



**WDB 2025-001  
REQUEST FOR PROPOSALS FOR  
MANAGEMENT AND OPERATION OF  
WORKFORCE SOLUTIONS OF SOUTHEAST TEXAS  
WORKFORCE CENTERS**

**Released by**

**WORKFORCE SOLUTIONS OF SOUTHEAST TEXAS BOARD**

**Issued: January 24, 2025**

**Letter of Intent to Bid: February 17, 2025, 2:00 p.m.**

**Deadline for Questions March 3, 2025, 2:00 p.m.**

**Email: [rfp@setworks.org](mailto:rfp@setworks.org).**

**Proposals Due: March 20, 2025, 2:00 p.m.**

**Email: [rfp@setworks.org](mailto:rfp@setworks.org)**

**P.O. Box 3607  
Beaumont, Texas 77704  
(409)719-4785**

**Serving the Texas Counties of Hardin, Jefferson, and Orange**

## Table of Contents

Section 1 – Introduction .....	3
Section 2 – General Requirements and Purpose for the Proposal .....	4
Activities and Services Solicited in this RFP .....	4
Scope of Work .....	5
Activities and Services Not Solicited in This RFP .....	5
Eligible Proposers .....	6
Ineligible Proposers.....	6
Proposer Competency.....	7
Contract Timeline.....	7
Contract Type.....	7
Information Technology (IT) Requirements .....	8
Transition Planning .....	8
Performance Measures .....	9
Equal Opportunity/Nondiscrimination .....	9
Funding.....	9
Budget.....	9
Quality Assurance.....	10
Outstanding Monitoring, Audit or Legal Concerns .....	10
Debrief, Grievances, and Appeals Process .....	11
Section 3: Submission of the RFP Information .....	12
Proposal Requirements .....	12
Proposal Submission .....	13
Confidentiality .....	13
Submission Order.....	13
RFP Timetable .....	14
Mandatory Letter of Intent.....	14
Questions and Answers .....	14
Required Documents – Application Packet.....	15
General Instructions and Submittal.....	15
Withdrawal of Application. ....	16
Amendment of Application. ....	16
Section 4: Selection Process .....	16
Evaluation Process .....	17
Evaluation Criteria .....	18
Selection and Award Announcement.....	19
APPENDIX: Supplemental Information.....	20-37

## Section 1 – Introduction

### Overview

Workforce Solutions Southeast Texas (WSSET) is a publicly funded, non-profit 501(c)(3) corporation. WSSET's funds for services are received through formula-based allocations from the U.S. Department of Labor, U.S. Department of Health and Human Services, and U.S. Department of Agriculture. Funds are distributed through the Texas Workforce Commission to WSSET.

WSSET serves the Texas Counties of Hardin, Jefferson and Orange. The local Workforce System provides services that:

- Connect businesses with skilled employees, and
- Assist job seekers by ensuring they have the skills, abilities, and resources necessary to be competitive in the global job market.

WSSET creates futures by bringing people and jobs together. The WSSET mission is to provide quality education, training and labor market services which give employers and job seekers of the region a competitive advantage in the global economy.

WSSET is under the leadership of a local Workforce Board (Board). The 28-member Board includes representatives from local businesses, organized labor, education agencies, economic development, community-based organizations, state employment services, state human services department, and state rehabilitation services. The majority of the Board are representatives of the private sector. Governor George W. Bush certified the local Workforce Board on September 1, 1996. The Workforce Board received not-for-profit, 501(c)(3), designation in 2001.

In Southeast Texas, targeted populations are those with barriers that require additional assistance to prepare for employment, find a job, advance in a career, and/or retain employment. WSSET provides coordinated service options for the following targeted populations:

- Veterans and Military Spouses (service priority),
- Low Income Adults,
- Dislocated Workers,
- Disadvantaged Youth (Foster Youth),
- Unemployment Insurance Claimants,
- Individuals on Public Assistance,
- Individuals with Disabilities (service priority), and
- Individuals with Low Literacy and Limited English Proficiency.

## **Section 2 – General Requirements and Purpose for the Proposal**

### **Purpose of the Request for Proposal (RFP)**

The WSSET Board is soliciting proposals from eligible, qualified and experienced entities to effectively manage and operate the Workforce Centers in the Southeast Texas Workforce Area. Specifically, the RFP is soliciting proposals to manage and staff the three Workforce Centers located in Southeast Texas. Proposer's staff will provide direct job seeker and business services for Workforce programs funded through the local Workforce Board.

As a result of this RFP, the Board expects to enter a contractual relationship with a single entity for the management and operation of its Workforce Centers and services. The contractor will be responsible for the management and staffing of the Workforce Center system and all programs and services accessed through the system. The contractor will also be expected to coordinate with other agencies/programs co-located within the Workforce Centers, including but not limited to, Carl D. Perkins Career and Technical Educational Act, Senior Community Services Employment Program (SCSEP), Veterans Employment Services, Adult Education and Literacy, Job Corp, and Vocational Rehabilitation Services.

This RFP provides a uniform method of procurement of specified services, providing for full and open competition. This procurement is conducted in accordance with the UG, UGMS, and the Texas Workforce Commission Financial Manual for Grants and Contracts. It is WSSET's intent to negotiate a subaward with the successful proposer. The resulting subaward will establish a subrecipient relationship that involves fiscal, administrative, monitoring and programmatic responsibilities for the workforce development programs in the WSSET region. The Board expects to award one contract for the management and operation of the Workforce Centers. Changes to the scope of work and/or resultant contract shall be subject to the availability of funds, contract negotiations, applicable procurement standards, and the laws, rules, regulations and policies governing the programs funded under this RFP.

### **Activities and Services Solicited by this RFP**

The services solicited in this RFP include management and operation of WSSET Workforce Centers. The management and operation of the Workforce Centers includes, but is not limited to, the provision of allowable services and activities funded by the Board as listed on page 4, under Scope of Work.

Other program services may be included based upon availability of funds for use at the Workforce Center level. WSSET reserves the right to assign the selected contractor responsibility for managing additional workforce programs/services based on additional funds that may be awarded or made available to the Board.

## **Scope of Work**

Prospective proposers should carefully review the following information to gain a better understanding and appreciation of what the Board expects from a contractor. 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 (WIOA) Adults, Youth, and Dislocated Workers (including Rapid Response activities),
- Temporary Assistance to Needy Families (TANF) – Choices,
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T),
- Trade Adjustment Assistance (TAA),
- Wagner-Peyser Employment Services,
- Non-Custodial Parent (NCP),
- Reemployment Services and Eligibility Assessment (RESEA),
- Summer Earn and Learn (SEAL),
- National Dislocated Worker (NDW),
- Registered Apprenticeship Programs, and
- Additional programs and special projects .

\*Note: Wagner-Peyser Employment Services (ES) are provided by staff located at our Workforce Centers who are employed by the Texas Workforce Commission (TWC). The contractor will be responsible for the integration of ES services and the day-to-day direction of ES program staff as prescribed under the Texas Model.

The selected contractor must contribute to the achievement of the Board’s mission, vision, and goals, as well as TWC’s contracted performance measures (See Supplemental Information).

