



WORKFORCE SOLUTIONS CAMERON

700 Ruben M. Torres Blvd. 3rd floor

Brownsville, TX 78520

REQUEST FOR PROPOSALS

For

WORKFORCE CENTER OPERATOR

RFP#24-RFP-03-245

ISSUE DATE: March 11, 2024, at 10:00 a.m. (CST)

Bidder's Conference: March 18, 2024, at 10:00 a.m. (CST)

RESPONSE DEADLINE: May 3, 2024, 12:00 p.m. (CST)

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SECTION I – INTRODUCTION AND BACKGROUND

A. Introduction

The Workforce Solutions Cameron (“Board”) serves as the leadership and governing body for the Cameron County Workforce Development Board Area. The Board is a public/private partnership, with its Directors representing business, education, labor, economic development, community-based organizations, and public entities.

The system of workforce development boards in Texas is a result of the Texas Legislature enacting House Bill 1863. This legislation created a new system for delivering employment and training services to the public, including employers, job seekers and youth. The Board was established in 1997, in accordance with Texas Workforce and Economic Competitiveness Act (HB 1863 and SB632). The Board is organized as a non-profit corporation in the State of Texas, with tax-exempt status under IRS code 501(c)(3). The Board is part of the Texas Workforce Solutions Network which is comprised of the Texas Workforce Commission and twenty-eight (28) local workforce boards.

The Board’s responsibilities include, but are not limited to:

- Strategic and operational planning;
- Design of the local workforce development delivery system, including the establishment of one-stop workforce centers;
- Oversight and evaluation of workforce development activities in the local area;
- Connecting and aligning the components of the regional workforce system;
- Prioritizing funding based on industry needs;
- Leveraging and investing workforce development resources;
- Providing policy guidance;
- Advocacy for workforce issues and needs;
- Building partnerships in support of local workforce initiatives; and
- Assess the effectiveness of the local workforce area.

The Board also serves as the designated grant recipient and administrative entity for workforce development program funds allocated to the Cameron County Workforce Development Board Area.

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

OUR MISSION

Workforce Solutions Cameron is the local workforce partnership organization devoted to promoting and supporting a workforce structure that provides employers and individuals of Cameron County the opportunity to achieve and sustain economic prosperity.

OUR VISION

Workforce Solutions Cameron is the premier, proven provider of high-quality workforce resources for Cameron County.

OUR CORE VALUES

Our Core Values are: Accountability, Innovation, Integrity, Transparency, Relevance, Excellence, and Partnership Promotion.

WORKFORCE SOLUTIONS CAMERON'S LONG-TERM GOALS

- To ensure that workforce services are business-driven and meet the needs of the employers and job seekers.
- To increase the pool of qualified workers to meet existing and future occupational demands.
- To expand and enhance career and technology programs and dual credit opportunities for high school students.
- Maximize the utilization of resources by ensuring all workforce operations provide a positive return on our investments.

OUR CUSTOMERS

Workforce Solutions Cameron believes in a demand-driven system, where employers are our primary customers. Meeting the needs of employers enables us to meet the needs of job seekers. We serve two (2) customers:

- ALL employers in the region, regardless of size or industry.
- ALL job seekers who live in the region, regardless of employment status, educational level, skills, abilities, or age.

B. The Workforce Center System

The workforce center is the focal point and public face of the local workforce development delivery system. It provides access to a broad array of services and information in a central location. It is designed to serve a diverse range of customers with diverse needs and is a vital link in connecting job seekers and employers. The workforce center also helps to connect the Board to the broader workforce system and community.

Workforce Center Principles

Universality – access to a broad array of information and services available to all customers – job seekers and employers.

Empowered Individuals – through access to up-to-date and relevant information, customers are empowered to make well-informed decisions regarding choices and opportunities that exist for employment, education and training.

Integration – the system should be flexible, responsive and seamless. It should feel like a single system with no separate identification of programs or agencies. Services are streamlined and easy to use.

Performance-Driven – the system must be accountable for achieving the outcome of a skilled workforce. Customer feedback, quantitative and qualitative data should be used to measure success and serve as the foundation for continuous improvement activities.

The Board is committed to the operation of a workforce center system that is universal, integrated, seamless, holistic, customer-driven, accountable, and that provides high-quality services to its customers.

The Board expects the workforce center contractor to:

- Work to functionally integrate all workforce development activities of each center, removing program/funding stream silos, whenever possible;
- Assist customers in the identifying, accessing, and using center services through responsive, knowledgeable, and respectful staff;
- Ensure that customers receive services in a consistent and uniform manner throughout each of the workforce centers in the area;
- Prepare job seekers for high wage , high skills jobs;
- Focus on providing business services aligned with targeted industries that support career pathways;
- Ensure customers receive the most appropriate services along a continuum of services to meet their employment goals;
- Increase visibility and the use of workforce center services by employers and job seekers;
- Maintain regular and open communication with Board staff and other core partners to contribute to the continuous improvement of center operations; and,
- Achieve the Board's contracted performance measures assigned by TWC.

As mandated by federal regulations, the centers are operated and managed by an independent contractor. The contractor is responsible for providing services under several workforce programs funded by the Board. The contractor will also coordinate with other partner agencies and programs that are co-located within the workforce centers.

Basic Workforce Center Operating Standards

1. Services must be consistent with the requirements of the Workforce Innovation and Opportunity Act of 2014, U.S. Department of Labor requirements for one-stop centers, and TWC rules governing one-stop centers.
2. Comply with the requirements of applicable program laws, rules, regulations and policies.
3. Comply with and maintain procedures consistent with Board policies.
4. Establish and maintain a visible presence in the employer community.
5. Provide services that are tailored to meet customer needs.
6. Implement a customer-driven and flexible process for accessing appropriate services.
7. Provide understandable service information and orientation to customers.
8. Ensure that staff are trained, knowledgeable and experienced in all required programs and services.
9. Implement timely and efficient referral and follow-up processes with other entities for employment-related services.
10. Maintain a user-friendly resource room.
11. Provide reasonable accommodation and accessible services to individuals with disabilities.
12. Provide appropriate language accommodation for individuals with limited English proficiency.
13. Treat all customers with dignity and respect.
14. Work to continuously improve the quality of services.

SECTION II – GENERAL INFORMATION

NOTE: For purposes of this RFP, the words “Bidder”, “Proposer” and “Respondent” are interchangeable and refer to an entity submitting a proposal in response to this RFP. The term “Contractor” refers to an entity selected and awarded a formal contract by the Board. The words “Board”, “Workforce Solutions Cameron”, are interchangeable and refer to the Workforce Development Board of Cameron County, the issuer of this RFP.

A. Purpose of the Request for Proposal (RFP)

Workforce Solutions Cameron is soliciting proposals from qualified and eligible independent entities for the operation and management of the workforce center system established by the Board and located in Cameron County.

The Board expects to enter into an expanding and extended relationship with one contractor for the operation and management of its one full-service workforce center, one affiliated site and one Mobile Resource Unit. The Board is seeking a contractor that will:

- Support, emulate, and contribute to the achievement of the Board's mission, vision, core values, and long-term goals;
- Perform with the highest level of integrity and business ethics;
- Work continuously to improve the performance of the workforce centers, the experience of our customers, and the quality of services provided;
- Increase visibility and use of center services by employers and job seekers;
- Expand and enhance existing partnerships and create new ones with other community organizations to leverage resources, and increase services and opportunities for our customers;
- Focus on providing business-driven services that are aligned with the Board's targeted industries and occupations;
- Prepare job seekers for higher wage jobs through the attainment of higher-level skill sets;
- Provide employers with a high quality and skilled workforce;
- Demonstrate creativity and innovation in addressing workforce needs;
- Focus on the seamless integration of programs, services, and operations;
- Meet or exceed TWC's contracted performance measures; and
- Contribute to the Board's reputation as the region's leader in developing and supplying a skilled workforce.

B. Activities and Services Solicited in this RFP

Services solicited in the RFP include the operation and management of the Board's workforce centers, programs and services to adults, youth and business (employer) services. Center operations will encompass the coordinated and integrated delivery of workforce programs and services consistent with local and state plans as well as applicable federal, state and local laws, rules, regulations, policies, and directives.

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

- Workforce Innovation and Opportunity Act (WIOA) Adults, Youth, and Dislocated Workers (including Rapid Response activities)
- Temporary Assistance to Needy Families (TANF) CHOICES
- Supplemental Nutritional Assistance Program Employment and Training (SNAP E&T)
- CHOICES - Non-Custodial Parents (NCP)
- Reemployment Service & Eligibility Assessment (RESEA)
- Special (Temporary) Projects/Initiatives

Workforce Solutions Cameron reserves the right to assign to the Contractor responsibility for managing additional workforce programs and funds that may be awarded or made available to the Board.

The Contractor will be expected to coordinate with other agencies and programs that are/may be co-located in the workforce centers and in our communities, but not limited to:

- Texas Veterans Commission (TVC) Veterans Employment Service
- Texas Veteran Leadership Program (TVLP)
- Texas Workforce Solutions Vocational Rehabilitation Services
- Adult Education and Family Literacy Act Program (AEL)
- Carl D. Perkins Career and Technical Education Act
- Senior Community Service Employment Program (SCSEP)
- Child Care Services
- Gary Job Corp
- Registered Apprenticeships
- Other workforce center partners

Contractor will also be expected to coordinate with other required workforce center partners including, but not limited to:

- Employment and training activities provided through grant recipients of the United States Department of Housing and Urban Development (HUD)
- Employment and training activities carried out under the Community Services Block Grant Act (CSBG)
- Reintegration of Offenders program, authorized under §212 of the Second Chance Act of 2007
- Migrant Seasonal Farm Worker (MSFW) programs under the National Farmworker Jobs Program (NFJP), authorized under WIOA §170
- YouthBuild Programs, authorized under WIOA §171
- National Dislocated Worker Grant (NDWG) program, authorized under WIOA §170

Contractor is also expected to provide coordinated services for the following priority and targeted populations:

- Veterans and military spouses (service priority)
- Foster Youth (service priority)
- Individual on public assistance
- Unemployed Insurance Claimants
- Individual with Disabilities
- Low-income adults
- Disadvantage youth
- Dislocated workers
- Individuals with low literacy and limited English
- Older workers
- Justice-involved individuals

A detailed description of programs, activities and services solicited under this RFP is contained in Section IV - Scope of Work.

C. Procurement Standards/Method

This RFP provides a uniform method for the procurement of specified services, providing for full and open competition. It contains the necessary background, information, requirements, and instructions for responding to this RFP. This procurement is conducted in accordance 2 CFR part 200, or applicable OMB Circular, supplemented by the final rules promulgated by the Office of the Texas Governor under the Uniform Grants Management Standards. Services solicited under this RFP shall be procured under the Competitive Proposal Method outlined in the TWC Financial Manual for Grants and Contracts (FMGC).

D. Legislative Authority

All contracts funded from this RFP are subject to, and Contractors must fully comply with, applicable federal, state and local laws, rules, regulations, and policies including, but not limited to the following:

- Workforce Innovation and Opportunity Act of 2014;
- Wagner-Peyser Act of 1933, as amended;
- Social Security Act §§401-419 U.S.C.;
- Personal Responsibility and Work Opportunity and Reconciliation Act of 1996 (PRWORA);
- Agricultural Act of 2014
- TANF Provisions in SSA, 42 USC §§601-609;
- Farm Security and Rural Investment Act of 2002;
- Deficit Reduction Act of 2009;
- Federal regulations 7 C.F.R. Parts 271-273;
- Federal regulations 20 C.F.R. Parts 652 and 675 through 683;
- Federal regulations 45 C.F.R. Parts 260-265;
- Texas Labor Code, Chapter 302, Chapter 307;
- Sections of the Texas Administrative Code Title 40, Part 20; and
- Sections of the Texas Administrative Code Title 1, Part 10, Chapter 202, Subchapter B Information Security Standards and the Information Resources Management Act (Texas Government Code Chapter 2054);

E. RFP Schedule of Events

The following schedule of events is subject to change at the discretion of the Board. All requestors of this RFP will be notified of any and all changes. All times shown in the RFP are Central Standard Time (CST).

Issuance of RFP	March 11, 2024, 10:00 a.m. (CST)
Bidder's Conference	March 18, 2024, 10:00 a.m. (CST)
Deadline for Submitting Bidder's Questions	March 22, 2024, 5:00 p.m. (CST)
Q&A posted on Board website	March 27, 2024
Proposal Due	May 3, 2024, 12:00 p.m. (CST)
Proposal Evaluation Completed	May 24, 2024 (Phase 1)
Evaluations Reviewed by Board Executive Committee	June 21, 2024
Top Candidate Presentations to Board	July 25, 2024
Board Approval - ED Authority Re: Transition Contract	
Board Approval Contract Negotiations	
Transition period begins, if applicable	August 1, 2024
Board Approval Workforce Center Contract	September 26, 2024
Workforce Center Contract begins	October 1, 2024

F. Issuance/Availability of RFP

This RFP is issued at 10:00 a.m., on Monday March 11, 2024, by Workforce Solutions Cameron under the direction of Rafael Vela, Executive Director. Copies of the RFP are available at the office of Workforce Solutions Cameron located at 700 Ruben M. Torres Blvd. 3rd floor, Brownsville, Texas, 78520, during normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m.). The RFP may also be obtained at the Board's website: www.wfscameron.org.

G. Response Deadline

Workforce Solutions Cameron must officially receive proposals **no later than 12:00 p.m. (CST), on May 3, 2024. In the event of an act of nature, the date and time for receipt of proposals will be extended appropriately.** Official receipt of proposals will be entered into a log of proposals received and verification will be issued by Board staff in the form of a receipt. Proposers who mail their proposal on or before the deadline will be sent a copy of a receipt form upon request.

Proposals may be hand delivered or submitted by certified mail, return receipt requested, or courier. Faxed or emailed proposals will **not** be accepted. Proposals should be addressed/externally labeled as follows:

Attention: Rafael Vela, Executive Director
Workforce Solutions Cameron
Workforce Center Operator RFP
700 Ruben M. Torres Blvd. 3rd floor
Brownsville, Texas, 78520

Timely delivery of proposals is the sole responsibility of the proposer. Proposals submitted by mail, courier or overnight delivery services must be received by the deadline specified above, regardless of postmark or shipping date. Workforce Solutions Cameron is not responsible for any failures, errors of omission, or otherwise, on the part of the U.S. Postal Service or other carrier. Disputes concerning late or non-delivered proposals cannot be appealed.

