation certificate and/or Trainer Registry certification. If there are multiple trainers, please submit the appropriate certifications for each one of them.
- I. Trainer Resume: Include current resume(s) for each of the proposed instructor(s).
- J. Course Certification: If applicable, provide information on the number of Continuing Professional Education (CPE) Units (clock hours) participants may receive for completion of course requirements.
- K. Cost for Course: Provide the cost for each individual training workshop course which should include **training rate and cost of course materials. Course materials include copies, supplies and handouts. Trainers are responsible for providing their own course materials, however, they will be reimbursed for allowable costs associated with each training workshop including course materials, lodging, meals, and travel if applicable.** A comparative cost/price analysis will be performed to verify market price/costs. The cost analysis will ensure a reasonableness value will be determined for proposed services.

1.6 Authority

All contracts awarded, as a result, of this RFA must fully comply with applicable federal, state, and local laws, rules, regulations, and policies governing the provision of these services. Additionally, WFSCB's policies and plans are available upon request. Applicants are expected and presumed to be knowledgeable of all applicable federal, state, and local laws, rules, regulations, and policies governing the provision of these services.

1.7 Constraints on the Contractor

The contractor will perform all work under the direction of the President/CEO or designee(s). The Contractor must provide a point of contact.

1.8 Legal Concerns

Applicants must disclose whether there are any legal judgments, claims, arbitration proceedings, or suits pending or outstanding against the firm or its officers. If applicable, this information should be immediately disclosed to WFSCB.

1.9 WFSCB Responsibilities

WFSCB will provide the selected contractor access to all personnel and resources necessary for completion of the work to be performed.

PART 2.0 - CONTRACT INFORMATION

2.1 Award Notification

WFSCB intends to contract with one or more qualified Applicants based upon qualifications and the categories of services Applicant is able to provide.

2.2 Contract Period and Contract Renewals

The initial contract will be awarded for a period not to exceed twelve (12) months and ending on September 30, 2023. The contract may be renewed for one (1) additional one-year period beyond the original acceptance award for a total not to exceed two (2) years. The contract renewals are at the discretion of the WFSCB and are based on need, availability of funds, satisfactory performance, and successful contract negotiations.

2.3 Contract Selection and Appeal Process

- I. All applications considered must be responsive to the RFA instructions.
- II. WFSCB will base its selection on the Applicant's qualifications, experience, demonstrated ability/references, and cost/price information.
- III. Any application receiving a score of less than 70 will be declared non-responsive.
- IV. WFSCB will make a good faith effort to award contracts to Historically Underutilized Businesses (HUBs).
- V. All Applicants will receive notification of the award status. An Applicant who wishes to appeal the decision will be required to notify WFSCB's President/CEO, in writing, within fifteen (15) days from the date of the notification. The complainant letter must specify the nature of the appeal and any desired remedies of action. WFSCB reserves the right to determine whether the appeal is valid and merits further consideration.

2.4 Reassignment

In the event a contractor fails to perform as required, WFSCB reserves the right to terminate a contract early with a failing or non-compliant contractor(s) and sign a contract in whole or in part to another successfully performing contractor(s) obtained through this procurement, subject to successful contract negotiations.

2.5 Insurance

The Contractor will be required to maintain insurance coverage for the period of the contract. Contractor must obtain insurance adequate to cover contractor's employees and against personal and bodily injury and property damage. The following minimum insurance coverage and limitations will be required:

- General liability insurance for personal injury and bodily injury and property damage to a third party. 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. Contractor shall maintain up-to-date, on file evidence that employees who drive their own automobile in the normal scope of work performed under this Contract possess a valid Texas Drivers License and proof of current liability insurance.
- Contractor must provide a Certificate of Liability Insurance containing all of the above coverages with WFSCB as a certificate holder.

2.6 Contract for Services

Contract for services will be based on a cost-reimbursement basis and expected written deliverables. Costs will be paid based on the submittal of an invoice with all supporting documentation.

2.7 Invoice for Payment

Payment for contracted services will be reimbursed by submitting an invoice with proper documentation by the tenth (10th) of each month for costs incurred during the previous month. The invoice will be submitted to the WFSCB's fiscal department for payment. Invoice will be paid within three (3) weeks of receipt of complete and accurate information.

Invoices(s) shall be submitted to the fiscal department via e-mail at: fiscal@workforcesolutionscb.org

2.8 Travel Reimbursement

WFSCB follows the State Coordination of Travel rule and the GSA's federal Domestic Maximum Per Diem Rates. Travel costs may include lodging, meals, airfare, car rentals, and mileage. Travel reimbursements will not exceed the current State travel rates. Reimbursement requests for lodging, airfare, and car rentals will include receipts for actual cost.

