



**TARRANT COUNTY WORKFORCE DEVELOPMENT BOARD**  
dba WORKFORCE SOLUTIONS FOR TARRANT COUNTY

**FY2027 MANAGEMENT AND OPERATION OF  
TARRANT COUNTY WORKFORCE CENTER SERVICES  
REQUEST FOR PROPOSALS**

Issued: February 24, 2026

Proposals Due: April 24, 2026

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## **SECTION I: INTRODUCTION AND REQUEST FOR PROPOSAL OVERVIEW**

### **A. Workforce Solutions for Tarrant County Overview**

The Tarrant County Workforce Development Board, doing business as Workforce Solutions for Tarrant County (WSTC), operates the workforce development system in Tarrant County. Throughout this document, the organization may be referenced as “WSTC” or as “the Board”.

WSTC is governed by a 29-member volunteer Workforce Development Board of Directors appointed by the Workforce Governing Board (WGB), which consists of the Chief Elected Officials of Fort Worth, Arlington and Tarrant County. The Workforce Development Board of Directors oversees all aspects of workforce services in accordance with established WSTC policies and procedures. Its membership includes a majority of private-sector representatives, along with individuals representing labor, education, social services, community-based organizations, rehabilitation agencies, and other key local stakeholders.

WSTC serves as the grant recipient and administrative entity for the Tarrant County Workforce Development System at the direction of the Workforce Development Board of Directors and the WGB. This procurement is conducted under the policy authority and strategic direction of these governing bodies.

To best serve the Tarrant County region, WSTC seeks Proposers whose organizational structure, culture and service philosophy align with WSTC’s Vision and Mission below:

#### **VISION**

The Vision of Workforce Solutions for Tarrant County is a well-trained, productive, equitable and fully employed workforce that supports the needs of local employers, promotes regional prosperity and improves quality of life.

#### **MISSION**

The Mission of Workforce Solutions for Tarrant County is to ensure the successful delivery of innovative workforce solutions and create economic, educational and developmental opportunities that fully engage all employers and career seekers.

More information about WSTC is available at <https://www.workforcesolutions.net>.

Refer to **Appendices I and II** for additional strategic, economic, and demographic information on WSTC and Tarrant County.

**WSTC is an equal opportunity organization and encourages all interested vendors to submit a proposal.**

## B. Request for Proposal (RFP) Overview

### 1. Services Sought

*“Management and Operation of Tarrant County Workforce Center Services”*

The objective of this RFP is to identify a highly qualified Proposer with substantial experience capable of fulfilling the goals, responsibilities, and obligations associated with the **Management and Operation of Tarrant County Workforce Center Services**.

Workforce Development Programs’ management and operations include all services and programs provided at Workforce Centers, including **WIOA Adult, Dislocated Worker, and Youth services**, as well as other workforce-related initiatives funded through federal, state, and local sources. **Please note that the Child Care Services Program and Adult Education Literacy Program are excluded from this procurement.**

Respondents are required to maintain operations and administrative costs within Texas Workforce Commission (TWC) guidelines and ensure compliance with all applicable federal, state, and local regulations.

Any changes to the scope of work or contract must comply with established negotiation and procurement requirements. Submitted proposals may be subject to negotiation, which could include a request for a Best and Final Offer (BAFO).

The selected Management and Operation of Tarrant County Workforce Center Services provider, hereafter referred to as the **“Selected Proposer,”** will be the proposer awarded the contract by WSTC based on demonstrated capability and alignment with the required services outlined in this RFP.

### 2. Grant Authority

The Selected Proposer shall implement this grant award in compliance with all applicable federal and state statutes, regulations, rules, and guidance governing workforce development programs, including but not limited to:

- Workforce Innovation and Opportunity Act (WIOA) and associated federal regulations codified at 20 CFR Parts 603–688;
- Wagner Peyser Act of 1933, as amended (29 U.S.C. § 49 et seq.);
- Temporary Assistance for Needy Families Final Rule (45 CFR Part 261 et seq.);
- Food Stamp Act of 1977 (7 U.S.C. § 2011 et seq.);
- Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Public Law 104 193), as amended;
- Federal regulations issued by the U.S. Department of Health and Human Services at 45 CFR Parts 260–275 for TANF funded services;

- U.S. Department of Agriculture regulations at 7 CFR §§ 271–273 for SNAP Employment and Training services;
- All applicable federal nondiscrimination and equal opportunity provisions;
- Federal labor and employment laws;
- Texas Workforce Commission (TWC) WD Letters, Guidance Letters, and Technical Assistance;
- Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR 200);
- State legislation SB 642 as amended by HB 1863;
- Relevant sections of the Texas Administrative Code Title 40, Part 20 and the Texas Government Code Ch. 2308;
- 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);
- All applicable WSTC policies and procedures relating to Center operations.

### Additional Resources

- Texas Workforce Commission (TWC): <https://www.twc.texas.gov/>
- TWC Financial Manual for Grants and Contracts: <https://www.twc.texas.gov/agency/grant-administration-financial-reporting>
- TWC Policy and WD Letters: <https://www.twc.texas.gov/agency/laws-rules-policy/workforce-policy-and-guidance>
- Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards: [http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200\\_main\\_02.tpl](http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl)

### 3. Who Can Apply?

Eligible Proposers include governmental entities, public agencies, business organizations, labor organizations, public or private nonprofit corporations, and private for-profit corporations duly organized under applicable state and federal laws.

In accordance with Texas House Bill 1863, a Proposer may not be a provider of occupational or basic skills training. However, a Proposer that is currently engaged in training activities may apply by submitting a written statement confirming their intent to fully divest from all training activities prior to award.

### 4. Contract Type

WSTC anticipates awarding one contract to a Selected Proposer as a result of this RFP. The parties to the contract will be the Tarrant County Workforce Development Board and the Selected Proposer. A **cost-reimbursement** contract will be used unless WSTC determines that an alternative contract type is more advantageous. All contracts are contingent upon WSTC's

receipt of sufficient funding from the Texas Workforce Commission or other funding sources. Final contract amounts will depend on the actual level of funding received.

Contracts awarded under this RFP are also subject to changes in legislation, regulations, or policies issued by funding entities. WSTC reserves the right to modify any contract resulting from this RFP including funding levels, scope of work, performance standards and the contract term whenever such changes are deemed necessary and in the best interest of WSTC.

## 5. Contract Period

The initial contract will be for one (1) year, beginning **October 1, 2026**, and ending **September 30, 2027**. **WSTC may renew the contract for up to four (4) additional one (1) year periods.** In no event shall the total term of the contract exceed five (5) years. Contract renewals are the sole discretion of WSTC, based on satisfactory performance, compliance and contractual obligations, and other factors as determined by WSTC. WSTC reserves the right to terminate the contract annually or earlier based on contractor performance and compliance with contractual terms and conditions.

## 6. Funding Estimate

For the purpose of completing this RFP, a total of approximately \$14,630,855 (as referenced in Appendix III) is available for the provision of the services described herein. This is a planning estimate and is subject to revision at the time of contract implementation. **Of this total, no less than \$5,840,442 will be dedicated to direct client services.** The remaining balance of \$8,790,413 will be available for the contractor's use in staffing and operating the Centers or additional direct client services. The funds must be allocated to the appropriate cost categories in accordance with the requirements for each funding source. When other funding streams become available to WSTC the allocation of costs may be renegotiated.

## 7. RFP Information, Questions and Bidders Conference

A copy of the RFP, RFP updates, and any additional information may be obtained on the WSTC website under "Request for Proposals" using the following link:

<https://workforcesolutions.net/procurements/>

**Proposers may also request a copy of the RFP via email by contacting Jack Cummings at [jack.cummings@workforcesolutions.net](mailto:jack.cummings@workforcesolutions.net).**

### Bidders Conference and Questions & Answers

The **Bidders Conference** will be held on **Tuesday, March 17, 2026, at 1:00pm via Zoom**. Details will be posted on our website at <https://workforcesolutions.net/procurements/> no later than **Tuesday, March 3, 2026**.

