REQUEST FOR PROPOSAL

Issued by

WORKFORCE SOLUTIONS
COASTAL BEND

For

MANAGEMENT AND OPERATION OF CAREER CENTER SYSTEM (Including Youth Services)

RFP No. 26-04

Proposals to be submitted to the Coastal Bend Workforce Development Board (d.b.a. Workforce Solutions)

Issue Date: November 20, 2026, 2:00pm Central Time
Copies of the RFP are available: November 20, 2026, 2:00pm Central Time
Pre-Proposal Conference: December 2,2026 10:00am Central Time
Applications Due: December 22, 2026, NOON 12pm Central Time
Proposal Due: January 14, 2027, NOON 12pm Central Time

A proud partner of the AmericanJobCenter network

Procurement is open and subject to the availability of funds.

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.

Tài liệu này có thông tin quan trọng về các yêu cầu, quyền hạn, quyết định, và/hoặc trách nhiệm để sử dụng các dịch vụ của hệ thống nhân lực. Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch/chuyển ngữ tài liệu này, có sẵn miễn phí khi quý vị yêu cầu.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it.

Table of Contents

Introduction	3
Background	3
Mission	3
Value Statements	4
Board Goals	5
Scope of this Request	6
Demonstrated Compliance and Capability	6
Services to Job Seekers	6
Transition/Implementation Plan	8
Transformational Business Mode	9
Supplemental Performance Matrix	9
Customer Service Design	10
Fiscal Management & Price/Cost/Analysis/Value	10
Evidence & Validation Readiness	12
Procurement Process	13
Procurement Schedule	13
Pre-Proposal Conference	13
Question and Answer Period	13
General Submission Instructions	14
Proposal Format and Preparation	15
General Information & Administrative Requirements	15
Contract Information	17
Governing Provisions and Limitations	18
Administrative Requirements	21
Debriefing and Appeal Process	25
Authority	25
Funding	27
Application Instructions	28
Cover Page	31
Application Check List	32
Application Narrative	35
Forms and Certifications	36
References Form	54
Proposal Instructions	55
Cover Page	56
Proposal Checklist	57
Proposal Narrative Instructions	58
Proposal Budget Instructions	63

Request for Proposals for
Management and Operation of Career Center System
(Including Youth Services)
RFP No. 26-04

Introduction

Workforce Solutions Coastal Bend (WFSCB) appreciates your interest in providing services to the Coastal Bend Region. This Request for Proposal (RFP) incorporates the information necessary for eligible offerors to submit a responsive proposal. Throughout this document you will note blue, underlined text which represents links to supporting documentation and/or referenced information that will increase the potential for a successful proposal. To facilitate the development of proposals, potential offerors will have the opportunity to attend a pre-proposal conference to ask questions regarding the RFP and its process. Additional questions can be asked during the predetermined question and answer period addressed in the procurement schedule.

Background

The Coastal Bend Workforce Development Board d.b.a. Workforce Solutions Coastal Bend (WFSCB) is a non-profit, tax-exempt organization that oversees workforce development programs in the eleven (11) county Coastal Bend Workforce Development Area (WDA). These programs serve employers and job seekers in an effort to match job seeker skills with employer's hiring needs. WFSCB's total operating budget is approximately $46M. WFSCB is comprised of up to thirty-five (35) Board members, the majority of which represent private sector businesses in the region. The balance of the membership of Workforce Solutions is composed of representatives of educational agencies, literacy organizations, organized labor, rehabilitation services, community-based organizations, economic development agencies, the state human service agencies, and the public employment service. WFSCB is responsible for the planning, evaluation, and oversight of workforce development programs in the region. WFSCB primarily receives funding from the United States Department of Labor (DOL) through the Texas Workforce Commission (TWC).

Mission

At WFSCB we invest in our regional economic success through access to jobs, training, and employer services. To accomplish this mission 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.

WFSCB has determined that the best way to serve job seekers is to provide employer-driven workforce development services. These services focus on employers' need for a knowledgeable, skillful workforce to help businesses become productive and competitive both locally and in the global market. Job seekers benefit from this perspective as more employment opportunities become available to job seekers through business success and growth resulting in increased employer participation in the workforce system and increase

employment opportunities for job seekers. The career center system subrecipient will be charged with assisting WFSCB in its implementation of an employer-driven career center system (throughout the document the terms subrecipient and contractor may be used interchangeably).

An Employer Driven System - The DOL and the TWC have charged the Texas Workforce Boards to become more responsive to the needs of employers, to become an "employer-driven" workforce development system. A supply-driven system focuses on providing job seekers and employed workers with employment skills. An employer-driven system focuses on meeting employers' needs for specific types of skilled workers. In an employer-driven system, the needs of the job seekers and workers are addressed in the context of employer needs (i.e., by ensuring that job seekers are prepared for and connected to available employment opportunities).

Value Statements

Accountability
We address our customers and co-workers in a positive manner that elevates their spirit and creates a professional, supportive workplace for staff, job seekers, and employers.

Teamwork
We combine our individual talents for the benefit of the mission and common goals leveraging our unique abilities and contributions.

Trust
We consistently deliver on our commitments to our customers and co-workers to establish strong, sustainable relationships.

Integrity
We are honest, supportive, candid in addressing difficult issues, and willing to share success to demonstrate respect and consideration for our customers and co-workers.

Tenacity
We resist giving up when the going gets tough and support our customers and co-workers in seeing that issues are resolved, and the job gets done.

Understanding
We are serious and passionate about delivering our services with compassion and empathy.

Dignity
We interact with customers and co-workers professionally regardless of their backgrounds, experience, and circumstances to reflect our commitment as public servants.

Enthusiasm
We recognize the importance and value of our work and know that every day we have the opportunity to help build the economic success of our regional economy.

Board Goals

Goal 1 – Establish and Strengthen Partnerships

Strategies:

- Assess & Leverage Relationships and Identify Gaps in Services
- Cultivate One-on-One Relationships with Strategic Partners and Businesses
- Provide Seamless Information Pipeline Between Career Center Service Professionals
- Track of Key Community Relationships
- Expand Organizational Relationships to Support Special Initiatives

Goal 2 – Effectively/Efficiently Target Rural Area Services

Strategies:

- Ensure Service Delivery meets Rural needs/demands
- Actively Promote Services
- Increase Visibility of Workforce Team in Rural Areas
- Link Board Professionals with Career Center Service Professionals in Rural Area

Goal 3 – Increased Workforce Awareness

Strategies:

- Gain Visibility for Workforce Activities
- Educate Key Workforce Audiences using Outreach Tools and Collaterals
- Leverage Resources to Maximize Value

Goal 4 – Expand Innovative Services to Business

Strategies:

- Provide High-Quality, Skills Appropriate Training to meet Employer Needs
- Identify Job Seekers Requiring Additional Services and Support to Obtain Employment

Goal 5 – Explore New Revenue Opportunities

Strategies:

- Diversify New Income Sources
- Leverage Existing Funding

Goal 6 – Improve Internal Operational Efficiencies

Strategies:

- Minimize Organizational Bureaucracy
- Demonstrate Professional Quality System-Wide
- Ensure Efficient and Effective Use of Resources
- Strengthen Relationship with Appointed Board
- Provide Employees with Secure, Consistent Access to information
- Streamline Communications with Customers

Goal 7 –Refine Board Culture

Strategies:

- Increase Awareness of Professional Resources
- Engage Appointed Board of Directors
- Demonstrate Professionalism

Scope of this Request

I. Demonstrated Compliance and Capability……25 points

Section A: Organizational Capability & Governance

1. Corporate Identity & Structural Governance

Provide a complete profile of your organization:

- **Corporate Details:** Legal entity name, year established, legal structure (e.g., 501(c)(3), C-Corp), home/corporate office address, regional office locations, total national FTE count, and primary line of business.

Legal Entity Name	
Year Established	
Legal Structure	
Regional Office Locations	1. 2. 3.
Total National FTEs	
Primary Line of Business	

- **Partnerships/Joint Ventures:** If bidding as a partnership, consortium, or joint venture, submit a signed Partnership Agreement. Define the lead fiscal entity, legal liability distribution, and operational roles of each partner.
- **Executive Oversight Architecture:** Detail your corporate governance model. Explain how upper management oversees local operations, including reporting frequency, escalation protocols, and corporate resources allocated to support the local Project Director.

2. Workforce Program Experience

Demonstrate your programmatic and fiscal organizational experience managing workforce programs (**WIOA Adult/Dislocated Worker/Youth, SNAP E&T, Choices/TANF, NCP, Wagner-Peyser/ES, Vocational Rehabilitation, TAA, RESEA, WCI, and any other non-TWC grants**).

Provide details to include:

- Specific contracts held over the past 36 months managing these exact funding streams.
- Total annual budget managed per program.
- Specific strategies to be deployed that achieve integrated service delivery across these siloed funding streams.

Board / Contracting Entity	Contact Name, Email & Phone	Contract Period (MM/YY–MM/YY)	Programs Managed	Annual Contract Value ($)	Numbers Served	Contracted Measure	Target Bench mark	Actual Achieved Outcome	% of Goal Achieved
Example Board	*Jane Doe (jdoe@...) *	*10/22–09/25*	*WIOA, TANF, RESEA*	*$5,200,000*	*350*	*WIOA DW Q2 Retention*	*85.0%*	*88.4%*	*104.0%*

3. Corporate Technology & Operational Capacity

Detail the operational and workflow technologies currently ready for immediate deployment in the Coastal Bend region:

SECTION 1: Corporate Technology, SaaS, & Operational Tools

1.1 **Software & SaaS Disclosure** Proprietary & Third-Party Tools: The Respondent must explicitly identify any proprietary software, third-party workflows, Customer Relationship Management (CRM) systems, virtual service platforms, tracking tools, or Software-as-a-Service (SaaS) products they intend to utilize to operate the centers.

1.2 **WorkInTexas Integration** State System Compatibility: The Respondent must confirm and demonstrate that any proposed supplemental operational tools or workflows have full compatibility and integration capabilities with WorkInTexas (WIT) and do not disrupt state-mandated tracking processes.

1.3 **AI and Machine Learning (ML)** Usage AI/ML Governance: The Respondent must disclose if any proposed tools, platforms, or workflows utilize Artificial Intelligence (AI) or Machine Learning (ML). The Respondent must detail the security surrounding these AI tools, specifically addressing data privacy, whether WFSCB data (or client PII) is used to train external models, and how AI-driven decisions are audited.

1.4 **Reporting & Administrative Access** Data Transparency & Access: For any vendor-proposed SaaS or tracking tools, the Respondent must detail the built-in reporting capabilities, the frequency of data synchronization, and guarantee that WFSCB will be granted unrestricted, overarching administrative access to all dashboards, reporting tools, and raw data at all times.

SECTION 2: Security, Compliance, & Data Governance for Vendor Tools

2.1 **Certifications (TX-RAMP & SOC 2)** Compliance of Proposed Systems: Any SaaS or third-party cloud product proposed by the Respondent must comply with Texas Administrative Code (TAC) cybersecurity guidelines and possess active TX-RAMP certification (Level 2 required if processing PII). The Respondent must provide a current SOC 2 Type II report for all proposed third-party hosting or SaaS environments.

2.2 **PII Hosting & Data Loss Prevention** PII Handling & DLP: The Respondent must explicitly state if any of their proposed third-party systems will host, process, or transmit Personally Identifiable Information (PII). If so, the Respondent must detail the system's Data Loss Prevention (DLP) capabilities, encryption standards (at rest and in transit), and protocols for preventing unauthorized data exfiltration from the WFSCB tenant.

2.3 **Access Controls & Identity** Employee Access to SaaS: For any proposed third-party platforms, the Respondent must detail the Identity and Access Management (IAM) standards. This must include the enforcement of Multi-Factor Authentication (MFA), Role-Based Access Control (RBAC), and how user access is instantly provisioned/de-provisioned upon employee onboarding or termination. WFSCB prefers systems that integrate directly with our existing Single Sign-On (SSO) environment.

2.4 **Incident Response for Vendor Tools** Third-Party Breach Response: While WFSCB secures the local network, the Respondent must provide a comprehensive Incident Response Plan specifically detailing the procedures if a breach, outage, or data leak occurs within their proposed third-party SaaS or proprietary systems. This plan must include a strict SLA to notify the WFSCB CISO within twenty-four (24) hours of any suspected incident.