Transportation expenses will be reimbursed only for the quickest and most economical means of transportation to reach the desired location. An individual choosing to take another means of transportation will be reimbursed only at the cost of the quickest and least expensive means of transportation. Car rental, taxis, and other forms of ground

transportation must comply with this policy of quickest and most economical means. Coordination of travel must occur when two, three, or four authorized travelers travel on the same dates with the same itinerary to conduct the same business. When coordination of travel is required, WFSCB may reimburse only one of the authorized travelers for mileage.

Costs for travel must have prior written approval from WFSCB. Due to unforeseen circumstances, WFSCB may need to re-schedule events. Consequently, WFSCB will make every effort to provide prior notice to contractors. However, if applicable, we advise contractors not to purchase non-refundable airfare tickets. WFSCB will not be responsible for reimbursing contractors for any unused non-refundable airfare tickets.

PART 3.0 - GOVERNING CONDITIONS AND LIMITATIONS

- 3.1 WFSCB reserves the right to accept or reject any or all applications submitted.
- 3.2 WFSCB is exempt by law from payment of Texas Sales Tax and Federal Excise Tax.
- 3.3 The only purpose of this RFA is to ensure uniform information in the solicitation of applications for the procurement of professional development trainers to provide training to child care providers. This RFA is not to be construed as a purchase agreement, contract or as a commitment of any kind; nor does it commit WFSCB to pay for any costs incurred prior to the execution of any contract or payment agreement unless such costs are specifically authorized in writing by WFSCB. All agreements are contingent upon availability of funds from the U.S. Department of Labor and/or Texas Workforce Commission.
- 3.4 The intent of this RFA is to identify the various contract alternatives and estimates of costs for the items solicited. WFSCB is under no legal requirement to execute a contract or payment agreement from any application submitted.
- 3.5 WFSCB reserves the right to award a contract(s) for any services solicited in this RFA in any quantity WFSCB determines is in its best interest.
- 3.6 WFSCB reserves the right to extend, shorten, increase, or decrease any contract awarded as a result of this RFA.
- 3.7 WFSCB reserves the right to request additional information, clarification of or explanation for any aspect of an application to this RFA.
- 3.8 Applicants shall not make offers of gratuities or favors, to any officer, employee, Board member of WFSCB, or any subcontractor employees of WFSCB. Contact for technical assistance is allowed with the RFA contact person or designated WFSCB Board staff. Violation of this instruction will result in immediate rejection of the application.
- 3.9 WFSCB specifically reserves the right to vary the provisions set herein any time prior to the execution of the contract or payment agreement where such variance is deemed to be in the best interest of WFSCB.
- 3.10 All applications and their accompanying attachments will become property of WFSCB after submission and materials will not be returned. In addition, all materials that are produced as a result, of this RFA become property of WFSCB.
- 3.11 The contents of a successful application may become contractual obligations if a contract or payment

agreement is awarded. Failure of the Applicant to accept those obligations may result in the cancellation of the application for selection. The contents and requirements of this RFA may be incorporated into any legally binding and duly negotiated contract between WFSCB and the selected Applicant(s).

- 3.12 WFSCB reserves the right to select and/or contract with more than one Applicant from the applications submitted.
- 3.13 Costs incurred by a contracted entity in the delivery of services shall be reimbursed based on mutually agreed on conditions and delivery schedules with the submission of appropriate documentation. Delivered services must meet standards agreed upon during contract negotiations before reimbursement is made.
- 3.14 Upon award of a contract, Contractors must provide proof of the following required insurance coverages: General Liability Insurance consisting of coverage for personal injury and bodily injury and property damage to a third party. The required minimum coverage shall be \$500,000 per occurrence or \$1,000,000 aggregate. If the Contractor does not have the required general liability insurance, WFSCB will assess the need for such insurance, on a case-by-case basis. Workers Compensation Insurance will be required for all employees that will be working under a contract with WFSCB. However, if the Contractor meets the definition of "Independent Contractor", as defined by the State of Texas, the Contractor must sign a waiver agreeing to this independent relationship. The waiver form can be provided upon request.
- 3.15 The Applicant must be current in Unemployment Insurance taxes, Payday and Child Care Labor Law monetary obligations, and Proprietary School fees and assessments payable to the State of Texas and has no outstanding Unemployment Insurance overpayment balance payable to the State of Texas.
- 3.16 The proposer certifies that the business entity is eligible pursuant to Texas Family Code Section 231.006 to receive the grant and acknowledges that any grant award resulting from this RFA may be terminated and payment may be withheld if this certification is inaccurate. If a board member, corporate officer, individual, or controlling officer of the awardees' fiscal agent is more than 30 days in arrears in payment of an obligation of child support, the awardee acknowledges that payments under the grant award resulting from this RFA may be suspended and/or the contract cancelled.
- 3.17 WFSCB is an Equal Opportunity Employer and complies fully with the nondiscrimination and equal opportunity provisions of the applicable laws. Each organization or individual that submits an application to a solicitation warrants and assures that it will comply fully with the nondiscrimination and equal opportunity provisions as required by 29 CFR 38.2(1). Each applicant for financial assistance under Title I of Workforce Innovation and Opportunity Act (WIOA), as defined in §38.4, must include the following assurance:

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

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

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

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

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs. The grant applicant also assures that it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

PART 4.0 – PROCUREMENT SCHEDULE

Title	RFA for Professional Development Trainers to Provide Training to Child Care Providers
Number	RFA No. 23-02
Issue Date/Application Start Date	January 23, 2023 @ 2:00 pm
Application End Date	August 11, 2023, @ 4:00 pm
Submission of Application	Workforce Solutions Coastal Bend ATTN: Esther Velazquez, Contracts and Procurement Specialist esther.velazquez@workforcesolutionscb.org

All times indicated above are Central Time and dates are subject to change. Applicants shall be responsible for monitoring the WFSCB website at <https://www.workforcesolutionscb.org/about-us/procurement-opportunities/> for any updates pertaining to this solicitation. WFSCB will not be held responsible for any further communication beyond updating the website.

5.0 – APPLICATION SUBMISSION REQUIREMENTS

5.1 Administrative Guidance

The information provided herein is intended to assist Applicants in the preparation of applications necessary to properly respond to this RFA but is not intended to limit a submission's content or to exclude any relevant or essential data there from. Applicants are at liberty and encouraged to expand upon the specifications to give additional evidence of their ability to provide the services requested in this RFA.

5.2 Process Description

The application process is open-ended and applications will be accepted anytime from January 23, 2023 to August 11, 2023. After an application is received, it will be evaluated and if approved a contract will be executed prior to a scheduled professional development training. If Contractor is requested to conduct subsequent trainings within the contract term, the contract will be amended to add any additional training sessions. The contract may be renewed for an additional one-year period. Contract renewal is at the discretion of WFSCB and will be based on need, satisfactory performance, successful contract negotiations and availability of funds.

5.3 Application Outline

Applications should be prepared in a concise manner. Clarity of content and completeness are essential. Pertinent supplemental information should be referenced and included. Applications must be submitted with the

following sections:

Checklist / Table of Contents: list all sections and the page numbers on which each section begins.

General Information: provide all information shown in the example response document on page 16 of this RFA.

Qualifications: provide all information shown in the example response document on page 17 of this RFA.

Experience: provide all information shown in the example response document on page 18 of this RFA.

Child Care Professional Development Training Services Form: This form lists the different areas of education and training topics commonly utilized by WFSCB throughout the program year. Applicants should indicate the topics for which they are qualified and have an interest in presenting on page 19 of this RFA. **Applicants must have a minimum of three (3) years of paid professional development trainer experience within the subject matters selected.** If training and/or educational experiences change, selections on the Form can be updated **after** Applicant qualifies for selection.

Course Information: provide all information shown in the example response document on page 20 of this RFA.

Resumes and Other Supporting Information: attach resumes and other pertinent information, page 21 of this RFA.

Course Outline: provide all information shown in the example response document on page 22 of this RFA.

Demonstrated Ability/References: list at least three (3) references for whom professional development training services were provided within the last five (5) years by providing all information shown in the example response document on page 23 of this RFA.

Cost/Price Information: provide all information shown in the example response document on page 24 of this RFA.

Certifications & Assurances: Applicant must complete, sign/date, and submit the following certifications on pages 25 through 33 of this RFA, which are:

Attachment A: Certifications Regarding Lobbying, Debarment, and Other Responsibility Matters, and Drug-Free Workplace Requirements

Attachment B: Texas Corporate Franchise Tax Certification

Attachment C: State Assessment Certification

Attachment D: Disclosure of Interest

Attachment E: Undocumented Workers Certification

Attachment F: Orientation to Complaint Procedures for Service Providers

Failure to provide written response to items indicated in this RFA will be interpreted by WFSCB as an inability by the Contractor to provide the requested product, service, or function.

5.4 Application Format

Applications may be submitted either in paper or electronically. If submitting in paper, Applicant must submit an **ORIGINAL** version with all executed forms and certificates with original signatures and one (1) electronic version transmitted via e-mail. Any differences between the original paper version and the electronic version are at the liability of the Applicant. Failure to submit the items stated under this Section and Part 5.0, Application Submission

Requirements, will be ruled unresponsive to the specifications and will not be considered under this procurement.

Please send the electronic version via e-mail to esther.velazquez@workforcesolutionscb.org. The electronic version must contain all required e-signatures.