Questions submitted outside the Bidders Conference must be provided in writing or by email to [jack.cummings@workforcesolutions.net](mailto:jack.cummings@workforcesolutions.net) no later than Friday, March 20, 2026 by 5:00pm CST.

A formal Questions and Answers (Q&A) document will be posted on our website at <https://workforcesolutions.net/procurements/> no later than Friday, March 27, 2026.

Except as described above, members of the Workforce Development Board of Directors, the WGB, WSTC staff and authorized representatives are not permitted to answer questions regarding this RFP or the procurement process. Contact with any Workforce Development Board of Director, WGB or WSTC staff regarding this RFP outside the approved communication channels and from the date of release until contract award is strictly prohibited. **Any violation will result in automatic disqualification of the Proposer.**

### 8. RFP Timeline and Schedule

Release RFP Document	Tuesday, February 24, 2026
Bidders Conference	Tuesday, March 17, 2026 @ 1:00pm
Deadline for Questions	Friday, March 20, 2026, 5:00 p.m. (CST)
Final Q&A Posted	Friday, March 27, 2026
Letter of Intent to Apply	Monday, March 30, 2026, 5:00 p.m. (CST)
<b>PROPOSAL DUE</b>	<b>Friday, April 24, 2026, 12:00 noon (CST)</b>
Workforce Delivery Systems Committee Consideration and Recommendation	Thursday, May 21, 2026
Workforce Development Board Contract Approval	Wednesday, June 10, 2026
Transition Timeframe	July-September, 2026
Contract Start	October 1, 2026

**NOTE: All dates are subject to change at the sole discretion of WSTC.**

### 9. Presentations and Interviews

WSTC reserves the right to request in-person or virtual presentations and interviews to supplement written proposals. If required, presentations and interviews will be scheduled after proposal submission and prior to contract award.

Only proposals that achieve an overall average score of at least 70% will be eligible for further consideration and, if invited, for participation in a presentation and interview.

WSTC further reserves the right, at its discretion, to require one or more proposers to participate in a final presentation and interview at a designated date and time. Participation in a presentation or interview is not guaranteed to any proposer.

The purpose of any presentation and interview is to assist the evaluation committee in its decision-making process. If deemed necessary, proposers may be required to participate in

multiple presentations, demonstrations, or interviews. Interviews may include clarifying questions from the WSTC evaluation committee. Respondents are prohibited from introducing new information not contained in their original proposal submission.

## **SECTION II: SERVICES REQUESTED**

### **A. Minimum Basic Services**

One (1) Proposer will be selected to provide the **“Management and Operation of Tarrant County Workforce Center Services”** and will be responsible for:

- Outreach, recruitment, screening, determination and certification of eligibility for customers for WIOA programs and other available employment and training programs;
- Coordination of training and participant supportive services, consistent with rules and regulations for various funding sources;
- Compliance with requirements of WIOA rules, regulations and TWC guidance;
- Compliance with requirements of State of Texas SB 642 and HB 1863;
- Compliance with Texas Workforce Commission rules and regulations;
- Compliance with Choices and SNAP E&T program policies, rules and regulations;
- Compliance with requirements for Veterans Programs and other required Statewide Activity programs;
- Compliance with all Texas Workforce Commission (TWC) Guidance Letters, TWC WD Letters, TWC Technical Assistance Letters, program manuals, TWC Directives and the TWC Financial Manual for Grants and Contracts;
- Maintaining a Business Solutions team to serve employer customers as approved by WSTC;
- Managing and directing staff at the Centers and those providing in-person and virtual services;
- Providing opportunities for staff development and training;
- Ensuring extensive partner programs are present and on-site in the Centers (e.g., Adult Education and Literacy; Job Corps; Vocational Rehabilitation etc.);
- Meeting or exceeding all performance measures for workforce development programs. Performance measures are included in this RFP;
- Completing data entry as required by TWC into the TWC system(s) and the local systems;
- Maintaining the Individual Training Account (ITA) and Participant Cost systems daily to reflect accurate training and support services transactions and balances;
- Maintaining the confidentiality and security of all client information;
- Maintaining an inventory of all grant property and grant equipment used by the Centers. A yearly inventory must be conducted by the Selected Proposer in accordance with all rules, policies, and plans of the TWC and WSTC related to workforce center systems, operations, and programs;
- Ensuring diligence in managing programs including Reemployment Services and Eligibility Assessment Program (RESEA), Non-Custodial Parent (NCP), and Wagner-

Peysner, carrying out appropriate quality assurance activities, and taking prompt corrective action to address known violations of the legislation, regulations, applicable policies, sub-award provisions, and other requirements;

- Establishing, maintaining, and utilizing internal program management procedures that provide proper and effective management; preventing fraud and abuse in all activities funded under the sub-award;
- Conducting internal monitoring of all activities including monitoring all active worksites for quality and appropriateness;
- Accepting liability for disallowed costs that may result from workforce center operation and services; ensuring continuous improvement of the workforce center system; and maintaining complaint and grievance procedures for workforce center customers and staff; and
- Collaborating with the year-round Adult Vocational Academy supporting the co-enrollment and braided funding model.
- Ensuring Student HireAbility Navigators serve as resources in the workforce development area to support, expand, and enhance the provision of pre-employment transition services to students with disabilities.

## **B. Workforce System Expectations**

Workforce Solutions for Tarrant County is seeking proposals for the Management and Operation of Workforce Centers that incorporate an innovative, technology-driven service design and delivery model. The desired model includes expanded virtual service options while maintaining strong in-person support; a shift from group activities and self-directed resource room use to personalized, one-on-one assistance; and immediate assessment of customer barriers and supportive service needs.

WSTC expects all Centers to deliver comprehensive services to all customers and ensure referrals to the most appropriate activities based on each customer's individual needs.

### **1. Center Executive Management**

Executive Management of the Selected Proposer will be held accountable for developing standard operating procedures (SOPs) for this design. WSTC expects to see detailed procedures for service delivery, including processes, materials, warm hand-offs, follow-through expectations, and organizational standards. Internal systems must be standardized. General slogans (e.g., "Do what's best for the customer!") cannot substitute for documented procedures, which are critical to successful implementation. Operational excellence cannot be achieved without operational design and operational discipline.

Working in tandem with operating procedures, employee empowerment and employee engagement are essential. This requires competent, well-trained staff who can make sound judgments to meet the variety of needs presented in the Center.

Quality Standards will also be required for the operations of the Centers. These should detail expectations for the time it takes to deliver services to the customer at each step, the general appearance of the center, and customer satisfaction targets and means of measurement. An example of a quality standard is: All WIOA applicants with a WorkInTexas.com eligibility date will be enrolled no later than 10 days from that eligibility date.

Center system management must provide a continuum of quality services that include programs that are internal and external to the system. As the primary ‘broker of services,’ Center system management must serve as consensus builders, strategically maximizing state-funded resources through strong community partnerships that generate measurable, positive outcomes for both the workforce operator and its community partners.

## **2. One-on-One Services and Customer Triage**

Customer flow begins with an initial triage interview to assess immediate needs, complete basic intake, scan documents, and create an individualized internal action plan tailored to the customer.

Centers must provide individualized services beginning with a one-on-one triage for all new customers and continuing through placement.

The preferred first point of customer contact is an online pre-application through the WSTC website. This initiates enrollment and is accessible to Triage Specialists through the paperless system. If a customer has not completed the pre-application, the Triage Specialist will collect basic information during the initial session.