The Board seeks a provider who is capable of designing and implementing a seamless service delivery system that maximizes customer satisfaction and promotes ease of access to services for all WSSET customers. Proposing entities should describe an integrated service delivery system designed to achieve this purpose.

## **Activities and Services Not Solicited by This RFP**

The following programs, functions, activities, and services are not solicited under this RFP:

- Planning, general administration, and general oversight of programs and contractors,
- Vendors/Providers of Occupational training,
- Facilities procurement (Adequate facilities are in place);
- Equipment for operation of the Workforce Centers, including fax machines, telephones, copiers, printers, furniture, and computer systems (desktops/laptops/servers),
- General IT services including IT personnel to assist with break/fix tasks, general service requests, infrastructure capacity planning, and maintenance, and
- Child Care Contractor Services and Quality Activities.

## **Eligible Proposers**

Organizations (private for-profit or non-profit, governmental, or faith based); individuals or a team of individuals applying in collaboration with the intent of establishing a legal entity; and individuals proposing a personal contract arrangement are eligible to apply. Historically underutilized businesses are encouraged to apply. Current certification of such status must be included in the proposal submission, if the proposer wants this to be considered during the evaluation process.

To be fully inclusive and promote open competition, WSSET notes that the above proposer's definitions can include:

- Partnerships, consortiums or joint ventures may submit a proposal. All parties must be eligible proposers and a signed certification (Attachment D – Certification of Bidder) 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. WSSET reserves the right to have such arrangements reviewed by legal counsel to ensure that they are legally binding.
- Proposals may be submitted using a Managing Director/Professional Employer Organization Model (MD/PEO). A contract awarded under this model will be between the Board and the entity employing the Managing Director only. It is the sole responsibility of the proposing MD/PEO entity to provide workforce center staff using a PEO or staff leasing companies. If submitting a proposal using a MD/PEO model and there is an existing agreement, a copy of the agreement must be included in the proposal. If an agreement is not currently in place, please describe the plan to obtain one including the timeline and potential staffing companies.

## **Ineligible Proposers**

- 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.
- 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.
- Entities that directly provide developmental services (training or education services) are ineligible to respond to this RFP.
- Elementary and other secondary schools are not eligible to become a Workforce Center operator.

## **Proposer Competency**

The selected contractor must have technical competence, knowledge and 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 proposer's performance of the terms and conditions of the contract will be undertaken in accordance with the highest level of integrity and business ethics. The selected contractor 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 management of Workforce Center operations.

Proposers are responsible for being knowledgeable of all laws, regulations, rules, and policies of the funding sources identified in this RFP. WSSET will provide training on any Board-specific documents, policies and procedures, as necessary, to the selected contractor. A copy of the Workforce Innovation and Opportunity Act and regulations may be found on the U.S. Department of Labor web page at <http://www.doleta.gov/wioa/>. Copies of other pertinent statutes and regulations may be found through the Texas Workforce Commission web page at <http://www.twc.state.tx.us/partners/laws-rules>.

If the Board determines, at its sole discretion, that the potential 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 not enter into a contract and/or terminate any contract immediately.

## **Contract Timeline**

The initial contract period will be for two years, beginning September 1, 2025, and ending August 31, 2027. The WSSET may extend the contract for up to two additional years, not to exceed four (4) year's total. Contract extensions are at the sole discretion of the Board, based on satisfactory performance, compliance with contractual obligations, and other factors determined by the Board. The Board reserves the right to terminate the contract annually or earlier based on contractor performance and compliance with contractual terms and conditions.

Complete operations will begin September 1, 2025, with an eight-week transitional period with costs allowed from July 1, 2025 to August 31, 2025 (if needed). WSSET may vary the programs and/or contract period as necessary and shall ensure compliance with all program requirements and conditions in doing so.

## **Contract Type**

The Board expects to execute a single contract as a result of this RFP. The Board will use a cost-reimbursement contract. All contracts are contingent upon the receipt of sufficient funding by WSSET from TWC and other funding sources.

## **Information Technology (IT) Requirements**

The selected contractor, including all employees, must comply with all Information Technology access and user and security policies and requirements of the Board and/or the Texas Workforce Commission (TWC). Required IT platforms include:

- The Work In Texas (WIT) or its' replacement – used for intake, eligibility determination, assessment, service, tracking, for SNAP, Choices, WIOA, and TAA programs.
- The Workforce Information System (TWIST) for Non-Custodial Parents data entry.
- Tableau Reports – used to access canned reports for performance tracking and management for all Workforce programs. Both State-approved and Statewide reports are available, and extracts can be run to download client-level data for performance management purposes.
- Work-In-Texas – used as the statewide job matching network. Allow employers to post jobs with advanced job matching capabilities. Allow job seekers to match jobs in the system, build a resume and provide access to career tools.
- Virtual One-stop (VOS) Greeter – used to register all customers visiting each workforce center. VOS Greeter matches customers up with TWIST and WIT information, allows customers to check in for appointments, and creates an intake common record for new customers. Customer visits can be extracted from this system.
- Health and Human Services' Texas Integrated Eligibility Redesign System (TIERS) – provides Workforce with read-only access to eligibility and benefit information for Choices and SNAP E&T customers.
- CHOICES Online Tracking System (COLTS)
- OAG web-based tracking and reporting system shared by TWC, Boards and OAG to store and retrieve real-time NCP participant data.

The proposer should not budget funds related to technology except for cell phones for staff, if the proposer desires to provide these. Technology-related expenses are included in the Board's budget and the Board will make necessary technology purchases, including licensing, software upgrades, replacement parts, and contracting. Workforce center staff have Internet and e-mail access through the Workforce Solutions of Southeast Texas Board.

## **Transition Planning**

If a new contractor is selected, the new contractor will be required to develop a Transition Plan and budget that will support provision of services and related activities with a start date of July 1, 2025. The Board requires that any entity awarded a contract resulting from this RFP give priority consideration in employment to current employees providing services in the Workforce Centers who may be displaced as a result of this procurement.

## **Benefits**

WSSET is seeking proposals from qualified vendors to support the continuation of current staffing with benefit offerings to ensure workforce stability and maintain employee satisfaction during the initial three-month probationary period of the contract.



Proposers are expected to provide benefits to the Workforce Center staff. Current benefits include medical, dental, and life insurance, holidays, and annual and sick leave for employees.

### **Staff Development**

The professional development of all employees within WSSET's organization is very important to the Board. The proposals should describe an effective approach to retaining a well-trained, customer-focused staff.

### **Performance Measures**

Annually, WSSET receives proposed targets from the Texas Workforce Commission (TWC).

A copy of the BCY'24 End of Year report is included in the attachments.

The selected proposer must have a thorough knowledge of workforce programs and their performance requirements. The selected contractor is responsible for achieving performance standards and providing quality services to workforce system customers. At a minimum, the selected contractor must meet assigned TWC contracted performance measures. The WSSET may assign to the successful proposer additional performance measures related to enrollments and training. The Board reserves the right to adjust, change and/or add additional measures as deemed appropriate. Performance measures are subject to change based on TWC and/or Board action.

### **Equal Opportunity/Nondiscrimination**

As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant must comply fully with the nondiscrimination and equal opportunity provisions.