Faxed or late applications will be ineligible and not accepted for consideration.

It is the responsibility of the Applicant to ensure that the application is received in WFSCB offices by the designated due date and time. WFSCB assumes no responsibility for delays caused by postage, mail courier deliveries, or any other form of delivery.

5.5 Restrictions on Communication

Applicant, or any agent or representative of Applicant shall not undertake any activities or actions to promote or advertise their qualifications or submissions to any member of WFSCB, WFSCB's Board of Directors, WFSCB's CEO Council or their respective staff persons, at any time between the date of release of the RFA and the date of award of a contract by WFSCB. This restriction extends to "thank you" letters, telephone calls, emails, text messages and any contact that results in the direct or indirect discussion of the RFA and/or application submitted by Applicant. Violation of this provision by Applicant or any agent of Applicant may lead to disqualification of the application from consideration.

PART 6.0 – APPLICATION EVALUATION AND SELECTION PROCESS

6.1 Evaluation Process

WFSCB will evaluate applications received and select the individual/firm on the basis of the following criteria:

The WFSCB staff reviews the applications received to determine if they are responsive. For applications to be considered responsive and to be evaluated for selection, the following requirements must be met:

1. The application must have been submitted within the RFA deadline.
2. Paper application that is labeled ORIGINAL must be complete with original signatures. Electronic submissions must contain e-signatures.
3. The application must be for the specific services requested and described in the RFA.
4. The application must be submitted in the format described in the RFA.
5. Copies of license(s) and/or certificate(s) must be included.
6. If submitting in paper, submit one original (marked original) with all executed (i.e., original signatures) forms and certificates, and one (1) electronically transmitted copy of your application via e-mail. WFSCB will base its selection on qualifications, experience, demonstrated ability/references, and cost/price information. Applicants may earn additional points if they are currently certified as a HUB by the State of Texas Comptroller of Public Accounts.

All applications will be screened for inclusion of all required information prior to release to the evaluation team. WFSCB may exclude from further consideration for contract award any non-responsive application.

WFSCB may use Board staff/members, independent evaluators, or a combination of both to evaluate and rank applications.

After evaluation, an award may be made on the basis of the evaluation and ranking without discussion, clarification, or modification, or WFSCB may enter into negotiations with qualified Applicants.

NOTE: After evaluation, any application with a total of 69 points or less will be considered as non-responsive and will be disqualified from further consideration. Applications receiving a final score of 70 or better are not guaranteed an award.

The WFSCB will make a good faith effort to award contracts to HUBs.

6.2 Evaluation Criteria and Scoring

The review and selection process will include the following criteria and value system:

Qualifications (Value 28 points)

This criterion measures Applicant's understanding of scope, interest in representing WFSCB, educational credentials, training credentials, and types of services provided. Priority will be given to trainers who are currently registered with the Texas Early Childhood Professional Development System (TECPDS) sponsored by the University of Texas Health Science Center at Houston. Points will be awarded as follows:

Highest Educational Degree	Points Awarded
Associates	5
Bachelor's	10
Master's	15
Doctoral	20

Texas Trainer Registry Trainer 4 additional points

Overall Qualifications up to 4 points

Experience (Value 34 points)

This criterion measures Applicant's knowledge and skills derived from paid work experience as a professional development trainer within the fields of Early Childhood Education, Early Numeracy, Early Literacy, Children with Special Needs, and in the areas selected on the Child Care Professional Development Training Services Form. Applicant must have a **minimum** of three (3) years of **paid** professional development trainer experience within the subject matter(s) selected. Points will be awarded as follows:

Years of Paid Experience	Points Awarded
3-5	10
6-10	20
11+	34

Demonstrated Ability/References (Value 10 points)

This criterion is a measure of Applicant's ability to deliver similar services. References will be verified and points will be awarded as follows:

- Three distinct, quality references provided (1 point each for a possible total of 3 points).
- Number of Responses (1 point each for a possible total of 3 points): For example, if only two of your references respond, you will receive 2 points in this sub-category. A response received after the requested due date and time will be considered as a non-response.

- Quality of Responses (up to 4 points): Positive and informative responses that demonstrate ability.

Cost/Price Information (Value 28 points)

This criterion evaluates the cost of the services to determine if they are within the market rate for such services. Costs will also be evaluated for reasonableness. Points will be awarded as follows:

Hourly Rate	Points Awarded
\$300+	0
\$250 - \$299	7
\$200 - \$249	14
\$150 - \$199	21
\$0 - \$149	28

HUB Certification (Value 5 points)

Historically Under-Utilized Business (HUB) as certified by the State of Texas. To earn points, the Applicant must provide a current copy of the certification.