The triage appointment will:

- Identify immediate needs and provide tailored information and guidance.
- Serve as the first step toward program enrollment or, if appropriate, referral to the Placement Unit by scheduling an appointment with a Placement Specialist.
- Provide targeted one-on-one orientation for customers who have not completed the online orientation.
- Begin collecting eligibility documents for submission to the centralized Document Processing Unit.

Triage Specialists must be well-versed in the services offered by ancillary contractors, partners, and community agencies to ensure accurate referrals.

Centers must implement strong customer flow strategies to facilitate efficient movement through the system, including upfront assessments that prioritize customer needs rather than a mandatory sequence of services.

The Triage Unit must include at least one qualified social worker (or a partner program that provides certified social workers onsite) to support intensive barrier removal. Centers must also have contingency plans for managing high-volume situations (e.g., large group activities).

Each Center should also include an events area for workforce activities (e.g., outreach events, job fairs) when safe to operate.

### **3. Robust Virtual Services**

Centers must provide a full suite of virtual services, including:

- Online orientations and workshops
- Pre-applications
- Appointment scheduling
- Paperless file management and process flows
- Secure online document submission
- Virtual job fairs
- Career Coach (Technology provided by WSTC and available to the Selected Proposer is detailed in Appendix VI)

### **4. Document Processing Unit (Centralized)**

Document collection, retention, tracking, and processing **will be centralized** within a Document Processing Unit (DPU) serving all Centers to enable counseling, coaching, and placement staff to focus on customer needs rather than administrative tasks.

The centralized Document Processing Unit (DPU) shall oversee eligibility and enrollment. All customers must be assessed for eligibility across all programs and co-enrolled as appropriate.

The DPU will be responsible for:

- Entering basic customer information in WorkInTexas
- Collecting and retaining customer documents
- Submitting exits after review
- Notifying customers of eligibility status, training approvals, etc.
- Processing ITAs and Work Experience Agreements and notifying counselors
- Tracking required participation hours and work requirements
- Conducting timely and reasonable contact attempts and initiating related actions
- Compiling each Center's customer satisfaction data and forwarding results to management

The DPU must maintain consistent processing timelines, adhere to all confidentiality standards, ensure high-quality, error-free documentation to support program eligibility and reporting.

## 5. Replacement of Traditional Resource Rooms

Traditional Resource Rooms will be replaced with the following redesigned service areas that better support personalized, one-on-one customer engagement:

**Placement Unit** - A Placement Unit is a dedicated service area within the Workforce Center that provides individualized job search assistance. It is staffed by Placement Specialists and Wagner-Peyser staff who offer resume reviews, job search strategies, industry-specific insights, and job leads, while coordinating with Business Services for employer engagement.

**The Placement Unit is not a Resource Room.** Services are provided through scheduled appointments.

A dedicated computer station will be available for customers to conduct personalized job searches in the Centers after meeting with Placement Unit staff. Customers may also schedule one-on-one sessions with the Placement Unit for targeted, individualized support.

Staffing:

- Placement Specialists with expertise in high-demand industries in Tarrant County
- Wagner-Peyser (Employment Services) Staff

Placement Unit staff will be responsible for:

- Conducting comprehensive resume reviews
- Assessing and advising on effective job search strategies
- Delivering industry-specific insights and job leads
- Coordinating individualized job development assistance with the Center's Business Services representative

**Discovery Zone** - A Discovery Zone is an interactive space designed to help customers explore careers in high-demand industries through hands-on tools and engaging displays. It features career information, interest and aptitude assessments, and computer access for career resources, creating an environment that supports informed career pathway decisions.

The Discovery Zone should be a dynamic, interactive space that engages customers in exploring careers across a variety of high-demand industries. The Selected Proposer is encouraged to secure local company sponsors to help equip the area with hands-on, experiential tools and displays.

Discovery Zone staff will focus on career planning and barrier removal, not administrative tasks. They will be responsible for maintaining case notes in WorkInTexas and achieving measurable outcomes for their caseload.

Key features include:

- Career exploration displays with information on educational requirements, skill expectations, and wage data for in-demand occupations.
- Readily available interest and aptitude assessments to help customers identify suitable career pathways.
- Computers will be provided for conducting assessments, completing WorkInTexas registrations and accessing career exploration resources.

Staffing:

- Career Counselors
- Certified Social Workers
- Career Specialists
- Assessment Specialists

Discovery Zone Staff responsibilities include:

- Developing individual service strategies and employability development plans
- Maintaining WorkInTexas case notes
- Referring customers to appropriate workshops (online or in Center)
- Coordinating appointments with training opportunities and placement services
- Arranging necessary supportive services
- Tracking customer progress and coordinating with the DPU for documentation needs
- Conducting assessments, career counseling, and follow-up
- Providing follow-up and interventions as needed

## **6. Staff Qualifications and Compensation**

Center staff must be specifically qualified for their roles and compensated at professional levels. Onboarding will be comprehensive and will include input from WSTC staff.

**Qualified, Specialized Staff** - All staff assigned to the Center must be highly qualified and appropriately specialized to effectively perform their designated roles.

**Professional Triage Staff** - Triage positions must be filled by **professional-level staff** who possess extensive knowledge of available services and have the ability to interview customers, assess needs, and determine appropriate career pathways.

**Salary Requirements** - Professional staff positions (those requiring a degree or equivalent experience) must not be budgeted below \$43,836 annually, inclusive of potential incentives, and must also include benefits.

**Use of Part-Time Staff** - The Selected Proposer may incorporate part-time staff to support service delivery during periods of significant fluctuations in customer traffic.

**Cross-Training Expectations** - While cross-training is encouraged, each staff member should only be trained to assume duties within a limited number of specialized areas. The Center should be staffed with specialists, as generalists with only surface-level knowledge do not provide the level of value and customer service WSTC expects.

**7. Business Services**

The WSTC staff will have a direct and active role in the development, oversight, and execution of all Business Services.

The Selected Proposer will deliver comprehensive business services that support employers in recruiting, hiring, and training of a skilled workforce. The Selected Proposer Business Solutions team will operate in a supporting and collaborative capacity, ensuring alignment with WSTC policy and strategic direction.

Providing quality services to businesses is essential to the success of the Workforce Center system. These services must provide for business needs in a manner that consistently meets the expectations of the local business community.

The Selected Proposer acknowledges that all Business services activities are conducted at the direction and discretion of WSTC, and that WSTC retains final approval authority over all employer-facing initiatives.

Outreach and services to business in Tarrant County will be provided through a joint effort between WSTC staff and the staff of the Workforce Centers. While the Selected Proposer will support employer engagement and service delivery, WSTC will designate a limited number of staff members (up to four) to serve as industry experts.

The chart below outlines the responsibilities of WSTC Business Services and the Selected Proposer Business Solutions team, ensuring clarity in roles and efficient service delivery to employers.

<b>WSTC Board Business Services</b>	<b>Selected Proposer Business Solutions</b>
Strategic partnership development with chambers of commerce, economic development organizations, and other community stakeholders.	Direct employer engagement to provide tailored workforce services like job matching (Workintexas.com) and recruitment assistance.
Leading strategic sector-focused initiatives for key industries in Tarrant County to boost economic growth	Implementing workforce programs, such as internships (subsidized employment) and On the Job training.
Foster partnerships with local Independent School Districts (ISDs) to align educational pathways with in-demand workforce needs	Supporting talent acquisition through candidate sourcing, and screening.