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

A signed original and five (5) exact copies of the proposal must be submitted. The bidder is responsible for ensuring that all copies (including the original) contain all required elements and meet all specifications in the RFP. Incomplete originals and/or copies will result in the bidder being deemed non-responsive to this RFP and will not be reviewed. Proposals are subject to the Texas Public Information Act and the federal Freedom of Information Act. Therefore, any proprietary material contained in a proposal should be clearly marked as “**Confidential.**”

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

H. Bidder's Conference

A bidder's conference will be held at one of the workforce centers located at 1820 W. Jefferson Ave., Harlingen, Texas, on March 18, 2024, at 10:00 am. Bidders also have the option of participating in the bidder's conference via conference call. Potential bidders are required to contact Hazel Quintero at hazel.quintero@wfscameron.org for the conference call number and password. Questions may be posed during the bidder's conference call, but complete answers will not be available until a Question and Answer (Q&A) document is released. It is requested that potential bidders provide questions to the board in advance of the bidder's conference. All questions outside of the bidder's conference must be in writing and e-mailed to hazel.quintero@wfscameron.org, by March 22, 2024, by 5:00 pm. The

final Q&A will be posted on the Board's website: www.wfscameron.org on March 27, 2024.

The Bidder's Conference will be the only opportunity for potential bidders to obtain guidance on the scope and nature of the work required in this RFP or to ask technical questions concerning this solicitation.

Other than as described above, Workforce Solutions Cameron board members, officers, staff, and authorized representatives or agents of Workforce Solutions Cameron are precluded from answering questions concerning this RFP or the procurement process. **Contact with board members, Chief Elected Officials or staff regarding this RFP (except as noted above) from the date that this RFP is released until a contract is awarded is strictly prohibited. Violations of this prohibition will result in the automatic disqualification of the offending bidder.**

I. Contract Type

The type of contract expected to be executed as a result of this RFP process will be a cost reimbursement contract. A cost reimbursement contract is a contract format wherein all allowable costs detailed in the budget are reimbursed. "Allowable" means allowable under both federal and State requirements and contract terms. All contracts are contingent upon adequate funding from the Texas Workforce Commission. Final contracts are also subject to any changes in legislation, regulations, or policies issued by funding sources. Workforce Solutions Cameron reserves the right to vary or change the terms of any contract executed as a result of this RFP, including funding levels, the scope of work, performance standards, and the contract period as it deems necessary and in its best interests.

The Board is committed to service excellence and to achieving results. For this reason, the Board will provide a financial incentive for successfully meeting or exceeding Board established criteria. The incentive will be classified as "profit" in the case of for-profit contractors, and a "performance incentive bonus" for non-profit contractors. Profit/incentive funds will be negotiated with the successful proposer.

J. Contract Period

The Board will enter into a one-year contract with the option to renew yearly, for up to four additional years, contingent on satisfactory performance against contract metrics (financial and programmatic), other negotiated contractual requirements, and compliance with contract terms and conditions. In no event shall the total term of a contract exceed five (5) years. The Board reserves the right to terminate the contract at any time it deems advantageous based on performance against contract metrics, other negotiated contractual requirements, and compliance with contract terms and conditions.

K. Eligible Proposers

Individuals, private and public, for-profit and non-profit organizations, community-based organizations, or other entities are eligible to respond to this RFP.

Partnerships, consortiums or joint ventures may submit a proposal. All parties must be eligible proposers and a signed certification must be obtained from each party attesting to their agreement to all terms of the proposal and any resulting contract, if awarded. Proposals from partnerships, consortiums or joint ventures must clearly identify the lead entity that will be responsible for overall operations, financial accountability, legal obligations, and all reporting requirements. A copy of the partnership/consortium/joint venture agreement must be submitted as part of the proposal. The agreement must detail the roles and responsibilities of each party to the agreement. Workforce

Solutions Cameron reserves the right to have such arrangements reviewed by its legal counsel to ensure that they are legally binding.

Proposals may also be submitted using a Managing Director/PEO Model. An agreement must be in place between the Managing Director and the Professional Employer Organization (PEO) or staff leasing company prior to submitting a proposal and the agreement must be submitted as part of the proposal. A contract awarded under this model will be between the Board and the Managing Director only. It is the sole responsibility of the Managing Director to contract with a third entity, such as a PEO. Minority disadvantaged and women-owned businesses that are certified by the State as Historically Underutilized Businesses are encouraged to response to this RFP.

Ineligible Entities – Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in any procurement of non-procurement programs by any Federal department or agency are not eligible to respond to this RFP or receive a contract. Accordingly, a contract requires contractors to certify that they are in compliance with the Federal regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98.510. Additionally, any entity that has an outstanding Unemployment Insurance overpayment balance payable to the State of Texas or any for-profit corporation that is delinquent in its franchise tax payments to the State of Texas is ineligible to respond to this RFP. Under Texas House Bill 1863 and the Texas Government Code, the Board is prohibited from entering into a contract for the management and operation of the workforce center with any entities that directly provide developmental services (training or education services).

Proposer Competency – Proposer must have the technical competence, knowledge, expertise, management and administrative capabilities and capacity, professional staff, financial resources and stability, and administrative and fiscal systems to carry-out the work described in this RFP. Proposers must meet high standards of public service and fiduciary responsibility. The Board requires assurance that the Contractor's performance of the terms and conditions of the contract will be undertaken in accordance with the highest level of integrity and business ethics. Proposers must be capable of implementing a system of self-monitoring, including the review of key data related to performance, quality assurance, financial integrity and accuracy, and center operations. Proposers are responsible for being knowledgeable of all laws, regulations, rules, and policies of the funding sources identified in this RFP. Information on relevant workforce programs including pertinent statutes and regulations can be found through the Texas Workforce Commission's website <https://www.twc.texas.gov>. Workforce Solutions Cameron will provide training on any Board-specific documents, policies and procedures, as necessary, to the selected contractor. Additional information about the Board can be obtained through its website at <https://www.wfscameron.org>. If the Board determines, at its sole discretion, that the awardee of a contract is not responsible, that it does not possess the administrative, fiscal, and/or technical resources and capabilities necessary to successfully perform under the terms and conditions of a contract, it shall terminate the contract immediately.

Outstanding Monitoring, Audit or Legal Concerns – Bidders must disclose and satisfactorily resolve any and all outstanding monitoring and/or audit concerns from any of the bidder's other contracts prior to receiving a contract resulting from this RFP. Additionally, bidders must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, and/or principals.

L. Governing Provisions and Limitations

1. The purpose of this RFP is to ensure uniform information is provided in the solicitation of proposals for the operation and management of local workforce centers. This RFP is not to be

construed as a purchase agreement of contract or as a commitment of any kind; nor does it commit Workforce Solutions Cameron to pay for costs incurred in the preparation of a response or any other costs incurred prior to the execution of a formal contract unless such costs are specifically authorized in writing by Workforce Solutions Cameron.

2. The Board reserves the right to accept or reject any or all proposals received, to cancel and/or reissue this RFP in part or its entirety.
3. The Board reserves the right to award a contract for any item/services or group of items/services solicited in this RFP in any quantity the Board determines is in its best interest.
4. This is a negotiated procurement utilizing the Request for Proposal method, and, as such, the selection and award of a contract does not have to be made to the respondent submitting the lowest priced offer or highest score/ranking, but rather to the respondent submitting the most responsive proposal that satisfies the Board's requirements and is determined to be in the Board's best interests.
5. The Board reserves the right to waive any defect in this procurement or to correct any error(s) and/or make changes to this solicitation as it deems necessary.
6. The Board reserves the right to request additional information, clarification, or explanation of any aspect of a response to this RFP.
7. The Board reserves the right to negotiate the final terms of any and all contracts or agreements with proposers selected, and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the Board.
8. The Board reserves the right to contact any individual, agency, employer, or grantee listed in a proposal, to contact others who may have experience or knowledge of the proposer's relevant performance and/or qualifications, and to request additional information from any and all proposers.
9. The Board reserves the right to conduct reviews of records, systems, procedures, credit and criminal background checks, etc. of any entity selected for funding. This may occur prior to or subsequent to the award of a contract or agreement. Any misrepresentation of a proposer's ability to perform as stated in the proposal may result in the disqualification of the proposer or the cancellation of any contract or agreement awarded as a result of the RFP.
10. Workforce Solutions Cameron or its designee will conduct a pre-award review of the selected proposer prior to the execution of a final contract.
11. The Board reserves the right to withdraw or reduce the amount of any award or to cancel any contract or agreement resulting from this procurement due to inadequate funding from TWC or due to legislative changes.
12. The Board reserves the right to impose and or negotiate, as appropriate, additional requirements and refinements to the terms and conditions, scope of work, performance measures, and funding amounts during the course of any contract.
13. Proposers shall not, under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any board member, officer, employee, or agent of Workforce Solutions

Cameron for the purpose of having an influencing effect on this procurement.

14. Proposers shall not attempt in any manner to advocate for, lobby, or otherwise attempt to influence any board member, officer, employee, proposal evaluator, authorized agent of Workforce Solutions Cameron, or elected official for the purpose of having an influence effect on this procurement.
15. Proposer shall not engage in any activity which would restrict or eliminate competition. Violation of this provision may cause a proposer to be disqualified. This does not preclude partnerships, consortiums, joint ventures, or subcontracts.
16. No board member, officer, employee, or agent of Workforce Solutions Cameron shall participate in the selection, award or administration of a contract supported by Board funds if a conflict of interest, real or apparent, exists.
17. All proposals must be an original work product of the proposing entity. The copying, paraphrasing or otherwise using substantial portions of the work product of others and submitted hereunder as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected.
18. All proposals and accompanying attachments will become the property of Workforce Solutions Cameron after submission (unless withdrawn before the submission deadline), and will not be returned.
19. The contents of a successful proposal may become a contractual obligation if selected for award of a contract. Proposers must intend to fulfill all of the representations made in their proposal. Failure of proposer to accept this obligation may result in cancellation of the award. No plea or error or mistake shall be available to a successful proposer as a basis for release of proposed services at stated price/cost. Any damages incurred by Workforce Solutions Cameron, as a result, of a successful proposer's failure to contract may be recovered from the proposer.
20. The Board reserves the right to deem non-responsive or disqualify any proposal that, in its sole determination, does not comply with or conform to the terms, conditions, and/or requirements of this RFP.
21. A contract with the selected proposer may be withheld, at the Board's sole discretion, if issues of contract or questions of non-compliance, or questioned/disallowed costs exist, until such issues are satisfactorily resolved. The Board may withdraw award of a contract if the resolution is not satisfactory to the Board.

M. Administrative Requirements and Other Limitations

1. Employees of a contractor are subject to the exclusive control and supervision of the contractor. Contractor is solely responsible for the oversight, management, supervision, hiring, discipline, termination, training, evaluation, etc. for its employees.
2. The successful proposer will have management authority over Texas Workforce Commission (TWC) personnel funded under the Wagner-Peyser Act providing Employment Services under the Texas Model. The contractor shall ensure that such staff are integrated into the overall delivery of services in the workforce centers.

3. Contractors must have a single audit performed annually by an independent auditor in accordance with the requirements set forth in the TWC Financial Manual for Grants and Contracts. A copy of the audit, including management letter, must be submitted to the Board. Workforce Solutions Cameron reserves the right to conduct or cause to be conducted an independent audit of all funds received under a contract issued by the Board, notwithstanding the afore-mentioned requirement. Such audits will be conducted in accordance with applicable laws, rules, regulations, and established professional standards and practices.
4. Contractor must agree to comply with all rules, policies, directives and plans issued by the Board and the Texas Workforce Commission.
5. Contractor shall be responsible for ensuring compliance with all applicable laws, rules, regulations, policies, and directives governing the programs identified under this RFP.
6. All contractors are subject to compliance monitoring (fiscal and program). At any time during normal business hours, and as often as deemed necessary, staff of Workforce Solutions Cameron, TWC, the U.S. Department of Labor, Health and Human Services, other State and Federal agencies, or their duly authorized representatives shall have complete access to any and all records or papers that are related to a contract resulting from this RFP for the purpose of verifying performance and compliance with contractual terms and conditions, and applicable laws, rules, regulations, and policies.
7. Contractors must provide timely reports or information on clients, finances, performance, and program operations as may be requested or required by the Board.
8. Contractors will be responsible for maintaining the physical appearance and condition of workforce centers as well as equipment and furnishings.
9. Contractors shall be responsible for meeting or exceeding all assigned state, federal and local performance measures associated with programs that are part of this RFP and any resulting contract. Contractors shall also be responsible for any changes in performance measures that may occur during the contract period.
10. Contractors will be required to prepare and maintain participant and financial records in accordance with policies and instructions issued by the Board. All records from a program and/or contract year must be retained for three (3) years from the date closeout reports are submitted and accepted by the Board, unless any litigation, claim, negotiation, audit or other action involving the records has been initiated before the end of the retention period. Contractor must receive written authorization from the Board for the disposition or destruction of records.
11. Contractors will be required to maintain a case file for each workforce program participant in accordance with standards established by the Board. Such files are considered the property of the Board and must be turned over to the Board upon request or upon the end of the contract.
12. Contractors will be required to input data on workforce center customers into the designated data reporting system as well as the Work-In-Texas (WIT) system in accordance with policies and directives issued by the Board and/or the Texas Workforce Commission. Contractors will be responsible for ensuring the integrity of all data, records and reports. Contractor must ensure that all data is entered in a timely and accurate manner.
13. Contractors will be expected to fully cooperate with the Board in planning and implementing any

changes to the service delivery system, including changes in the number, type and/or configuration of facilities as deemed necessary and appropriate by the Board.