2.5 **Record Retention & Local Storage** Data Lifecycle Management: The Respondent must outline their standards for record retention and data destruction within their proposed systems, ensuring alignment with WFSCB and state retention schedules. The Respondent must also clarify if their operational models require any local storage of data outside of the

WFSCB secured network, which is generally strictly prohibited without explicit CISO approval.

4. Human Capital, Recruitment & Key Leadership Succession

- **Talent Acquisition & Onboarding:** Describe your recruitment tools/methods, background screening protocols, and onboarding timelines for both frontline staff and management.
- **Staffing Competency & Quality Assurance:** Detail your methodology for measuring frontline staff productivity, casework accuracy, and leadership effectiveness.
- **Succession Planning:** Provide a formal Succession Plan as an attachment, detailing procedures, cross-training protocols, and corporate deployment readiness to prevent operational disruption upon the loss of key local management.
- **Internal Framework:** Provide a detailed discussion outlining your internal transition framework for Standard Operating Procedures and how you will manage the implementation of SOPs to ensure consistency and quality customer services delivered.

Section B: Demonstrated Performance & Compliance

1. Monitoring, Audits, and Disallowed Costs

Submit the following compliance documents for the past 24 months:

- All formal internal and external program, fiscal, and governance monitoring reports from state boards, funding agencies, or independent auditors.
- A detailed schedule of all **findings, area of concern exceptions, questioned costs, or disallowed costs**, including proof of formal resolution or current legal status.

2. Integrity, Legal & Sanction History

Provide explicit **Yes/No** statements and complete details for the following over the past 5 years:

- **High-Risk Status:** Have you ever been designated a "high-risk" contractor by any funding entity? If yes, state the details and resolution.
- **Corrective Actions / PIPs:** Are you currently operating under—or have you been subject to—any formal Corrective Action Plan (CAP), Technical Assistance Plan, or Performance Improvement Plan (PIP)?
- **Sanctions & Terminations:** Detail any contract sanctions, liquidated damages assessed, or early contract terminations (contracts "lost" prior to end of term).
- **Litigation & EEO Complaints:** Provide a summary schedule of all pending or resolved litigation, arbitration, or formal EEO complaints involving workforce boards or public agencies.

3. Data-Driven Performance Improvement (Case Studies)

- **Performance Deficit Recovery:** Provide a real-world case study where a contract you managed fell into "-P" (negative performance) or missed a target. Detail: (a) the root-cause analysis, (b) the specific interventions taken, and (c) the timeline to restore performance to "Meets/Exceeds."
- **Data Integrity Systems:** Describe your automated internal controls to ensure data entry accuracy, timeliness, and security within WorkInTexas (WIT) to prevent false reporting or compliance errors.

II: Transition/Implementation Plan……10 points

1. Transition Governance and 30/60/90-Day Roadmap

Submit a comprehensive GANTT chart and narrative detailing key deliverables for the transition period leading up to Day 1 operations (March 1st). Break out the roadmap into 30-, 60-, and 90-day intervals covering:

- Fiscal start-up/closeout coordination and audit trail continuity.
- IT infrastructure, asset inventory transfer, and network/WIT user account activation.
- Public and customer communication strategy regarding operational continuity.
- Risk Register & Escalation Matrix identifying top transition risks and mitigation strategies.

2. Staffing Transition & Rightsizing Commitments

Explicitly confirm compliance with WFSCB incumbent retention mandates:

- First Consideration Policy: Outline your process for evaluating qualified current workforce center employees for hire, including interview timelines, qualifications assessment, and job offer rollout.
- Day-One Benefit Continuity: Confirm that transitioned staff will receive open enrollment into medical, dental, and vision insurance with active coverage on Day 1 of employment without waiting periods.
- Accrued Leave Rollover: Detail your fiscal and operational policy for honoring accrued, unused leave time rolled over from the predecessor contractor based on board negotiations.

3. Current Contractor

If you are a current contractor, describe your timeline in detail for continuous improvement to build current initiatives. What are the key steps that you plan to implement.

III: Transformational Business Model ……10 points

Employer Services Design

- **Sector Engagement & Targeted Industries:** Detail your tactical strategy for engaging Coastal Bend County priority sector industries. Provide two (2) real-world examples of outreach collateral and market segmentation strategies used to drive business engagement.
- **Job Order Quality & Referral Match:** Outline your exact operational workflow for receiving job orders in WorkInTexas (WIT), screening candidates, and delivering qualified referrals within vendor-guaranteed turnaround times.
- **Labor Market Intelligence (LMI) & Downsizing Interventions:** How do you utilize real-time LMI and business intelligence to identify companies at risk of downsizing? Detail your Rapid Response and WARN notification protocols to offer alternatives to layoffs (e.g., job restructuring, retraining, labor pooling).
- **Employer CRM & Technology Integration:** Name the Customer Relationship Management (CRM) platform you will utilize for Business Services. Explain how it syncs with WorkInTexas (WIT) to eliminate duplicate data entry and give WFSCB real-time visibility into employer contacts.
- **Hiring Event Data:** Guarantee your operational workflow for delivering post-hiring event data to WFSCB within **7 business days**, including total interviewed, total hired, average starting wage, and industry segment(s).

Employer and Job Seekers Services Integration

- **Employer Services and Job Seeker Services Integration -** Describe and illustrate your process for connecting employer hiring needs with qualified job seekers.

Using the following scenario, demonstrate how your Employer Services and Job Seeker Services teams work together: **A training provider has a graduating class of 25 CNA's.** Provide a **visual process map** showing the process from job placement and/or further career path. The process map should identify:

- The role of Business Services and Job Seeker Services at each step;
- Key handoffs, communication, and decision points;
- How candidates are identified and matched to the opportunity;
- How referrals and outcomes are tracked;
- Utilization of system partnerships, and
- How follow-up and accountability are managed through placement.

Include the expected timeframe for key steps and identify the systems or tools used to facilitate and track the process.

IV. Supplemental Performance Matrix……10 points

- **Custom Operational Dashboards:** Describe your real-time performance tracking tools accessible by WFSCB leadership.

- **Proposed Key Performance Indicators (KPIs):** Bidders must propose a minimum of three supplemental success metrics. These are designed to measure real-time operational health, proactive intervention, and systemic impact. Complete table below with your proposed supplemental operational metrics beyond state-mandated measures:

Metric Name	Strategic Intent / Value Add	Exact Mathematical Formula	Data Source (WIT, CRM, Internal System)	Proposed Target Benchmark
1. Example: Employer Retention Rate	*Measures repeat usage by area businesses*	*(Repeat Employers in Qtr. / Total Active Employers) * 100*	*Salesforce / WIT*	*≥ 65%*
2.				
3.				

V. Customer Service Design ……10 points

Bidders will emphasize quality, depth and friction mitigation strategies outlined in the measurable customer journey framework.

Jobseeker Services

- **Priority Population Outreach and Eligibility:** Detail your customized service pathways for priority populations (Veterans, Foster Youth, Public Assistance recipients, Homeless, Individuals with Disabilities, and English Language Learners). Please describe your proposed timeline for eligibility processes to avoid unnecessary delays and duplicate trips.
- **Assessment & Personalized Coaching:** Identify the specific assessment instruments (online and in-person) used to evaluate literacy, numeracy, vocational skills, and suitability for training. How are assessment results directly mapped to Individual Employment Plans (IEPs)? Describe how you will ensure quality program deliverables. Describe what other data tracking methods you will implement to ensure quality service delivery.
- **RESEA 1-on-1 Delivery Model:** Outline your specific service strategy for Reemployment Services and Eligibility Assessment (RESEA) claimants. How do staff meet dislocated workers "where they are" to shorten unemployment duration?
- **YOUTH Outreach & Engagement:** Describe your approach to YOUTH outreach and engagement. Provide two past examples that demonstrate innovation and effectiveness.
- **Layoff Surge Response Scenario:** *Scenario Prompt:* Rapid tech/logistics layoffs produce a 40% surge in dislocated workers in Coastal Bend County over 30 days. Detail your immediate 14-day operational action plan to scale eligibility intake, co-enrollment (WIOA/RESEA), and rapid workshops without degrading service quality.

VI. Fiscal Management & Price/Cost/Analysis/Value……25 points

1. Financial Systems & Accrual Accounting

- **Fund Accounting Design:** Describe your financial accounting software and internal controls designed to isolate, track, and report on multiple concurrent federal, state, and local grant streams in accordance with GAAP and Uniform Guidance (2 CFR 200).
- **Training Obligation & Encumbrance Tracking:** Detail your system for tracking real-time training obligations (ITAs, OJTs, Support Services), encumbrances, and accounts payable turnaround time. What is your average

payment processing time for training providers and vendors (e.g., Net 15, Net 30)?

2. Disallowed Costs Repayment Capability

- **TAC Compliance Guarantee:** In accordance with Texas Administrative Code (TAC), Title 40, Part 20, Chapter 802, describe your legal and financial mechanism for repaying disallowed costs.
- **Non-Federal Capital Source:** Identify the non-federal corporate fund sources available to satisfy any disallowances or financial indemnification claims without using board funds.

3. Financial Audits & Stability Documentation

Submit the following:

- Audited Financial Statements (Balance Sheet, Income Statement, Cash Flow Statement) and single audits under 2 CFR 200 Subpart F for the past two (2) fiscal years, prepared by an independent CPA.
- The accompanying CPA Management Letters and disclosures for both fiscal years.
- Your current corporate banking references and line-of-credit documentation showing available liquidity to cash-flow workforce center operations during reimbursement cycles.

4. Critical Fiscal & Accounting Policies

Submit the following and describe how documentation/files are maintained:

- Payroll, leave and travel policies
- Procurement policies
- Fiscal policies

5. Key Fiscal Staff

- Identify all key fiscal staff responsible for financial/accounting functions
- Provide a summary of each person's qualifications and experience, including any licenses held.
- Provide all Standard Operating Procedures.

6. Overall Fiscal Integrity and Capacity

- Describe your capacity to comply with federal and state statutes, regulations and directives from the Texas Workforce Commission.
- Describe your safeguards to ensure the proper and effective use of funds, if awarded a contract.
- Describe your three-year financial history. If funded in Texas, please share the outcomes of the fiscal integrity review.
- Describe your provisions for accounting for program income in accordance with federal regulations.
- Describe how your systems safeguard fixed assets and adequate internal controls for cash management, financial reporting, procurement and cost allocation.
- Describe your fidelity bonding, general liability, property, workers' compensation, errors and omissions insurance coverage to protect workforce funds.
- Describe your overall fiscal integrity system policies and procedures to ensure requirements are met to ensure a sound and effective workforce system.

Price/Cost/Analysis/Value

Staff will review budgets and backup documentation to ensure all costs are allowable, allocable, and reasonable in accordance with 2 CRF part 200. Allowable costs must meet criteria of 200.403, allocable costs must benefit the award per 200.405, and reasonable costs must reflect what a prudent person would pay per 200.404.

Submit the following:

1. Copy of your most recent cost allocation plan. Explain how the cost allocation methodology will be applied in distributing costs among funding sources under the proposed project.

2. Copy of indirect cost plan. Explain indirect costs.
3. Detailed schedule for proposed incentives/profit.
4. Describe in-kind matching funds.
5. Proposed budget from 3/1/27-9/30/27 based on current annual budget. Template and historical provided. RFP 26-04 Budget

VII. Evidence & Validation Readiness……10 points

Pre-award Validation and Auditing

As a reminder and important to note when submitting this proposal, the board reserves the right to validate the integrity of supporting documentation, verifiable past data, and clarity, and any claim made in the proposal during the evaluation period.

The verification process may include:

- Mandatory live or virtual demonstrations of proposed proprietary software, dashboards or case management platforms.
- Interviews with key personnel for proposed leadership roles to evaluate strategic alignment. (WFSCB would like to interview those who will have authority and accountability after award).
- Direct verification of past performance benchmarks with state or local funding entities cited in the proposal.
- On-site or virtual reviews of existing operations currently managed by the respondent.
- Any respondent found to have misrepresented operational capabilities, system readiness, quality assurance, compliance, and/or past performance data will be subject to immediate disqualification from funding consideration.