Partner with the Communications team to recruit employers and host county-wide job fairs	Organizing on-site hiring events with employers at the Workforce Centers
Overseeing compliance with state and federal regulations in workforce employment initiatives.	Tracking and reporting performance metrics related to employer services.
Providing labor market data and strategic insights to support decision-making	Acting as a liaison between employers and workforce center resources for seamless service delivery including supportive services coordination.
Implement strategies for creation and deployment of apprenticeship programs	Provide support for local businesses navigating Work Opportunity Tax Credit (WOTC) to assist with reducing tax liabilities
Facilitate collaboration across internal workforce board departments (e.g., childcare, adult education and literacy, communications and planning)	Facilitates the Federal Bonding Program, offering fidelity bonding for employers hiring individuals with employment barriers
Manage the implementation of Skills development grants and incumbent worker training programs to upskill and reskill the existing workforce.	
Manages the Customer relationship management (CRM) tool Salesforce to streamline employer engagement	

All services provided to businesses will adhere to the following standards:

- Service delivery and timelines are aligned with the needs and schedules of the businesses served. An employer driven, demand focused approach.
- Every business inquiry will receive a timely response, ensuring consistent experience across all points of contact.
- The use of internal communication protocols (CRM) to ensure all outreach is coordinated, transparent and well documented. Allowing staff to remain fully informed of past business interactions.

The Selected Proposer must ensure its Business Solutions staff possess expertise in high-demand industry sectors and maintain a strong, ongoing partnership with the WSTC Board Business Services team. Collaborative strategies developed and executed under the direction of WSTC must be utilized to effectively engage employers and address workforce needs.

## 8. Workforce System Programs

The selected Proposer will be responsible for delivering and coordinating the full range of Workforce System programs and services offered across Tarrant County Workforce Centers.

This includes federally, state, and locally funded initiatives that support job seekers, employers, and youth. All Workforce System Programs administered through the Workforce Centers fall within the scope of this procurement, with the exception of the Child Care Services Program and Adult Education Literacy Program, which is expressly excluded.

**The Selected Proposer will be responsible for Workforce System Programs, including but not limited to:**

- **WIOA Adult** - Provides employment and training services for adults. Training services are limited to adults who do not have a self-sufficient income. Coordinates closely with Adult Education and Literacy program to provide training in Adult Vocational Academies.
- **WIOA Youth** - The program provides employment and training services for youth ages 16-24. Employment should be in targeted, in-demand industry sectors that support long-term self-sufficiency. The program must prioritize serving Opportunity Youth (ages 16–24), defined as individuals who:
  - Are not currently engaged in education or employment
  - Are employed but in low-wage positions
  - Have recently completed postsecondary education but lack work experience

Program priorities include:

- Attainment of recognized credentials, including high school diplomas, equivalency credentials, and postsecondary certifications
  - Transition to postsecondary education
  - Work-based learning opportunities along defined career pathways
- **WIOA Dislocated Worker** – Dislocated workers are individuals who are unemployed due to plant closures, company downsizing, or other significant changes in labor market conditions, and are unlikely to return to their jobs.
  - **Employment Services, Wagner-Peyser** - Employment Services provides funding for a labor exchange function, matching qualified workers with employers through a statewide network of Workforce Solutions offices and online job matching services available through WorkInTexas.com.
  - **Reemployment Services and Eligibility Assessment (RESEA)** - RESEA program identifies unemployment benefits claimants who are likely to exhaust all unemployment benefits and connects them with reemployment services to help them quickly return to work. The RESEA Unit will outreach RESEA-identified customers, schedule appointments, and ensure WorkInTexas registration is completed prior to the appointment. Online orientations must be completed and documented in advance.

During the one-on-one appointment, staff will:

- Complete basic eligibility
- Develop an Employment Plan
- Provide customized labor market information
- Assess UI eligibility and notify UI as needed
- Complete documentation for WIOA Dislocated Worker enrollment
- Provide and review current job leads
- Refer the customer to appropriate next steps in alignment with their Employment Plan

RESEA customers will not go through triage and will be directed straight to the RESEA Center. At the completion of RESEA services, staff may schedule a Triage Specialist appointment if the next step is unclear.

- **Texas Talent, Neighborhood Strategies (Governor’s Discretionary)** - provides assessment, training, job readiness, transitional and/or direct placement employment, financial coaching and supportive services to adults and youth that reside in distressed neighborhoods.
- **Rapid Response / Trade Adjustment Assistance (TAA)** - provides transitional services for employees facing layoffs. The Trade Adjustment Assistance program provides reemployment services to individuals who lose their jobs due to foreign imports or a shift in production to foreign countries with which the U.S. has a free trade agreement.
- **Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)** - The program assists SNAP E&T benefit recipients to obtain employment through participation in work programs and education and training activities.
- **Temporary Assistance for Needy Families Choices (TANF Choices)** - TANF Choices provides employment, training, and job retention services for applicants, recipients, and former recipients of TANF cash assistance.
- **Noncustodial Parent Choices (NCP)** - The NCP program is to help low-income unemployed or underemployed noncustodial parents who are behind on their child support payments to overcome substantial barriers to employment and career advancement while becoming economically self-sufficient and making consistent child support payments.
- **Student Hireability Navigator Program** - The Student HireAbility Navigator program establishes a mechanism by which pre-employment transition services (Pre-ETS) are provided to students with disabilities, as required under Title IV of the Workforce Innovation and Opportunity Act (WIOA), which amended the Rehabilitation Act of 1973 (Rehabilitation Act). The Student HireAbility Navigator

program is a statewide strategy to improve and increase services to students with disabilities.

- **Collaboration with on-site partners** located within the Center:
  - **Veterans Employment and Training (E&T)** - Veterans E&T provides job search assistance and job development and referral for military veterans. Our funding is for space in the Workforce Centers for staff of TWC.
  - **Vocational Rehabilitation Services** - Blind and vocational rehabilitation services include counseling, training, medical treatment, assistive devices, job placement assistance, and other services for adults with disabilities to prepare them for the workforce.

WSTC reserves the right to adjust, revise, or implement additional programs as necessary. This includes any changes required to align with updated policies, guidance, or performance standards provided by federal and/or state laws and regulations.

## **9. Centralized Call Center**

All incoming calls to the main phone number publicized for WSTC are answered by a centralized call center staff person and then routed appropriately. The call center staff are members of WSTC Programs Oversight Department administrative office. This is by design and will remain in place.

## **10. Transition Plans**

WSTC will allow a reasonable phased approach to implementing the desired characteristics of this new design, including the development of Standard Operating Procedures and Quality Standards. The Selected Proposer will be responsible for developing a plan for implementation that is described in the proposal and then detailed upon award for WSTC approval.

## **C. Ancillary Contractors**

Workforce Center Services staff are not always equipped to address every barrier to employment that customers may experience. Many barriers require the expertise of highly trained professionals and, at times, braided funding from multiple programs. To address service gaps within the Workforce System, WSTC periodically issues Requests for Proposals to formally secure specialized support from external community partners.

The purpose of seeking ancillary contractors through a formal procurement is to contract with multiple qualified organizations to provide services for Tarrant County residents receiving Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Employment & Training Program (SNAP E&T) benefits, or who qualify for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, or Youth services. These ancillary

contractor services are intended to complement, rather than duplicate the services provided through Tarrant County Workforce Centers.

WSTC refers to these offerings as ancillary or “specialized” services. Since its establishment in the late 1990s, WSTC has built a strong tradition of partnering with human services agencies and nonprofit organizations to deliver a comprehensive set of support to Workforce System customers. Through these partnerships, WSTC has engaged community organizations to provide services ranging from disability inclusion assistance and mental health or substance abuse evaluations to intensive case management, mentoring, and specialized educational, employment, and supportive services.

#### **Current ancillary contractors include:**

- **The Women’s Center Social Services Program:** Provides services that increase the work readiness and employability of customers facing significant employment barriers. Services include workforce orientation, skills and motivation-building workshops, co-case management, and assistance with barrier removal for individuals experiencing catastrophic or ongoing challenges. Social Workers are co-located at all three full-service Workforce Centers and receive referrals from Workforce Center staff for customers needing specialized intervention.
- **Goodwill Industries of Fort Worth:** Goodwill’s E-Squared (E2) program provides out-of-school youth with intensive, one-on-one educational opportunities and life skills/job readiness training, while simultaneously facilitating paid work experience and on-the-job skills development for each participant on-site within a Goodwill location. The goal for each participant within the program will be to connect their classroom learning with authentic work experience to advance individualized personal career pathways. E-Squared also provides mentoring, leadership development, college prep mentoring, and guidance and counseling.