14. Contractors will be expected to fully cooperate with the Board in the development and implementation of partnerships and collaborations with other community organizations to maximize resources and services for the benefit of workforce center customers. This includes any Memorandum of Understanding (MOU) or other agreement as may be entered into by the Board. This does not preclude the contractor from initiating such partnerships on their own.
15. Contractors must ensure that workforce centers are open to the public, at a minimum of Monday through Friday, from 8:00 a.m. to 5:00 p.m. (CST), except for authorized holidays or other authorized closures, and at such other times the Board deems necessary to meet local need for services. The Board may require all or specific centers to maintain extended hours of operation, including weekends. Proposers may propose additional/extended service hours.
16. Any and all purchases/procurements of goods and services by a contractor with funds received under a contract issued by the Board must comply with all applicable federal, state and local laws, rules, regulations, and policies, including the requirements specified in the TWC Financial Manual for Grants and Contracts.
17. The Contractor must ensure that centers are adequately staffed at all times during the duration of the contract to provide required services and activities as specified in this RFP.
18. Contractors may not charge customers eligible for workforce programs a fee for any service. However, fee-for-service for non-eligible individuals or outside organizations is permissible. If the proposer intends to offer any fee-for-services, the service and fee structure must be fully described in their proposal and approved by the Board prior to implementation. The Board reserves the right to retain all or a portion of any income generated from such activities.
19. Indirect Rates or Management Fees must meet the requirements specified in the TWC Financial Manual for Grants and Contracts. Rates and fees must be supported by appropriate documentation. Indirect rates must be approved by a cognizant agency. Indirect cost rates or management fees charged to a contract will be negotiated.
20. Profit (in the case of for-profit entities only) or a performance bonus (for non-profit entities) is an allowable cost. Profit or performance bonus will be negotiated.
21. Proof of insurance is not a requirement for the submission of a proposal, but selected proposers will be required to obtain all insurances specified in this RFP and provide the Board with proper certificates or policies prior to commencing work under a contract resulting from this RFP. Workforce Solutions Cameron and its Board of Directors must be listed as an additional insured on each policy.

The following types and amounts of bonding and insurance shall be required of the Contractor:

- (a) Errors and Omissions - One million dollars (\$1,000,000) occurrence/2,000,000 aggregate.
- (b) Commercial General Liability - Two million (\$2,000,000) aggregate and one million (\$1,000,000) per occurrence.
- (c) Automotive Liability - One million dollars (\$1,000,000) bodily injury and property damage combined single limit including owned, hired & non-owned or any auto.
- (d) Fidelity Bonding - Three hundred thousand dollars (\$300,000).

- (e) Umbrella Insurance - One million dollars (\$1,000,000) aggregate and one million (\$1,000,000) per occurrence.
- (f) Abuse and Molestation-- \$1,000,000 occurrence/\$2,000,000 aggregate

Workers Compensation – Worker’s Compensation insurance on all of Contractor’s employees and program participants enrolled in activities in which participants qualify as “employees”, that complies with all provisions of the Texas Worker’s Compensation Act. If self-insured, the Contractor must warrant that it will maintain coverage sufficient to cover any liability as specified above. If the Contractor is a State agency and is self-insured, then the Contractor must be able to pay any obligation that it incurs from performance under a Contract resulting from this RFP.

Contractors must ensure that all WIOA program participants engaged in work experience are provided with appropriate insurance coverage. To the extent that the state workers’ compensation law applies, workers’ compensation must be provided to participants in programs and activities under Title I of WIOA on the same basis as the compensation is provided to other individuals in the state in similar employment. Workers’ compensation must be available for injuries suffered by the participant in such work experience. If the workers’ compensation law does not apply to a participant in work experience, insurance coverage must be secured for injuries suffered by the participant in the course of such work experience.

- 22. Contractors must ensure that all activities and services provided pursuant to an executed contract comply with the requirements of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, with respect to physical and program accessibility.
- 23. Contractor must ensure that all activities and services provided comply with the following requirements. Pursuant to 2 C.F.R. §200.432, subrecipients will be held accountable to the requirements for conference and conference space. Pursuant to 15 U.S.C. § 2225a, subrecipients must ensure that all space for conferences and conventions or training seminars funded in whole or in part with federal funds complies with the protection and control guidelines of the Hotel and Motel Fire Safety Act (Pub. L. 101-391, as amended).
- 24. Contractors must conduct all programs and services in accordance with the provisions of the following laws:
 - Titles VI & VII of the Civil Rights Act of 1964, as amended;
 - The Age Discrimination in Employment Act of 1967, as amended;
 - Americans with Disabilities Act of 1990, as amended;
 - Texas Commission on Human Rights Act, as amended;
 - Equal Pay Act of 1963, as amended;
 - Pregnancy Discrimination Act of 1978;
 - Non-Traditional Employment for Women Act of 1991, as amended;
 - All applicable rules and regulations issued under these laws. Contractors shall not deny the benefits of any program, activity or service to any person, and are prohibited from discriminating against any employee or applicant for employment on the basis of race, color, national origin, sex, sexual orientation, religion, age, physical or mental disability, temporary medical condition, political affiliation, belief or any other characteristic covered by state or federal law.

As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance:

- (A) Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity;
- (B) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
- (C) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- (D) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- (E) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
 - (i) The grant applicant also assures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

N. Transition Planning

Proposers will need to include a Transition Plan in their proposals, with all activities being completed by September 30, 2024. The Board requires that any entity awarded a contract resulting from this RFP:

- Give first consideration in employment to current employees providing services in the workforce centers who may be displaced as a result of this procurement;
- Provide for open enrollment into insurance/benefits for staff transitioned from the previous contractor with coverage available on the first day of employment (October 1, 2024); and
- Contractor will accept rollover of accrued, unused annual leave time as allowed under the previous contractor's policies for transitioned staff, not to exceed 40 hours.

O. Funding

Funding for all activities and services is contingent upon the receipt of sufficient program funds from the Texas Workforce Commission and other funding sources of Workforce Solutions Cameron.

SECTION III – PROPOSAL REVIEW AND SELECTION PROCESS

The selection and award of a contract resulting from this RFP will be made only to a “responsible contractor” who has the demonstrated competence and qualifications, including but not limited to: a satisfactory record of past performance; integrity and business ethics; fiscal accountability; sufficient financial and technical resources; established management and monitoring systems; and ability to meet the requirements and expectations of this RFP.

A. Summary of Evaluation Process

The evaluation process will consist of the following steps:

1. All proposals received by the submission deadline will be reviewed for responsiveness and compliance with the technical specifications contained in the RFP.
2. All responsive proposals will be subject to review and scoring. The Board will procure qualified independent external evaluators to review and score each responsive proposal.
3. Proposals will be scored independently by each evaluator. The final scores will be the average of the independent scores of all evaluators.
4. Proposals will be reviewed and scored based on the criteria identified in this RFP using a standardized instrument provided by the Board.
5. Board staff will conduct a verification of references in the proposals.
6. The results of the independent evaluation of proposals, including results of the reference checks, will be presented to the Board Executive committee. The top two (or three proposals, depending on the spread of the scoring) selected proposers by the Executive Committee will be required to present and participate in a question-and-answer session with the full Board of Directors.
7. The Board of Directors will select the winning proposer and authorize the Executive Director to negotiate a contract.
8. The Board of Directors will award a contract upon successful contract negotiations.

NOTE: The Board is not required to contract with the entity receiving the highest score/ranking as a result of the evaluation process. The Board reserves the right to depart from the scoring/ranking if it deems such departure better serves the interests of the Board and the workforce system's customers.

B. Details of Evaluation Process

Proposals will be evaluated through a two-phase process:

Phase 1

Scoring by independent evaluators of proposer's responses to questions asked and information requested in this RFP. Proposals must score a 70 or above in order to receive further consideration. The top two (or three proposals, depending on the spread of the scoring) ranked proposals will advance to Phase 2 of the evaluation process.

Phase 2

The top candidates will make a 20-minute oral presentation to the Board of Directors. The topic of the presentation and its score is discussed below.

Evaluation Criteria

The following criteria will be used to evaluate each proposal response. Each proposal will be scored using a numerical rating based on the evaluation criteria listed below. There are 105 points available. Proposals that do not meet the minimum standards and/or earn an overall rating of less than 70 points will be deemed unacceptable and will not be considered.

EVALUATION CRITERIA	MAXIMUM POINTS
Organizational Capability and Capacity	10

Design and Approach	25
Demonstrated Experience and Effectiveness	25
Financial and Organizational Stability	20
Cost Analysis/ Cost Reasonableness	10
Historically Under-utilized Business (bonus points)	5
Oral Presentation	10
TOTAL	105

- **Organizational Capability and Capacity** **10 Points**

Capability refers to the organization's ability to accomplish its work through the knowledge, skills, and abilities of its people (i.e., qualifications and experience of staff). Capacity refers to the organization's ability to ensure sufficient staffing (turnover of 10% or less a year), work processes, technology, etc. to successfully deliver services. The proposer must make clear how they will be an asset to the Board in achieving local goals and objectives through rigorous management, continuous improvement, and excellence in the provision of employer and job-seeker services.
- **Design and Approach** **25 Points**

This area will examine the proposed overall approach, design, strategies, processes, etc. in delivering services and to effectively and efficiently manage and operate the workforce centers, in support of the Board's mission, vision, goals, and performance expectations. The successful proposer must demonstrate a thorough understanding of programs and services offered in the region, and the needs of employers, job seekers, and workforce partners. Other areas of review will include collaboration, customer flow, identification of customer needs, matching of customer to appropriate services, business services, monitoring systems, use and security of data, improvement of customer satisfaction, outreach and recruitment of targeted and priority populations. The proposer must demonstrate understanding of performance measures and the ongoing management of these measures. Transition plans will also be considered.
- **Demonstrated Experience/Effectiveness** **25 Points**

The proposing entity must demonstrate a history of successfully providing the same or similar services to those specified in the RFP, specifically relating to the types of activities, targeted and priority populations, performance outcomes (measures/targets), expenditure benchmarks, contractual obligations, program compliance, and cost standards.
- **Financial and Organizational Stability** **20 Points**

The proposing entity must demonstrate that it is in sound financial condition and has effective fiscal and administrative management systems, fiscal organizational structures, financial resources, financial capacity, and knowledge in accordance with GAAP. The proposer must utilize the Board's designated financial tracking system for the issuance and expenditures of Individual Training Accounts (ITAs) and supportive services.
- **Cost Analysis/Cost Reasonableness** **10 Points**

Budgets will be reviewed to determine that proposed costs are reasonable, necessary, allocable and allowable. Other areas of review will include: cost allocation methodology, competitive indirect rate or management fees, overhead costs, profit, in-kind or matching funds.
- **Historically Under-utilized Business Bonus** **5 Points**

If the proposer is a Historically Underutilized Business (HUB), the HUB certificate issued by the

Texas Secretary of State must be provided verifying the Responder's status.

- **Oral Presentation**

10 Points

Discuss how labor market information will be used to design a workforce system that supports career pathways and sector strategies for existing and emerging occupations/ industries in the region. Also discuss how you will ensure that the workforce center system is employer-driven, customer centered, and tailored to meet the needs of the local economy. Based on your experience, how will workforce development, education, and economic development be aligned to support a quality workforce system that prepares a pipeline of skilled workers. The presentation should be no longer than 20 minutes.

TOTAL POSSIBLE POINTS FOR PROPOSAL RESPONSE

105 POINTS

C. Proposer Inquiry and Appeal Process

Workforce Solutions Cameron is the responsible authority for handling complaints or protests regarding the procurement and proposal selection process. This includes, but is not limited to disputes, claims, protests of selection or non-selection for award, or other matters of a contractual or procurement nature. Matters concerning violations of law shall be referred to such authority as may have proper jurisdiction. All proposers will be notified in writing of the final results of the procurement process within ten (10) working days following the final decision of the board.

1. *Requests for Debriefing* – Respondents not filing an appeal or protest who desire a debriefing must submit a written request within ten (10) working days of the receipt of the Board's notification of the procurement decision. In the debriefing the respondent will obtain information on the procurement process, including the proposal evaluation process. The debriefing is an educational opportunity for proposers, which hopefully will help them to improve the quality of any future proposals. The Board shall acknowledge receipt of the Request for Debriefing in writing within five (5) days of receipt, along with the date and time of the scheduled Debriefing. The Debriefing shall be scheduled, as soon as possible, and no later than fifteen (15) working days from the receipt of the Request for Debriefing.
2. *Debriefing* - The purpose of the debriefing is to promote the exchange of information, explain the Board proposal evaluation system, and help unsuccessful proposers understand why they were not selected. In the debriefing the respondent will obtain information on the procurement process, including the proposal evaluation process. Materials provided in the debriefing include a blank copy of the proposal scoring sheet used by reviewers, spreadsheet of rankings provided to the Board of Directors, and written evaluators' comments. Board staff will meet with the appealing party and review how the appealing party's proposal or bid was scored or ranked. Bidders and proposers can gain a better understanding of the Board procurement processes and how to improve their bids or proposals. The debriefing is an educational opportunity for proposers, which hopefully will help them to improve the quality of any future proposals.
3. *Written Notice of Appeal* – Proposers not selected through this procurement process may appeal the decision of the Board. If, after the Debriefing, the appealing party wishes to initiate the appeals process, they must submit to the Board a Notice of Appeal. This written notice must clearly state that it is an appeal and identify the funding decision being appealed (i.e., specific date of the RFP, or the Workforce Board of Directors' action); the name, address, and phone number of the appealing party(s); and specify the grounds of the appeal, including evidence to substantiate the grounds.

A Notice of Appeal must be received by the Board within ten (10) days of receipt of the Board

debriefing meeting. All appeals must be filed with and received by the Office of the Executive Director of the Board during normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m., CST). Any appeal received after 5:00 p.m. shall be deemed filed on the next business day. The failure of a bidder to file a timely appeal in accordance with this policy shall be deemed as a waiver of the Bidder's right to appeal or otherwise challenge any action or decision of the Board and the action or decision of the Board shall be deemed final in all respects. The Notice of Appeal must be sent by registered mail or hand delivered (please request a receipt) clearly identified externally as "Dated Material" and addressed to:

Rafael Vela, Executive Director
Workforce Solutions Cameron
700 Ruben M. Torres Blvd., 3rd Floor
Brownsville, Texas 78520

The appealing party is solely responsible for the timely submission/receipt of the notice of appeal to Board. Failure to follow the requirements of this policy shall be deemed as a waiver of the appealing party's right to an appeal and the action or decision of the Board shall be deemed final in all respects.

1. All Appeals must contain the following information:
 2. Identification of the specific procurement being appealed;
 3. The contact name, address, phone, and e-mail address of the appealing party;
 4. The specific grounds for the appeal;
 5. A detailed statement of all disputed issues of material and relevant facts surrounding the action/decision taken and the alleged violations as a result of such action/decision;
 6. A copy of any documents(s) upon which the Bidder relies to support their contention that the action/decision of the Board should be reversed or modified;
 7. A request for a hearing; and
 8. The Remedy sought by the Bidder.
 9. Appeal will be provided to the appealing party within ten (10) working days of the receipt of the Notice of Appeal. The Board shall provide the appealing party with the date and time of the next step, the Informal Hearing.
4. *Informal Hearing* – An Informal Hearing will be held at the Board offices within fifteen (15) working days of the receipt of the Notice of Appeal. The Executive Director's designee shall act as the Hearings Officer, and will meet with the appealing party to discuss specific concerns and grounds for the appeal that were identified in the Notice of Appeal. The Board and the appealing party shall seek in good faith to resolve any or all of the issues identified in the appeal. Failure of the appealing party to attend or participate in good faith in the Informal Hearing shall be deemed as a waiver of the appealing party's right to a Formal Hearing and the action or decision of the Board shall be deemed final in all respects. The Hearing Officer may recommend to the Board's Executive Director any appropriate actions allowable under applicable rules and regulations and consistent with agency policies to resolve issues raised at the Informal Hearing. If the appealing party agrees in writing with the decision/action of the Hearing Officer, the appeal shall be ended at this point.