VII. HUB Certification……5 points

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

Procurement Schedule

RFP Issue Date	November 20, 2026, 2:00pm
Pre-Proposal Conference	December 2, 2026,10:00am
Question Period	November 20 – December 9, 2026, 5:00pm
Q&A Document Posted	December 14, 2026, 5:00pm
Applications Due	**December 22, 2026, NOON 12pm**
Notice of Application Status	December 30, 2026
Proposals Due	**January 14, 2027, NOON 12pm**
Proposal Evaluation Period	January 15 – 21, 2027
Executive/Finance Committee Meeting	February 17, 2027
Notifications of Award/Non-Selection *(projected)*	February 25, 2027

All times indicated above are Central Daylight Savings and dates are subject to change. Interested parties 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.

Pre-Proposal Conference

A Pre-Proposal Conference to explain or clarify this RFP and to answer other questions will be held at the administrative offices of WFSCB**, 400 Mann Street, Suite 800, Corpus Christi, TX 78401** on the date and time stated in the schedule above. **Attendance at this conference is not mandatory**, **but it is strongly recommended**. Parties unable to attend in person may participate virtually from a computer, tablet, or smart phone via Zoom:

Join Zoom Meeting
https://us02web.zoom.us/j/88558422551?pwd=aHpT50hxMi8GVFRnoyTdKNPG5TZmQo.1
US Toll-Free: 888 475 4499
Meeting ID: 885 5842 2551
Passcode: 283481

The Pre-Proposal conference offers prospective proposers the opportunity to obtain guidance on the scope and nature of the work required in this RFP or to ask other technical questions concerning this solicitation. All questions from the conference and corresponding answers will be included on the Q&A Document posted to the WFSCB website.

Question and Answer Period

WFSCB shall accept written, emailed and faxed questions during the period stated in the schedule above. Questions will not be accepted after the deadline. All questions and answers will be posted in a Q&A Document on the Procurement Opportunities page of the WFSCB website at https://www.workforcesolutionscb.org/about-us/procurement-opportunities/. Questions should be addressed to:

Workforce Solutions Coastal Bend
Attn: Imelda Trevino, Contracts and Procurements Manager
400 Mann Street, Suite 800
Corpus Christi, TX 78401
Phone: 361 855.3059

Other than written questions submitted to the designated individual, proposer, or any agent or representative of proposer shall not undertake any activities or actions to promote or advertise their qualifications or submissions to any staff 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 RFP 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 RFP, application and/or proposal submitted by proposer. Violation of this provision by proposer or any agent of proposer may lead to disqualification from consideration.

General Submission Instructions

Applications must be received by noon on December 22, 2026. Detailed instructions for submitting the Application begin on page 31.

Proposals must be received by noon on January 14, 2027. Entities notified that their application has passed will be allowed to submit a Proposal. Detailed instructions for submitting the Proposal begin on page 55.

Applications and Proposals may be submitted electronically or in paper form. If submitted in paper, an electronic version must also be submitted. Paper submittals must be originals with all forms and certificates containing original wet signatures. Electronic versions must contain e-signatures and include a single PDF file for the response document and a single Excel file for the proposed budget. Any differences between the original paper version and the electronic version are the liability of the respondent. Applications and Proposals which do not adhere to the submission requirements, will be ruled unresponsive to the specifications, and will not be considered under this procurement.

Paper versions may be submitted by mail, courier service or hand delivered to:

Imelda Trevino, Contract and Procurement Manager
Workforce Solutions Coastal Bend
400 Mann Street, Suite 800
Corpus Christi, TX 78401

Electronic versions should be submitted via email to: imelda.trevino@workforcesolutionscb.org

or via SharePoint to:

RFP 26-04 Budget

Faxed and/or late Applications and Proposals will be ineligible and not accepted for consideration.

All Applications and Proposals will be received and recorded by WFSCB no later than the respective deadlines. Official receipt of Applications and Proposals submitted will be by entry on a document receipt log. A receipt form will be issued upon request. Proposers who mail an application or proposal will be sent a copy of the receipt form upon request.

Proposal Format and Preparation:

The original proposal must be typed, single spaced and completed on 8½ x 11 inch plain white paper, with all pages, except the cover page, sequentially numbered (including attachments) and unbound. Please do not use less than a 12-font and leave at least a 1-inch margin on all sides.

The responses must contain all required attachments and materials in the order shown on the Application and Proposal submission lists. Note that during the respective review, documentation regarding submission of all attachments/certifications will be verified; quality of completeness of the submission will be the sole responsibility of the proposer. Points will be deducted during the scoring process for omission of required information.

GENERAL INFORMATION & ADMINISTRATIVE REQUIREMENTS

QUALIFICATIONS OF PROPOSERS

A. ELIGIBLE PROPOSERS

Businesses and organizations that currently provide or have previously provided career center management services are encouraged to respond to this RFP. Organizations possessing the capacity and demonstrated ability to perform successfully under the terms and conditions of a contract with the Board may respond to this RFP. Eligible organizations include but are not limited to private businesses, private-for-profit corporations, business organizations, public entities, community-based organizations, faith-based organizations, non-profit organizations, and other qualified providers.

WFSCB is prohibited from awarding a contract to a party excluded from federal procurement or non-procurement programs by the U S. General Services Administration.

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

B. CONTRACTOR COMPETENCY

Proposers shall have a working knowledge and experience with all applicable laws, rules, regulations, standards, policies, and plans pertaining to the programs and services solicited by this RFP. Proposer may find information regarding WIOA through the DOL website at www.doleta.gov and childcare through U.S. Department of Health & Human Services at www.hhs.gov. Information on other programs, laws,

rules, regulations and policies can be found through the TWC website at http://www.twc.state.tx.us. A copy of WFSCB's Integrated Plan may be obtained at WFSCB's web site:

www.workforcesolutionscb.org

The selected contractor is responsible for having the technical, managerial, and administrative competencies and capabilities in all areas necessary to ensure programmatic and fiscal management systems are implemented effectively and efficiently to meet and/or exceed all applicable performance outcomes of the program(s) under this RFP. The selected contractor shall be responsible for having the financial resources and stability to meet high standards of public service and fiduciary responsibility.

The contractor will be required to assume full responsibility, including all risks and hazards, for all activities and services in the contract. 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. Such funds should be separate from funds already secured for current contracts and/or other potentials contracts.

C. PROPOSAL LIAISON

Each proposer must designate a responsible person within the proposer's organization as the proposal liaison. This individual must be familiar with the capabilities of the proposing organization, knowledgeable of the response and have the authority to negotiate contractual terms and conditions on behalf of the proposing organization.

D.ORGANIZATIONAL STRUCTURE

Proposer must have an established organization and structure in place before submitting a proposal. The proposer may be a joint venture option (i.e. partnership or consortium), where two or more entities submit a joint proposal. A lead agency, which is the prime contractor and fiscal agent, for contracting, financial management, and assumption of overall liability, must be identified. The commitments, roles and responsibilities of all parties must be established in advance and specified in a written and executed agreement, which must be included in the response to this RFP. WFSCB reserves the right to have such written agreements reviewed by its legal counsel. Such proposals may be determined non-responsive if legal documents are not presented for review, if they do not pass legal review, and/or they are not legally binding. All joint venture parties must submit their respective Application Forms 1–13 and Attachments, A through U. as part of the overall Application (see pages 31 and 32).

Entities may propose as a turn-key operation wherein the management, operations and personnel functions are controlled by the organization (i.e., staff will be employees of the contractor) or a managing director/professional employer organization, or employer of record model.

In a managing director/PEO model, the contractor is solely responsible for oversight, management, supervision, criminal background checks, firing, training, promoting, demoting, evaluating, and coordinating all employees' benefits and payroll with a PEO. The human resource's function related to staffing shall be conducted by the contracted PEO, who will be the employer of record for all center staff. Management decisions regarding staff shall be at the discretion of the Managing Director. **The Managing Director/PEO partnership must be in place prior to submitting a proposal.**

E. SELF-MONITORING

Proposers must have a system for self-monitoring, including the review of key information on how the organization is functioning (both management and staff functions), and maintaining fiscal and program compliance with applicable laws, rules, regulations and policies, contract terms and conditions, and contracted performance measures.

F. SUBCONTRACTING

Any subcontracting must be specified in the proposal narrative and approval must be granted by WFSCB prior to the execution of any contract resulting from this RFP. All subcontracting is subject to applicable federal, state, and local laws, rules, regulations, and policies governing procurement. If a proposer submits plans to subcontract any of the services and activities to be provided, the proposer must indicate which services and activities will be subcontracted and the rationale behind using subcontractors instead of providing the services directly. The proposer must also describe how subcontractors were (or will be) procured and selected, their qualifications, and the basis for payments. Subcontractors are subject to the same requirements as the proposer under this RFP and resultant contract. <u>All subcontractor parties must submit their respective Application Forms 1–13 and Attachments, A through U. as a part of the overall Application.</u>

G. OUTSTANDING MONITORING, AUDIT OR LEGAL CONCERNS

Proposers must disclose any pending or remedied monitoring and/or audit concerns from any of the proposer's programs prior to receiving a contract resulting from this RFP. Additionally, proposers must disclose whether there are any legal judgments, claims, arbitration proceedings, or suits pending or outstanding against the organization or its officers. **Please submit as Attachment I and N to the Application.**

CONTRACT INFORMATION

A. TYPE OF CONTRACT

WFSCB will negotiate a cost reimbursement contract. If the proposer is a for-profit entity, profit targets will be incorporated into the contract. The Contractor will report expenditures on a modified accrual basis; however; will not be reimbursed for accruals. Performance earnings and payments may be negotiated based on federal, state and/or local performance measures and outcomes, and may include performance holdbacks and/or incentives. Profit (for-profit entities only) will be paid based on the attainment of negotiated performance benchmarks over the course of the contract. WFSCB will pay for client/customer training and support services. In the event, work experience wages are paid the contractor will procure a third party to process the payments or pay those costs from their payroll system. WFSCB will allow advance payments in accordance with the Uniform Administrative Requirements and TWC FMGC Chapter Seven. Advance payments must be limited to the minimum amounts needed and timed to be in accordance with the actual and immediate cash requirements of the entity in carrying out the approved sub-award's purpose. The amount and timing of cash advances will be agreed upon in sub-award negotiations.

B. CONTRACT PERIOD AND RENEWAL

It is the intent of WFSCB to execute a contract for the development and delivery of contracted services for the Coastal Bend WDA. The initial intended contract period should begin on March 1, 2027**,** and end on September 30, 2027. WFSCB may annually opt to extend the term of a contract for up to three (3) additional one-year periods based on availability of funds, evaluation of contractor program and fiscal performance and compliance, and successful contract negotiations. Any annual contract extension shall be at the sole discretion of WFSCB and shall be based upon WFSCB's evaluation of contractor's performance and compliance under the terms and conditions of the contract.

WFSCB reserves the right to early termination of this contract, including but not limited to, loss in funding, convenience, non-performance, underperformance, and/or non-compliance.

C. ADDITIONAL FUNDING

WFSCB reserves the right to negotiate the expansion of any contract to include other workforce programs, services, and funding, as WFSCB deems necessary and appropriate to carry out its mission, even if not specifically mentioned within this RFP.

GOVERNING PROVISIONS AND LIMITATIONS

Violation of any of the following provisions may cause a proposal to be disqualified and rejected from consideration.

A. The purpose of this RFP is to ensure uniform information in the solicitation of proposals for the procurement of services under Workforce Development programs to include but not limited to: Workforce Innovation and Opportunity Act (WIOA), TANF-Choices, SNAP E&T and Wagner-Peyser.

B. This RFP 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 in the preparation of such a response, or prior to the execution of a formal contract unless such costs are specifically authorized in writing by WFSCB.

C. WFSCB reserves the right to accept or reject any or all proposals received, to cancel or reissue this RFP in part, or its entirety.

D. WFSCB reserves the right to award a contract(s) for any services solicited in this RFP in any quantity WFSCB determines is in its best interests.

E. WFSCB reserves the right to extend or shorten, increase or decrease any contract awarded as a result of this RFP.

F. WFSCB reserves the right to request additional information, clarification of or explanation for any aspect of a response to this RFP, both for the application and/or the proposal.