#### **D. Community Partnerships**

WSTC is committed to advancing the goals of WIOA by ensuring equitable access to workforce services for all individuals, particularly those with barriers to employment as defined under WIOA. Consistent with TWC priorities and WSTC’s responsibility to oversee an integrated, customer-centered workforce system, WSTC seeks to expand the reach and effectiveness of its one-stop delivery system through intentional partnerships with community-based organizations. These partnerships are critical to increasing awareness of workforce services, improving access points, and better serving individuals in underserved, underrepresented, and high-need neighborhoods throughout Tarrant County.

Community partners, including nonprofit organizations, faith-based entities, educational institutions, neighborhood-based organizations, and other local stakeholders, often maintain trusted relationships with populations that may not otherwise engage with the workforce system. Leveraging these relationships supports WIOA's emphasis on alignment, coordination, and service integration across programs and providers. WSTC expects the Selected Proposer to work collaboratively with community partners to support outreach, intake, referrals, co-enrollment, and access to supportive services in a manner that complements required one-stop partners and enhances service delivery under WIOA Titles I, II, III, and IV, as applicable.

The purpose of engagement with community partners is to strengthen the local workforce system's capacity to reach individuals with barriers to employment including, but not limited to, low-income individuals, individuals with disabilities, English language learners, justice-involved individuals, veterans, opportunity youth, and other priority populations while supporting improved participation, performance, and outcomes. WSTC seeks a Proposer that integrates community engagement into core system operations and demonstrates the ability to extend workforce services beyond traditional workforce center locations through innovative, compliant, and measurable strategies.

Proposers will be asked to describe their approach to developing, managing, and sustaining community partnerships in alignment with WIOA and TWC requirements. WSTC encourages proposals that demonstrate a strong understanding of the local community, a commitment to equity and access, and the ability to operationalize community partnerships in a manner that strengthens our delivery system and advances WIOA performance outcomes.

## **E. Communications**

All Communications, Graphics and Events are created and managed by WSTC Communications & Events Department (housed at the WSTC Administrative Office).

Communications & Events Department Responsibilities will be:

- Advertising
- Outreach for all Programs/Services
- Content Management of Website
- Event/Meeting Management
- Graphic Design (to include Photography and Video)
- Internal/External Communications
- Media Relations
- Public Relations
- Social Media/Texting

Selected Proposer - Staff Responsibilities will be:

- With as much advance notice as possible, informing the Communications & Events Department of potential activities and initiatives that will require their assistance.
- Identifying “Brand Ambassadors” to work with the Communications & Events Department on projects as needed as well as submit tickets through the Communications Ticket Tracker.
- Identify customer (job seeker, employer, etc.) success stories and submit them through the Communications & Events Department ticket system for potential storytelling opportunities. The Communications & Events Department will manage all follow-up and external use.

WSTC Events (Area, Employer Local/Office and System-Wide, etc.):

- In addition to handling all the Communications needs of Workforce Solutions for Tarrant County (WSTC), the Communications & Events Department also handles the event needs of the organization. The Communications & Events Department will work with staff to plan and execute all events so that they encompass the tone and brand of WSTC.

Scope of Events:

- **Area Events** targeting individuals that cover a portion of the region served by more than one contractor or office
- **Employer Events** targeting employers
- **Local/Office Events** targeting individuals that are singular in nature and focus on one office
- **System-Wide Events** that promote the system as a whole

Examples of Event Types:

- **Business Expos/Forums** - Business to business events that target employers. They are managed by the business service staff and often involve workforce center staff as appropriate. These events may be local or regional in scope.
- **Job Fairs/Hiring Events** - Events that target individuals looking for a job. They can be system-wide, area-focused or limited to the local/office in scope. Events may take place in a workforce center office or in the community. WSTC is asked to participate in multiple community events each month in addition to events WSTC already hosts.
- **System Events** - System-wide in scope and under the direction of the WSTC staff. They may involve any combination of workforce center offices, contract or community partners, employers, and/or business service staff.
- **Virtual Job Fairs** - Events conducted online through a Virtual Employment Platform.

## F. Information Technology and Security Management

The WSTC IT and Facilities Department manages the technology infrastructure and facilities for our workforce system, which includes five locations: WSTC Administration Office and four (4) Workforce Centers. They also ensure access to essential information resources.

Information Resources are hardware, software, and information owned by or entrusted to the Selected Proposer, WSTC, or the Agency. Examples of Information Resources include but are not limited to desktop computers, laptop computers, mobile devices, telephones, printers, servers, desktop and web application, approved third-party and/or cloud-based systems and services, participant data, performance reports, and personnel files.

### **Information Technology**

The Selected Proposer shall primarily utilize WSTC managed Information Resources to fulfill the obligations under this contract. WSTC managed Information Resources may include WSTC infrastructure, applications, data, and property as well as Agency infrastructure, applications, data, and property under the stewardship of WSTC.

### **Technical Support Services**

- The WSTC IT/Facilities Department (WSTC IT) will provide technical support services for the Selected Proposer’s staff related to WSTC managed Information Resources.
- The Proposer agrees to employ and/or retain on an ongoing basis one or more individuals with expertise in Information Technology and Information Security.
- The Proposer will provide technical support services, local ownership and local project management for all staff related to the Selected Proposer-managed Information Resources and systems.
- The Selected Proposer must identify local “Power Users” in each center to liaison with the WSTC IT staff as needed. Power Users will be the first point of contact for WSTC IT/Facilities Department in the event basic troubleshooting questions need to be answered. Also, they will be able to do the following:
  - ✓ Submit Help Desk and Change Request Tickets
  - ✓ New Hire Set-Up
  - ✓ Email Configuration
  - ✓ Password Change Request
  - ✓ Printer Configuration
  - ✓ Audio/Visual Configuration

Power Users will be designated by the WSTC IT/Facilities Director through coordination with the WSTC Managing Director and/or Deputy Director

### **Infrastructure Services**

Infrastructure means the system of hardware, software, services, systems, equipment, and components that support the delivery of business systems and IT-enabled processes.

WSTC IT will provide and manage the majority of the infrastructure required for the Selected Proposer and staff to maintain daily productivity.

### **Application Services/Virtual Web Services**

Applications mean all software programs, cloud-based systems, mobile applications, and related systems of services used to support, process, store, manage, or deliver business or operational functions. This includes, but is not limited to, enterprise software, productivity tools, web-based services, and any customer developed or third-party applications, whether hosted on-premises or through a third-party provider (e.g. Software as a Service (SaaS)).

WSTC IT will provide authorized Selected Proposer staff with the majority of the applications required for the Selected Proposer staff to maintain daily productivity.

### **Safeguards for WSTC Data and Confidentiality of Records**

The Selected Proposer shall maintain sufficient safeguards over all WSTC data to prevent unauthorized access to or disclosure of WSTC data and shall ensure that the Selected Proposer and its employees, contractors, and subcontractors comply with all safeguards and responsibilities of this section.

### **Security/Compliance Management**

WSTC is required to adhere to the [Texas Cybersecurity Framework](#) and strives to achieve and maintain an overall score of at least 3.0 maturity level score as mandated by TWC. All Selected Proposers are required to follow the same [Texas Cybersecurity Framework](#) and strive to achieve and maintain an overall score of at least 3.0 maturity level score.