Total Maximum Points 105

6.3 Oral Presentation/Interviews

Applicants responding to the RFA may be required to provide an oral presentation of their application. Additional technical and/or cost information may be requested for clarification purposes, but in no way will change the original application submitted.

Interviews are optional and may or may not be conducted. If an interview is conducted, it is essential that key staff assigned to the proposed work, as well as other key representatives, be present at and participate in the interview.

PART 7.0 – APPLICATION FORMS AND ATTACHMENTS as follows

EXAMPLE RESPONSE DOCUMENT

GENERAL INFORMATION

- A. Legal name of Applicant firm:
- B. Assumed names under which Applicant and/or firm have operated:
- C. Name of individual completing application.
- D. Physical Address:
- E. Mailing Address:
- F. Primary Contact Name: *should be an individual authorized to make representations on behalf of Applicant*
- G. Primary Contact Title:
- H. Primary Contact Telephone Number:
- I. Primary Contact Email Address:
- J. Is Applicant registered with the State of Texas as a Historically Underutilized Business (HUB)? *If yes, please provide HUB Certification Number and include a copy of certification as part of this response document.*

By signing below Applicant certifies the following:

Acceptance of the terms and conditions of this RFA.

Application will remain in effect until a contract has been finalized and a purchase order has been issued by WFSCB to the awarded contractor.

Applicant acknowledges that it currently has the required insurance coverage or, if awarded the contract, will purchase and provide all of the required proof of insurance coverages within ten (10) days of execution of the contract.

The information provided above is accurate and I am authorized to make representations on behalf of and legally bind Applicant.

Name of Certifying Person

Title of Certifying Person

Signature of Certifying Person

Date

EXAMPLE RESPONSE DOCUMENT

QUALIFICATIONS

Please provide the following information:

- A. Understanding of the scope of work and why you are qualified to deliver the requested services.
- B. Interest in representing WFSCB.
- C. List of educational credentials.
- D. List of training credentials.
- E. Are you currently registered with the Texas Early Childhood Professional Development System (TECPDS) sponsored by the University of Texas Health Science Center at Houston? If yes, please include a copy of certificate.
- F. List of services provided and number of years providing each type of service.
- G. Method(s) of keeping up with industry trends and knowledge.
- H. When will you be available to perform services?
- I. Affirmative action plan, if applicable. If there is no formal plan, please provide your firm's statement adhering to affirmative action.
- J. Specimen Certificate of Liability Insurance showing insurance coverage currently maintained.
- K. Has Applicant ever been debarred, or otherwise declared ineligible by any public agency from bidding or providing services?
- L. Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against Applicant or its officers?
- M. Has Applicant or its officers filed or been involved in any lawsuits or requested arbitration with regard to professional development training within the last sixty (60) months?
- N. Within the last sixty (60) months, has any officer or principal of Applicant firm ever been an officer or principal of another firm when it failed to complete a contract?

EXAMPLE RESPONSE DOCUMENT

EXPERIENCE

Please provide the following information:

List of clients for whom you have provided paid professional development training services within the past three (3) years. For each please provide company name, name of primary contact, their email address and training topics. WFSCB reserves the right to contact Applicant's current and/or past clients to evaluate the level of performance and customer satisfaction.

EXAMPLE RESPONSE DOCUMENT

WORKFORCE SOLUTIONS COASTAL BEND CHILD CARE PROFESSIONAL DEVELOPMENT TRAINING SERVICES FORM

The following areas of early childhood education training topics are being solicited by Workforce Solutions Coastal Bend. Please indicate those topics on which you are qualified to provide services. Applicants must have a **minimum of three (3) years professional trainer experience** (paid experience as a professional development trainer within the subject matter selected).

Training Topics

- | | |
|---|---|
| <input type="checkbox"/> Developmental Stages of Children | <input type="checkbox"/> Early Learning Guidelines |
| <input type="checkbox"/> Ages and Stages Developmental Assessment | <input type="checkbox"/> Pre-Kindergarten Guidelines |
| <input type="checkbox"/> Developmentally Appropriate Practices (DAP) | <input type="checkbox"/> Curriculum and Instruction |
| <input type="checkbox"/> Positive Guidance & Discipline of Children | <input type="checkbox"/> Fostering Children's Self-Esteem |
| <input type="checkbox"/> Child Growth and Development | <input type="checkbox"/> Code of Ethics/Code of Conduct |
| <input type="checkbox"/> Brain Development in Young Children | <input type="checkbox"/> Sudden Infant Death Syndrome |
| <input type="checkbox"/> Developing Talkers (Vocabulary Building) | <input type="checkbox"/> Shaken Baby Syndrome |
| <input type="checkbox"/> Child Care Regulations (CCR) Minimum Standards | <input type="checkbox"/> Teacher/Child Interactions |
| <input type="checkbox"/> Safety and Supervision Practices in the Care of Children | <input type="checkbox"/> Care of Children w/Special Needs |
| <input type="checkbox"/> Americans w/Disabilities Act (ADA) Compliance | |
| <input type="checkbox"/> Emergency Preparedness | |
| <input type="checkbox"/> Child Care Center Safety Precautions | |