5. *Request for a Formal Hearing* – If the appealing party is not satisfied with the results of the Informal Hearing, they must inform the Hearing Officer, in writing, no later than fifteen (15) working days from the date of the Informal Hearing of the intent to proceed with the appeal. A request for a Formal Hearing must be made in writing and delivered to the Board pursuant to the instructions for submitting written notices of appeals in Step 3 above. The Request for Formal Appeal must state the specific grounds for the appeal and the remedy(ies) requested. Within fifteen (15) working days of the receipt of this written request, the Hearing Officer will respond, in writing, to inform the appealing party of the time, date and place of the next step – the Formal Hearing.
6. *Formal Hearing* – The Formal Hearing shall be conducted within fifteen (15) working days of the date of the Request for Formal Hearing. An independent Hearing Officer selected by the Executive Director will conduct the Formal Hearing of the appeal. The Hearing Officer will deal only with those issues identified in the original notice of appeal. The Hearing Officer will consider the facts presented as the grounds for the appeal and remedies requested. The Hearing Officer may request additional information from Board staff or the appealing party. After full review, the Hearing Officer will render his/her decision not later than fifteen (15) working days from the date of the Formal Hearing. The Hearing Officer's decision shall be provided to both parties in writing.

The recommendation/decision of the Hearing Officer shall be presented to the Workforce Solutions Board of Directors for consideration and possible action at its next scheduled meeting, in the event the Hearing Officer sides with the appealing party. The Board is NOT obligated to accept the Hearing Officer's decision and/or recommendations. The Board's decision shall be considered final and the end of the appeals process at the local level.

A postponement or continuance of the Informal Resolution Conference and/or Formal Hearing may be granted to the appealing party only upon written request filed with the Office of the Executive Director of the Board not less than three (3) calendar days (unless in cases of emergency) prior to the scheduled date of the Informal Resolution Conference and/or Formal Hearing. Such a request shall specify the reason(s) for the request for postponement or continuance. Requests for a postponement or continuance may be submitted in person, by fax, or e-mail to the Office of the Executive Director of the Board. If a postponement or continuance is granted, the Informal Resolution Conference and/or Formal Hearing will be rescheduled at a date acceptable to the Hearing Officer, the Board and the appealing party.

The final outcome of an appeal at the local level shall be disclosed to the Texas Workforce Commission (TWC). In all instances, information regarding protest/dispute will be disclosed to the Texas Workforce Commission (TWC). TWC will not review any protest from a respondent until all administrative remedies at the local Board level (Workforce Solutions Cameron) have been exhausted. TWC appeal review is limited to:

- Violations of federal laws and regulations (Violations of state and local laws shall be under the jurisdiction of state and local authorities).
- Violations of Workforce Solutions Cameron's protest/dispute procedures or failure to review a protest or dispute.

TWC's Financial Manual for Grants and Contracts (FMGC) provides for limited appeals of any local decision.

SECTION IV – SCOPE OF WORK

Prospective proposers are strongly encouraged to carefully review the information contained in Section I of this RFP in order to gain a better understanding and appreciation of what the Board is looking for in a contractor and its expectations. Workforce center operations will include, but are not limited to, the delivery of allowable services and activities under the following programs funded by the Board:

- Workforce Innovation and Opportunity Act – Adult, Youth and Dislocated Worker (including Rapid Response)
- Temporary Assistance for Needy Families (TANF) / Choices Program
- Non-Custodial Parent (NCP) Program
- Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)
- Reemployment Services and Eligibility Assessment (RESEA)
- Other Special Projects/Funds the Board may receive during the course of the contract.

*Note: Wagner-Peyser Employment Services (ES) are provided by staff located within each workforce center who are employed by the Texas Workforce Commission (TWC). Contractor will be responsible for the integration of these services and the day-to-day direction of program staff as prescribed under the Texas Model.

Contractor will be responsible for contributing to the achievement of the Board's mission, vision, and goals, as well as for meeting and or exceeding the TWC contracted performance measures and other metrics.

The Board seeks providers who are capable of designing a seamless service delivery system that maximizes customer satisfaction and ease of access to services for all workforce customers and employers. Proposing entities should indicate an integrated service delivery system designed to achieve this purpose. The Workforce Board serves as the Fiscal Agent for all facilities, equipment, programs and services.

A. Operation of Local Workforce Centers

The Contractor selected will operate the local workforce centers and will be expected to provide exemplary customer services to employers, and job seekers. Services available within local workforce centers for jobseekers must include at a minimum:

- Outreach, recruitment, screening, comprehensive assessment, and determination of customer eligibility;
- Customer case management, counseling, coordination of supportive services, referrals to appropriate resources, and follow up;
- Training, job matching, job search assistance, work-based training, and job placement;
- Coordination with State agencies such as VRS and TVC as well as other workforce partners.

Contractor shall ensure that at least one full-service workforce center and 1 affiliated site are open to the public, at a minimum, 8:00 a.m. – 5:00 p.m. Monday – Friday. See Exhibit D – Workforce Centers for a list of all workforce centers and hours. The Board may require, at times, all or specific centers to maintain extended hours of operation, including weekends.

B. Business/Employer Services

The Board recognizes employers (regardless of size or industry) as the primary customer of the workforce system. It is essential that employers have access to a skilled workforce and other human resource services to maintain a competitive edge in the global economy and to maximize economic development opportunities in Cameron County. The goal of Workforce Solutions Cameron is to be *"the premier, proven provider of high-quality workforce resources for Cameron County."* Business services should be provided through a business service team approach. In order to meet the needs of employers, the Contractor is required to provide a full range of services, including (but not limited to):

- Outreach and Recruitment - to engage new employers with the workforce system and to expand existing employer relations.
- Employee Recruitment and Placement Services – job matching service to identify, pre-screen and refer qualified job applicants to employers; use of workforce centers for hiring events and interviewing; and customized job fairs.
- Job Order Taking – providing information and assistance to employers in establishing and managing accounts in the Work-In-Texas online job matching system.
- Labor Market and Other Information Services – provide employers with local labor market, economic, demographic and unemployment information. In addition, provide employers with information and assistance on available worker tax credit programs, labor laws, and unemployment insurance claims and appeals.
- Training information – marketing TWC's Skills Development Fund, Skills for Small Businesses, on-the-job training, and customized training options available to employers to help train new hires and incumbent workers.
- Outplacement Service – includes Rapid Response activities in coordination with Board staff to employers/employees faced with mass layoffs or closings.
- Liaison with Case Managers – includes working with case managers to identify OJT and/or work experience worksites for program participants.

The contractor will be required to achieve/exceed Employer Performance Standards set by the state and/or the Board.

C. Job Seeker Services

One of the primary purposes of the workforce center is to provide job seekers with easy access to a broad array of services and information to help them get a job, keep a job or get a better job leading to economic self-sufficiency. Services are to be provided through a seamless, integrated system. The idea is to customize services for each customer seeking assistance, so that the mix and intensity of services provided varies based on the needs of the individual customer.

The Board expects the Contractor to implement strategies that further promote integration and streamline services through improved customer flow processes, use of technology, integration of staff, and other innovative solutions to continuously improve the quality of services and customer experience.

The Workforce Innovation and Opportunity Act of 2014 (WIOA) is the federal legislation that reauthorized the Workforce Investment Act. WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services. All workforce centers must provide certain "basic career services" that are made available to all job seekers without regard to program eligibility. Basic Career Services are predominately self-service and informational and are typically accessed through a

public resource room within each center. Such services can also be made accessible online or by other means of delivery.

1) **Basic Career Services** must include provision of all of the following services:

- Determination under Title I of the Workforce Innovation and Opportunity Act of whether the individual is eligible to receive assistance from the adult, dislocated worker programs.
- Outreach and intake (including worker profiling), and orientation to information and other services available through the Texas workforce system, including other programs offered in the workforce center.
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs.
- Labor exchange services, including:
 - Job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in demand industry sectors and occupations and
 - Appropriate recruitment and other business services on behalf of the employers, including information and referrals to specialized business services not traditionally offered through the Texas workforce system.
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the Texas workforce system and, when appropriate, other workforce development programs.
- Provision of workforce and labor market employment statistics information, including information relating to local, regional and national labor market areas, including:
 - job vacancy listings in labor market areas;
 - information on job skills necessary to obtain the vacant jobs listed; and
 - information relating to the local Target Occupations List and the earnings skills requirements, and opportunities for advancement in those jobs.
- Provision of performance information and program cost information on eligible providers of training services by program and provider type.
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the Texas workforce system.
- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance, including:
 - child care,
 - child support services through the Office of Attorney General,

- medical or child health assistance available through the state's Medicaid and Children's Health Insurance Programs,
 - benefits under the Supplemental Nutrition Assistance Program (SNAP),
 - assistance through the earned income tax credit,
 - assistance under a state program for Temporary Assistance for Needy Families (TANF) including other support services and transportation provided through that program;
 - local housing and shelter options,
 - local food pantries and food assistance programs,
 - Fidelity Bonding,
 - Adult Education and Literacy Programs,
 - Vocational Rehabilitation Programs, and
 - Veterans Employment Services
 - Provision of information and assistance regarding filing claims for unemployment compensation.
 - Assistance
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

2) **Individualized Career Services** are based on specific programmatic eligibility and must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services, as consistent with WIOA requirements and federal cost principles:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers, which may include:
 - diagnostic testing and use of other assessment tools to identify aptitudes, career interest and abilities; and
 - in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an Individual Employment Plan. The information collected from the comprehensive and specialized assessment process is to be used to develop an Individual Employment Plan with the participant. The plan should identify the participant's educational background, work history, financial needs, barriers to employment, employment goals, appropriate achievement objectives, appropriate combination of services for the participant to achieve his or her employment goals and strategies to address support service needs and barriers to employment. The plan should be used to develop an individualized Career Pathway for each participant to guide the participant to a successful employment outcome. The Individual Employment Plan is expected to be updated at points of transition during service delivery and as determined by program-specific instructions;
- Group Counseling;
- Individual Counseling;
- Career Planning;
- Case Management and Counseling are provided to ensure the achievement of positive customer outcomes. It is the responsibility of workforce center staff to ensure that barriers to program participation and employment are overcome through appropriate services and resources. Regular, personal contact between workforce center staff and the customer is essential.

- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers, including transitional jobs;
- Workforce preparation activities;
- Financial literacy services as described in WIOA § 129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs
- Referrals to Appropriate Resources – in order to maximize resources and meet customer needs, appropriate referrals for services, including supportive services, are made to community resource partners.
- Coordination with employers, economic development organizations, chambers of commerce, community-based organizations, faith-based organizations, public entities, and other agencies to maximize resources and avoid duplication of service is expected.

D. Training Services

Training services are available under both WIOA and other workforce programs for job seekers who are unable to find employment at the Board's defined self-sufficiency wage and are provided to assist individuals in entering the workforce and retaining employment. Following a comprehensive assessment and the development of an Individual Employment Plan, a customer may be referred to training services. Examples of training services include:

- occupational skills training,
- on-the-job training, as described in WIOA §3(44), registered apprenticeship,
- incumbent worker training in accordance with WIOA §134(d)(4),
- workplace training and cooperative education programs,
- private sector training programs,
- skills upgrading and retraining,
- entrepreneurial training,
- job readiness training provided in combination with other training,
- adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training,
- On-the-Job Training
- Incumbent Worker Training
- customized training, and
- development of internships, work experience, community service, and subsidized employment opportunities as allowed and meet the requirements of individual workforce programs.

Occupational skills training must be provided in a manner that maximizes customer choice and is aligned with the Board's targeted occupations and the Eligible Training Provider System (ETPS). Training services are provided and documented through the issuance of Individual Training Accounts (ITAs).

Proposers should also familiarize themselves with the allowable services, activities, and

requirements of workforce programs found in statute, rule, regulation and policy.

E. Resources

The Contractor selected as a result of this RFP will assume complete responsibility for the management and operation of local workforce centers, including staff, equipment, supplies, and materials, on October 1, 2024.

Staffing – proposer should make an independent analysis and projection of staffing needs. The Board expects staffing to be organized around functions as opposed to programs or funding streams, to the extent that is practical. Under the Texas Model, the Board and one-stop workforce center contractor oversee 10 FTE ES staff. Under the Texas Model, the Board and One Stop Workforce Center contractor oversee 10 FTE ES staff. The Board and Contractor also manage .6 FTE under the Texas Veterans Leadership Program (TVLP). The total number of TWC FTEs to be managed by the workforce center operator is: 10.6.

To assist in staff planning, information on service levels by workforce program and workforce center are contained in Exhibit B. The Board encourages the successful proposer to give consideration for employment to current workforce center employees who may be displaced as a result of this procurement.

Facilities and Equipment – adequate facilities and equipment are currently in place for workforce center operations. The locations and hours of operation for all local workforce centers are contained in Exhibit D. Proposers are reminded that questions and/or requests for technical assistance related to this procurement after March 22, 2024, are prohibited.

F. Performance

The Contractor must have a thorough knowledge of the programs and their performance requirements. The Contractor will be responsible for achieving performance standards and providing quality services to workforce system customers. At a minimum, the Contractor must meet assigned TWC contracted performance measures. The Board may pass down, to the Contractor, additional performance measures or adjustments, as received by TWC. The Board reserves the right to adjust, change and/or add additional measures as deemed appropriate. Exhibit C identifies the anticipated performance measures to be made part of a resulting contract. Associated targets will be passed down to the Board by TWC well before the start of the resulting contract. Performance measures are subject to change based on TWC action and other metrics the Board may negotiate as part of the resulting contract.

Please note that it is the intent of the Board not to pay profit or incentive bonus to a contractor that is under a Texas Workforce Commission or Board imposed sanction.