- The Selected Proposer and staff shall comply with all WSTC security policies and all security-related Agency policy Letters and Guidance, when using WSTC or Agency Information Resources, WSTC or Agency-provided data, and/or WSTC or Agency-administered systems.
- The Selected Proposer shall implement and maintain an information security program for the security of all WSTC and/or Agency Information Resources, including data, systems, applications, and equipment entrusted to the Selected Proposer, with particular attention to safeguarding of Sensitive Personal Information (SPI).
- The Selected Proposer agrees to employ and/or retain on an ongoing basis an Information Security Officer responsible for the Selected Proposers Information security program.

- In the event of a security violation, or if the Selected Proposer has reason to suspect that the security or integrity of WSTC or its agencies' data has been or may have been compromised in any way, the Selected Proposer shall notify WSTC immediately in accordance with established WSTC security policies.

### **Security and Privacy Incident Liability**

In the event a security or privacy incident is identified and confirmed that is caused by, attributable to, or related to the Selected Proposer's acts or omissions, the Selected Proposer shall be solely responsible, at its own expense, for all damages, costs, and liabilities arising from or related to such incident. This responsibility includes, at a minimum, the cost of providing no less than one (1) year of credit monitoring and identity protection services for all individuals affected by a breach involving Sensitive Personal Information (SPI), as well as any required notifications, remediation, regulatory penalties, or other associated costs. **No costs associated with a security or privacy incident may be charged to or reimbursed from contract funds or other WSTC funding.** The Selected Proposer shall fully indemnify and hold harmless WSTC from any financial losses resulting from the Selected Proposer's data breach.

### **Access Control & Account Management**

WSTC's Information Security Unit shall be responsible for coordinating all access control and account management activities related to any WSTC and/or Agency Information Resource required to fulfill the Selected Proposer's obligations under this contract.

The Selected Proposer is required to follow policy and procedures for Access Control and Account Management.

### **Facilities & Property Assets Management**

WSTC IT is responsible for all physical locations and physical safety for each location. WSTC's current physical locations:

- WSTC Administration Office
- Arlington Workforce Center
- Central Workforce Center
- Mid-Cities Workforce Center
- Resource Connection Workforce Center

WSTC Property includes all Information Resources, or those purchased with funds awarded under this contract, that must be tracked due to their value, sensitivity, or susceptibility to theft. Examples of WSTC Property include, but are not limited to, computers, laptops, tablets, monitors, and printers at the WSTC-managed facilities as well as locations utilized for telework/remote work purposes. All Information Resources will be procured and managed by WSTC's IT/Facilities Department.

The Selected Proposer may request copies of WSTC security policies by contacting the WSTC Chief Security Offices at [cso@workforcesolutions.net](mailto:cso@workforcesolutions.net).

### **Cybersecurity Questionnaire Requirement (Proposers Scoring 70 Points or Higher Only)**

Proposers receiving an overall score of 70 points or higher will be required to complete a Cybersecurity Questionnaire. The questionnaire must be submitted to Workforce Solutions for Tarrant County (WSTC) within seven (7) calendar days of the request.

Proposers who wish to obtain a copy of the Cybersecurity Questionnaire in advance may contact [cso@workforcesolutions.net](mailto:cso@workforcesolutions.net) to request a copy.

### **G. Accountability and Incentive Measures**

The Texas Workforce Commission (TWC) establishes a performance accountability system to assess effectiveness of state and local areas in continuously improving workforce activities and to “optimize” the return on the investment of federal taxpayer dollars in such activities.

The Selected Proposer must have a thorough knowledge of the programs and their performance requirements. The Selected Proposer will be responsible for achieving performance standards and providing quality services to Workforce Center customers. At a minimum, the Selected Proposer must meet assigned TWC contracted performance measures and be competitive with other large workforce boards in Texas. WSTC may pass down to the Selected Proposer additional performance measure or changes received by TWC. WSTC reserves the right to adjust, change and/or add additional performance measures or changes received by TWC.

Contracted measures are those formally contracted between workforce boards and the Texas Workforce Commission (TWC), and they are reported on the TWC Monthly Performance Report. The targets are set by TWC.

Below are the contracted measures for BCY2026.

<b>Contracted Performance Measures with TWC BCY2026</b>	<b>Performance Measure Goal</b>
<b>Employed Qt. 2 Post Exit - Adult</b>	75.03%
<b>Employed Qt. 4 Post Exit - Adult</b>	73.67%
<b>Credential Rate - Adult</b>	71.11%
<b>Measurable Skills Gain - Adult</b>	70.70%
<b>Median Earnings Qt. 2 Post Exit - Adult</b>	\$7,100
<b>Employed Qt. 2 Post Exit - DW</b>	78.14%
<b>Employed Qt. 4 Post Exit -DW</b>	79.54%
<b>Credential Rate - DW</b>	77.54%
<b>Measurable Skills Gain - DW</b>	76.00%
<b>Median Earnings Qt. 2 Post Exit - DW</b>	\$9,500
<b>Employed/Enrolled Qt. 2 Post Exit - Youth</b>	74.86%
<b>Employed/Enrolled Qt. 4 Post Exit - Youth</b>	75.56%
<b>Credential Rate - Youth</b>	61.32%
<b>Measurable Skills Gain - Youth</b>	65.30%
<b>Median Earnings Qt. 2 Post Exit - Youth</b>	\$4,490
<b>Credential Rate - All Career and Training</b>	71.00%
<b>Employed Quarters 2 -4 Post Exit - NCP Participants</b>	NA
<b>Employed/Enrolled Qt 2 Post Exit- NCP Participants</b>	NA
<b>Claimant Reemployment 10 weeks</b>	59.80%
<b>Choices Full Engagement Rate</b>	50%
<b>Texas Talent Assistance (TTA)</b>	4003
<b>Successful Texas Talent Assistance (STTAR)</b>	NA
<b>Maintaining Employment Connections</b>	NA
<b>Active Job Seeker New Employment Connection</b>	NA
<b>RESEA - Outreach and Scheduling</b>	100%
<b>RESEA - Initial Appointment Completion Rate</b>	77%
<b>RESEA - Failure to Report Rate</b>	23%
<b>Childcare Initial Job Search Success Rate</b>	57.17%
<b>Childcare - Average Number of Children Served Per Day</b>	8702

**Note:** The Selected Proposer will be responsible for meeting all TWC Performance Measures except for the Childcare performance measures.

### **WSTC Established Real-Time Performance Measures**

Upon contract award, the Selected Proposer and Workforce Solutions for Tarrant County (WSTC) will jointly develop quality standards to support the achievement of Real-Time Performance Measures. The Selected Proposer will be held accountable for adherence to the final agreed-upon quality standards.

## **SECTION III: PROPOSAL NARRATIVE INSTRUCTIONS AND CRITERIA QUESTIONS**

### **A. Proposal Narrative Instructions**

- Respond to every question asked.
- Restate the question and type your response immediately following the question.
- Do not renumber the questions. The rating sheets are keyed to the question numbers. Evaluators will not be able to find your responses if you change the numbering system.
- Do not respond to questions by cross-referencing to another response.

### **Executive Summary - Provide a brief summary (2-3 pages) of proposal, to include:**

1. organizational history and structure; unique qualifications and experience;
2. overall approach and philosophy to managing and operating career centers and delivering customer services;
3. how you will manage and measure contract results (not only TWC performance measures); and
4. any unique or innovative aspects of your proposal. Describe what extra benefit or value-add your organization would bring to WSTC – what is it that separates you from other Proposers?

### **B. Proposal Narrative Questions by Criteria**

The Proposal Narrative is relevant to the rating criteria for submitted proposals as identified in SECTION VI: EVALUATION, RATING AND SELECTION PROCESS of this RFP. The rating criteria are divided into six (6) criteria, each with its own set of corresponding questions. It is imperative Proposers answer each set of questions. Evaluations are based on the appropriate criteria denoted in numerical evaluation.

#### **CRITERIA QUESTION 1: Organizational Capacity (0-15 pts)**

1. Give an overview of your organization, including its experience in providing public workforce services, the number of current workforce-related sub-awards within and outside of the State of Texas, and the total number of employees.