### **Funding**

Funding for all activities and services is contingent upon the receipt of sufficient programs funds from the TWC and other funding sources of WSSET. Approximately 90% of this RFP is funded through federal grants.

### **Budget**

The proposed budget must support the proposal narrative and include only those costs related to the management and operations of Workforce Centers in the Southeast Texas area. All costs and budgets 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 Grant Management Standards, as applicable. Please refer to the TWC Financial Manual for Grants and Contracts for detailed information. 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, budget narrative, and justification of costs. If successful, the proposed budget will serve as a basis for contract negotiations.

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; insurance and bonding; audit services; professional services; indirect costs; management fees; and profit or performance bonus. Any contract resulting from this procurement shall include a cost allocation plan for any shared costs.

Training, youth work experience, and supportive services are obligated by the contractor, but the Board is responsible for payment to the providers or vendors. The anticipated costs for these items during the contract is found within the budget attachment.

The cost of facilities, including rent, utilities, phones, copiers, fax machines, technology, maintenance and repair are NOT to be included in the budget. Costs associated with marketing activities related to customer outreach and recruitment are NOT to be included in the budget. These costs are covered by the Board. Training Services and Support Services are not included in the budget. Budgets fluctuate based upon allocated and received grants.

The cost of insurance may be included in the proposal budgets. Insurance coverage will be required for:

- Professional Liability \$1,000,000 limit; \$1,000 deductible;
- Employee Bonding \$400,000 limit; \$1,000 deductible;
- General Liability \$3,000,000 general aggregate limit; \$1,000,000 per occurrence to automobile coverage for employees using automobiles for work;
- Statutory Workers Compensation and Employers Liability;
- Fidelity Bonding in an amount sufficient to cover the largest cumulative amount of all cash requests submitted on a given day or the cumulative amount of funds on hand at any given point; and

### **Quality Assurance**

The Board supplies all major programmatic reviews and monitoring activities. The proposer should not budget funds for traditional monitoring reviews. Rather, the proposer should build on-going, real-time review of staff output and procedures into the staffing plan to ensure that errors are minimized and that when errors do occur, they are found quickly and corrected before any formal Quality Assurance reviews occur at the Board, State, or Federal levels.

### **Outstanding Monitoring, Audit or Legal Concerns**

Proposer must disclose and satisfactorily resolve any and all outstanding monitoring and/or audit concerns from any of the proposer's other contracts. Additionally, proposer 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. Such disclosures must be provided under Attachment G, Question 14 and listed in Attachment P – Listing of Grievances and Legal Actions.

## **Debrief, Grievances, and Appeals Process**

Policy Statement – WSSET Board is the responsible authority for handling complaints, disputes or protests regarding the procurement and proposal selection process at the local level. No protest shall be submitted to the grantor (State) until all administrative remedies at the Grantee (Board) level have been exhausted. This includes, but is not limited to disputes, claims, protests of selection or non-selection for award, source evaluation 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 by email of the final results of the procurement process within fifteen (15) working days following the final decision of the Board.

Policy/Procedure for Submitting Appeals – This policy shall apply to appeals by service providers that have applied for an award of grant funds from the Board pursuant to any federal, state or local funded program or activity.

Issues Subject to Appeal – Vendors/proposers/bidders (“Proposer”) affected by procurement actions or decisions of the Board may appeal pursuant to this policy and procedures as to the following issues:

- The action or decision of WSSET is alleged by the Proposer to be in violation of applicable federal and/or state law, regulation or policy regarding procurement and selection; or
- The action or decision of WSSET is alleged by the Proposer to be based upon an error of material and relevant fact(s); or
- The action or decision of WSSET is alleged by the Proposer to be invalid because of an alleged denial of procedural due process (i.e. failure to review a complaint or protest).

Issues NOT Subject to Appeal – Unless substantiated by material and relevant fact(s), the scoring and ranking of proposals is not subject to appeal.

An appeal cannot be submitted based solely on the belief that the appealing party believes their proposal is better than the one selected for the contract award.

Proposers who wish to appeal a decision must utilize the following process:

**STEP 1: Request for Debriefing** - Proposers not selected by this procurement process may appeal the decision by submitting, within 10 working days of the receipt of WSSET notification of the procurement decision, a written Request for Debriefing to obtain information on the procurement process and how their proposal or offer was received and ranked. The Request for Debriefing must be sent by email to:

[rfp@setworks.org](mailto:rfp@setworks.org)

Subject line: RFP Management & Operations Request for Debriefing [Proposer Name]  
WSSET shall acknowledge receipt of the Request for Debriefing within 5 working 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 15 working days from the receipt of the Request for Debriefing.

**STEP 2: Debriefing** - The purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unsuccessful proposers understand why they were not selected. Debriefings serve as an important educational function for new proposers. Debriefings will help to improve the quality of future proposals. Additionally, staff receive direct feedback to help improve future procurements.

**STEP 3: Written Notice of Appeal** - If, after the debriefing, the appealing party wishes to continue with the appeals process, they must submit to WSSET a Notice of Appeal. This written notice must clearly state that it is an appeal and identify the decision being appealed and the name, address, and phone number of the appealing party; and the grounds of the appeal. The Notice of Appeal must be received by the WSSET Hearing Officer within 15 working days of the date of the debriefing. The Notice of Appeal must be sent by email to:

[rfp@setworks.org](mailto:rfp@setworks.org)

Subject line: RFP Management and Operations Notice of Appeal [Proposer's Name]

**STEP 4: Formal Hearing** - Upon receipt of the Notice of Appeal, the WSSET Hearing Officer will contact the proposer to arrange for a Formal Hearing to be held within 15 working days of receipt of the Notice of Appeal. The Formal Hearing will be held either virtually or at a designated place and at a date and time to be mutually acceptable to both parties. The WSSET Hearing Officer shall issue a written final decision resulting from the Formal Hearing within 60 calendar days of receipt of the Notice of Appeal.

**STEP 5: Appeal to State** - If the appeal is not resolved at the WSSET Formal Hearing, the proposer may appeal to the Texas Workforce Commission within 14 calendar days of the mailing date of the WSSET Hearing Officer's final decision.

### **Section 3: Submission of the RFP Information**

#### **Proposal Requirements**

Proposers must complete the entire Application Packet, and any attachments included must follow the designated format. All attachments must be in Microsoft Word with the following settings, typed, single spaced, and 12-point font. Colored displays and promotional materials are prohibited. Each page of the attachments should be numbered as "page \_\_\_ of \_\_\_" with the name of the bidder on each page.

One electronic copy with signatures must be submitted to [rfp@setworks.org](mailto:rfp@setworks.org).

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, see Attachment C – Response Checklist/Order Submission.

## **Proposal Submission**

Proposals must be submitted as a complete proposal packet. Consideration of proposals which are submitted after the RFP deadline is prohibited. Any modifications or amendments to a proposal already submitted must also comply with the submittal instructions and the response deadline. Any proposals or amendments delivered/received after the deadline will be deemed late and nonresponsive to this RFP and procurement process.

All proposals must be received on time in the format indicated and must be responsive to all RFP instructions. The Board will not be held responsible for late submissions or non-delivery of email. Receipts will be emailed to contact person for proposals received.