Quarterly Training Topics

- | | |
|---|---|
| <input type="checkbox"/> Child Abuse and Neglect | <input type="checkbox"/> Child Wellness, i.e. nutrition |
| <input type="checkbox"/> Cultural Diversity for Children and /Families | <input type="checkbox"/> Family Engagement |
| <input type="checkbox"/> Lesson Planning (writing lesson plan objectives) | <input type="checkbox"/> Early Literacy |
| <input type="checkbox"/> Early Numeracy | |

Directors Management Training Topics

- | | |
|---|--|
| <input type="checkbox"/> Supervision of Staff | <input type="checkbox"/> Child Care Budget/Finance |
| <input type="checkbox"/> Staff Retention Strategies | <input type="checkbox"/> Emergency Preparedness |
| <input type="checkbox"/> How to Motivate Your Staff | <input type="checkbox"/> Mental Wellness |
| <input type="checkbox"/> How to Market/Promote Your Child Care Center | |
| <input type="checkbox"/> Child Care Center Safety Precautions | |

EXAMPLE RESPONSE DOCUMENT

COURSE INFORMATION

Use copies of this form to provide information of each course submitted.

Topic Category (from Child Care Professional Development Training Services Form):

Title of Course:

Course Description: Description of training topic.

Length of Training (in hours):

Participant Information: Who may attend and benefit from this course? For example, infant/toddler caregivers, early childhood providers, after school caregivers, etc.

Number of Participants Recommended:

Experience Level of Participants: Beginner, Intermediate, Advanced

Training Methodology, Techniques, and Presentation Skills: Include a description of training aids.

Course Evaluations: How will participants evaluate the training? Include proposed evaluation forms.

Course Materials: Include a copy of the materials that will be distributed to participants. Trainers are **required** to provide participants with course materials.

Trainer Certification: If applicable, include a copy of the TECPDS Trainer Registry Orientation certificate and/or Trainer Registry certification for each trainer.

Trainer Resume: Include current resume for each of the proposed trainers.

Course Certification: If applicable, provide information on the number of Continuing Professional Education (CPE) Units (clock hours) participants may receive for completion of course requirements.

Course Outline: Complete a Course Outline containing all of the information listed on the example response document on page 21 of this RFA.

Cost for Course: Assuming a class size of 15 participants, please provide an amount that includes your training rate and cost of course materials.

EXAMPLE RESPONSE DOCUMENT

RESUMES AND OTHER RESPONSE DOCUMENTS

EXAMPLE RESPONSE DOCUMENT

COURSE OUTLINE

Use copies of this form to provide an outline of each course submitted.

Title of Course:

Description of Course:

Training Objective(s):

Competency Area(s):

Texas Core Competencies for Early Childhood Practitioners and Administrators:

Minimum Standards for Child-Care Centers:

Questions:

EXAMPLE RESPONSE DOCUMENT

DEMONSTRATED ABILITY / REFERENCES

Please furnish three (3) references for whom paid professional development training services were provided within the last five (5) years. As a part of the evaluation process, WFSCB will be contacting these references. If references fail to respond by the requested due date and time, points awarded in this category will be negatively impacted.

Organization Name:

Organization Address:

Contact Name:

Contact Title:

Contact Telephone Number:

Contact Email Address:

Types of Services Provided:

Contract Term(s): (How many years were services provided? Please provide to/from dates.)

EXAMPLE RESPONSE DOCUMENT

COST / PRICE INFORMATION

All cost/price information will be firm from January 23, 2023 through September 30, 2023. WFSCB reserves the right to negotiate training rates based on education, years of experience and content.

Training Session Rates:

\$ _____ Per Hour

- My hourly training session rates are the same regardless of course.
- My hourly training session rates vary depending on course.

Travel Costs (out of town only):

- No
- Yes
- Applicant has read and understands that WFSCB's policy regarding reimbursement for travel will follow the State Coordination of Travel Rule and the GSA's federal domestic maximum per diem rates as described in paragraph 2.8 - Travel Reimbursement on page 8 of this RFA.

EXAMPLE RESPONSE DOCUMENT

ATTACHMENT A

CERTIFICATONS REGARDING LOBBYING, DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS, AND DRUG-FREE WORKPLACE REQUIREMENTS

Lobbying: This certification is required by the Federal Regulations, implementing Section 1352 of the Program Fraud and Civil Remedies Act, Title 31 U.S. Code, for the Department of Education (34 CFR Part 82), Department of Health and Human Services (45 CFR Part 93).