G. WFSCB reserves the right to waive any defect in this procurement process or to correct any error(s) and/or make changes to this solicitation it deems necessary. WFSCB will provide notifications of any changes in this RFP to all proposers recorded in WFSCB's official distribution log and receipts record as having requested or received a copy of this RFP.

H. WFSCB reserves the right to negotiate the final terms of all contracts or agreements with selected proposer and any such terms negotiated because of this RFP may be renegotiated and/or amended to successfully meet the needs of WFSCB and the Coastal Bend WDA.

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

J. WFSCB reserves the right to conduct on-site reviews of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding under this RFP. This may occur either before or after the award of a contract or agreement. Any misrepresentation, intentional omission, or falsification of information regarding the proposer's ability to perform as stated in the RFP response may result in the cancellation of any contract or agreement awarded.

K. Any entity selected for funding under this RFP will be subject to a pre-award survey. This will include, but not be limited to, a review of the proposer's record keeping procedures, key staffing qualifications, management systems, accounting and administrative systems and procedures. Pre-award surveys may occur prior to contract negotiations.

L. WFSCB reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this RFP if adequate funding is not received by WFSCB from the TWC or other funding sources or due to legislative changes.

M. Proposers shall not, under penalty of law, offer or provide any gratuities, favors or anything of monetary value to any officer, board member, employee, proposal evaluator, or agent of WFSCB or elected official for purposes of having an influencing effect on this procurement.

N. Proposers shall not attempt in any manner to advocate for, lobby or otherwise attempt to influence any officer, board member, employee, proposal evaluator, chief elected official, or agent of WFSCB or elected official for purposes of having an influencing effect on this procurement. Violation of this provision will result in immediate rejection of the entity's proposal.

O. No officer, board member, employee, proposal evaluator, or agent of WFSCB shall participate in the selection, award or administration of a contract supported by workforce development funds if a conflict of interest, or potential conflict, is involved.

P. The proposer shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a proposer's proposal to be disqualified and rejected. This does not preclude joint ventures or subcontracts.

Q. All proposals submitted must be an original work product of the proposer. The copying, paraphrasing or other use of substantial portions of the work product of another party if submitted hereunder as original work of the proposer shall not be accepted but deemed non-responsive.

R. The contents of a successful proposal may become a contractual obligation if selected for the award of a contract. Failure of the proposer to accept this obligation may result in cancellation of an award. No plea of error or mistake shall be available to successful proposers as a basis for release from proposed services at the stated price/cost. Any damages accruing to WFSCB as a result of a successful proposer's failure to contract for the proposed services may be recovered from the proposer.

S. A contract with a selected proposer may be withheld, at the sole discretion of WFSCB, if issues of contract or questions of non-compliance, questioned/disallowed costs, audit/monitoring findings, unresolved financial obligations, or legal issues exist, until such issues are satisfactorily resolved. WFSCB may withdraw the award of a contract if resolution is not satisfactory to WFSCB.

T. The solicitation and selection of proposals must conform to all relevant federal, state, and local laws, regulations, rules, and policies governing the procurement of supplies, equipment, and services. Proposers are responsible for familiarizing themselves with such matters.

U. WFSCB is exempted by law from payment of Texas Sales Tax and Federal Excise Tax.

ADMINISTRATIVE REQUIREMENTS

WFSCB will provide any training and/or technical assistance necessary for contractors regarding the policies, documents, and procedures that are specific to the awarded contract. Proposers must possess the knowledge, experience, expertise, professional judgment, and capacity within their organization to perform the services and activities requested under this RFP.

A. Management and Oversight (Cost Category 709) costs may be allocated to programs if supported by appropriate documentation demonstrating the benefit to the program for that expenditure, and in accordance with the TWC Financial Manual for Grants and Contracts. All costs allocated to Management and Oversight are to be fully explained in the budget narrative, and the cost will be capped at 10% of direct wages excluding wages for Management and Oversight costs regardless of any approved indirect rate and subject to negotiations.

B. Profit is an allowable cost. Profit is only available as a budget line item for a for-profit organization. Profit is limited to no more than 10% of direct wages excluding wages for Management and Oversight, but in no event shall it be excessive. The amount of profit will be tied to the achievement of negotiated performance benchmarks. The payment of profit will be negotiated as a separate item during contract negotiations.

C. Contractors must have the financial resources or the ability to obtain them sufficient to meet their cash flow needs for at least four-to-six-weeks.

D. Contractors will be required to procure all insurances required by this RFP and to list WFSCB as an additional insured on each policy prior to the commencement of any work pursuant to a contract executed because of this RFP. Contractors will be required to carry general liability insurance coverage sufficient to cover any liability that may arise from the performance of a contract. General liability must cover bodily injury and property damage to a third party and personal injury; $500,000 for each occurrence or $1,000,000 aggregate is required. A reasonable deductible is allowed, but not to exceed $5,000 per occurrence.

   Contractors must maintain liability insurance, which covers Directors and Officers of the organization.

   Contractors must maintain errors and omissions insurance coverage. Contractors must provide on-site accident/medical insurance for program participants enrolled in activities and services not covered by worker's compensation.

   If a contractor or their employees use motor vehicles in conducting business under a contract resulting from this RFP, liability insurance covering bodily injury and property damage must be provided through a commercial insurance policy. Such insurance shall provide a minimum coverage of $100,000 liability per occurrence; $300,000 aggregate liability; $100,000 property damage; personal injury protection; uninsured motorist protection; and a maximum of a $500 deductible.

   If a contractor or their employee use privately owned motor vehicles in conducting business under a contract resulting from this RFP and the contractor has policies and/or procedures that require

their employee to provide self-motor vehicle insurance policy, the contractor policy and/or procedures must be submitted. Such insurance and vehicle shall meet or exceed the Texas Minimum Coverage in accordance with Texas motor vehicles law and regulations. No participant may be transported in a privately-owned vehicle with such insurance. Contractor must maintain records regarding current driver's license and proof of insurance for all staff.

If self-insured, the contractor must warrant that it will maintain coverage sufficient to cover any liability specified above that may arise from performance under a contract resulting from this RFP.

If a contractor warrants that it is a state agency and that it is self-insured, then the contractor must be able to pay any obligation that is incurred under the terms of a contract resulting from this RFP, including any liability, which may arise from performance under a contract.

Contractors must ensure that all employees are covered by Worker's Compensation or an equivalent work-related injury insurance.

The Contractor shall ensure that at least 10% of the funds subject to its control are protected through bonds, insurance, escrow accounts, cash on deposit, or other methods to secure the funds consistent with TWC Contracting Rules, Subsection C Preamble and Rules Adopted by TWC 03-16-04. The Contractor may, consistent with said subsection, use any method or combination of methods to meet this requirement. Such funds should be separate from funds already secured for current and/or other potential contracts.

Contractors will be required to provide WFSCB with copies or originals of all certificates demonstrating proper insurance coverage and letters of credit for each contract held. Contractors must also include WFSCB as an additional Certificate Holder on all required insurance coverage.

E. Selected proposers must agree to cooperate with WFSCB in the development and implementation of collaborative partnerships with community partners in coordinating Workforce programs and services for maximization of local resources. This includes cooperation and coordination as may be requested or required by WFSCB under any Memorandum of Understanding (MOU) or other agreement entered by and/or for WFSCB. Submit a current list of other agencies you have developed agreements with as **Attachment T to the Application**.

F. Contractors will be required to work with WFSCB on any expansion, change or alteration to the Workforce Solutions Center system or individual centers that may occur during the term of a contract.

The Selected proposer must have an annual audit in compliance with Uniform Administrative Requirements, 2 CFR Part 200 Cost Principles and Audit Requirements for Federal Awards; Final Rule (formerly, OMB (Office of Management and Budget) Circular A-133).

G. A contractor may arrange for a single, organization-wide audit of its programs that will include a financial and compliance audit of state or federally funded programs under WFSCB's contract, provided it is consistent with the criteria found in the TWC's Financial Manual for Grants and Contracts, and WFSCB agrees prior to the audit process.

WFSCB reserves the right to conduct or cause to be conducted an independent audit of all funds received under a Board contract, notwithstanding the requirements above. A local government audit staff, a certified public accounting firm, or other auditors that WFSCB designates may perform the audit. Such audit will be conducted in accordance with applicable federal rules and regulations, contractual guidelines, and established professional standards and practices. The proposer shall submit a copy of their organization's audits for the three most recent fiscal years. Please submit as **Attachment M to the Application**.

H. Proposers must have a cost allocation plan and a method for indirect costs, if applicable, as required by regulations governing multiple funding sources.

I. Contractors must agree to comply with TWC and WFSCB's policies, directives, communication and outreach guidelines and plans.

J. All non-expendable property purchased under a contract resulting from this RFP shall be the property of WFSCB. Purchases of property must comply with Board policies and may require prior review and approval from WFSCB and TWC.

All workforce-applicable purchases (i.e., office supplies) must be procured by the Contractor in compliance with all applicable federal, state, and local laws, rules and regulations, and policies.

K. Contractors are subject to compliance and performance monitoring. At any time during normal business hours, and as often as deemed necessary, WFSCB, TWC, DOL, U.S. Department of Health and Human Services or any of their duly authorized representatives shall have complete access to any books, invoices, payrolls, time sheets, or any other records or papers which are related to a contract resulting from this RFP for the purpose of verifying program and financial performance and compliance with all applicable laws, rules, regulations, and policies.

L. Contractors are required to input automated data in a timely and accurate manner, and to maintain the accuracy and integrity of said data and reports in accordance with federal, state, and local policies and regulations. Contractors are also required to protect client confidentiality and ensure the security of client data in hard copy and/or electronic files.

M. Contractors secured from this RFP are considered sub-recipients as defined in the Governor's Uniform Grant and Contract Management Standards and the TWC Financial Manual for Grants and Contracts. WFSCB may refer to the agreement between itself and the service organization as a "grant" or "contract", although it will be understood to be a sub-grant for services, and all federal or state requirements applicable to sub-recipients will apply to Board contractors.

N. Contractors must comply with applicable cost principles and administrative requirements set out in Uniform Administrative Requirements and TWC's Financial Manual for Grants and Contracts.

O. Contractors will be required to prepare and maintain client and financial records in accordance with instructions provided by TWC and WFSCB. Contractors will be required to retain all records of a program year for a minimum of three years past the date upon which WFSCB accepts a grant/contract closeout.

P. Contractors shall provide reports of several types and scope in the format and frequency as

determined by WFSCB and/or its funding source(s)

Q. Contractors assure and guarantee that it will comply fully with the non-discrimination and equal opportunity provisions of WIOA, Title I, including but not limited to: Section 188 of the Workforce Investment Act (WIOA); Titles VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and the Non-Traditional Employment for Women Act of 1991. Nondiscrimination of the Workforce Innovation & Opportunity Act (WIOA) and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR parts 37.20. The United States has the right to seek judicial enforcement of this assurance.

R. Private non-profit organizations and agencies of state or local government responding to this RFP must include the following: 1) a resolution from the proposer's governing body or board authorizing the submission of a proposal; and 2) a letter of transmittal from the chief executive officer of the proposer's organization. Private for-profit corporations submitting a proposal must include a statement signed by an authorized representative of the corporation authorizing submission of a proposal.

S. Under Texas Government Code sec. 552.003, WFSCB is subject to the Texas Public Information Act and the information provided in response to this Request for Proposals will be made accessible to the public. If a proposer believes that any information contained in its proposal qualifies for an exception to the Public Information Act, the proposer must indicate in the proposal which information should be exempted from the Act and the grounds for the exemption. If there is a request for this information under the Public Information Act, WFSCB will make a good faith effort to inform the proposer of the request for access to the information and process said request in accordance with applicable state laws which may include referral to the state Attorney General for determination of compliance with the Texas Public Information Act.

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

Once the Workforce Solutions Board of Directors has agreed upon selection(s), all proposers will be notified in writing of the results within ten (10) working days of the decision.