## **Confidentiality: Notice regarding the inclusion of confidential, proprietary, trade secret or privileged information in an application**

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. WSSET is subject to the Texas Open Records Act. Proprietary information will be kept confidential by WSSET to the extent that State law permits. Proposals become the property of WSSET.

If the Proposer includes proprietary or otherwise confidential information in its proposal or other submitted documents, the Proposer must clearly mark and label all confidential, proprietary, trade secret or privileged material in 14 point or higher bold font on each page where the information appears, and identify the specific exception to disclosure in the Texas Public Information Act (PIA) for each specific piece of confidential, proprietary, trade secret or privileged information. Additionally, all confidential, proprietary, trade secret or privileged information must be segregated in a separate and discrete section of the proposal, which must be able to be conveniently separated and detached from the other sections of the proposal.

Failure to properly label, identify, and segregate any confidential, proprietary, trade secret or other privileged information in the proposal, may result in all such information or material being disclosed as public information. Merely making a blanket claim that the entire proposal is protected from disclosure because it contains any amount of confidential, proprietary, trade secret or privileged information is not acceptable, and may make the entire proposal subject to release under the PIA.

## **Submission Order**

The proposal must be submitted with all required elements of the Application Packet and assembled in accordance with Attachment C - Response Checklist and Order of Submission. All proposals must be received no later than 2:00 pm on March 20, 2025. Proposals not received at the specified date and time will not be accepted.

Incomplete proposals and proposals not in adherence to any RFP guidelines, specifications, and requests put forth in this RFP, and proposals missing required signatures will be disqualified for award consideration.

## RFP Timetable

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

Information	Date	Time
Release of RFP	January 24, 2025	
Deadline for Submitting Mandatory Letter of Intent to Bid	February 17, 2025	2:00 p.m.
Deadline for Submitting Bidders Questions	March 3, 2025	2:00 p.m.
Proposal Due Date	March 20, 2025	2:00 p.m.
Begin Proposal Evaluation Process	March 21 – 31, 2025	
Complete Board Action	April 18, 2025	
Transition Contract Start Date (if needed)	July 1, 2025	

This RFP is issued on January 24, 2025, by the Workforce Solutions of Southeast Texas Board. Copies of the RFP are available from the following sources:

On-line: [www.setworks.org](http://www.setworks.org)

Email request to [rfp@setworks.org](mailto:rfp@setworks.org). Request must include the following information: name of organization, contact person, phone number and email address.

## Mandatory Letter of Intent

Attachment A, the letter stating the proposer's Intent to Bid is **mandatory**. The Letter of Intent to Bid must be submitted and received by WSSET by **2:00 p.m., February 17, 2025**. Proposals will NOT be accepted from proposers who did not submit the required letter by the established deadline. The Letter of Intent to Bid must be sent by e-mail to:

[rfp@setworks.org](mailto:rfp@setworks.org)

Subject line: RFP Management and Operations Letter of Intent [Proposer's Name]

The proposer is solely responsible for the timely delivery of the Letter of Intent to Bid and the Proposal Application. WSSET is not responsible for any failures, errors, omissions, or other issues that result in disqualification. Disputes concerning late or non-delivered letters cannot be appealed.

## Questions and Answers

Written questions regarding this RFP may be emailed to [rfp@setworks.org](mailto:rfp@setworks.org) until **2:00p.m. on March 3, 2025**. No questions may be submitted via telephone or in-person communication. A question-and-answer publication will be posted on our website ([www.setworks.org](http://www.setworks.org)). All questions should be directed to:

[rfp@setworks.org](mailto:rfp@setworks.org)

Subject line: RFP Management and Operations Q&A [Proposer's Name]

Other than questions submitted as directed above, WSSET Board members and staff are precluded from answering questions concerning this RFP or the procurement process. Contact with Board

members or staff of the Board or the current Subrecipient from the date that this RFP is released until the contract is awarded is strictly prohibited. Violations of this prohibition will result in the automatic disqualification of the proposal.

### **Required Documents – Application Packet**

The proposer should respond to the questions and forms provided in the Application Document. Responses should:

- Provide a complete description of the proposed management and operation of local Workforce Centers and quality customer services in narrative form.
- Respond to every question.
- Be clear and concise. Be presented in the exact order provided.
- Restate the question with the response immediately following the question.
- Use the same numbers and reference letters that appear in this RFP. Note: Evaluators will not be able to find your responses if you change the reference system.
- Respond to questions without cross-referencing to another response.

### **General Instructions and Submittal**

Proposals must be emailed to [rfp@setworks.org](mailto:rfp@setworks.org) and be received no later than the proposal submission deadline. Proposals that are received after the deadline will not be accepted.

WSSET will only accept emailed proposals. If a hard copy of the proposal is submitted, it will not be screened for this RFP and will not be returned unless the sender makes arrangements for return costs prior to return.

WSSET is not responsible for proposals emailed late, illegible, incomplete, or otherwise considered disqualified or late due to failure of electronic equipment or operator error. An acknowledgement of receipt will be sent to the sender.

Email proposals to:

[rfp@setworks.org](mailto:rfp@setworks.org)

Subject line: RFP Management and Operations Proposal [Proposer's Name]

No additional materials may be submitted after the due date and time. Proposals may be withdrawn upon written requests if made before the RFP response deadline. Once the response deadline is passed, all proposals will become the property of WSSET.

### **Withdrawal of Application.**

An application may be withdrawn at any time prior to the selection announcement date by writing to the WSSET Contact at:

[rfp@setworks.org](mailto:rfp@setworks.org)

Subject line: RFP Management and Operations Withdrawal [Proposer's Name]

A withdrawn Application will not be considered for award but will be retained by WSSET in accordance with the Application Information Confidentiality and Records Retention provisions in this RFP.

### **Amendment of Application.**

An application may be amended in writing at any time after submission, but prior to the Application submission deadline. An amended Application must be submitted to the WSSET Contact at:

[rfp@setworks.org](mailto:rfp@setworks.org)

Subject line: RFP Management and Operations Amendment [Proposer's Name]

### **Right to Cancel, Accept or Reject:**

WSSET reserves the right to cancel all or any part of this RFP at any time without prior notice. WSSET also reserves the right to modify the RFP process and timeline as is deemed necessary. The RFP does not commit WSSET to accept any proposal submitted, nor is WSSET responsible for any costs incurred by the proposer in the preparation of responses to this RFP. WSSET reserves the right to reject any or all Request for Proposals, to accept or reject any or all items in the Request for Proposals, and to award the contract in whole or in part as is deemed to be in the best interest of WSSET. WSSET reserves the right to negotiate with any contractor after proposals are reviewed, if such action is deemed to be in the best interest of WSSET.

### **Ex-Parte Communication:**

It is the policy of WSSET to prohibit ex-parte communication with any board member or other person serving as an evaluator during the RFP process. Proposers directly contacting board members or evaluators risk elimination of their proposals from further consideration.

## **Section 4: Selection Process**

The selection and award of a contract resulting from this RFP will be made to a responsible Proposer who has the demonstrated competence and qualifications only, 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/quality assurance systems, and ability to meet the requirements and expectations of this RFP.