Special Projects

The Board, from time to time, may undertake special projects or initiatives. In cases where additional funds are involved, the Board will amend the existing contract to add funds and any associated performance metrics. In cases where no additional funds are involved but the initiative is one that aligns with the Board's mission and vision, the contractor will be expected to give these projects their due attention and strive for quality results based on Board objectives. While these projects may not have profit or incentive bonus tied to them, the Board will consider performance against these projects

as part of the overall evaluation and effectiveness of the contractor. The Board will address under performance or non-performance on these projects through the Board's sanction process, technical assistance process, or both.

G. Budgeting

For purposes of this procurement, the proposed budget should be limited to administrative and operational costs, including but not limited to: personnel wages, fringe benefits, travel, and professional development/training, consumable office supplies and materials, insurance and bonding, audit services, advertising, professional services, indirect costs, management fees, customer outreach, and profit or performance bonus. **The cost of facilities, including rent, utilities, phones, copiers, fax machines, technology, and maintenance and repair are NOT to be included in the budget.**

WIOA places an emphasis on out-of-school youth enrollments in a Work Experience activity. WIOA requires at least twenty percent (20%) of the total WIOA youth funds (less administrative costs) to be expended on Work Experience activities. In addition, WIOA requires a minimum of 75% of funds to be spent on out-of-school youth.

SECTION V – PROPOSAL PREPARATION AND SUBMISSION

A. Instructions for Submitting a Proposal

1. **FORMAT** – Proposals must be typed, single spaced, 12 font, one-sided only, and submitted on 8 ½ x 11-inch white paper. Fancy or bulky binding, colored displays and promotional materials are discouraged.
2. **NUMBER OF COPIES** – **One original with original signatures and five (5) exact copies** must be submitted. All documents submitted must be legible, complete and fully assembled. Any proposal lacking the required number of copies or missing materials will be deemed unresponsive and will not be considered for review under this procurement.
3. **PROPOSAL LABELING AND SUBMISSION** – Proposals must be addressed, externally labeled, and submitted in accordance with the instructions regarding Response Deadline in Section II of this RFP. Any modifications or amendments to a proposal already submitted must also comply with the submittal instructions and response deadline. Any proposals or amendments delivered/received after the deadline will not be considered, and will be deemed late and non-responsive to this RFP and procurement process. Proposals mailed in must be mailed certified mail, return receipt requested.

Any confidential or proprietary information and data contained within a proposal must be clearly marked and labeled as such. Confidential/proprietary information submitted in response to this RFP will be handled in accordance with State law. Workforce Solutions Cameron is subject to the Texas Open Records Act. Proprietary information will be kept confidential by Workforce Solutions Cameron to the extent that State law permits. Proposals become the property of Workforce Solutions Cameron.

4. **PROPOSAL COVER SHEET** – All items on the Proposal Cover Sheet must be completed. A proposal liaison or primary contact person, as well as a signatory authority (i.e., person with the legal authority to negotiate and sign a contract on behalf of the proposing organization) must

be identified. The signatory authority must also sign all required certification forms.

5. Other – Emphasis must be placed on addressing all of the requirements of this RFP in a clear and concise manner, and in the exact order as requested.

B. Response Checklist and Order of Submission

The proposal must be submitted with all required elements and assembled in the following order:

- Proposal Cover Sheet
- Table of Contents
- Executive Summary
- Proposal Narrative
- Budget Forms
 - Budget Form B.1 – Distribution of Allocated Funds
 - Budget Form B.2 – Proposed Line-Item Budget
 - Budget Form B.3 – Budget Narrative
 - Budget Form B.4 – Salary Allocation Plan
 - Budget Form B.5 – Profit/Incentive Schedule
- Cost Allocation Plan
- Indirect Cost/Management Fee Plan
- Fiscal Management Survey
- Administrative Management Survey
- Certification of Bidder
- Certificate Regarding Debarment
- Certificate Regarding Drug-Free Workplace
- Certificate Regarding Lobbying
- Certificate Regarding Conflict of Interest
- Texas Corporate Franchise Tax
- Proof of incorporation or organizational status
- IRS Form 990 (non-profit proposers only)

C. Proposal Cover Sheet

Complete all items on the proposal cover sheet. Indicate a signatory authority – a person in the proposing entity that has the legal authority to negotiate and sign a contract on behalf of the proposing entity. This person must also sign the Certification forms in the Attachments. Proposers who are certified as a Historically Under-utilized Business (HUB) should indicate the certification number on the cover sheet and attach a copy of the notice of the current certification.

D. Table of Contents

Proposal responses must have a table of contents that lists each item of the proposal, including attachments, with corresponding page numbers. All items must be in the specified order detailed above.

E. Executive Summary

Provide a brief summary (5 pages maximum) of proposal, to include:

- 1) Organizational history and structure; unique qualifications and experience;
- 2) Overall approach and philosophy to managing and operating workforce centers and delivering customer services;
- 3) Review and analysis of contract results;
- 4) Working relationship/following direction provided by the local board and staff (if applicable); and
- 5) Any unique or innovative aspects of your proposal.

Describe what extra benefit or value-added your organization would bring to the Board – what is it that separates you from other proposers?

F. Instructions for the Proposal Narrative

The proposal should provide a complete description of the proposed management and operation of the workforce center system, program delivery design, and job seeker and employer/business services in narrative form in accordance with the instructions provided in Attachment A.2.

- Respond to every question asked.
- Narrative responses for each item should be clear and concise.
- Do not respond to questions by cross-referencing to another response.
- Optimal page limit is 65 pages or less, excluding attachments.

SECTION VI – BUDGET

The proposed budget must support the proposal narrative and include only those costs related to the operation and management of the workforce centers in the Cameron County Workforce Development Area. All costs must be necessary, reasonable, allowable, and allocable under a federal or state award and meet the general allowability criteria established by the Office of Management and Budget Circulars and/or the Uniform Guidance and Texas Grant Management Standards (TxGMS), as applicable. Please refer to the TWC Financial Manual for Grants and Contracts for detailed information. If successful, the proposed budget will serve as a basis for contract negotiations.

A. Limitations

- Indirect Costs or Management Fees – Proposed rate will be subject to negotiation.
- Profit (for-profit entities only) or Performance Incentive Bonus (non-profit entities) – Proposed rate will be subject to negotiation.
- Training and Support Services (Client Pass-Through) – a proposal with forty (40) percent of WIOA Adult, Dislocated Worker, and Youth funds budgeted for training and support services will be deemed more favorable.
- TANF – CHOICES, NCP, and SNAP E&T. A minimum of twenty-five (25) percent of funds must be budgeted for training and support services.

B. Cost Category Definitions

- Administration – costs (personnel and non-personnel) associated with the overall management and administration of the workforce centers NOT related to the direct provision of customer services.
- Total Operations – costs (personnel and non-personnel) associated with the direct provision of customer services (excluding training and supportive services).

- Training and Support Services (Client Pass-through) – costs for occupational training, short-term prevocational training, work experience, internship, subsidized employment, participant incentives, transportation, emergency support, etc.

C. Budget Forms

The following required budget forms are provided in Attachment B - Budget Forms. Excel versions will be provided upon request.

Budget Form B.1 – Distribution of Allocated Funds
 Budget Form B.2 – Proposed Line-Item Budget
 Budget Form B.3 – Budget Narrative
 Budget Form B.4 – Salary Allocation Plan
 Budget Form B.5 – Profit/Incentive Schedule

D. Instructions for Completing Budget Forms

The proposed budget should represent a 12-month projection of expenses. Approximate funding level: \$8,670,858.

1. Budget Form B.1 - Proposed Distribution of Allocated Funds - Using the basic information contained in the RFP, allocate the estimated available funds to the identified categories. The distribution should be such that services for the clients are maximized.
2. Budget Form B.2 - Proposed Line-Item Budget Based Upon Assumed Funding Levels – Prepare the line-item budget to present your best estimates of the costs to operate and manage the programs assigned to the workforce centers.
 - a) **Personnel Costs** – include wages/salaries, fringe benefits, travel costs, and other costs of all regular staff positions as described in the proposal narrative. The total column for salaries must match the total of the column labeled “Paid from Workforce Solutions Cameron Funds” in the Salary Allocation Plan.
 - Salaries – include wages/salaries for all project personnel consistent with the proposal narrative.
 - Fringe Benefits – the cost of all fringe benefits (medical insurance, FICA, U.I., Workers’ Comp, retirement, etc.) associated with all project personnel.
 - Staff Travel – all costs such as mileage reimbursement, per diem, lodging, transportation, etc. Travel costs must comply with state travel reimbursement rates.
 - Staff Training – costs associated with conference registration fees, workshop or seminar fees, and reimbursable employee training and education costs (i.e., tuition/fees as allowed by personnel policies).
 - Temporary Staffing – costs associated with any temporary staffing.
 - Other – other personnel costs not included in any of the line items above. Such costs must be individually listed and explained in the Budget Narrative.
 - b) **Non-Personnel Costs** – including supplies, postage, printing, membership dues, publications, advertising (public notices only), phones, insurance, etc.
 - Supplies/Materials – cost of all consumable office supplies and materials used by project staff.

- Printing/Reproduction – costs associated with any outside printing, binding or reproduction of materials.
 - Advertising – costs associated with advertising job vacancies, procurements, legal or public notices.
 - Memberships/Dues/Subscriptions – fees and dues associated with membership in professional organizations and the costs for any subscriptions (e.g., newspapers). The cost of membership in an organization substantially engaged in lobbying is unallowable.
 - Postage/Shipping – costs of postage, shipping and courier services.
 - Insurance – costs of all required insurances: general liability, fidelity bonding, crime, etc.
 - Other – any other non-personnel costs not already included in the above line items. Such costs must be individually listed and explained in the Budget Narrative.
- c) **Contractual Services** – includes other contractual professional services.
- Contracted Services – Must be identified, itemized, and detailed.
- d) **Indirect Costs** – indirect costs are allowable only if the proposer is an entity with an approved indirect costs plan/rate. If indirect costs are requested, a copy of your approved indirect cost plan and/or cognizant agency letter approving the indirect cost rate is required. A proposer may not charge both Indirect and a Management Fee.
- e) **Management Fee** – allowable line-item only if the bidder cannot itemize costs and is proposing a management fee. Bidder may not charge both Indirect and a Management Fee.
- f) **Profit/Incentive Bonus** – profit is an allowable line-item only if the proposer is a for-profit entity. An incentive bonus is an allowable line-item only if the proposer is a non-profit entity. All profit/incentive bonus is negotiable.
- g) **Client Pass Through Funds** – includes costs associated with Individual Training Accounts (ITAs), short-term prevocational training, work experience wages/fringes, on-the-job training, customized training, subsidized employment, participant incentives, transportation, emergency assistance and other support services, or other allowable pass-through expenses for participants.
- h) **Matching/In-Kind Provided** – Use to report any matching or in-kind to be provided. Such costs should be individually listed and explained in the Budget Narrative.
3. Budget Form B.3 – Budget Narrative – is used to explain the purpose of each line-item in the proposed Line-Item Budget and provide a breakout showing the exact amount of each cost item and how it was calculated. Such information is necessary for the Board to determine if budgeted costs meet its standards of “reasonable, necessary, allowable, and allocable.” For each item, explain the purpose of the expense as it relates to the proposed activities, and how the exact amount of that cost was calculated. For example, if costs of Staff Travel/Per Diem are included, an explanation should include staff positions involved, purpose of travel, and method of computing expense.
4. Budget Form B.4 – Salary Allocation Plan – provides sufficient back-up for “Salaries” under Personnel Costs in the Line-Item Budget. List, by title, all positions necessary for the operation and management of the workforce centers
5. Budget Form B.5 – Proposed Profit/Incentive Bonus Worksheet – complete Budget Form E if any profit and/or an incentive bonus is requested.

SECTION VII – ATTACHMENTS & EXHIBITS

Attachment A Proposal Narrative

Attachment A.1 – Proposal Cover Sheet

Attachment A.2 – Proposal Narrative Criteria

Attachment B Budget Forms

Budget Form B.1 - Distribution of Allocated Funds

Budget Form B.2 - Proposed Line-Item Budget

Budget Form B.3 - Budget Narrative

Budget Form B.4 - Salary Allocation Plan

Budget Form B.5 - Profit/Incentive Schedule

Attachment C Fiscal Management Systems Survey

Attachment D Administrative Management Survey

Attachment E Certification of Bidder

Attachment F Certificate Regarding Debarment

Attachment G Certificate Regarding Drug-Free Workplace

Attachment H Certificate Regarding Lobbying

Attachment I Certificate Regarding Conflict of Interest

Attachment J Texas Corporate Franchise Tax

Attachment K Certificate Regarding Equal Opportunity and Non-Discrimination

Exhibit A Targeted Industries and Occupations

Exhibit B Center Customers Served

Exhibit C Contracted Performance Measures

Exhibit D Workforce Center Locations

ATTACHMENT A – PROPOSAL NARRATIVE

Attachment A.1 – Proposal Cover Sheet

Attachment A.2 – Proposal Narrative Questions

Attachment A.1 – Proposal Cover Sheet

IDENTIFICATION OF PROPOSING AGENT _____		
LEGAL NAME OF ORGANIZATION _____		
HEAD OF ORGANIZATION _____		
MAILING ADDRESS _____		
PHYSICAL ADDRESS (IF DIFFERENT) _____		
PROPOSAL CONTACT PERSON _____		
TITLE _____		PHONE _____
AGREEMENT SIGNATORY AUTHORITY _____		
TITLE _____		PHONE _____
TAX/LEGAL STATUS <input type="checkbox"/> CORPORATION <input type="checkbox"/> SOLE OWNERSHIP		
<input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> OTHER		
DATE ESTABLISHED _____		
STATE COMPTROLLER ID NO. _____		IRS. NO. _____
SMALL BUSINESS <input type="checkbox"/> YES		<input type="checkbox"/> NO
IS PROPOSER CERTIFIED AS A HISTORICALLY UNDER-UTILIZED BUSINESS BY THE TEXAS WORKFORCE COMMISSION <input type="checkbox"/> YES <input type="checkbox"/> NO		

Attachment A.2 – Proposal Narrative Questions

1. Organizational Capacity and Capability

(0-10 points)

- a) Provide a brief history of your organization; include year established, location of home (corporate office), locations of any regional offices, number of employees, lines of business, etc. Attach a proof of incorporation or agency status.
 - If you are submitting a proposal as a partnership, consortium or joint venture, describe the roles and responsibilities of each party and identify the lead entity. A copy of the partnership, consortium or joint venture agreement must be included in the proposal as an attachment.
 - If you are submitting a proposal using a Managing Director/PEO Model a copy of the agreement between the Managing Director and the Professional Employer Organization (PEO) or staffing agency must be included in the proposal as an attachment.
- b) Describe the oversight role of your organization (upper management).
- c) Describe your proposed organizational structure responsible for the management of the workforce centers. Include an organizational chart for: 1) the entire organization (upper management) and 2) local project staff. Include lines of authority, responsibility, and accountability. Include a description of how management, locally and at the corporate level, will communicate and coordinate with Board staff.
- d) Provide job descriptions for all key staff related to the management, operation and administration of the workforce centers that will be charged to a Board contract. List the minimum qualifications for each position (i.e., responsibilities, education, experience). If you currently have staff for key positions, attach a resume for each and indicate which position that staff will be assigned.
- e) Describe your succession plan, process and strategy for ensuring that the loss of key management and/or operational staff does not result in failure to perform a key function.
- f) Describe how your organization will assess talent, evaluate staff performance, maintain staff accountability, and provide staff training and development opportunities that supports an integrated service delivery system.
- g) Describe in detail your self-monitoring systems to ensure that the centers are operating effectively and efficiently, achieving performance results, complying with applicable federal, state, and local laws, rules, regulations, and policies. Provide examples of how you have used internal monitoring results to improve performance.
- h) Describe how goals, performance targets, policies, procedures, directives, and other information are communicated to staff throughout your organization.
- i) Describe the systems and processes to be used to identify program deficiencies. What actions will be taken to address both program and performance deficiencies?
- j) Provide an example of how your organization has brought about improvement to performance and/or customer service under one of your contracts.
- k) Describe how you will assess capacity needs, including how you will use technology and/or deploy corporate resources to accomplish work. Explain the organization's capacity to manage additional programs throughout the length of the award.
- l) Describe your knowledge and experience in working on the programs to be administered under the workforce center system, the Texas Model, Work-In-Texas, and any other participant tracking system issued by TWC.