2. Provide an example of how your organization has handled a disagreement with a workforce development board or other similar governing authority with whom it has (or had) a sub-award.
3. Provide an example of how your organization has handled workforce center downsizing, including facility closure and/or reduced hours. How was customer accessibility maintained? How were staffing levels impacted? How was staff morale maintained?
4. Provide information regarding any litigation to which your organization has been a party during the past five years. What was your organization's role? What was the outcome?
5. Explain your organization's capacity to add additional workforce programs throughout the length of the sub-award as may be mandated by TWC or requested by WSTC through other funding sources. Give examples of how this has been handled in the past.
6. Organizational capacity refers, in part, to the ability to ensure sufficient staffing, organizational support, and technology to accomplish work and successfully deliver quality services to customers. Describe your ability to assess capacity needs, including how you will use approved technology and/or deploy corporate resources to accomplish work. Describe any "workflow" technologies or other systems, processes to be used to improve services, increase system effectiveness and efficiency, and impact cost.
7. Complete the Administrative Management Survey form.

## **CRITERIA QUESTION 2: Program Design (0-30 pts)**

1. Please describe in detail the functional areas of the center, the services that will be available in each area, the proposed staffing and staff qualifications for each area, and the proposed customer flow through the Centers, including when a customer is certified eligible, enrolled and the typical sequence of services following that. Describe your process for determining the needs of each customer and providing them with appropriate services/activities. How will customers be made aware of the full array of services available, including labor market and training information? How will services be provided off-site in targeted communities?
2. Please describe your proposed virtual services. What services will be available virtually? How will they be integrated with services provided at the Centers? Please address your proposed virtual services for both job seeker and employer customers.
3. How will you align service strategies with employers and job seekers to meet their respective needs? Describe outreach strategies for business customers and how employers will be engaged in the system and its services? How will you recruit job seeker customers to meet the unique needs of employers?

4. Describe specifically how your employer/business 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 occupational training?
5. Provide a brief overview of your approach and case management philosophy to serving job seekers, providing them with high-quality services that support the end goal of a job/career path.
6. Describe plans for operation of each of the following programs; Workforce Innovation and Opportunity Act (WIOA) to include Adults, Dislocated Workers and Youth programs (address the 14 required elements of WIOA Youth program and how they will be made available); Temporary Assistance for Needy Families/Choices; Non-Custodial Parent (NCP) Program; Veterans Programs; Employment Services Programs; Supplemental Nutrition Assistance Employment & Training Programs (SNAP E&T); and Reemployment Services and Eligibility Assessment (RESEA).
7. Please describe any planned services that are customized for specific targeted groups, i.e., ex-offenders, homeless, people with disabilities. How will you integrate services of Vocational Rehabilitation, Veterans Services, Adult Education and Literacy, and WIOA Youth Services into the offerings of the Workforce Centers?
8. How will you coordinate with Ancillary contractors of WSTC? What is your approach to developing, managing and sustaining community partnerships with other organizations in the community? What local partnership do you propose for each center type?
9. What steps will be taken to ensure that all Workforce Solutions for Tarrant County contracted and managed performance measures are exceeded? Please identify and explain proposed strategies for exceeding each of the required performance measures? What quality standards and/or real-time performance measures will be set and monitored?
10. What actions will the Proposer take to address program performance deficiencies? Please explain what systems and processes are used to identify program deficiencies and to address these deficiencies (i.e. quality assurance and corrective action procedures). How will staff be held accountable for performance outcomes? How will staff be held accountable for compliance with rules and regulations of the various programs?
11. Describe how your organization promotes positive customer service. What is the process for handling customer concerns or complaints, including the timeline for resolution? Please include a copy of your customer service standards from initial contact to exit and follow-up.
12. Describe your current Information Security Program and how you plan to secure WSTC and/or Agency Information Resources, including any information (e.g. PII, SPI, PHI),

systems, applications, and equipment, entrusted to your organization under this contract.

13. Describe your organization's proposed transition plan if selected as our provider. How will your organization minimize disruption of services to our customers?
14. The Participant Planning Summary must be attached to the proposal using the format included in the Required Forms and Attachments file.

### **CRITERIA QUESTION 3: Management and Staffing (0-15 pts)**

1. Specify the management team and attach resumes of key staff. Include an organizational chart that lists positions and number of personnel and hours assigned to each location. This organizational chart must include a dedicated DPU Manager, WIOA Youth Manager and RESEA Manager.
2. Describe your proposed transition activities and timeline, ensuring all transition activities are completed by September 30, 2026. If you are not the current contractor, describe your staffing approach for the Workforce Centers, including whether current center staff will be offered employment and the process for doing so.
3. Describe how you ensure your personnel possess the necessary qualifications to carry out their job duties. How do you envision including input from WSTC Staff in your onboarding process? What is your current onboarding process for new staff? What ongoing training is provided and/or required? How do you ensure that your staff has the appropriate knowledge of various types of assessments and are able to provide appropriate career planning?
4. How will you effectively staff and manage your virtual services?
5. Describe how your organization minimizes staff turnover. What is the average turnover rate for your organization (overall and by current contracts)? What incentives are offered for high performers?
6. Describe your organization's policy for PTO (paid time off). How will you ensure that PTO is effectively managed so that each of the Workforce Centers is adequately staffed at all times?
7. Describe your organization's benefits package.

### **CRITERIA QUESTION 4: Demonstrated Effectiveness (0-15 pts)**

#### **Purpose**

This section evaluates the Proposer's demonstrated effectiveness in operating and managing comprehensive workforce center services comparable in scope, complexity, and funding to those required by WSTC.

## **Submission Instructions**

Proposers must respond **only using the format provided below**. Except where otherwise noted, responses must be limited to the **most recent three (3) program years**.

**Note: Pages exceeding the maximum limit for each of the sections below will not be evaluated.**

**No appendices, screenshots, marketing materials, or additional attachments will be reviewed, except where explicitly required.**

Failure to follow formatting or page limits may result in reduced points.

Please respond to the following nine (9) Criteria questions below and ensure page limits are not exceeded for each response.

### **1. Workforce Center and Workforce Program Experience - (Maximum Page Limit: 2)**

Describe your organization's experience during the **past three (3) program years'** operating and/or managing one-stop career centers and workforce programs comparable to the scope of this RFP.

At a minimum, address experience with programs such as:

- WIA/WIOA (Adult, Dislocated Worker, Youth)
- Wagner-Peyser
- TAA
- TANF/Choices
- SNAP E&T
- RESEA or similar workforce initiatives

Responses must focus on **direct operational responsibility**, scale of services, and relevance. Organizational history outside the three-year period will not be evaluated.

### **2. Employer Engagement and Business Services Experience - (Maximum Page Limit:1)**

Describe your organization's demonstrated effectiveness over the **past three (3) program years** in:

- Engaging businesses and employers
- Building and maintaining quality employer relationships

- Providing workforce services to employers (e.g., recruitment, hiring events, customized services)

Provide **no more than two (2) brief examples** demonstrating outcomes. Emphasis must be on results, not proposed future approaches.

**3. Knowledge of the Texas Workforce System - (Maximum Page Limit: 1)**

Describe your organization’s knowledge and experience during the **past three (3) program years** with:

- The Texas Workforce Center System
- Workforce center operational requirements
- State and local reporting requirements

Responses should reflect familiarity with Texas workforce governance, compliance, and accountability structures.

**4. WorkInTexas.com System Experience - (Maximum Page Limit: 1)**

Describe your organization’s experience during the **past three (3) program years** using and managing WorkInTexas.com and state data collection and tracking systems as part of workforce center operations, including:

- Staff and customer use
- Job matching and employer services
- Data entry, maintenance, and reporting responsibilities

**5. Federal Grant and Contract Management Experience - (Required Table – No Narrative - Look-back period for the last three (3) years)**

Complete the table below for each federal grant or federal contract administered. If your organization has **no experience managing federal grant funds**, state “No Experience.”