## Evaluation Process

Responsive proposals submitted by the deadline will be evaluated using the objective criteria within the Application Packet. A review committee, which may consist of WSSET staff, Board members, outside reviewers, or a combination of these, will evaluate proposals. The review committee will independently evaluate each proposal. The committee will meet, discuss Proposals and develop recommendations. The review committee may request additional information from any proposer prior to developing a recommendation for consideration by the Board. In selecting proposals for award of contract, the Board reserves the right to depart from the strict ranking by evaluation scores whenever it deems such departure will better serve the best interests of the Board and its constituents.

Upon conclusion of the review process, the review committee, in conjunction with the Board staff will develop a recommendation for the Board's Executive Committee. The Board's Executive Committee will review and comment on the committee's recommendation prior to presentation to the full Board. At the discretion of the Board Chair, the proposed Project Director may be interviewed by the Executive Committee. The full Board intends to make the selection decision during a regular Board Meeting. All Proposers will be notified of the time and location of the Board meeting and are welcome to attend.

Evaluation of responses is conducted as follows:

1. All proposals received by the submission deadline will be reviewed by a proposal review team. The review committee will begin by assessing proposals' responsiveness and compliance with the technical specifications and requirements contained in the RFP.
2. All responsive proposals will be subject to review and scoring by the proposal review committee. Proposals will be scored independently by each evaluator based on the criteria identified in this RFP using a standardized instrument. The final scores will be the average of the independent scores of all evaluators.
3. Board staff will conduct a verification of references in the proposals.
4. The top scoring Proposers may/will be asked to participate in a WebEx interview meeting with the review team. Proposers to be interviewed will be notified by phone and e-mail. The proposed project director and/or on-site director must be present at the interview. The interview will consist of a series of questions posed to the individuals by Board members.

Board members will score each proposer's oral responses in the interview based on the knowledge, skills and abilities demonstrated by individuals at the interview. The combined score for proposal review and interview will be the proposer's final score. The proposer receiving the highest total score will be recommended to the WSSET Board for consideration.

5. Action by the Board in selecting a proposal for the contract award will be subject to a pre-award review and successful contract negotiations.

## Evaluation Criteria

Proposals must achieve an overall average score of at least 70% (210 points) to be considered for selection and award. Proposals will be evaluated based on Proposer’s responses to questions asked and information requested in Attachments to this RFP. The evaluation criteria and point values are as follows:

Criteria 1: Organizational Capacity and Capability	60 Points
Organizational history and structure, unique qualifications and experience of staff. Overall approach and philosophy to managing and operating Workforce Centers and delivering customer services.	
Criteria 2: Workforce Center Services	100 Points
Overall approach, design, strategies, and processes for managing staff who are providing Employer/Business Services and Job Seeker Services. Proposer’s ability to effectively and efficiently manage and operate the workforce centers, in support of Board’s mission, vision and goals.	
Criteria 3: Demonstrated Experience/Effectiveness	55 Points
History of successfully providing the same or similar services to those specified in the RFP, specifically relating to the types of activities, targeted populations, performance outcomes (measures/targets), expenditure benchmarks, and contractual compliance. Such entities can include a business enterprise with similar management demands, including but not limited to Chambers of Commerce, Labor Organizations, Economic Development Corporations, Community Organizations, or other entities.	
Criteria 4: Financial Management	35 Points
Sound financial condition, effective fiscal and administrative management systems, fiscal organizational structures, financial resources, financial capacity, and knowledge in accordance with Generally Accepted Accounting Procedures.	
Criteria 5: Cost Analysis/Cost Reasonableness	50 Points
Budgets will be reviewed to determine that proposed costs are reasonable, necessary, allocable and allowable. Other areas of review include: cost allocation methodology, competitive indirect rate or management fees, overhead costs, profit, in-kind or matching funds.	
<b>Total Possible Points for Proposal Response:</b>	<b>300 Points</b>

### Additional Possible Points

Historically Underutilized Business (HUB) Bonus Points	10 Points
Interview	100 Points

Detailed explanation of the criteria listed above is in the Application Packet.

## **Selection and Award Announcement**

Evaluators will review and score proposals based on the evaluation criteria in the RFP using only the information provided in the written proposal. The final scores will serve as the primary basis for selection of the potential contractor. The panel results are advisory in nature and not binding to WSSET. WSSET reserves the right to make selections based solely on the final scores or to consider other factors determined by WSSET to be relevant to its decision.

WSSET may elect to award the contract with or without discussions with the Proposer. Should a contract be awarded without discussions, the contract will be based on the Proposer's Proposal submission, which constitutes a binding offer by the Proposer. To receive a contract, the Proposer must accept any additional or special terms and conditions and any proposed and accepted changes to the Proposal Application as submitted.

No public disclosures or news releases pertaining to the RFP or any resulting contract shall be made without the prior written approval of WSSET.

## APPENDIX: SUPPLEMENTAL INFORMATION

### Table of Contents

Mission .....	21
Vision .....	21
Summary of Services .....	21
Business and Employer Services .....	21
Job Seeker Services .....	22
Follow-up Services.....	24
Training Services .....	24
Support Services .....	24
Youth Services.....	24
Resources.....	25
Workforce Center Standards.....	25
Current Staffing.....	26
Workforce Center Locations.....	26
Administrative Requirements and Procedures.....	27
Legislative Authority .....	29
Adherence with Program Requirements.....	31
Outstanding Monitoring, Audit or Legal Concerns .....	32
General Conditions of Contract .....	32
Equal Opportunity and Nondiscrimination .....	33
Estimated Funding.....	35
Performance Reports and Service Levels.....	36-37

## **Mission**

“Equip Southeast Texas with the skills and knowledge that meet the needs of employers to foster the region’s economic growth.”

## **Vision**

“A world class, competitive workforce for Southeast Texas.”

## **Summary of Services**

### **Business and Employer Services**

WSSET recognizes employers (all 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 Southeast Texas.

Business services will be provided through a business service team approach. 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 and to expand existing employer relations.
- Employee Recruitment and Placement Services including job matching to identify, pre-screen and refer qualified job applicants to employers; use of Workforce Centers for hiring events and interviewing, and coordination with resources to provide employers with opportunities to participate in both open and customized job/industry specific job fairs and training opportunities.
- Job Order assistance including taking orders and providing information and assistance to employers and establishing and managing accounts in the Work-In-Texas online job matching system.
- Labor Market and other Information Services providing employers with local labor market, economic, demographic, and unemployment information. Provide employers with information and assistance on available worker tax credit programs, labor laws, unemployment insurance claims and appeals, and customized training options and external sources available to employers to help train new hires and incumbent workers.
- Outplacement Services including Rapid Response activities for employers/employees faced with mass layoffs or closings.
- Work Experience Worksites Identification to support program participants.
- Other Services and/or Innovative Enhancements should promote excellence in business/employer services. If additional services are proposed, a complete description should be included in the proposal narrative.

## **Job Seeker Services**

The primary purpose of the Workforce Centers is to provide job seekers with easy access to a broad array of services and information to help them find a job, keep a job or find a better job leading to economic self-sufficiency. Services are to be provided through a seamless, integrated system. The mix and intensity of individualized services provided varies based on the needs of individual customers.

WSSET 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 experiences.

The Workforce Innovation and Opportunity Act of 2014 (WIOA) is federal legislation that establishes two levels of employment and training services for adults and dislocated workers. The levels are career services and training services.