T. Prohibited Technologies: In accordance with the Governor's directive, all individuals joining meetings virtually or visiting WFSCB facilities in person, must adhere to the required Model Security Plan for Prohibited Technologies that seeks to protect the State's sensitive information and critical infrastructure from technology that poses a threat to the State of Texas. Prohibited devices may include cellular telephones, laptops, tablets, desktop computers, and other devices capable of internet connectivity. For a complete list of prohibited devices and apps please reference: https://dir.texas.gov/information-security/prohibited-technologies.

U. Cyber Security: Contractor's cyber security standards will adhere to the Texas DIR standard, NIST, TWC WD Letters and include but are not limited to Texas Government Code 2054.077.

Debriefing and Appeal Process

STEP 1: Request for Debriefing - Proposers not selected by this procurement process may appeal the decision by submitting, within five (5) business days of the receipt of notification of the procurement decision, a written Request for Debriefing to obtain information on the procurement process and how proposal/offer was received and ranked. (NOTE: A debriefing is offered as a courtesy to any bidder or proposer who is not selected for funding.)

STEP 2: Debriefing - The purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unsuccessful proposers understand why they were not selected. Debriefings are provided to help the proposer improve any future proposal submissions. The debriefing will consist of a review of the proposer's proposal evaluation and an explanation for the score received in the proposal review process.

STEP 3: Written Notice of Appeal - If, after the debriefing, the proposer wishes to continue to file an appeal, they will be required to notify WFSCB's President/CEO, in writing, within fifteen (15) days from the date of the original notification of non-selection. The complainant's 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.

STEP 4: Formal Hearing - Upon receipt of the letter of appeal, the WFSCB Board of Directors Chairperson or their designee shall contact the proposer to arrange for an appeals conference to be held within thirty (30) days of the notice of appeal. The appeals conference shall be held at a designated place and at a date and time to be mutually acceptable to both parties. An Appeals Committee shall conduct the Appeals Conference and shall consist of the Board Chairperson (or designee) who shall chair the committee, the Council Board Vice Chairpersons (or designees) and two staff persons appointed by the Board Chairperson. If, after a full review, a simple majority of the Committee votes to have the Board reconsider, the issue will appear on the agenda at the next regularly scheduled Board meeting.

Protests not resolved to the satisfaction of the protesting party may be pursued through the TWC.

Please note that TWC Financial Manual for Grants and Contracts, Chapter 14, Section 14.1, 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."*

Authority

As applicable, contracts awarded because of this RFP shall fully comply with all federal, state, and local laws, rules, regulations, and policies including those identified below:

- Workforce Innovation and Opportunity Act (WIOA) (Pub. L. 113-128)
- U.S. Department of Labor Employment and Training Administration 20 CFR Parts 603, 651, 652, et al. Workforce Innovation and Opportunity Act; Final Rule

- Workforce Investment Act of 1998 [Public Law 105-220]; Section 188; and federal regulations 20 CFR Parts 652 and 660 through 667; (replaced by WIOA)
- Workforce Investment Act Final Rule Part 37; (replaced by WIOA final rule)
- Portions of the Social Security Act [42USCA §301, et seq.];
- The Food Stamp Act of 1977 [7 USC §2000 et seq.]; federal regulations 7 CFR 271 through 273;
- Personal Responsibility and Work Opportunity and Reconciliation Act of 1996 (PRWORA) [Public Law 104-193];
- Wagner-Peyser Act of 1933, as amended;
- Federal regulations issued by the U.S. Department of Health and Human Services at 45 CFR Parts 270 through 275, inclusive, for services funded by Temporary Assistance to Needy Families; federal regulations 45 CFR Part 260 through 265;
- Federal regulations issued by the U.S. Department of Agriculture at 7 CFR 271 through 273, Food Stamp Employment Training services;
- Federal and state laws and regulations concerning nondiscrimination and equal opportunity;
- Federal and state labor laws and standards;
- Non-traditional Employment for Women Act of 1991, as amended;
- Titles VI and VII of the Civil Rights Act of 1964, as amended;
- Section 504 of the Rehabilitation Act of 1973, as amended;
- The Age Discrimination Act of 1975, as amended;
- Title IX of the Education Amendments of 1972, as amended;
- Americans with Disabilities Act of 1990, as amended;
- Texas Senate Bill 642 and House Bill 1863;
- Sections of the Texas Administrative Code Title 40, Part 20 and the Texas Government Code Chapter 2308, as they pertain to workforce center systems, operations and programs;
- Childcare 45 CFR Parts 98 and 99;
- 29 Code of Federal Regulations 37.35 and 37.8, Implementation of the Nondiscrimination and equal Opportunity Provision of the WIA, revised July 1, 2000;
- TWC WD Letter 18-07;
- Department of Health and Human Services Office of Civil Rights, Policy Guidance, entitled "Title VI's Prohibition Against National Origin Discrimination as it Affects Limited English Proficiency Persons" and issued August 29, 2000;
- Department of Labor, Civil Rights Center, Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964; Policy Guidance on the Prohibition Against National Origin Discrimination as it Affects Persons with Limited English Proficiency," and issued January 17, 2001;
- Department of Health and Human Services Office of Civil Rights, Summary of Policy Guidance, entitled "Prohibition Against Discrimination on the Basis of Disability in the Administration of Temporary Assistance for Needy Families," and issued January 19, 2001;
- Department of Health and Human Services Office of Civil Rights, Decision Against Massachusetts Department of Transitional Assistance regarding Office of Civil Rights Complaint Number 01-98-3055, and issued January 19, 2001;
- TWC WD Letter 24-01, Prohibition Against Discrimination Based on Disability or Limited English Proficiency in the Administration of Workforce Services; and
- Rules, policies, and plans of the TWC and WFSCB related to workforce center systems, operations, and programs.

Many of the above items can be found on-line at either www.twc.state.tx.us or www.hhs.gov. Workforce Solutions policies and plans are available upon request. Proposers are expected and presumed to be

knowledgeable of all *applicable* federal, state, and local laws, rules, regulations, and policies.

FUNDING

Funding for all activities and services under this RFP may be provided under various state and federal funding sources. Funding is contingent on and subject to change based upon the allocation and receipt of such funds by WFSCB from the TWC. All funding obtained from this solicitation shall be in accordance with the Texas Administrative Code, Fiscal Integrity Provisions, Title 40, Part 20, Chapter 801, Subchapter C, Rule 801.54.

The actual amount of a contract award will be based on the proposed budgets, availability of funds, and the standards for the use of public funds (i.e., all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories). The proposal(s) most responsive to this RFP and advantageous to WFSCB in terms of quality and cost will be recommended for contract negotiations.

Approximate Available Funds for 10/01/2026 – 09/30/2027

Program	**Total**
WIOA Adult	1,338,393
WIOA Additional Adult and DW **Ends 6/30/02022	230,000
WIOA Dislocated Worker	1,273,032
WIOA Youth ISY	480,373
WIOA Youth OSY	1,441,120
WIOA Rapid Response	16,464
TANF	1,793,906
SNAP E&T	353,328
SNAP E&T- ABAWD	109,879
Non-Custodial Parent (NCP)	248,541
Trade Act Services for Dislocated Workers	5,000
Military to Civilian	41,692
VET (TVC)	6,000
WCI RWY[3]	12,000
WCI TVLP	8,224
WCI YOU Choose	8,000
WCI Short-Term Child Care Training 6/30/23	61,110
Resource Administration Grant	6,923
NDW / Covid ***New end date 3/2023	120,000
Wagner-Peyser Employment Services[2]	32,813
Reemployment Services & Eligibility Assessment	401,336
Externships for Teachers	-
Apprenticeship Texas ****1/31/2023	4,355
Child Care - Fund 2373[1]	45,473
WIOA Middle Skills Employment Supplies	61,749
Total	**$ 7,118,695**
1. Child Care Allocation of shared cost for Telephone Operator and Janitor Expenses	
2. Funds available for ES Staff **only** (mileage, professional development, etc.)	
3. Funds available for Red, White, & You Job Fair costs (venue, food, etc.)	
4. *See individual end dates	
Transitional budget, if necessary, will be covered in contract negotiations.	

APPLICATION INSTRUCTIONS

Application for Managing Director and Operation of Career Center System (Including Youth Services)

Due Date: December 22, 2026, by NOON (CDT)

This Application for career center system management for WFSCB is intended to be a process whereby qualified entities are identified and determined to have the expertise and experience to operate a career center system. Entities successfully completing the Application phase of the procurement process will be invited to submit a Proposal for career center system management.

Instructions:

Applications must be received by 12pm, NOON on December 22, 2026**.** Entities who have been notified that their application has passed will be allowed to submit a Proposal.

Applications may be submitted electronically or in paper form. If submitted in paper, an electronic version must also be submitted. Paper submittals must be originals with all forms and certificates containing original wet signatures. Electronic versions must contain e-signatures and be a single PDF file. Any differences between the original paper version and the electronic version are at the liability of the applicant.

Note: Joint venture partners must each submit all forms and requested materials pertaining to their organization or company as part of the single PDF file.

Applications which do not adhere to the submission requirements, will be ruled unresponsive to the specifications, and will not be considered under this procurement.

Paper versions may be submitted by mail, courier service or hand delivered to:

Imelda Trevino, Contract and Procurement Manager
Workforce Solutions Coastal Bend
400 Mann Street, Suite 800
Corpus Christi, TX 78401

Electronic versions should be submitted via email to: imelda.trevino@workforcesolutionscb.org

or via SharePoint to:

RFP 26-04 Budget

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

Forms:

1) Application for Career Center System Management Form
2) Copy of Certificate for Historically Underutilized Business (if applicable)
3) Completed Application Check List Form
4) Application Narrative
5) Financial Systems Survey
6) Certification By Proposer Form
7) Administrative Management Form
8) Certifications Regarding Lobbying, Debarment, Suspension and Other Responsibility Matters, and Drug Free Workplace Requirements
9) Certification Regarding Conflict of Interest, Disclosure of Interest
10) Texas Corporate Franchise Tax Certification
11) State Assessment Certification
12) Orientation to Complaint Procedures
13) Undocumented Worker Certification
14) Customer Rights and Complaint Resolution Procedure

Attachments:

A. Organization Chart for the Applicant Organization
B. Proposed Organization Chart for the Operation and Management of Coastal Bend Career Centers
C. Joint Venture Agreement/and/or Managing Director/PEO agreement, if applicable (if applicable).
D. List of Organization's Board of Directors, Owners, or Principals
E. Resumes for key the staff (if employed or known), up to date with current positions included; labeled: (per staff person whether full or part time, or in-kind)
    (1) Administrative/Management Team
    (2) Supervisory Staff for career center on-site supervisory staff only
F. Job Descriptions and Required Qualifications for each proposed funded position.
G. Provide a chronologic list of all current or past workforce-related contracts for the last 10 years (most recent first). Include the name of the board area, the specific contract title and number, the total amount of the contract awarded, and the percent expended, start and end dates of each contract.
H. For each contract listed in G, above, provide a table showing actual performance against contracted performance for each TWC performance measure and each contracted measure by year for the last 3 years minimum.
I. A copy of monitoring reports from the contracting workforce board, to include monitoring conducted by board-contracted monitors, or the last three contract years for each career center system management contract as generated and imposed by any Workforce Board, TWC, State or Federal agency. (No Summaries); In addition, provide any follow-up and final resolution reports for any findings or deficiencies identified in the monitoring reports.
J. A copy of any primary funding source reports regarding Corrective Action Plans as generated and imposed by any Workforce Board, TWC, State, or a federal agency, over the last three years, and the status of these plans. (No Summaries)
K. A copy of any primary funding source reports regarding Performance Improvement Plans as generated and imposed by a Workforce Board, TWC, State, or a federal agency, over the last three years, and the status of these plans. (No Summaries)
L. A copy of any primary funding source reports regarding Sanctions as generated and imposed by a Workforce Board, TWC, State, or Federal Agency, over the last three years, and the status of these sanctions. (No Summaries)
M. Audits with management letters for the last three years, plus a financial statement for the current year. In the event the entity is part of a larger organization, the financial statements must include a

breakout by Workforce Development Contract and applicable cost categories as described in WD Letter 04-15, Change 2.