The undersigned contractor certifies that:

- (1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress, or an employee of a 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 any federal contract, grant, loan or cooperative agreement.
 - (2) 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, and officer or employee of Congress, or an 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.
 - (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.
-

Debarment, Suspension, and Other Responsibility Matters: This certification is required by the Federal Regulations, implementing, Executive Order 12549, Government-wide Debarment and Suspension, 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 contractor certifies that neither it nor its principals:

- (1) Are 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 contract 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 governmental 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.

Drug-Free Workplace: This certification is required by the Federal Regulations, implementing Sections 5151-5160 of the Drug-Free Workplace Act, 41 U.S.C. 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), and Department of Health and Human Services (45 CFR Part 76).

The undersigned contractor certifies that it shall provide a drug-free workplace by:

- (a) 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;
- (b) Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the Contractor'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;
- (c) Providing each employee with a copy of the Contractor's policy statement;
- (d) Notifying the employees in the Contractor's policy statement that as a condition of employment under this contract, employees shall abide by the terms of the policy statement and notifying the Contractor in writing within five days after any conviction for a violation by the employee of a criminal drug statute in the workplace;
- (e) Notifying the Commission within ten days of Contractor's receipt of a notice of a conviction of an employee; and,
- (f) 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.

These certifications are a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction.

Name of Authorized Representative

Title of Authorized Representative

Signature of Authorized Representative

Date

EXAMPLE RESPONSE DOCUMENT

ATTACHMENT B

TEXAS CORPORATE FRANCHISE TAX CERTIFICATION

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 corporation entering into this contract is current in its franchise taxes must be signed by the individual on Form 203, Corporate Board of Directors Resolution, to sign the contract for the corporation.

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

Indicate the certification that applies to your corporation:

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

_____ The corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

Name of Authorized Representative

Title of Authorized Representative

Signature of Authorized Representative

Date

EXAMPLE RESPONSE DOCUMENT

ATTACHMENT C

STATE ASSESSMENT CERTIFICATION

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

The corporation certifies that:

_____ It is current in Unemployment Insurance taxes, Payday and Child Labor law monetary obligations, and Proprietary School fees and assessments payable to the State of Texas.

_____ It has no outstanding Unemployment Insurance overpayment balance payable to the State of Texas.

Name of Certifying Person

Title of Certifying Person

Signature of Certifying Person

Date

EXAMPLE RESPONSE DOCUMENT

ATTACHMENT D

Coastal Bend Workforce Development Board

DISCLOSURE OF INTEREST

It is the fiscal policy of the Coastal Bend Workforce Development Board (“the Board”) that all persons or firms seeking to do business with the Board to provide the following information. Every question must be answered. If the question is not applicable, answer with “NA”.

FIRM NAME: _____

P.O.BOX: _____

STREET: _____

CITY: _____ STATE: _____ ZIP: _____

FIRM IS:

1. Corporation 2. Partnership 3. Sole Owner 4. Association 5. Other _____

DISCLOSURE QUESTIONS

If additional space is necessary, please use the reverse side of this page or attach separate sheet.

1. State the name of each “non-managerial employee” of the Board having an “ownership interest” constituting 5% or more or the ownership in the above named “firm” or who is an officer, director, employee, or consultant employed or associated with your organization:

Name	Job Title and Section (if known)
_____	_____
_____	_____

2. State the names of each “managerial employee” of the Board having an “ownership interest” constituting 5% or more of the ownership in the above named “firm” or who is an officer, director, employee, or consultant employed or associated with your organization:

Name	Title
_____	_____
_____	_____

3. State the names of each “board member” of the Board having an “ownership interest” constituting 5% or more of the ownership in the above named “firm” or who is an officer, director, employee, or consultant employed or associated with your organization:

Name	Board, Commission, or Committee
_____	_____
_____	_____

4. State the names of each employee or officer of a “consultant” of the Board who worked on any matter related to the subject of this contract and has an “ownership interest” constituting 5% or more of the ownership in the above named “firm” or is an officer, director, employee, or consultant employed or associated with your organization:

Name	Title
_____	_____
_____	_____

CERTIFICATE

I certify that all information provided is true and correct as of the date of this statement, that I have not knowingly withheld disclosure of any information request; and that supplemental statement will be promptly submitted to the Coastal Bend Workforce Development Board, as changes occur.