All Workforce Centers must provide “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 Career Center housed within each Workforce Center. Such services can also be made accessible online or by other means of delivery.

Basic Career Services must include provision of all the following as appropriate to meet individual customer needs:

- 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, worker profiling, and orientation to information and other services available through the WSSET and/or 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 career counseling, including the provision of information on nontraditional employment and in demand industry sectors and occupations; and
  - Recruitment and other business services on behalf of the employers, including information and referrals to specialized business services not traditionally offered through the WSSET.
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the WSSET and partner organizations.
- Provision of workforce and labor market employment statistics information,

including information relating to local, regional and national labor market areas, such as:

- job vacancy listings in labor market areas;
- information on job skills necessary to obtain the vacant jobs listed; and
- information relating to the local Targeted Occupations List and the related 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 WSSET is performing on local performance accountability measures, as well as any additional performance information relating to the customer's individual needs.
- 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 the Temporary Assistance for Needy Families (TANF) including other support services and transportation provided through the 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 in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- Provisions of Individualized Career Services. Such 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. Services, as consistent with WIOA requirements and federal cost principles include:
  - Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers using, as examples:
    - diagnostic testing and use of other assessment tools to identify aptitudes, career interests and abilities; and
    - in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
  - Development of an Individual Employment Plan using information collected from the comprehensive and specialized assessment process. The plan will identify the participant's educational background, work history, financial needs, barriers to employment, employment goals, achievement objectives, a combination of services for the participant to receive/achieve his or her employment goals, and

strategies to address support service needs and barriers to employment.

- 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.
- Internships and work experience are provided to help customers gain experience in potential careers, including transitional jobs and workforce preparation;
- Financial literacy services, as described in WIOA § 129(b)(2)(D);
- English language acquisition and integrated education and training programs are available for individuals requiring assistance;

### **Follow-Up Services**

Follow-up services must be made available, as appropriate, including counseling regarding the workplace—for participants in adult or dislocated worker activities who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

### **Training Services**

Training services are available for eligible job seekers who are unable to find employment at WSSET defined self-sufficiency wage.

Occupational skills training must be provided in a manner that maximizes customer choice and is aligned with WSSET targeted occupations and the Eligible Training Provider System (ETPS). Training services are provided and documented through the issuance of Individual Training Accounts (ITAs). A list of approved targeted occupations for BCY 2025 can be found on the board's website at [www.setworks.org](http://www.setworks.org).

### **Support Services**

Supportive Services are provided on a case-by-case basis, as individual need is identified, and resources are available.

### **Youth Services**

WIOA outlines a broad youth vision that supports an integrated service delivery system and provides a framework to support in-school youth (ISY) and out-of-school youth (OSY).

The design framework of a youth programs must provide for an objective assessment of each youth participant, including a review of the academic and occupational skill levels and service needs, for the purpose of identifying appropriate services and career pathways for participants and informing the individual service strategy. The objective assessment must include a review of:

- basic skills;
- occupational skills;
- work experience;



- employability;
  - interests;
  - aptitudes;
  - support service needs; and
  - developmental needs.
1. Provide youth participants with information regarding the full array of applicable or appropriate services available through the Centers or other providers or partners; and
  2. Refer youth participants to appropriate training and educational programs that have the capacity to serve them either on a sequential or concurrent basis.
  3. Ensure the fourteen (14) Youth Program Elements are available to youth participants.
  4. Create career pathways to link youth to careers in high growth, high demand industries in Southeast Texas.

## **Resources**

The Contractor assumes complete responsibility for the management and operation of local Workforce Centers on September 1, 2025.

Staffing – The Proposer must make an independent analysis and projection of staffing needs. WSSET expects staffing to be organized around functions as opposed to programs or funding streams, to the extent possible and practical.

## **Workforce Center Standards**

WSSET Centers must adhere to the following basic standards:

- Services must be consistent with the requirements of the Workforce Innovation and Opportunity Act, U.S. Department of Labor requirements for one-stop centers, and the Texas Workforce Commission (TWC) rules governing one-stop centers.
- Comply with the requirements of applicable program laws, rules, and policies.
- Comply with and maintain procedures consistent with WSSET developed policies.
- Ensure continuous, effective, and efficient collaboration with Vocational Rehab (VR) and the Texas Veterans Commission (TVC).
- Establish and maintain a visible presence in the employer community as a component of a partner driven effort to provide employer services.
- Be available to employers, job seekers, and students throughout the local workforce development area.
- Provide information on local demand occupations, projected wage levels upon completion of training programs, and performance information on training providers.
- Implement a customer-driven and flexible process for accessing services. Provide understandable service information and orientation to customers,
- Ensure that staff are trained, knowledgeable, and experienced in all required programs and services.
- Implement a timely and efficient referral and follow-up process for employment-related services.
- Provide independent assessment of need, including an assessment of skill levels, for customers.

- Implement a customer-driven service delivery strategy ranging from self-service to specialized, staff-assisted services.
- Maintain user-friendly Career Centers that make available computerized information systems with access to labor market information, occupations, job opportunities, and education and training opportunities.
- Maintain call center that answers/transfers incoming calls for all centers, and chats with customers.
- Make services available for WIOA eligible adults, dislocated workers, and youth; customers served through SNAP E&T; TANF/Choices; Wagner-Peyser Employment Services and other programs as defined by TWC rules.
- Provide reasonable accommodation and accessibility to services in accordance with the Americans with Disabilities Act (ADA) and WIOA.
- Manage the fiscal operations in accordance with the Texas Workforce Commission Financial Manual for Grants and Contracts (FMGC).

### Current Staffing

The Current Staffing levels are as follows:

Position Title	L			
	Beaumont	Port Arthur	Orange	Silsbee
Workforce Center Managing Director	1			
Deputy Director	1			
Career Center / Business Supervisor	1	1	1	
Workforce Development Specialist	11	10	5	2
Workforce Development Staff TWC Staff (Not in Budget)	5	3	1	
Administrative Specialist		1		
Special Projects/QA	1	2		
Performance Specialist		1		
<b>Total</b>	<b>22</b>	<b>18</b>	<b>7</b>	<b>2</b>

### Workforce Centers and Locations

<b>Workforce Center Beaumont</b> 510 Park Street Beaumont, TX 77701	<b>Workforce Center Port Arthur</b> 4680 F.M. 365 Port Arthur, TX 77642
<b>Workforce Center Orange</b> 2266 MacArthur Drive Orange, TX 77630	<b>Workforce Center – Silsbee (Satellite Office)</b> 975 Hwy 327 E, Ste 147 Silsbee, TX 77656

## **Administrative Requirements and Procedures**

The Contractor is solely responsible for the oversight, management, supervision, hiring, discipline, termination, training, evaluation, etc. for its employees. The Contractor will also have management authority over Texas Workforce Commission (TWC) personnel funded under the Wagner-Peyser Act providing Employment Services. The Contractor will ensure that staff are integrated into the overall delivery of services in the Workforce Centers.