N. Provide documentation of any legal judgments, claims, arbitration proceedings, and suits pending or outstanding against the organization or its officers.
O. Cost allocation plan
P. Indirect cost rate and approval of rate – if applicable
Q. Certificate of non-profit incorporation – if applicable
R. IRS Form 990 (for 501 (c) (3) non-profit organizations)
S. Copy of annual report to shareholders for for-profit companies
T. List of agencies which have MOUs (Memorandum of Understanding) with your organization.
U. List of three (3) references with requested information. Please submit as Attachment U to the Application.

COVER PAGE

Application for Management and Operation of Career Center System

A. Identification of Proposer:

Name of Organization: _____

Address: _____

Contact Person Regarding this Proposal: _____

Telephone Number: _____ Fax: _____

E-Mail Address: _____

B. Name and Title of Person Responsible for:

Contracting Authority: _____ / Contract Negotiations: _____

_____ / _____

Liaison to WFSCB: _____ /

C. Description of Proposer (Legal/Tax status):

- ☐ Private, for-profit
- ☐ Public, non-profit
- ☐ Private, non-profit
- ☐ Corporation
- ☐ Partnership
- ☐ Sole Ownership
- ☐ Government entity

D. Model:

- ☐ Turnkey Operation
- ☐ Managing Director/PEO
- ☐ Other (Specify) _____

Federal Tax ID # _____

State Comptroller ID # _____

E. Please check if your firm is a Historically Underutilized Business as defined by the Texas Government Code 407.101.

- ☐ Yes (If "Yes" provide approved certification.)
- ☐ No

Signature of person who can commit organization to this application and proposal:

_____ _____

Typed Name of Representative Typed Title

_____ _____

Signature Date

Application Checklist

The items listed below should be submitted in the following order as the Application for Management and Operation of Career Center System due December 22, 2026, by NOON 12pm(CDT). Check each item included in your application.

Forms:

1) ☐ Application for Career Center System Management Form
2) ☐ Copy of Certificate for Historically Underutilized Business (if applicable)
3) ☐ Completed Application Check List Form
4) ☐ Application Narrative
5) ☐ Financial Systems Survey
6) ☐ Certification By Proposer Form
7) ☐ Administrative Management Form
8) ☐ Certifications Regarding Lobbying, Debarment, Suspension and Other Responsibility Matters, and Drug Free Workplace Requirements
9) ☐ Certification Regarding Conflict of Interest, Disclosure of Interest
10) ☐ Texas Corporate Franchise Tax Certification
11) ☐ State Assessment Certification
12) ☐ Orientation to Complaint Procedures
13) ☐ Undocumented Worker Certification
14) Customer Rights and Complaint Resolution Procedure

Attachments:

A. ☐ Organization Chart for the Applicant Organization
B. ☐ Proposed Organization Chart for the Operation and Management of Coastal Bend Career Centers
C. ☐ Joint Venture Agreement and/or Managing Director/PEO agreement (if applicable).
D. ☐ List of Organization's Board of Directors, Owners, or Principals
E. ☐ Resumes for key the staff (if employed or known), up to date with current positions included; labeled: (LIMIT TWO PAGES EACH per staff person whether full or part time, or in-kind)
   (1) Administrative/Management Team
   (2) Supervisory Staff for career center on-site supervisory staff only
F. ☐ Job Descriptions and Required Qualifications for each proposed funded position.
G. ☐ Provide a list of all current or past workforce-related contracts for the last 10 years. Include the name of the board area, the specific contract title and number, the total amount of the contract awarded, and the percentage expended.
H. ☐ For each contract listed in G, above, provide a table showing actual performance against contracted performance for each TWC performance measure by year for the last three years at minimum.
I. ☐ A Copy of original monitoring report from your primary funding source for the last three contract years for each career center system management contract as generated and imposed by any Workforce Board, TWC, State or Federal agency. (No Summaries); In addition, provide any follow-up and final resolution reports for any findings or deficiencies identified in the monitoring reports.
J. ☐ A copy of any primary funding source reports regarding Corrective Action Plans as generated and imposed by any Workforce Board, TWC, State, or a Federal agency, over the last three years, and the status of these plans. (No Summaries); See notes in I.

K. ☐ A copy of any primary funding source reports regarding Performance Improvement Plans as generated and imposed by a Workforce Board, TWC, State, or a Federal agency, over the last three years, and the status of these plans. (No Summaries)

L. ☐ A copy of any primary funding source reports regarding Sanctions as generated and imposed by a Workforce Board, TWC, State, or Federal Agency, over the last three years, and the status of these sanctions. (No Summaries)

M. ☐ Audits with management letters for the last three years, plus financial a financial statement for the current year. In the event the entity is part of a larger organization, the financial statements must include a breakout by Workforce Development Contract and applicable cost categories as described in WD Letter https://www.twc.texas.gov/sites/default/file

N. Provide documentation of any legal judgments, claims, arbitration proceedings, suits pending or outstanding against the organization or its officers.

O. ☐ Cost allocation plan

P. ☐ Indirect cost rate and approval of rate – if applicable

Q. ☐ Certificate of non-profit incorporation – if applicable

R. ☐ IRS Form 990 (for 501 (c) (3) non-profit organizations)

S. ☐ Copy of annual report to shareholders for for-profit companies

T. ☐ List of agencies which have MOUs with your organization.

U. ☐ Provide three (3) references for projects of similar size and scope that they have performed. Reference's organization name, address, and phone number, name of contact person, and description of services provided, dates of relationship and total budget. Please submit as Attachment U to the application.

I have verified that all of the requested forms have been made available as a part of this application.

_____	_____
Printed Name of Authorized Representative Representative	Printed Title of Authorized
_____	_____
Signature of Authorized Representative	Date

APPLICATION NARRATIVE

Provide brief responses to the questions below. Any reference to attachments in the narrative must include the attachment name and page number.

1. Provide a brief history of your organization's experience operating career center systems.
2. Describe your organization's attributes that enhance your ability to provide the requested services.
3. Describe any innovative initiatives your organization developed, procured, or implemented to address employer or job seeker issues that demonstrate your expertise in workforce development.
4. Description of Fiscal Management System - Describe your financial management system including cash management and accrual system, budget tracking, financial capacity, and knowledge of staff;

    a. Include the last three years of audited financial statements.
    b. List your experience in managing and accounting for State and Federal funds, including sound organizational structure.
    c. List names and qualifications of the organization's (proposal) chief fiscal officer and respective accounting staff.
    d. Describe how payroll, leave and travel policies will be documented, and records will be maintained.
    e. Describe what procedures and techniques will be used to ensure that there are no disallowed costs and identify sources from which disallowed costs would be paid.
    f. Describe how you will comply in reporting to WFSCB in the respected cost category classification (WD Letter 04-15, Change 2) for all costs that the contractor is responsible for.
    g. List the available resources, including financial capacity to work without cash advances for a limited time, (excess of current assets over current liabilities as indicated in the financial statements).
    h. Discuss compliance with The Texas Administrative Code, Chapter 802.21.
    i. Ability to pay disallowed costs from non-federal funds; administrative and fiscal accountability. Working capital should normally be at least 10% of the proposed contract.
    j. Provide cost allocation and indirect cost policies and procedures;
    k. Audit issues; pending litigation; claims on insurance; status of questionable costs,
    l. Discuss historical overhead costs (cost category 709) to contract and identify what specific cost makes up the overhead costs and the methodology for allocating those costs. (See attached spreadsheet.)
    m. Description of Applicants experience conducting self-monitoring for financial performance and compliance.
    n. Submitted the organization's insurance documents including insurance binder, if applicable.
    o. Describe how you will list Workforce Solutions as an additional insured on insurance.
    p. Describe how expenditures and obligations incurred are tracked to ensure that expenditure levels will be met.

5. Management Capacity – includes organization history; organization chart; career center system management experience; staff qualifications; Applicant must demonstrate its capability to set direction, achieve outcomes, bring non-federal funding to the table, and manage overall operations, including staff oversight, customer services, continuous improvement, and achievement of measurable outcomes.

    a. List the governing body/board of directors or other principals.
    b. Describe lawsuits, if any initiated against the Applicants' organization or any of the project team members, within the last five years.

c. List the organization's vision, goals, objectives, and describe how they relate to the Workforce Solutions strategic direction in workforce development.
d. Provide a brief organizational/company history.
e. Provide copies of the most recent IRS form 990(501)(c)(3) NON-PROFITS, for Profit: Proof of incorporation, corporate resolution.
f. Provide a corporate organizational chart of the operations.
g. Indicated the Number of employees in Nueces County, in the State of Texas and nationwide, corporate.
h. Indicate the location of the office from which the administration or oversight is to be done.
i. Submitted evidence that the Applicant has developed and implemented an equal opportunity program for hiring and promoting its employees.
j. Description of Applicant's Corporate or Administrative Policies.
k. Evidence that the Organization can meet the needs of all client types.

6. Demonstrated Effectiveness – Described the organization's history and experience in workforce development.

a. Described the Applicant's knowledge, expertise, and experience in performing workforce or staffing. The Applicant demonstrated level of compliance with regulations and policies.
b. Included Compliance or Monitoring Reports that demonstrate the organization or company's ability to meet programmatic and financial performance outcomes with similar services. (Reference Attachment I)
c. Included performance reports for those contracts used as references sufficient to demonstrate the organization's ability to meet programmatic and financial outcomes with similar services. Example budget vs actual in non-client and client. (Reference Attachment H)
d. Provided at least three (3) references for projects of similar size and scope that they have performed. Reference's organization name, Reference's address and phone number, Contact person, and Description of services provided, dates of relationship and total budget. Include this information on "Attachment U".

Submit all signed certifications, administrative and fiscal surveys, and appropriate documents

[Submit with Application}

FINANCIAL SYSTEMS SURVEY

PROPOSER: _____

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

Question	Yes	No	N/A
Does your organization follow GAAP?			
1. Does your accounting system: a. Provide control and accountability for funds received, property, and other assets; b. Provide identification of receipt and expenditures of funds separately for each funding source; c. Provide adequate information to prepare monthly financial reports on an accrual basis; d. Have the capability to track allow-ability and allocation of costs in accordance with requirements for federal grant programs.			
2. Are state and federal funds which may be advanced to you deposited in a bank with federal insurance oversight?			
3. Has the bank in which you deposit state and federal funds insured the account(s) or put up collateral or both equal to the largest sum of money which would be in such account(s) at any one point in time during the contract period?			
4. Do you reconcile your bank accounts monthly?			
5. Are the bank reconciliations made by the same person who performs recordkeeping for receipts, deposits, and disbursement transactions?			
6. Do you record daily cash receipts and disbursement transactions?			
7. Do you maintain records on all property acquisition, disposition, and transfer?			
8. Do you have written procedures and internal controls established for the procurement of goods and services?			
9. Is a competitive bidding process incorporated into your purchasing procedures for acquisition of subcontractors, major goods and services, equipment, and office space?			
10. Are timesheets kept to support payroll disbursement?			
11. Are records maintained to support authorized employee leave (vacation, sick, etc.)?			
12. Are complete records kept to support travel payments?			
13. Has a formal audit by an outside auditing firm been conducted of your organization's financial record in the past year?			
14. Do you have an indirect cost plan with current approval by a cognizant agency?			
15. Is your organization funded by more than one source?			
16. Does your organization maintain written accounting procedures?			

_____ _____

Printed Name of Authorized Representative Printed Title of Authorized

_____ _____

Signature of Authorized Representative Date

[Submit with Application}

CERTIFICATION BY PROPOSER

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 the proposed services to be provided by this organization. I certify that no employee, board member, or agent of Workforce Solutions Coastal Bend has helped prepare this proposal. I acknowledge that I have read and understood the requirements and provisions of the request for proposals and directives in this program's implementation.

I, (_____), certify that I am the (_____) of corporation, partnership, or sole proprietorship, or other eligible entity named as Proposer and Respondent herein and that I am legally authorized to sign this proposal and submit it to Workforce Solutions Coastal Bend, on behalf of said organization by authority of its governing body.

Person authorized to sign for the Organization:	Signature of Individual attesting to Signatory's authority:
_____	_____
Signature	Signature
_____	_____
Printed Name	Printed Name
_____	_____
Printed Title	Printed Title
_____	_____
Date	Date

Subscribed and Sworn to before me on this_____day of_____2023, in

_____ (City),_____(County),_____(State).

Notary Public in and for_____County, State of_____.