2. Design and Approach

(0-25 points)

Workforce Center Operational Design

- a) Provide an overview of your approach to an integrated case management system that supports serving job seekers with high quality services that support the end goal of employment.
- b) Describe your internal staff training plan, including the activities proposed to ensure that staff will have the capacity in an efficient and effective manner.
- c) Describe how you will align ITA training, OJT and Customized training to the Board's priority industries/occupations.
- d) Describe the customer flow through the system and provide a customer flow chart that clearly identifies services available for various customer populations, customer decision points within the system, and potential outcomes for customers.
- e) Identify specific strategies for how you will outreach job seekers, particularly targeted and/or priority populations such as UI claimants, persons with disabilities, veterans, MSFWs, individuals with limited English proficiency, etc. Provide examples of successful efforts you have used in other contracts.
- f) Describe your process for determining the needs of each customer and providing them with appropriate services/activities. How will you ensure that customers are engaged in a continuum of activities that lead to obtaining and retaining employment?
- g) Describe your process for determining whether a customer should be enrolled in training. What factors will you consider? Who makes the final decision?
- h) Describe how you will create a positive customer experience for job seekers. How will you become aware of and correct a poor customer experience? Provide examples from other workforce center management systems you operate or have operated.
- i) How will you ensure/expand services to the rural communities in the region? What linkages will you establish with the rural communities to improve services to these areas?
- j) Describe any proposed innovations, activities, or enhancements for center operations – be specific. How will they benefit center customers? What are the expected outcomes? Include a timeframe implementation.
- k) Describe how you will create flexibility within the workforce delivery system to quickly adjust to the changing dynamics of the local economy; include proposed innovations, activities or enhancements that you would bring. How would those innovations bring value to the system.
- l) Describe the process that your organization will use in providing and coordinating referrals to partner agencies within the workforce centers as well as other partner agencies not physically located in the workforce centers.
- m) Describe your assessment process for job seekers that includes job skills, employability skills, and job readiness assessments. Include in your response, your experience with assessments including type of instruments used, and utilization of assessment results to develop Individual Employment Plans (IEPs) that supports:
 - Career pathway development
 - Removal of barriers
 - Community referrals
 - Provisions of supportive services
- n) Describe job development strategies that will contribute to job seekers obtaining productive employment. How will staff coordinate services on behalf of job seekers and employers?

Program Services

- a) Describe your process for assessing each individual's education, basic skill levels, interests, aptitudes, employability, work history, skills/abilities, and

- supportive service needs.
- b) Describe your process for ensuring confidential information is maintained in a secured location and participant information is properly safeguarded and encrypted?
 - c) Describe your methodology for matching participants with appropriate services and activities.
 - d) Describe how you will identify and document the need for support services and how you will ensure center staff observe policy limitations.
 - e) Describe how you will work with community partners to refer customers for other services appropriate, maximize available resources, and avoid duplication of effort and or services.
 - f) Describe your knowledge and experience with WIOA, Youth program, including providing the 14 required youth elements, developing an Individual Service Strategy (ISS) as well as strategies to outreach out-of-school youth.
 - g) Describe how you will provide participants and/or job seekers with career and labor market information including career counseling.
 - h) Describe your job development and placement strategies for assisting participants, as appropriate, in obtaining and retaining productive employment.
 - i) Describe your strategies and procedures for following up with participants after completion of program services and those who may have dropped out of the program but need additional services.

Employer/Business Services

- a) Describe your proposed service delivery design for meeting the needs of employers/businesses regarding the following:
 - Assisting in the identification of their workforce challenges,
 - Providing solutions for their needs,
 - Ensuring quality referrals to employer job postings,
 - Meeting/exceeding *Percentage of Employers Receiving Workforce Assistance* measure.
- b) Describe, citing specific strategies, how you will outreach employers/businesses in:
 - Industry sectors targeted by the Board,
 - Job openings that align with occupations targeted by the Board.
- c) Describe specifically how your employer/business services unit will work with program frontline staff in coordinating job development and placement efforts. How will you coordinate job development assistance for customers in need of work experience opportunities? How will you coordinate job placement assistance for customers enrolled in training to ensure their placement in training related occupations?
- d) Describe how you will market Skills Development Fund, Work Opportunity Tax Credits, Self-Sufficiency Fund, fidelity bonding, and other TWC programs to employers?
- e) Describe your approach to addressing the needs of specific employer groups and industries such as HUB's, Micro-Business, Rural Businesses, Entrepreneurs, etc.
- f) Describe any innovative approaches or services you propose to implement. Provide specific details, including type of services to be offered, implementation timeframes, and how you will evaluate success. Describe past experience and success rate(s) if these have been implemented by your organization in other contract areas.
- g) Describe training strategies designed to enhance the skills and knowledge of your staff (business services unit) to ensure they have a clear understanding and remain well-versed in the employment trends of employers/businesses in the local market, especially those within the industries targeted by the Board.

Transition Plan

All proposers must include a transition plan with all activities to be completed by September 30, 2024. The Board expects that the parties involved in a transition will work together to ensure that services to customers are not impacted.

The Board requires that any entity awarded a contract resulting from this RFP to:

- Give first consideration in employment to current employees providing services in the workforce centers who may be displaced as a result of this procurement.
 - Provide for open enrollment into insurance/benefits for currently employed staff who are transitioned from the previous contractor with benefits/coverage available on the first day of employment.
 - Accept rollover of accrued, unused leave time as allowed under the previous contractor's policies for transitioned staff, up to 40 hours. The contractor may implement new policies and limits after the transition.
- a) Describe the activities required of each party for the smooth transition of workforce center management and operations. Provide timelines for the completion of each activity.
 - b) Describe the process for notifying customers, training providers, vendors, workforce center partners, community organizations, etc. about the change in workforce center operator.
 - c) Describe specific steps you will take to minimize the disruption of services to customers. Cite examples from other areas that you have employed.
 - d) Discuss your strategy for assessing current workforce center staff, any proposed probationary period for those transitioned, any revisions to staffing structure, recruiting any needed additional or new staff, and negotiating salaries and benefits.
 - e) Discuss plans for transferring or receiving customer files and records and financial records from the former contractor.
 - f) Identify key staff responsible for transition activities.

3. Demonstrated Experience and Effectiveness

(0-20 points)

- a) Describe your organization's experience in operating/managing one-stop workforce centers and/or working with workforce programs such as WIOA, RESEA, TAA, TANF/Choices, SNAP E&T, Wagner Peyser etc.
- b) Provide a list of all Board clients for whom you functioned as the workforce center operator in Texas (current and for the past three (3) years). For each client, provide the following:
 - Name of Board area
 - Date(s) of contract(s)
 - Programs included under the contracts
 - Amount of contract funds and percent of contract funds expended
 - Performance outcomes for all contracted measures (target and actual)
- c) Provide a list of all other (non-Texas board) relevant workforce service contracts (current and for the past three (3) years). For each contract, provide the following:
 - Name of entity contracted with – name of contact person, mailing address, phone number, and e-mail.
 - Date(s) of contract(s)
 - Programs included under the contract(s)
 - Amount of contract and percent of contract funds expended
 - Contracted performance outcomes/results
- d) Provide as an attachment ALL monitoring reports from your funding agency(ies) for the past two

(2) years. Include associated transmittal letters, other monitoring related correspondence, and audit resolution letters from the funding agency(ies). Disclose any findings, exceptions, questioned costs, or disallowed costs. Provide information as to the resolution of each finding or questioned/disallowed cost.

- e) Have you ever been identified as a “High Risk” contractor or auditee? If so, describe the circumstances.
- f) Are you currently, or within the past two (2) years, been under any form of sanction? If so, describe the basis for the sanction duration, and actions taken to alleviate the sanction.
- g) Are you currently, or within the last two (2) years operated under any form of corrective action, technical assistance, or performance improvement plan? If so, for what purpose/measure and what is/was your progress?
- h) Identify any contracts in the past two (2) years that you have terminated early or have not renewed. Specify the reason(s) for the early termination or lack of renewal.
- i) Has your organization been involved in any litigation involving a contract with a local workforce board? If so, describe the circumstances, including resolution or current status.
- j) Provide a summary of ALL EEO related complaints you have received during the past two (2) years. Include resolution or current status for each.
- k) Describe your performance/data analysis processes. What type of data is collected, analyzed and how often? How are results used? What data analysis tools do you use? Describe how analysis reports are shared with management and staff. Provide an example of how you have used data analysis to improve performance.
- l) If your performance drops or isn’t satisfactory, describe how it will be addressed and what actions will be taken for immediate improvement.
- m) How will you ensure the accuracy, integrity, security, and timeliness of data entry for customer data and information?
- n) What process will you use to ensure frontline staff manage their individual performance and caseloads?
- o) Describe how you will measure customer satisfaction for both job seekers and employers, including methodology and frequency. How will you use results?
- p) Describe your complaint management process. Include how you will ensure that both the staff and customer complaints are resolved effectively and efficiently. Describe how customer complaints are analyzed for use in overall organizational improvement.
- q) Provide any additional relevant information that serves to demonstrate your organization’s experience and effectiveness.

4. Financial Management and Organizational Stability

(0-20 points)

- a) Describe your organization’s fiscal management system, fiscal organizational structures, cash management system, grant management system, financial capacity and knowledge in accordance with GAAP. Identify the type of accounting software used.
- b) Describe your organization’s internal fiscal monitoring systems and techniques used to measure budget vs. actual expenditures and to assure that expenditures are accurate and allowable.
- c) Describe your encumbrances and expenditures processes (accrual accounting) inclusive of tracking training obligations and vendor payments, including average turn-around time.
- d) Describe your payroll, leave, and travel policies, and how related documentation and files are maintained.
- e) Describe how any disallowed costs and/or over-expenditures will be repaid. Include any lines of credit, unrestricted cash, and unrestricted cash equivalents (asset with the ability to be converted to cash within 90 days) that can be used to repay any disallowed costs and/or over-expenditures. Will these funds be designated for any other funding sources? If yes, please list details of the funding designation.

- f) Has the organization ever incurred an over-expenditure? If yes, explain the nature, amount and resolution.
- g) Describe, if applicable, your experience using the Gazelle system to track ITAs and for tracking and managing such items as gas cards, gift cards or other non-monetary incentives. If not familiar with Gazelle, what mechanisms have you used to track ITAs, gas-cards, gift cards and other non-monetary incentives?
- h) Describe how you will ensure WIOA youth expenditures meet the following WIOA requirements:
 - 75% of WIOA youth funds must be spent on out-of-school youth.
 - 20% of local Youth formula funds must be used for work experiences, such as summer and year-round employment, pre-apprenticeship, or internships.
- i) Identify any potential liabilities (e.g., delinquent taxes, lawsuits, claims, injunctions, audit exceptions, etc.) which might affect the organization's ability to perform under a contract resulting from this RFP. Provide information on resolution or current status of any potential liabilities. Also identify all current unrestricted debt (debt not specifically funded by a specific funding source). Include plans for repayment of this debt.
- j) Identify the proposer's key staff that will be responsible for financial/accounting functions, include a summary of each person's qualifications and experience, including any licenses held.
- k) Describe your procurement process and how it complies with the requirements of the TWC Financial Manual for Grants and Contracts.
- l) Submit as an attachment a copy of your last three (3) audits and a copy of your accompanying Management Letter for each audit.
- m) Provide a copy of your most recent IRS form 990 (non-profit proposers only).
- n) Provide copies of Certificates of Insurance (if available) or a statement of insurability. Certificates are not required at time of proposal submission but must be in place before a final contract is executed (prior to October 1, 2024).
- o) Provide a budget narrative along with your proposed budget to include all costs.

5. Cost Analysis and Cost Reasonableness **(0-15 points)**

The budget included with the proposal will be used as a basis for review and comparison of proposals.

- a) Provide a copy of the proposer's cost allocation plan. Explain how the cost allocation methodology will be applied in distributing costs among funding sources and cost categories.
- b) Provide a copy of your approved indirect cost plan and/or cognizant agency letter approving an indirect cost rate. If proposing a management fee, provide a detailed line-item budget for said fee. Final indirect costs or management fees will be negotiated.
- c) Proposer's are encouraged to identify matching/in-kind funds or leveraged resources that they can offer in support of workforce center operations. Describe any matching/in-kind or leveraged resources to be offered and their estimated value.
- d) Profit/performance bonuses must be competitive. Complete the Profit/Performance Bonus section of the Budget. All profit/incentives are subject to negotiation.
- e) All costs will be reviewed for their relationship to the services to be performed under a contract and whether they are allocable, allowable, and reasonable.
- f) Provide a budget narrative along with your budget to include all costs being proposed.