The Contractor must have a single or program audit (depending on annual expenditures) performed annually by an independent auditor in accordance with the Single Audit Act of 1984, as amended; OMB 2 CFR 200; and 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 WSSET. WSSET reserves the right to conduct or cause to be conducted an independent audit of all funds received under a contract issued by WSSET, notwithstanding the afore-mentioned requirement. Such audits will be conducted in accordance with applicable laws, rules, regulations, and established professional standards and practices.

The Contractor must agree to comply with all rules, policies, and directives issued by the Board and/or the Texas Workforce Commission.

The Contractor is subject to compliance monitoring (fiscal and program). Therefore, internal monitoring systems/procedures to ensure quality assurance are required. At any time during normal business hours, and as often as deemed necessary by WSSET, TWC, the U.S. Department of Labor, other State and Federal agencies, or their duly authorized representatives shall have complete access to 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.

The Contractor is responsible for meeting or exceeding all assigned state, federal and/or local performance measure targets associated with programs that are part of this RFP and any resulting contract. The Contractor will also be responsible for any changes in performance measures, including targets that may occur during the contract period.

The Contractor will be required to prepare and maintain participant and financial records in accordance with policies and instructions issued by the Board and Texas Workforce Commission (TWC). 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. No records shall be disposed of without prior approval of the Board.

The Contractor is required to maintain a case file in WIT or other designated system for each workforce program participant in accordance with standards established by the Board and TWC. 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.

The Contractor is required to input customer data into The Workforce Information System of Texas (TWIST), the Work-In-Texas (WIT) system and any other automated management

information system as may be required by TWC and/or the Board. The Contractor is responsible for ensuring the integrity of all data, records, and reports. The Contractor must ensure that the input of data is done in a timely and accurate manner and in compliance with the requirements established by TWC and/or the Board.

The Contractor must ensure that the confidentiality of all client data is maintained in accordance with state and federal law. The Contractor will also ensure the security of client data in hard copy and/or electronic files in accordance with Board and/or TWC.

The Contractor, including all of its employees, must comply with all Information Technology access and user policies and requirements of the Board and/or TWC requirements.

The Contractor must fully cooperate with the Board in planning and implementing any changes to the service delivery system.

The Contractor must 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.

Grant Award funds shall be used in compliance with the Federal requirements against Prohibition on Trafficking persons found in the Trafficking Victims Protection Act of 2000 (TVPA), as amended (22 U.S.C. § 7104(g)). WSSET reserves the right to terminate unilaterally any contracts that do not comply with section 106(g) of the Trafficking Victims Protection Act of 2000, as amended (22 U.S.C., subsection 7104(g)).

For the hours Workforce Center(s) are scheduled to be open, the Contractor must ensure that the Centers are adequately staffed at all times during the duration of the contract to provide required services and activities as specified in this RFP.

The Contractor with multiple funding sources must have a Cost Allocation Plan and may not double bill for items to be charged to the Board. The Cost Allocation plan is a separate document different than an Approved Indirect Cost Rate Plan.

The Contractor must comply with applicable cost principles and administrative requirements set out in Federal OMB Super Circular 2, CFR Part 200, and 46 CFR Chapter 1, Part 31, as supplemented by final rules promulgated by the Texas Office of the Governor under the Uniform Grants and Contract Management Standards and TWC's Financial Manual for Grants and Contracts.

Proof of insurance is not a requirement for the submission of a proposal, but the selected Contractor will be required to obtain and provide proof for 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. WSSET Board must be listed as an additional insured on each policy. Policies must remain in full force for the duration of the contract. Any changes in insures, coverage, deductibles, modifications, alterations, or cancellations of coverage during the term of the contract must be immediately communicated to the Board.

The Contractor 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.

The Contractor must comply with the Board's Marketing Standards and Guidelines regarding the use of the Contractor name and logo on all printed materials, advertising, and marketing.

## **Legislative Authority**

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 with 2CFR Part 200 of the applicable OMB Circular, supplemented by the final rules promulgated by the Office of the Texas Governor under the Uniform Grants Management Standards, and the Texas Workforce Commission's Financial Manual for Grants and Contracts. Services solicited under this RFP shall be procured under the competitive negotiation method of procurement.

This RFP is not to be construed as a purchase agreement of contract or as a commitment of any kind, nor does it commit WSSET 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 WSSET.

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.

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.

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. The Board will provide notification of any changes to all bidders that have submitted a Letter of Intent to Bid.

The Board reserves the right to extend, shorten, increase, or decrease any contract awarded as result of this RFP.

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.

The Board reserves the right to request additional information, clarification, or explanation of any aspect of a proposal submitted in response to this RFP.

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 proposer submitting the lowest priced offer, but rather to the proposer submitting the most responsive proposal that satisfies the Board's requirements for providing quality Workforce services.

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.

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 this RFP.

The proposer selected for contract award must meet the requirements of the Board's certification system to ensure the financial integrity of the selected entity prior to the execution of a final contract (Attachment H – Criteria 4: Financial Management). The Board or its designee will conduct a pre-award review of the selected proposer.

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 if adequate funding is not received from the Texas Workforce Commission or another specific funding source of WSSET or due to legislative changes.

The Board reserves the right to impose additional requirements and refinements to the terms and conditions, scope of work, performance measures, and funding amounts during the course of any contract.

WSSET reserves the right to extend any contract resulting from this Request for Proposal. Such extension will be based on contractor performance and funding availability and may be for any period not to exceed five (5) total years including initial two-year contract.

Proposers must not, under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any Board member, officer, employee, or authorized agent of WSSET, or elected official for the purpose of having an influencing effect on this procurement.

Proposers must not attempt in any manner to advocate for, lobby, or otherwise attempt to influence any Board member, officer, employee, proposal evaluator, authorized agent of WSSET, or elected official for purpose of having an influencing effect on this procurement.

Proposers must 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.

No Board member, officer, employee, or agent of WSSET shall participate in the selection, award or administration of a contract supported by Board funds if a conflict of interest, real or apparent, would be involved.

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.

All proposals and accompanying attachments will become the property of the Board after submission (unless withdrawn before the submission deadline), and will not be returned.

The contents of a successful proposal may become a contractual obligation and be incorporated into a contract. Proposers must intend to fulfill all of the representations made in their proposal. Failure of a 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.

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.

A contract with the selected proposer may be withheld, at the Board's sole discretion, if an issue of contract or regulatory compliance, or questioned/disallowed costs, audit or monitoring findings, or legal issues exist, until such issues are resolved to the satisfaction of the Board. The Board may withdraw the award of a contract if the resolution is not satisfactory to the Board.

### **Adherence with Program Requirements**

Proposers are expected and presumed to be knowledgeable of all applicable federal, state, and local laws, rules, regulations, and policies. In administering the programs prescribed through this RFP, the selected Contractor shall comply with applicable assurances outlined by the Texas Workforce Commission and WSSET. The selected Proposer will be responsible for complying with Board guidance/policies and Workforce Development Guidance Letters issued by the Texas Workforce Commission. Many of the above items can be found online by visiting the Board website was [www.setworks.org](http://www.setworks.org), Texas Workforce Commission at: [www.texasworkforce.org](http://www.texasworkforce.org), or the U.S. Department of Labor at: [www.doleta.gov](http://www.doleta.gov). WSSET Board policies are available upon request.