Commission expires:_____. SEAL

[Submit with Application}

ADMINISTRATIVE MANAGEMENT SURVEY

PROPOSER: _____

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

Question	Yes	No	N/A
1. Does your organization have current Articles of Incorporation?			
2. Does your organization have written personnel policies?			
3. Do your written personnel policies contain procedures for:			
a. open employee recruitment, selection and promotional opportunities based on ability, knowledge and skills;			
b. providing equitable and adequate compensation;			
c. training of employees to assure high-quality performance;			
d. retaining employees based on the adequacy of their performance, and for making adequate efforts for correcting inadequate performance;			
e. assuring fair treatment of applicants and employers in all aspects of personnel without regard of political affiliation, race, color, national origin, sex, age, disability, religion, or creed, with proper regard for their privacy and constitutional rights as a citizen; and			
f. Assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official position to influence procurement.			
4. If your organization does not have the procedures noted above, could your personnel policies be revised expeditiously to include these procedures?			
5. Do your written personnel policies contain a prohibition against nepotism?			
6. Do your written personnel policies contain a prohibition against employees using their positions for private gain for themselves or other parties?			
7. Does your organization have an authorized, written travel policy for employees and authorized agents that provides for reimbursement for mileage and/or per diem at a specified rate?			
8. Does your organization have a written employee complaint procedure used to resolve disputes?			
9. Does your organization have the capacity or staff to produce and maintain records on project participants and/or other customers as well as other management information that may be needed?			
10. If certain costs are determined to be disallowed, does your organization have a procedure or source for reimbursing such costs to WFSCB?			
11. Does your organization have a State Comptroller Vendor Number?			
12. Is your organization governed by a Board of Directors, an elected body (city/county ISD council, commission or board) or Council?			
13. Does your organization operate under local rules or by-laws?			
14. Has your Board/Council reviewed and approved this proposal for submission?			
15. Does your organization have a current approved fidelity bond?			

16. Does your organization have an EEO/affirmative action plan?			
17. Does your organization have a complaint or grievance process for customers?			
18. Does your organization have a Complaint Monitor?			

Printed Name of Authorized Representative

Printed Title of Authorized Representative

Signature of Authorized Representative

Date

[Submit with Application}

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.

_____	_____
Printed Name of Authorized Representative	Printed Title of Authorized Representative
_____	_____
Signature of Authorized Representative	Date

[Submit with Application}

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 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 attach a 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" <u>of the Board</u> 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.

_____	_____
Printed Name of Certifying Person	Printed Title of Certifying Person
_____	_____
Signature of Certifying Person	Date

[Submit with Application}

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.

_____ _____

Printed Name of Authorized Representative | Printed Title of Authorized Representative

_____ _____

Signature of Authorized Representative | Date

[Submit with Application}

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.

_____ _____

Printed Name of Certifying Person | Printed Title of Certifying Person

_____ _____

Signature of Certifying Person | Date

[Submit with Application}

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 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
400 Mann St., Suite 800
Corpus Christi, Texas 78401
Telephone: (361) 885-3059

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 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 TWC's resolution of your complaint, you may file a complaint, it 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:

_____	_____
Printed Name of Authorized Representative	Printed Title of Authorized Representative
_____	_____
Signature of Authorized Representative	Date

{Submit with Application}

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 applying 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.

If 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.

Printed Name of Certifying Person	Printed Title of Certifying Person
Signature of Certifying Person	Date

{Submit with Application}

CUSTOMER RIGHTS AND COMPLAINT RESOLUTION PROCEDURE
WORKFORCE SOLUTIONS COASTAL BEND

Participating in workforce services administered by the Texas Workforce Commission (Commission) or Workforce Solutions of the Coastal Bend (Board) grants you the right to file a complaint regarding your workforce services. These rights are guaranteed through the Commission's complaints, hearings and appeals procedures* at 40 TAC, Chapter 823.

Please be aware that this complaint process does not pertain to matters alleging violations of nondiscrimination or equal opportunity requirements under the Workforce Innovations and Opportunity Act (WIOA) or matters governing job service related complaints.

THE COMPLAINT PROCESS

What is a complaint?
A complaint is a written statement alleging a violation of any law, regulation, or rule relating to any federal- or state-funded workforce service. If you have received an adverse action or want to file a formal complaint about workforce services you are first encouraged to discuss the adverse action or complaint with Texas Workforce Center staff where the complaint originated.

Who may file a complaint?
Texas Workforce Center customers – Individuals who have applied for or are eligible to receive federal- or state-funded workforce funded services administered by the Commission or the Board. These services include:

- Child Care Services
- Temporary Assistance for Needy Families (TANF) / CHOICES
- Supplemental Nutrition Assistance Program (SNAP) Employment &Training
- Workforce Innovations and Opportunity Act (WIOA) - Adult, Dislocated Worker, and Youth
- Eligible Training Providers receiving WIOA funds or other funds for training services.
- Other interested parties affected by the Texas workforce system, including subrecipients. These individuals may be child care or other service providers that have a received a written statement issued by the Board, a Texas Workforce Center, or the Agency relating to an adverse action, or a provider or contractor, related to denial or termination of eligibility, under programs administered by the Agency or the Board.
- Previously employed individuals who believe they have been displaced by a Texas Workforce Center customer participating in work-based services such as subsidized employment, work experience, or workfare.

How do I file a complaint?

- Complaints must be in writing using the attached complaint form.
- Complaints must be filed within 180 days of the alleged violation.
- Complaints should be filed at the service level where the complaint originated for optimal and immediate satisfaction.

Board complaint procedures are available upon request.

How will the complaint be resolved?

- You will be given the opportunity for an informal resolution to resolve any disputes resulting from either a complaint or an appeal to a determination. An example of an informal resolution may include:
    - Meeting with your immediate case worker to seek a resolution;
    - Meeting with a Texas Workforce Center manager or designated Board staff for a more in-depth discussion related to the circumstances of the complaint and to discuss how the complaint may be resolved.

- If you are not satisfied with the outcome of the informal resolution, you have the right to file a complaint and to have the opportunity for a Board hearing with:

Workforce Solutions Coastal Bend
4891 Ayers St Corpus Christi, TX 78415

- Once a complaint is filed with the Board, you will be notified in writing of a Board hearing at least (10) ten calendar days prior to the hearing date. The ten-day notice may be shortened with prior written consent of the parties involved.

- A Board decision will be issued within 60 calendar days from the date the complaint is originally filed.

If you do not agree with the decision issued by the Board or if no decision is mailed within 60 calendar days from the date the complaint was originally filed, you may file a written appeal to the Commission. The appeal must be sent within 14 calendar days after the mailing date of the Board's decision or 90 calendar days after the original filing date of the complaint. Appeals to the Commission are mailed to:

Appeals, Texas Workforce Commission
101 East 15th St., Room 410
Austin, Texas 78778-0001

The Secretary, US Department of Labor will investigate appeals under the following circumstances:

- Local-level grievances and complaints—when a state-level appeal is filed and within 60 days of that request, either party appeals to the Secretary.
- State-level complaints:
    - when no determination is made at the state level within 60 days of receipt of the state-level complaint; or
    - when a decision on a state-level grievance or complaint has been reached and the party to which the decision is adverse appeals to the Secretary.

And those who wish to appeal a final state-level determination of the following:

- Appeals to the Secretary, that are based on a state-level determination not being made within 60 days of receipt of a grievance or complaint, must be filed within 120 days of filing the grievance or appeal with the state.
- Appeals to the Secretary that are based on a party's dissatisfaction with the decision of the state-level appeal must be filed within 60 days of receipt of the state-level decision.
- Appeals to the Secretary must be submitted by certified mail with a return receipt requested. In addition to sending an appeal to the Secretary, the party must also simultaneously provide a copy of the appeal to the opposing party and the US Department of Labor Employment and

Training Administration (DOLETA) regional administrator.

- The Secretary must make a final decision on an appeal no later than 120 days after receiving the appeal.

Secretary, US Department of Labor 200 Constitution Ave. NW Washington, DC 20210 Attention: ASET	Regional Administrator, DOLETA 525 S. Griffin Street, Room 317 Coastal Bend, Texas 75202

By my signature below, I certify I have received a copy of the Workforce Customer Rights and Complaint Resolution Procedure.

_____	_____
Printed Name of Authorized Representative	Printed Title of Authorized Representative
_____	_____
Signature of Authorized Representative	Date

[Submit with Application}

ATTACHMENT U - REFERENCES FORM

Failure to provide and include the following information with your response by the submission date may result in disqualification from further consideration for an award resulting from this solicitation. Each reference will be contacted for evaluation purposes. Any reference that does not respond in a timely manner will result in a score of zero.

REFERENCE #1:

Company Name	
Contact Name	
Address, City, State, Zip	
Phone Number	
Fax Number	
E-Mail Address	
Types of Services Provided	
Contract Term (how many years provided services (To/From) Dates	

REFERENCE #2:

Company Name	
Contact Name	
Address, City, State, Zip	
Phone Number	
Fax Number	
E-Mail Address	
Types of Services Provided	
Contract Term (how many years provided services (To/From) Dates	

REFERENCE #3:

Company Name	
Contact Name	
Address, City, State, Zip	
Phone Number	
Fax Number	
E-Mail Address	
Types of Services Provided	
Contract Term (how many years provided services (To/From) Dates	

PROPOSAL INSTRUCTIONS

Proposal for Management and Operation of
Career Center System
(Including Youth Services)

Due Date: December 22, 2026, by NOON, 12pm(CDT)

The proposal for Management and Operation of WFSCB's Career Center System is intended to be the proposing entity's approach to operating the career center system in a manner to exceed contracted performance measures, provide quality services to customers, be accountable for all compliance requirements, and represent WFSCB and its goals and objectives for workforce development in the Coastal Bend WDA. Any or all parts of the proposal may become a part of the contract, if selected. Therefore, the proposal should be realistic in its portrayal of the proposer's abilities and expertise.

Instructions: **Proposals must be received by** NOON on December 22, 2026**.**

Proposals may be submitted electronically or in paper form. If submitting in paper, an electronic version must also be submitted. Paper submittals must be originals with all forms and certificates containing original signatures. Electronic versions must contain e-signatures and include a single PDF file for the response document and a single Excel file for the proposed budget.

Note: Joint venture partners must each submit a signed statement stating they support the proposal and their role in the proposed approach for management and operation of the career center system. The signed joint venture statement must be part of the single PDF file.

Any differences between the original paper version and the electronic version are at the liability of the proposer. Proposals which do not adhere to the submission requirements, will be ruled as unresponsive to the specifications and will not be considered under this procurement.

Paper versions may be submitted by mail, courier service or hand delivered to:
Imelda Trevino, Contract and Procurement Manager Workforce Solutions Coastal Bend
400 Mann Street, Suite 800
Corpus Christi, TX 78401

Electronic versions should be submitted via email to:imelda.trevino@workforcesolutionscb.org
or via SharePoint to:

RFP 26-04 Budget

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

COVER PAGE

Proposal for Management and Operation of Career Center System

D. Identification of Proposer:

Name of Organization: _____

Address: _____

Contact Person Regarding this Proposal: _____

Telephone Number: _____ Fax: _____

E-Mail Address: _____

E. Name and Title of Person Responsible for:

Contracting Authority: _____

Contract Negotiations: _____

Liaison to WFSCB: _____

C. Proposal Summary Data:

Proposed Total Budget Amount: _____

Proposed Cash or In-Kind Contribution: _____

Proposed Total Amount for Staff Salaries and Fringe: _____

Proposed Total Amount for Direct Participant Training/Services: _____

Proposed Total Number of Staff FTEs: _____

Model Approach: ☐ Turnkey Organization ☐ Managing Director/PEO

Signature of person who can commit organization to this proposal:

_____ _____

Printed Name of Authorized Representative Printed Title of Authorized Representative

_____ _____

Signature of Authorized Representative Date

PROPOSAL CHECKLIST

The items listed below should be submitted as the proposal for career center system management due **January 14, 2027, NOON.** Check each item included in your proposal.

- ☐ Proposer Cover Page (Front Page of Proposal)
- ☐ Proposal Checklist
- ☐ Proposal Narrative
- ☐ Proposal Budget (A, B, C and D)
- ☐ Attachments
  - ☐ A. Proposed Organization Chart (if different from Application)
  - ☐ B. Staff Training Matrix
  - ☐ C. Job Seeker Customer Flowchart
  - ☐ D. Employer Customer Flow Chart

I have verified that all of the requested information is contained in this proposal.