Oral Presentation **(0-10 points)**

Proposers do not need to respond in writing to the questions below but must be prepared to present and participate in a question-and-answer session with the full Board of Directors.

- a) Describe how labor market information will be used to design a workforce system that supports career pathways and sector strategies for existing and emerging occupations/ industries in the region.
- b) Discuss how you will ensure that the workforce center system is employer-driven, customer centered, and tailored to meet the needs of the local economy.
- c) Based on your experience, how will workforce development, education, and economic development be aligned to support a quality workforce system that prepares a pipeline of skilled workers.

ATTACHMENT B – BUDGET FORMS

Budget Form B.1 – Distribution of Allocated Funds

Budget Form B.2 – Proposed Line-Item Budget

Budget Form B.3 – Budget Narrative

Budget Form B.4 – Salary Allocation Plan

Budget Form B.5 – Profit/Incentive Schedule

<p align="center">Budget Form B.1 – Distribution of Allocated Funds</p> <p align="center">For the period of October 1, 2024, to September 30, 2025</p>	
PROGRAM	ESTIMATED AVAILABLE FUNDS
WIOA Adult	\$1,996,000
WIOA Dislocated Worker	\$1,571,000
WIOA Youth	\$2,418,000
Non-Custodial Parent	\$247,796
TANF/CHOICES	\$1,739,000
SNAP E&T	\$315,387
RESEA	\$383,675
GRAND TOTAL	\$8,670,858

**Initial funding estimates only. Amounts are subject to change.*

Budget Form B.2 – Line-Item Budget for the period of October 1, 2024, to September 30, 2025

	WIOA ADULT	WIOA DISLOCATED WORKER	WIOA YOUTH	TANF	NCP	SNAP E&T	RESEA	TOTAL
OPERATIONAL COSTS								
<i>Personnel Costs</i>								
Salaries								\$
Fringe Benefits								\$
Staff Travel								\$
Staff Training								\$
Temporary Staffing								\$
Other Personnel Costs								\$
<i>Sub-Total Personnel Costs</i>	\$	\$	\$	\$	\$	\$	\$	\$
<i>Non-Personnel Costs</i>								
Supplies/Materials								\$
Printing/Reproduction								\$
Advertising								\$
Memberships & Dues								\$
Postage/Shipping								\$
Insurance								\$
Other Non-Personnel Costs								\$
<i>Sub-Total Non-Personnel Costs</i>	\$	\$	\$	\$	\$	\$	\$	\$
<i>Contractual Costs</i>								
Contracted Services								\$
<i>Sub-Total Contractual Costs</i>	\$	\$	\$	\$	\$	\$	\$	\$

Indirect Costs								\$
Management Fees								\$
Profit								\$
Incentive Bonus								\$
Total Operational Costs	\$	\$	\$	\$	\$	\$	\$	\$
Client Pass Through Funds								\$
Occupational Training (ITAs)								\$
Short Term Prevocational Skills								\$
On-The-Job Training								\$
Work Based Training								\$
Incentives								\$
Support Services								\$
Total Client Direct Costs	\$	\$	\$	\$	\$	\$	\$	\$
Total Budget	\$	\$	\$	\$	\$	\$	\$	\$

Budget Form B.3 – Budget Narrative For the Period October 1, 2024 to September 30, 2025

A. Personnel Costs:

1. **Salaries** – Complete Budget Form B.4 - Salary Allocation Plan. The information entered on Budget Form B.4 should be consistent with the proposal narrative and the total salaries should match the amount entered on Attachment B.2 of the Line-Item Budget.
2. **Fringe Benefits** – List all fringe benefits provided to staff. Provide the cost and or percentage of salary each represent. Indicate your organization's total fringe rate.
3. **Staff Travel** – Identify all travel costs (mileage reimbursement, per diem, lodging, transportation, etc. as paid by the State of Texas). List in-state and out-of-state travel costs separately. Explain all out-of-state travel.
4. **Staff Training** – Explain the type and purpose of each training exercise to be provided to the staff and breakdown of all related costs (tuition, registration fees, trainer costs, etc.).
5. **Temporary Staffing** – explain the purpose of any temporary staffing needs and identify type(s) of positions.
6. **Other Personnel Costs** – Identify and explain any other personnel costs not included in items Salaries and Fringe benefits.

B. Non-Personnel Costs:

1. **Supplies/Materials** – Consumable supplies and materials to be used by staff.
2. **Printing/Reproduction** – Identify printing/binding and reproduction items and costs.
3. **Advertising** – Advertising costs related to help wanted ads, legal notices, etc. only.
4. **Memberships, Dues, Subscriptions** – Identify all organizations fees and dues will be paid to. List all subscriptions.
5. **Postage/Delivery/Shipping** – Costs associated with postage, shipping (e.g., UPS, FedEx), and courier services.
6. **Insurance** – List each type of insurance and cost separately. Explain how premiums are allocated if costs are share with non-workforce uses.
7. **Other Non-Personnel Costs** – List and explain all other non-personnel costs not included in the specific cost items.

C. Contractual Costs:

1. Contracted Services- Must be identified, itemized, and detailed.

D. Indirect Costs/Management Fees Indirect is only available to for-profit entities. Specify the rate

used and describe the method of calculation used in deriving the rate. You must submit a copy of your approved plan and/or cognizant agency letter approving an indirect cost rate. Regardless of the approved rate the final indirect cost rate on the resulting contract will be negotiated. Management Fees are only available to not-for-profit entities. Identify the amount and include a detailed line-item breakout of the components of the fee. Indirect and/or Management Fees are negotiable and may not be computed on Client Pass Through expenditures.

- E. Profit/Incentive Bonus** Profit is available only to for-profit entities. The Incentive Bonus is only available to not-for-profit entities. Indicate incentive amount, together with the expected basis of qualifying for an incentive payment. Profit and/or Incentive Bonuses are negotiable and may not be computed on Participant Pass Through expenditures. See Budget Form B.5 for the Profit/Incentive Bonus Worksheet.
- F. Matching/In-Kind Funds** - If applicable, list and explain any in-kind contributions that the proposing entity will bring to the project.

Budget Form B.4 – Salary Allocation Plan

For the period of October 1, 2024, to September 30, 2025

[illegible]

Budget Form B.5 – Profit / Incentive Schedule

Proposed Profit/Incentive Bonus for the Period October 1, 2024, to September 30, 2025

BUDGET FORM/INCENTIVE AWARD SCHEDULE

The Board may provide a financial incentive for successfully meeting contracted performance measures. In the case of for-profit proposers, the incentive will be classified as “profit.” For non-profit proposers, the incentive will be classified as a performance incentive bonus.

Proposed Schedule

____ % Profit/Incentive Bonus Proposed

____ % to be earned for “meeting” performance measure targets

____ % to be earned for “exceeding” performance measure targets

ATTACHMENT C – FISCAL MANAGEMENT SYSTEMS SURVEY

Answer the following questions regarding your fiscal management system. If selected for award of a contract, some items listed below may be required to be provided during the pre-award survey prior to the development of a contract with the Board. Answering a detailed questionnaire may be required upon selection for award of a contract, and modifications to systems may be required to meet regulatory requirements.

1. Do you have a copy of the Workforce Innovation and Opportunity Act Federal Regulations and subsequent amendments? ☐ Yes ☐ No ☐ N/A
2. Do you have a copy of the Texas Workforce Commission's Financial Manual for Grants and Contracts (FMGC)? ☐ Yes ☐ No ☐ N/A
3. Do you have a copy of the Uniform Guidance and Texas Grants Management Standards (TxGMS)? ☐ Yes ☐ No ☐ N/A
4. Does your accounting system provide you with adequate information to prepare a monthly financial report? (Such report must be derived from a balance sheet and income and expense statements). ☐ Yes ☐ No ☐ N/A
5. Does your accounting system provide control and accountability over all funds received, property and other assets? ☐ Yes ☐ No ☐ N/A
6. Can your accounting system provide for financial reports on an accrual basis? ☐ Yes ☐ No ☐ N/A
7. Does your accounting system provide for identification of receipt and expenditure of funds separately for each funding source? ☐ Yes ☐ No ☐ N/A
8. Are your accounting records maintained in such a manner as to facilitate the tracking of funds to source documentation of the unit transaction? ☐ Yes ☐ No ☐ N/A
9. Does your accounting system have the capability to develop procedures for determining the allowability and allocability of costs in accordance with the provisions of the WIOA regulations, the Uniform Guidance and Texas Grants Management Standards, and the TWC Financial Manual for Grants and Contracts? ☐ Yes ☐ No ☐ N/A
10. Are State and Federal funds which are advanced to you deposited in a bank with federal insurance coverage? ☐ Yes ☐ No ☐ N/A
11. Has the bank in which you deposit State and Federal funds insured the account(s) or put up collateral or both, which is equal to the largest sum of money which would be in such bank account(s) at any one point in time during the contract period? ☐ Yes ☐ No ☐ N/A
12. Do you make monthly reconciliation of your bank accounts? ☐ Yes ☐ No ☐ N/A
13. Are these reconciliations made by the same person who performs the recordkeeping for receipts, deposits, disbursement, and transactions? ☐ Yes ☐ No ☐ N/A
14. Do you record daily your cash receipts and disbursement transactions? ☐ Yes ☐ No ☐ N/A
15. Are there individuals or positions in your organization which have, as one of their duties, the receipt, distribution or handling of money covered under bond or crime insurance? ☐ Yes ☐ No ☐ N/A

16. Is there a person who is responsible for the receipt of all financial transactions? [☐] Yes [☐] No [☐] N/A
17. Is there a person who is responsible for the receipt of all purchased goods? [☐] Yes [☐] No [☐] N/A
- a. Does this person immediately assign, upon receipt, an inventory number to the required items? [☐] Yes [☐] No [☐] N/A
- b. Does this person perform an inventory audit at least once a year? [☐] Yes [☐] No [☐] N/A
- c. Do you maintain records on all property acquisition, disposition and transfer? [☐] Yes [☐] No [☐] N/A
18. Do you have written procedures and internal controls established for the procurement of goods and services? [☐] Yes [☐] No [☐] N/A
19. Is a competitive bid process incorporated in your purchasing procedures for acquisition of subcontractors, major goods and services, equipment and office space? [☐] Yes [☐] No [☐] N/A
20. Is documentation (i.e., timesheets, etc.) properly kept in support of each payroll disbursement? [☐] Yes [☐] No [☐] N/A
21. Are records maintained to support authorized leave (sick, etc.)? [☐] Yes [☐] No [☐] N/A
22. Is proper documentation maintained to support travel disbursement? [☐] Yes [☐] No [☐] N/A
- If yes, please attach a copy of travel disbursement policy.

ATTACHMENT D – ADMINISTRATIVE MANAGEMENT SURVEY

Answer the following questions regarding your administrative management system. If selected for award of a contract, some items listed below may be required to be provided during the pre-award survey prior to the development of a contract.

1. Does your organization have current Articles of Incorporation? ☐ Yes ☐ No ☐ N/A
2. Does your organization have written personnel policies? ☐ Yes ☐ No ☐ N/A
3. Do your written personnel policies contain procedures for:
 - a. Open employees' recruitment, selection and promotional opportunities based on ability, knowledge and skills; ☐ Yes ☐ No ☐ N/A
 - b. Providing equitable and adequate compensation; ☐ Yes ☐ No ☐ N/A
 - c. Training of employees to assure high-quality performance; ☐ Yes ☐ No ☐ N/A
 - d. Retaining employees based on the adequacy of their performance, and for making adequate efforts for correcting inadequate performance; ☐ Yes ☐ No ☐ N/A
 - e. Assuring fair treatment of employees in all aspects of personnel without regard to 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 ☐ Yes ☐ No ☐ N/A
 - f. Assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for the purpose of interfering with or affecting the result of an election or nomination for office? ☐ Yes ☐ No ☐ N/A
4. If your organization does not have the procedures noted above, could your organization revise its present written personnel policies to include the above procedures? ☐ Yes ☐ No ☐ N/A
4. Do your written personnel policies contain a prohibition against nepotism? (Private, non-profits ONLY) ☐ Yes ☐ No ☐ N/A
6. Do your written personnel policies contain a prohibition against employees using their positions for private gain for themselves or other parties? ☐ Yes ☐ No ☐ N/A
7. Does your organization have an authorized, written travel policy for employees and authorized agents that provides for reimbursement for mileage and per diem at a specified rate? ☐ Yes ☐ No ☐ N/A
8. Does your organization have a written employee grievance procedure used to resolve employment complaints? ☐ Yes ☐ No ☐ N/A
9. Does your organization have the capacity or staff to produce and maintain participant/customer records and other management information as needed by the Board? ☐ Yes ☐ No ☐ N/A
10. If certain costs are determined to be disallowed, does your organization have a procedure or source for reimbursing such costs to the Board? ☐ Yes ☐ No ☐ N/A
11. Does your organization have a State Comptroller Vendor Number? ☐ Yes ☐ No ☐ N/A
12. Is your organization governed by a Board of Directors, an elected body (i.e., city/commission/board) or Council? ☐ Yes ☐ No ☐ N/A
13. Does your organization operate under local rules or by-laws? ☐ Yes ☐ No ☐ N/A
14. Has your Board/Council reviewed and approved this proposal? ☐ Yes ☐ No ☐ N/A

15. Does your organization have a current approved Fidelity Bond?
(Attach copy of binder/proof of coverage) ☐ Yes ☐ No ☐ N/A
16. Does your organization have an EEO/Affirmative Action Plan? ☐ Yes ☐ No ☐ N/A
17. Does your organization have a Complaint or Grievance process? ☐ Yes ☐ No ☐ N/A
18. Does your organization have written policies & procedures
pertaining to cybersecurity? ☐ Yes ☐ No ☐ N/A
19. Does your organization have written policies & procedures
pertaining to mobile device management? ☐ Yes ☐ No ☐ N/A

Organization

Signature

ATTACHMENT E – CERTIFICATION OF BIDDER

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

I acknowledge that I have read and understand the requirements and provisions of the RFP and that the organization will comply with applicable local, state and federal regulations and directives in the implementation of the program. I also certify that I have read and understand the Governing Provisions and Limitations (Section 1.15) and the Administrative Requirements and Other Limitations (Section 1.16) presented in this RFP and will comply with the terms.

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

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

_____ of the corporation, partnership, organization, or
(Typed Title)

other entity named as Respondent herein and that I am authorized to sign this proposal and submit it to the Workforce Solutions Cameron Board on behalf of said organization by authority of its governing body.