Name of Certifying Person

Title of Certifying Person

Signature of Certifying Person

Date

EXAMPLE RESPONSE DOCUMENT

ATTACHMENT E

Coastal Bend Workforce Development Board

UNDOCUMENTED WORKER CERTIFICATION

Effective September 1, 2007, HB 1196 amended Subtitle F, Title 10, of the Texas Government Code to add Subsection 2264. Chapter 2264 directs public agencies, state or local taxing jurisdictions, and economic development corporations (public entities) to require that any business submitting an application to receive public subsidies include in the application a statement certifying that the business, or branch, division or department of the business does not and will not knowingly employ an undocumented worker.

In the event that a business grantee is found in violation of 8U.S.C. subsection 1324a(f), consistent with the requirements of Texas Government Code subsection 2264, Boards are permitted to bring a civil action to recover any amounts owed, as well as court costs and reasonable attorney's fees.

Penalties incurred by business grantees shall be assessed damages at a rate of 20% of contract award. Said damages shall be made payable to the Board within 120 days of receiving the notice of violation.

DEFINITION OF TERMS

Public Subsidy – is broadly defined Texas Government Code §2264.001 (3) as a public program or public benefit or assistance of any type that is designed to stimulate the economic development of a corporation, industry, or sector of the state's economy or to create or retain jobs in Texas. The term includes, among other things, bonds, grants, loans, loan guarantees, benefits relating to an enterprise or empowerment zone, infrastructure development and improvements designed to principally benefit a single business or defined group of businesses, and matching funds. The Commission's Office of General Counsel has found that HB 1196 does not apply to the acquisition of goods and services.

Undocumented Worker – is defined as an individual who, at the time of employment, is not lawfully admitted for permanent residence in the United States, or is not authorized under law to be employed in that manner in the United States.

CERTIFICATION

Contractor certifies that no undocumented workers will be employed during the execution of this contract. By the signature indicated below, the contractor verifies their understanding of the terms and conditions of this requirement.

Name of Certifying Person

Title of Certifying Person

Signature of Certifying Person

Date

EXAMPLE RESPONSE DOCUMENT

ATTACHMENT F

Coastal Bend Workforce Development Board

ORIENTATION TO COMPLAINT PROCEDURES FOR SERVICE PROVIDERS

The policy of the Coastal Bend Workforce Development Board (the Board) is to resolve complaints in a fair and prompt manner. The Board's administrative directive on GRIEVANCE PROCEDURE establishes the guidelines for the resolution of grievances/complaints and requires this orientation sheet be received and acknowledged by all individuals or organizations providing services to the Board under contract or agreement.

Acts of restraint, interference, coercion, discrimination or reprisal towards complainants exercising their rights to a file a grievance under Board policy are prohibited. A complainant is the individual or organization filing a grievance/complaint. A respondent is the individual or organization against whom a grievance/complaint is filed. Inquiries regarding the resolution of grievances should be addressed to:

Coastal Bend Workforce Development Board
ATTN: EO Officer
520 North Staples Street
P.O. Box 2568
Corpus Christi, Texas 78403
Telephone: (361) 885-3019

Every effort should be made to resolve your grievance at the optimum management level. The Board's EO Officer is available to assist, as necessary, in the grievance resolution process.

The time limit to file a complaint under the Board's grievance procedure is 30 calendar days from the date of the event that leads to the filing of the grievance. A copy of the Board's Policy and Procedure is available upon request.

EQUAL OPPORTUNITY IS THE LAW

The Board is prohibited from discriminating on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only. If you think that you have been subjected to discrimination, you may file a complaint within 180 days from the date of the alleged violation with the Equal Opportunity Officer at the:

TEXAS WORKFORCE COMMISSION
WORKFORCE DEVELOPMENT DIVISION
EQUAL OPPORTUNITY OFFICE
101 E. 15th STREET
AUSTIN, TEXAS 78778
Telephones: (512) 463-2400; (TDD): 1-800-RELAY TX, Voice 1-800-RELAY VV.

or you may file a complaint directly with the:

DIRECTOR, DIRECTORATE OF CIVIL RIGHTS (DCR)
U.S. DEPARTMENT OF LABOR
200 CONSTITUTION AVENUE NW, ROOM N4123
WASHINGTON, D.C. 20210

If you elect to file your complaint with the Texas Workforce Commission (TWC), you must wait until the TWC issues a decision or until 60 days have passed, whichever is sooner, before filing with DCR (see address above). If the TWC has not provided you with a written decision within 60 days of the filing of the complaint, you need not wait for a decision to be issued, but may file a complaint with DCR within 30 days of the expiration of the 60-day period. If you are dissatisfied with the TWC's resolution of your complaint, you may file a complaint must be filed within 30 days of the date you received notice of the TWC's proposed resolution.

By my signature below, I acknowledge this orientation to the Board's complaint procedures for services providers and the statement regarding EQUAL OPPORTUNITY IS THE LAW:

Name of Authorized Representative

Title of Authorized Representative

Signature of Authorized Representative

Date