_____	_____
Printed Name of Authorized Representative	Printed Title of Authorized Representative
_____	_____
Signature of Authorized Representative	Date

PROPOSAL NARRATIVE INSTRUCTIONS

Instructions: Repeat each instruction in the proposal narrative including the corresponding section heading and section number and letter and provide a thorough response. Exhibits may be referenced in the narrative and provided in the attachments. Any references to attachments in the narrative must include the name of the attachment and the page number.

Proposed Management and Operation of Career Center System

A. Management & Staffing

1. Describe your proposed approach to managing the Coastal Bend career center system.

2. Management is the process of planning, organizing, leading and controlling all phases of business operation in order to achieve the objectives of our organization. Describe the objectives of your organization and your proposed approach for each of the following elements:
    a. Management style
    b. Business objectives
    c. Initial On-boarding/Training & On-going Staff Skills Development
    d. Team-Building, Morale & Incentive Plans, and Leadership Development
    e. Staff Accountability
    f. Communication (Internal & External)
    g. Anticipating and planning for changes in the business environment
    h. Outreach & Coordination with partners and grantor agencies

3. Describe each of the following in detail:
    a. Management team and the structure for supervision of career center system staff.
    b. Proposed staffing of the Coastal Bend career center system. Include in your discussion the staffing for each center. Explain/justify why you propose this staffing structure. Provide a staffing chart which includes TWC ES staff.
    c. Staff development strategies to support continuous learning and development of career center staff. Provide a staff development matrix as Attachment B that lists your proposed training for staff. Include the source of the training for each topic. Include orientation and training for new staff as well as development of skills of current staff.
    d. Employee benefits you will provide to career center staff. Include eligibility date, cost to program and cost to employee.
    e. Your organization's code of conduct for career center and management staff.
    f. Process for assessing customer satisfaction and how that information is processed.
    g. Proactive continuous improvement/quality assurance processes for career center systems operation. Include the use of information and data to support key career center system management processes and improve performance.
    h. Reactive corrective action processes for addressing any deficiencies identified through internal or external monitoring. Discuss each of the following:
        i. Internal process for identifying and resolving program and compliance issues.

ii. Response to internal/external monitoring findings, corrective action plans performance improvement plans, and/or sanctions.
iii. Ensure the accuracy and integrity of data and information.
iv. Evaluate the value of career center products and services offered to customers.

4. Managing Director with Professional Employer Organization (PEO) Option: (If applicable)

Managing Director Proposers must respond to the following narrative questions as an addition to responding to all the above criteria questions:

(1) Describe the procurement for the professional employer organization (PEO) or staff leasing company to include dates, proposals received, and the entity selected.
(2) Describe the PEO's approach to the following functions:
    a. Benefits management
    b. Payroll services
    c. Human resources management
    d. Paid time off
(3) Provide a description of how the PEO's staff will interact with the Managing Director of the workforce center system. Please provide the name of the single point of contact for these services.

Managing Director's must complete the PEO's section of the proposal Budget (PEO Budget).

B. Communication and Outreach

WFSCB expects service providers to work with each other and WFSCB Communications department in a team effort to develop regional marketing products (e.g., event ads, brochures, posters, signage, promotional items), to provide event and activity support for each other (e.g., job fairs, open houses) and to promote general internal system communications. All service providers are required to comply with WFSCB's Strategic Marketing Standards and Guidelines which set specifications for all communication, public relations and outreach activities. The document is available at:

https://www.workforcesolutionscb.org/wp-content/uploads/2017/01/WFSCB_StrategicMarketingStandards-Guidelines_Jan-2020_UPDATED.pdf

Please address the following elements:

1. Your strategies for ensuring compliance with WFSCB's communication and outreach standards and guidelines.
2. How your marketing plan is implemented and delivered to effectively communicate WFSCB's goals and complement WFSCB's Strategic Marketing Standards and Guidelines.
3. Your communication procedures (internal and external) to ensure that information is delivered in a timely and efficient manner to all levels of employees, customers, potential customers, and other constituencies.
4. Your procedures to quickly address crises situations, or emergencies that impact employees, customers, potential customers, and other constituencies.

C. Proposed Program Service Delivery

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 and how do you propose to implement those key processes.

Submit customer flowcharts clearly identifying all services available through the career center system for job seekers and employers, the service-specific decision points for customers within the system, and the potential outcomes of or benefit to customers receiving one-stop and/or program services.

1. Employer Services
   a. How will you:
      i. Involve employers to ensure an employer-driven system throughout the region.
      ii. Ensure services are available to and used by employers; include appropriate staffing levels and explanation.
      iii. Identify employer needs and respond to employer expectations?
      iv. Expand the use of WorkinTexas.com, Career Coach, and other TWC web-based resources by employers and job seekers?
      v. Ensure you will provide on-going employer feedback to assist WFSCB in identifying the skills and competencies inherent in high-growth, high-demand jobs, and identify gaps between current and projected skill needs?
      vi. Assist WFSCB in developing solutions to workforce skills gaps and challenges through partnerships between industry leaders and educational institutions.
      vii. Utilize existing TWC Employment Services staff in providing employer services?

   b. Describe:
      i. Specific strategies you will implement to exceed WFSCB's Employer Performance measures.
         a. Specifically discuss the Employers Receiving Workforce Assistance rate, its definition, and operationalize your process to exceed the performance goal.
         b. Organizational benchmarks beyond those of WFSCB's.
         c. Innovative ideas and proven strategies that will increase performance.

      ii. Your organization's capacity to develop, deliver and/or implement strategies for:
         a. Targeting employers by industry type and size, and job seekers and youth customers by education and work experience, and to assist WFSCB in coordinating such efforts in the region.
         b. Actively coordinating with business and economic development organizations in the region. Include in your discussion interactions with the organizations and projected outcomes of these relationships to include existing board development activities such as Site Selection programs and Business Retention & Expansion activities.
         c. Process/screening systems to ensure the quality of job matches and referrals of qualified candidates to employers using WorkinTexas.com.
         d. Coordinating employer services with job seeker services and program activities.
         e. Coordinating employer services with youth services and activities.
         f. Successful implementation of fee-for-service activities.
         g. Implementing apprenticeship services for new or existing registered apprenticeships

h. Implementing fidelity bonding and WOTC services.

2. Job Seeker & Program Services

This two-part question serves as your opportunity to showcase all aspects of customer/job seeker service delivery. Each of the populations listed below can be addressed in each lettered elements below.

Describe your strategies for each of the following topics and incorporate program-specific service delivery strategies and staffing models, address key program elements (i.e. 14 WIOA Youth Program elements), flow charts and any innovative approaches with examples that have proven successful in the following areas:

a. Outreach/Recruitment
b. Resource Room, Information, Triage and Referral Services
c. Intake/Eligibility
d. Assessment
e. Case Management
f. Job Search
h. Job Development
i. Support Services
j. Follow Up & Retention

Describe your strategies to integrate all programs and resources available through the career centers to meet the needs of <u>all</u> job seekers and to serve customers with significant barriers to employment throughout the region. Populations to be addressed include <u>but are not limited to</u>:

- General Job Seekers
- Veterans & their spouses
- UI Claimants
- Dislocated Workers
- Individuals in need of training (AEL, post-secondary, and employment related)
- Long term unemployed
- Public Assistance recipients
- Non-Custodial Parents
- Referrals from community organizations
- Individuals with disabilities
- Youth (in & out-of-school)

3. Program Oversight and Data Collection

a. Elaborate on management oversight processes to include staff accountability and data integrity to ensure program compliance and successful outcomes for all populations addressed in question 2.

b. Discuss experience with Cabinet, Gazelle, and any other paperless systems.

4. Performance Attainment

a. Describe each performance measure listed in the Expected Performance Measure section on page 14 of this document and explain your strategies to exceed contracted performance targets. Include specific service delivery processes that enable customers to attain their education and employment goals, ultimately impacting performance.

D. Transition Plan

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

1. Describe the activities required by each party for the transition of career center management.
2. Describe the process to minimize the disruption of service to customers and for notification of customers, training providers, each of the career center partners, community organizations etc. about the change of career center operator.
3. Discuss your strategy for assessing current career center staff, any proposed probationary period, recruiting any needed additional staff, and negotiating salaries and benefits.
4. Provide a proposed 30, 60 and 90 day timeline for all transition activities, including the approach, assessment criteria and measurable outcomes for each milestone.

E. Proposed Fiscal Approach and Budget

The funds available from WFSCB for this RFP are based on current funding levels. The proposed budget will not include any carryover funds. Facility-related costs, such as rent, copier leases, copier paper, and janitorial and security services should not be budgeted. The Contractor will need to budget for office supplies. A complete explanation and documentation of "overhead costs" and what costs make up overhead costs will be required. Any costs for staff that are not housed at WFSCB facilities should be considered overhead costs (cost category 709).

The proposal must delineate all costs that are for staff not cost allocated or not located in the centers operated by WFSCB and paid by other funds.

All management costs and oversight costs must be separate from operational costs and the methodology for allocating those costs based on funding (e.g., percentage of a base or indirect base).

1. Describe how you will comply with the cost allocation codes in developing your budget and reporting expenditures. Explain in detail the cost that will be allocated for Management and Overhead of the contract (Cost Category) and how you will ensure the allocated amount will not exceed the respective management and overhead percentage limit in the proposal. Explain how you will adjust your management and overhead budget to consider any increase or decrease if there is a change in funding.

2. How will you ensure that at least 30% of the WIOA operating budget is for direct client expenditures? In addition, please explain the process you will use to track and monitor client expenditures and coding of expenditures into TWIST. Please give details on the staff involved and how often reports will be reconciled into board payments and ensure that caps are not exceeded.

3. Describe how you will forecast expenditures for direct client services and address how you will track ITA payments.

4. Describe employee benefits you will provide to career center staff. Include eligibility date, associated costs and estimate cost to employee.

5. Describe how you will integrate any grants and other special projects into the service delivery system pool of resources.

6. Describe any cash or in-kind contributions you are offering in your proposal. Please indicate cash or in-kind contributions on the budget forms where appropriate. For in-kind contributions please state the source and how the amount/value was calculated.

7. Include a proposed budget narrative explaining all calculations and provide a justification for each expenditure. Note: Any expense for staff and related costs that are not housed in Board facilities will be coded as Management and Oversight and must be reflected accordingly in the budget, to include any payroll related costs which should be broken out in the detailed explanation of your proposed budget. Submit your proposed budget on the forms/spreadsheets provided.

PROPOSAL BUDGET INSTRUCTIONS

Budget forms are contained in a separate MS Excel file. Complete the Budget forms as follows:

Note: Sub-recipient's administration costs are captured under cost category 709. WFSCB requires a breakout of all administrative costs including local staff directly charged to the grants and PEO fees, if applicable. WFSCB pays, on behalf of the contractor, participants' costs (excluding 617 work experience and 616 Transitional jobs) Reference WD Letter 04-15, Change 2. In addition, any indirect administration costs considered programmatic must be listed separately.

(A) **Summary Budget by Funding Stream-** Please complete the Budget Summary provided.

(B) **Line-Item Budget-** Please list all costs associated with the proposed program and requested from WFSCB on this Line-Item Budget form. Include In-Kind or Cash Costs paid for by your organization or others on the next to last line, and the total costs of proposed program on the bottom line.

(C) **Line-Item Budget by Funding Stream-** Please include information requested on the Budget Back-Up pages. Each cost element must be reasonable, allowable under regulations, and necessary to operate the proposed program.

(D) **Staffing Salaries** – Present each proposed staff position and the funding amount in the appropriate fund source column. Positions charged to Code 709 should be budgeted in the appropriate section as indicated on the form.

(E) **Note: Budget forms must be submitted as a part of the proposal submission. All budget forms must be provided in both PDF and MS Excel formats.**

Note: Budget forms will be available as MS Excel files and can be accessed via Workforce Solutions website https://www.workforcesolutionscb.org/about-us/procurement-opportunities/ or at this hyperlink:
RFP 26-04 Budget