(Signature)

(Address)

(Phone)

Subscribed and sworn to before me this _____ day of _____,

2024, at _____, _____ County, State of _____.

Notary Public in and for _____ County, _____.

SEAL

ATTACHMENT F – CERTIFICATE REGARDING DEBARMENT

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

Subgrantee/Contractor Organization:

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

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in the transaction by Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify any of the statements in this certification, such prospective participant shall attach an explanation to its proposal.

Signature of Authorized Official	Title
Applicant Organization	Date Submitted

ATTACHMENT G – CERTIFICATE REGARDING 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), Department of Health and Human Services (45 CFR Part 76).

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

- A. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the contractor's work place and specifying the actions that will be taken against employees for violation of such prohibition;
- B. Establishing a drug free awareness program to inform employees about:
 - 1. the dangers of drug abuse in the work place;
 - 2. the contractor's policy of maintaining a drug free work place;
 - 3. any available drug counseling, rehabilitation, and employee assistance programs; and
 - 4. the penalties that may be imposed upon employees for drug abuse violations occurring in the work place.
- C. Making it a requirement that each employee to be engaged in the performance of the contract, be given a copy of the statement required by paragraph A;
- D. Notifying the employee in the statement required by paragraph A that, as a condition of employment under the contract, the employee will:
 - 1. abide by the terms of the statement, and
 - 2. notify the employer of any criminal drug statutes conviction for a violation occurring in the work place no later than five working days after such conviction.
- E. Notifying the Workforce Solutions Cameron within 5 days of receipt of notice from employee, under subparagraph D.2.
- F. Taking one of the following actions, within 30 days of receipt of notice under subparagraph D.2. with respect to any employee who is so convicted:
 - 1. taking appropriate personnel action against such an employee, up to and including termination; or
 - 2. requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purpose by Federal, State, or local health, law enforcement, or other appropriate agency;
- G. Making a good faith effort to continue to maintain a drug free work place through implementation of paragraphs A, B, C, D, E, and F.
 - 1. Certification is a precondition of receiving a contract.
 - 2. This policy does not require drug testing.
 - 3. Contractors are not required to pay for rehabilitation programs for employees.
 - 4. The requirements of this policy must be in place and certification must be made to the Workforce Solutions Cameron at the time that the contract is executed.
 - 5. Alcohol is not covered by this policy.

CONTRACTOR STATEMENT OF COMPLIANCE WITH THE DRUG FREE WORK PLACE ACT OF 1988

Contractor will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the contractor's premises or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with the policy.

My signature below signifies that I understand that I will comply with both the Certification Regarding Drug Free Workplace and the Contractor Statement of Compliance with the Drug Free Workplace of 1988.

Signature

Title

Date

ATTACHMENT H – CERTIFICATION REGARDING LOBBYING, Certification for Contracts, Grants, Loans and Cooperative Agreement

The undersigned certifies, to the best of his or her knowledge and belief, 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 an agency, a Member of Congress, or an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any federal grant, the making of any Federal loan, the entering into of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant local, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL. "Disclosure Form to Report Lobbying" in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

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

Name of Applicant Organization: _____

Name and Title of Authorized Signatory: _____

Signature: _____ Date: _____

ATTACHMENT I – CERTIFICATE REGARDING CONFLICT OF INTEREST

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

- (1) No manager, employee or paid consultant of the Proposer is a member of the Executive Director, Board of Directors, or an employee of Workforce Solutions Cameron;
- (2) No manager or paid consultant of the Proposer is married to a member of the Executive Director, Board of Directors, or an employee of Workforce Solutions Cameron;
- (3) No member of the Board of Directors, the Executive Director or employee of Workforce Solutions Cameron owns or controls more than a 10 percent interest in the proposing agency;
- (4) No spouse or member of the Board of Directors, Executive Director or employee of Workforce Solutions Cameron is a manager or paid consultant of the Proposer;
- (5) No member of the Board of Directors, the Executive Director or employee of Workforce Solutions Cameron receives compensation from Proposer for lobbying activities as defined in Chapter 305 of the Texas Government Code;
- (6) Proposer has disclosed within the Proposal any interest, fact or circumstance which does or may present a potential conflict of interest; and
- (7) Proposer shall comply with the standards of conduct stated in the Assurance and Certifications, and be in accordance with Texas Administrative Code, Title 40, Part 20, Chapter 802.

Should Proposer fail to abide by the foregoing covenants and affirmations regarding conflict of interest, Proposer shall not be entitled to the recovery of any costs or expenses incurred in relation to any contract with Workforce Solutions Cameron and shall immediately refund to Workforce Solutions Cameron any fees or expenses that may have been paid under the contract and shall further be liable for any other costs incurred or damages sustained by Workforce Solutions Cameron relating to that contract.

Disclosure of Potential Conflict of Interest _____

Name of Applicant Organization: _____

Name of Authorized Signatory: _____

Title of Authorized Signatory: _____

Signature _____ Date: _____

ATTACHMENT J – TEXAS CORPORATE FRANCHISE TAX CERTIFICATION

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not award grants to for-profit corporations that are delinquent in making state franchise tax payments. The following certification that the corporation entering into this grant award is current in its franchise taxes must be signed by the individual authorized on Form 2031, Corporate Board of Directors Resolution, to sign the contract for the corporation.

The undersigned authorized representative of the corporation being awarded a grant 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 the grant award and is grounds for grant award 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.

Signature

Typed/Printed Name and Title of Authorized Representative

Date

ATTACHMENT K- CERTIFICATE REGARDING EQUAL OPPORTUNITY AND NONDISCRIMINATION

The (Name) promotes employment opportunity through a progressive program designed to provide equal opportunity without regard to race, color, sex, religion, national origin, age, disability, or political affiliation or belief. Additionally, discrimination is prohibited against any beneficiary of programs funded under the Workforce Innovation Opportunity Act, based on the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his/her participation in any Workforce Innovation Opportunity Act financially assisted program or activity. (Name) conforms to all applicable federal and state laws, rules, guidelines, regulations, and provides equal employment opportunity in all employment and employee relations.

EEO Laws, Rules, Guidelines, Regulations

(Name) provides equal opportunities consistent with applicable federal and state laws, rules, guidelines, regulations, and executive orders (29 CFR 38.25). Such regulations include:

- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination under any program or activity receiving federal financial assistance.
- Title VII of the Civil Rights Act of 1964, as amended, and its implementing regulations at 29 CFR Part 38 which prohibit discrimination based on race, color, religion, sex, or national origin in any term, condition, or privilege of employment.
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals because of disability.
- Age Discrimination in Employment Act of 1967, as amended, which prohibits discrimination against individuals 40 years of age and older.
- Americans with Disabilities Act of 1990, which prohibits discrimination against qualified individuals with disabilities.
- Age Discrimination Act of 1975, as amended, which prohibits discrimination based on age in programs receiving federal financial assistance.
- Texas Commission on Human Rights Act, as amended, which prohibits discrimination in employment based on race, color, handicap, religion, sex, national origin, or age (40-70).
- Equal Pay Act of 1963, as amended, which requires equal pay for men and women performing equal work.
- Pregnancy Discrimination Act of 1978, which prohibits discrimination against pregnant women.
- Title IX of the Education Amendments Act of 1972 which prohibits discrimination on the basis of sex under any education program or activity receiving Federal financial assistance.

- Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical condition, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity.

(Name) is committed to promoting equal employment opportunity through a progressive program designed to provide equal opportunity without regard to race, color, sex, religion, national origin, age, disability, or political affiliation or belief. (Name) takes positive steps to eliminate any systematic discrimination from personnel practices. (Name) recruits, hires, trains, and promotes into all job levels the most qualified persons without regard to race, color, religion, sex, national origin, age, or disability status.

Staff, at all levels, are responsible for active program support and personal leadership in establishing, maintaining, and conducting an effective equal employment opportunity program.

Name of Organization/Firm

Signature of Authorized Representative

Date

Print Name and Title of Authorized Representative

EXHIBIT A – TARGETED OCCUPATIONS

Targeted Occupations List (Approved 7/06/23)		
Standard Occupational Classification (SOC)	Occupational Title	Typical Education or Training Required
11 9021	Construction Manager	Bachelor's Degree
11 9111	Medical and Health Services Managers	Bachelor's Degree
11-1021	General and Operations Managers	Bachelor's Degree
13-1081	Logisticians	Bachelor's Degree
13-2011	Accountants and Auditors	Bachelor's Degree
15-1232	Computer User Support Specialists	Some college, no degree
17-3023	Electrical & Electronic Engineering Technicians	Associate degree
17-3024	Electro-Mechanical and Mechatronics Technologists and Technicians	Associate degree
25-2021	Elementary School Teachers, Except Special Education	Bachelor's Degree
25-2022	Middle School Teachers, Except Special and Career/Technical	Bachelor's Degree
25-2031	Secondary School Teachers, Except Special and Career/Technical	Bachelor's Degree
25-9042	Teacher Assistants	Some college, no degree
29-1141	Registered Nurses	Associate degree
29-2034	Radiologic Technologists	Associate degree
29-2040	Emergency Medical Technicians & Paramedics	Postsecondary non degree award
29-2061	Licensed Practical and Licensed Vocational Nurses	Postsecondary non degree award
29-2098	Medical Dosimetrists, Medical Records Specialist, & Health Technologists & Technicians, AO	Postsecondary non degree award
29-2099	Patient Care Technicians (Excludes Nurse Assistants & Medical	Postsecondary non degree award
31-9091	Dental Assistants	Postsecondary non degree award
33-3051	Police and Sheriff's Patrol Officers	Postsecondary non degree award
43-3031	Bookkeeping, Accounting, and Auditing clerks	Certificate
43-6013	Medical Secretaries	High School Diploma or
47-2031	Carpenters	High School Diploma or
47-2061	Construction Laborers	No formal education credential
47-2073	Operating Engineers and Other Construction Equipment Operators	High School Diploma or
47-2111	Electricians	High School Diploma or
47-2152	Plumbers, Pipefitters, and Steamfitters	High School Diploma or
47-2181	Roofers	High School Diploma or
49-3023	Automotive Service Technicians and Mechanics	Postsecondary non degree award
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	High School Diploma or
49-9052	Telecommunications Equipment Installers and Repairers	High School Diploma or
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Postsecondary non degree award
49-9041	Industrial Machinery Mechanics	High School Diploma or
49-9051	Electrical Power-Line Installers and Repairers	High School Diploma or
49-9071	Maintenance and Repair Workers, General	High School Diploma or
49-9096	Riggers	High School Diploma or
51-4021	Structural Metal Fabricators & Fitters	High School Diploma or
51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and	Postsecondary non degree award
51-4121	Welders, Cutters, Solderers, and Brazers	Postsecondary non degree award
53-3052	Bus Drivers, Transit and Intercity	High School Diploma or
53-3032	Heavy and Tractor-Trailer Truck Drivers	Postsecondary non degree award
53-7051	Industrial Truck and Tractor Operators	No formal education credential

EXHIBIT B – WORKFORCE CENTER CUSTOMERS SERVED

Program	2021/2022	2022/2023	Oct 2023/Dec 2023
WIOA Adult	250	277	101
WIOA Dislocated Worker	19	4	1
WIOA Youth	266	149	24
SNAP (ABAWD & General)	569	320	183
TANF / Choices	1733	200	90
Employment Services	14,770	15,538	7,156

EXHIBIT C – TWC CONTRACTED PERFORMANCE MEASURES

Contracted Performance Measures	BCY 2022 Target	BCY 2022 Actual	BCY 2023 Target	BCY 2023 Actual	BCY 2024 Target
Claimant Reemployment within 10 Weeks	559.71%	61.44%	60.00%	60.23%	N/A
# of Employers Receiving Workforce Assistance	2,289	2,155	1,782	1,906	N/A
Choices Full Work Rate - All Family Total	50.00%	37.74%	50.00%	55.61%	50.00%
Employed/Enrolled Q2 Post Exit – C&T Participants	63.30%	65.60%	68.100%	71.90%	68.10%
Employed/Enrolled Q2-Q4 Post Exit – C&T Participants	80.25%	80.97%	83.40%	84.60%	83.40%
Credential Rate – C&T Participants	70.10%	88.40%	70.90%	88.98%	70.90%
Employed Q2 Post Exit – Adult	76.50%	84.12%	83.60%	83.40%	79.20%
Employed Q4 Post Exit – Adult	76.70%	83.85%	73.50%	80.30%	81.30%
Median Earnings Q2 Post Exit – Adult	\$6,500.00	\$8,871.72	\$7,600.00	\$8,923.05	\$9,200.00
Credential Rate – Adult	82.70%	93.00%	85.00%	89.90%	85.00%
Measurable Skills Gains	66.20%	65.70%	85.00%	80.70%	80.20%
Employed Q2 Post Exit – DW	85.80%	93.33%	75.40%	81.30%	75.40%
Employed Q4 Post Exit – DW	74.90%	92.86%	76.30%	88.00%	76.10%
Median Earnings Q2 Post Exit – DW	\$8,600.00	\$9,822.09	\$10,000.00	\$8,421.79	\$10,000.00
Credential Rate – DW	83.70%	100.00%	75.60%	97.80%	85.00%
Measurable Skills Gains	56.00%	77.80%	74.10%	100.00%	84.60%
Employed/Enrolled Q2 Post Exit – Youth	76.10%	82.30%	71.70%	81.70%	75.60%
Employed/Enrolled Q4 Post Exit – Youth	63.30%	81.25%	72.00%	73.50%	72.00%
Median Earnings Q2 Post Exit – Youth	\$3,300.00	\$6,966.00	\$5,800.00	\$6,455.00	\$5,800.00
Credential Rate – Youth	40.20%	85.30%	76.50%	90.70%	78.40%
Measurable Skills Gains	50.00%	79.70%	67.70%	88.50%	81.50%

*BCY24 Some targets have not been set. TWC may adjust targets at the end of the year.

EXHIBIT D – WORKFORCE CENTER LOCATIONS

Workforce Solutions Cameron Workforce Center

851 Old Alice Road
Brownsville, Texas 78520
Phone: (956) 546-3141
Fax: (956) 544-6003

Workforce Solutions Cameron Workforce Center (Affiliated Site)

1820 W. Jefferson
Harlingen, Texas 78550
Phone: (956) 368-5200
Fax: (956) 412-2201

Workforce Solutions Cameron Mobile Resource Unit

Various Location