The proposer must be knowledgeable of the statutes, rules, regulations, and policies of the funding streams administered under this contract. Financial rules, program rules, and laws may be found at the following websites:

- TAC/TWC Rules - <http://www.twc.state.tx.us/partners/texas-workforce-commission-rules>
- TWC Program and Service Overviews - <http://www.twc.state.tx.us/programs>
- Laws, Statutes and Rules - <http://www.twc.state.tx.us/partners/laws-rules>
- TWC Workforce Policy and Guidance - <https://twc.texas.gov/agency/workforce-policy-guidance>
- Workforce Innovation and Opportunity Act - <https://twc.texas.gov/partners/workforce-innovation-opportunity-act-wioa>

- WIOA Guide - <https://twc.texas.gov/files/jobseekers/wioa-guidelines-twc.pdf>
- RESEA Guide - <https://twc.texas.gov/files/partners/resea-program-guide-twc.pdf>
- Choices Guide - <https://twc.texas.gov/files/partners/choices-guide-twc.pdf>
- SNAP Guide - <https://twc.texas.gov/files/partners/snap-et-guide-twc.pdf>
- Employment Services Guide – <https://twc.texas.gov/files/jobseekers/employment-service-guide-twc.pdf>
- TWC Financial Manual for Grants and Contracts  
<http://www.twc.state.tx.us/partners/financial-manual-grants-contracts>
- Texas Uniform Grant Management Standards  
<https://comptroller.texas.gov/purchasing/docs/ugms.pdf>
- Uniform Administrative Requirement, Cost Principles, and Audit Requirements for Federal Awards (OMB Uniform Guidance (UG), 2 Code of Federal Regulations (C.F.R.) Part 200)

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

<http://www.twc.state.tx.us/customers/rpm/rpmsub1.html>

Definitions and limitations associated with eligible providers are described in detail in the DOL TEGL 15-16, [https://wdr.doleta.gov/directives/corr\\_doc.cfm?docn=8116](https://wdr.doleta.gov/directives/corr_doc.cfm?docn=8116)

### **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.

### **General Conditions of Contract**

As described in the Staffing and Departments section, WSSET is a quality organization that supports its staff. Therefore, WSSET encourages a stable staffing structure that gives preference to current Workforce Center staff, if appropriate.

Any contract initiated from this procurement will be contingent upon the receipt of sufficient funding from the Texas Workforce Commission, and upon the outcome and timing of contract negotiations between the WSSET Board and the selected contractor. The final contract amount will be contingent on the actual funding received and subject to any changes in legislation, regulations, or policies from TWC, and/or pertinent federal agencies. WSSET may vary the programs, change, and/or extend the contract periods as deemed necessary.

The Board will use a cost-reimbursement contract, unless it is determined that a different type of contract is more cost effective or appropriate for the selected contractor.

For-profit entities may include a profit in their proposal budget. Profit amounts and their attainment will be negotiated based on the contractor attaining negotiated performance benchmarks over the course of the contract. To establish a fair and reasonable profit, consideration will be given to the complexity of the work to be performed, the risk borne by the



contractor, the contractor's investment, the amount of contracting, the quality of its past performance record, industry profit rates in the surrounding geographical area for similar work and market conditions.

## **Equal Opportunity and Nondiscrimination**

The Contractor will comply with, and for the duration of the contract, will remain in compliance with, the nondiscrimination and equal opportunity provisions of the following laws and all regulations implementing the laws:

- Titles VI and VII of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq., and § 2000e-16, as amended;
- The Rehabilitation Act of 1973 §§ 503, 504, and 508, 29 U.S.C. §§ 793, 794, and 794d, as amended;
- Title IX of the Education Amendments of 1972, 20 U.S.C. §§ 1681-1688, as amended;
- The Age Discrimination Act of 1975, 42 U.S.C. § 6101 et seq., as amended;
- The Americans with Disabilities Act, 42 U.S.C. § 12101 et seq., as amended;
- Texas Government Code, Chapter 469, Elimination of Architectural Barriers and 16 TAC, Chapter 68, Administrative Rules of the Texas Department of Licensing and Regulation;
- WIOA § 188; 29 U.S.C. § 3248; and
- 29 C.F.R, Part 38, Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA.

In compliance with 29 C.F.R. § 38.28 et seq, as amended, (including without limitation §§ 38.28(b), 38.32 and 38.33), the Board shall ensure that its subrecipients, contractors, subcontractors, and service providers comply with all applicable nondiscrimination and equal opportunity provisions of federal and state law and all regulations implementing the laws.

The Board and its subrecipients, contractors, subcontractors, and service providers may not deny services under any grant to any person and are prohibited from discriminating against any individual 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 federal or state financially assisted program and/or activity.

The Board and its subrecipients, contractors, subcontractors, and service providers shall ensure that the evaluation and treatment of employees and applicants for employment are free from discrimination.

The Contractor must assure that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the Contractor's operation of the WIOA Title I financially assisted program or activity, and to all agreements the Contractor makes to carry out the WIOA Title I financially assisted program or activity. The Contractor must understand that the United States has the right to seek judicial enforcement of this assurance.

## Workforce Center Contractor FY 2025 Funding

Estimated Funds Available for Staffing and associated costs, supplies for staff and etc.	FY 2025 Budget
WIOA Adult	1,005,686
WIOA Dislocated Workers	397,779
WIOA Youth Out of-school	622,000
CHOICES	911,500
Food Stamps Employment (SNAP)	233,723
Re-employment Services	255,000
NCP	317,779
VR SEAL	65,000
PROWD	181,800
<b>Total</b>	<b>3,990,267</b>
<b>Funds for Client Support Services / Incentives</b>	
WIOA Adult	90,000
WIOA Dislocated Workers	25,000
WIOA OS Youth	100,000
CHOICES	30,000
SNAP	13,000
NCP	8,000
<b>Total</b>	<b>266,000</b>
<b>Estimated funds for Client Training</b>	
WIOA Adult	360,000
WIOA Dislocated Workers	90,000
WIOA Youth OS CRT/OJT	235,000
WIOA Youth OS Work Exp	350,000
TAA	10,000
CHOICES	125,000
<b>Total</b>	<b>1,245,000</b>
<b>The above listed amounts represent estimates and are subject to change and do not represent an obligation</b>	<b>5,502,067</b>

PROGRAM PARTICIPANTS ENROLLED

BCY September 1, 2024 to August 31, 2025

Programs	Number Served
WIOA Adult	101
WIOS Dislocated Workers	40
WIOA Youth	295
Supplemental Nutrition Assistance Program (SNAP)	897
Choices	480
Rapid Response	187
Non-Custodial Parents (NCP)	371
National Dislocated Disaster Grant	114

PROGRAM PARTICIPANTS ENROLLED

BCY September 1, 2024 to August 31, 2025

Programs	Number Served
WIOA Adult	164
WIOA Dislocated Workers	24
WIOA Youth	260
Supplemental Nutrition Assistance Program (SNAP)	496
Choices	423
Rapid Response	86
Non-Custodial Parents (NCP)	158
National Dislocated Disaster Grant	33
National Disaster Grant COVID-19	31

EMPLOYERS and JOB SEEKERS SERVED

BCY September 1, 2024 to August 31, 2025

Employer	Job Seekers
2,023	12,566