Grant/Contract Name	Federal Grantor Agency	Program Years	Total Award Amount	Role (Prime/Subrecipient/Subcontractor)

**6. Corrective Action / Performance Status – (Maximum Page Limit: 2)**

Is the Proposer currently operating under any corrective action plan, technical assistance agreement, monitoring requirement, or performance improvement plan imposed by a funding agency, regulator, accrediting body, or contracting entity?

If yes, briefly describe:

- The nature and purpose of the corrective action or plan
- The issuing entity
- The date the plan was initiated
- Current status and progress to date
- Expected timeline for full resolution

Please indicate whether the corrective action impacts, or is anticipated to impact, the Proposer’s ability to perform the services described in this RFP.

**7. Management Team Effectiveness and Customer Service Outcomes - (Maximum Page Limit: 1)**

Describe your organization’s demonstrated effectiveness during the **past three (3) program years** in:

- Building and sustaining an effective and diverse management team
- Managing staff and systems to promote customer focus and service quality
- Improving customer service and customer satisfaction

Include **significant, outcome-based achievements** attributable to management efforts.

**8. Performance Outcomes and Contracted Measures - (Required Table + Required End of Year Reports)**

Using the table below, report contracted performance outcomes for the **past three (3) program years** for programs comparable in scope to this RFP.

<b>Program / Contract</b>	<b>Program Year</b>	<b># of Outcomes Contracted</b>	<b># Met or Exceeded</b>

**Required:**

Submit **final end-of-year state-generated performance reports** for the past one (1) full year. Only final state reports will be reviewed.

**9. Recognitions, Incentives, and Performance Awards - (Maximum Page Limit: 1)**

List any workforce-related recognitions, performance incentives, or awards received during the **past three (3) program years**.

For each, briefly identify:

- Awarding entity

- Year received
- Reason for recognition

Indicate whether your organization proposes replicating any award-recognized practices in Tarrant County. Detailed program designs should be provided elsewhere in the proposal.

**CRITERIA QUESTION 5: Cost Reasonableness (0-15 pts)**

1. Cost Reasonableness will be addressed based upon a review of the Budget Sheets and accompanying budget narrative submitted with this proposal. The amounts budgeted should not exceed what would be incurred by a prudent person conducting the same business under similar circumstances. The extent to which the budget supports the proposed program of services will also be considered.
2. If your organization utilizes an indirect cost rate, please list the rate requested under this proposal, describe how the rate was established, and include a copy of the approval letter from the appropriate cognizant agency.

**CRITERIA QUESTION 6: Financial Capability/Responsibility (0-20 pts; 15 pts required)**

1. Describe the proposed approach to managing workforce center system budgets and cost allocation on a daily, weekly and monthly basis. Also, describe the Proposer’s experience in developing and managing budgets from multiple funding sources to obtain organizational goals. Proposer **must** include a plan for internal controls and sub-award implementation in accordance with the Uniform Administrative Requirements and TWC Financial Manual for Grants and Contracts.
2. Describe the Proposer’s experience with federal and state accounting practices and principles.
3. How will the Proposer protect at least 10% of funds subject to Proposer control (10% of total funds allocated to Selected Proposer) from loss? What will be the source of funding to cover this requirement? Please provide a list documenting the availability and amount of these funds.
4. Describe how the Proposer will pay disallowed costs should such costs occur in the course of workforce center operations under their management? What are the sources of these repayment funds? Confirm if the Proposer will be able to obtain professional liability insurance as required for this RFP. Has the Proposer ever had to pay back funds to a funding source or the Federal Government? If yes, explain the dollar amount, the reason for disallowance, and what funding was used to repay?

5. How do you manage expenditures within your budget parameter and how do you manage to ensure funds are not over obligated?
6. Attach an exhibit listing of all oversight agency monitoring reports for programs operated in Texas for the past three (3) years. For each report, the exhibit must state the type of review and whether or not there were findings. A copy of each report with a finding must be submitted with the proposal. If the Proposer has not operated in Texas, provide an exhibit listing monitoring reports from other projects the Proposer has operated during the past three years. For all findings, describe how they were resolved. WSTC reserves the option to request a copy of any report listed on the exhibit.
7. Describe how your organization will ensure it will expend at least 20% of youth funds for out of school work-related activities, including work experiences, on-the-job training, internships, job shadowing and other activities.
8. Complete the Financial Management Survey.

**NOTE:** A minimum of 70 points is required to be eligible for sub-award, with the added stipulation 15 points of the 70 points is required under Criteria 6: Financial Capability/Responsibility), **no exceptions.**

#### **SECTION IV: BUDGET, BUDGET NARRATIVE, AND FUND CONDITIONS**

Proposers are responsible for presenting two (2) proposed budgets with their proposals, as follows:

##### **A. Transition Budget**

It is anticipated that the Selected Proposer will need to undertake some start-up activities in advance of the October 1 service delivery start date. This budget will be used to cover such start-up costs.

This budget may cover the time period from July 1, 2026 through September 30, 2026. This budget should encompass the proposer's estimated cost for management personnel and management operations during the transition period. No expenses for the center personnel/operations should be included. A transition budget will not be available for the incumbent proposers.

##### **B. Budget for the First Fiscal Year of Operations – FY2027**

This budget will cover the period from October 1, 2026 – September 30, 2027.

This budget should include management personnel and operations costs as well as center personnel and operations costs.

Complete the appropriate budget forms for the services provided as well as the budget detail forms to document how the amounts presented were calculated.

The Required Budget Forms are included as a companion download document to this RFP and are available on-line at <https://workforcesolutions.net/procurements/>. These forms must be used to submit the proposed budgets. Budgets are to be prepared in accordance with SECTION IV, C., Budget Instructions.

1. **Budget Alignment:** The final budget will capture changes in funding that may occur prior to the beginning of the sub-award period. The proposed budget should support the Proposal Narrative in this RFP and include only those costs that are reasonable, necessary, and allowable to operate the Workforce Solutions Centers. All costs must conform to applicable laws, regulations, rules and policies governing the workforce programs cited in this RFP, including TWC Financial Manual for Grants and Contracts and the Uniform Administrative Requirements.
2. **Funding Estimate:** For the purpose of completing this RFP, a total of \$8,790,413 (as referenced in BUDGET FUNDING, Appendix III), is available for the provision of the services described herein. This is a planning estimate and is subject to revision at the time of sub-award implementation. The funds must be allocated to the appropriate cost categories in accordance with the requirements for each fund source. When other funding streams become available to WSTC, the allocation of costs may be renegotiated.
3. **Joint Submissions:** All joint ventures or partnerships will be required to designate one managing partner who will hold the contract with WSTC. The other partners will be subcontractors to the managing partner. The managing partner will complete a budget for its costs, along with the total costs for each partner. The partners will need to prepare their own budgets using the required forms. These partner budgets will provide support for the total subcontractor amounts included in the managing partner's budget.
4. **Corporate Liability:** If Proposers seek to form a legal joint venture using a corporate identity for the partnership, WSTC will require the individual corporate partners to accept liability for the funds.
5. **Funding Levels:** WSTC may vary/change/revise the terms and or conditions of any sub-award solicited under, and as a result of this RFP, including funding levels; scope of work; SOW; performance standards; and, shortening or extending the sub-award period, as it deems necessary in the best interest of WSTC.
6. **Funding Out:** Any negotiated sub-award resulting from a proposal in this RFP process shall be contingent upon the receipt of sufficient funding from the Texas Workforce Commission (TWC). In addition, any negotiated sub-award amounts and details of programmatic requirements will also be contingent upon funding and implementation procedures actually received; and, will also be subject to any changes in legislation,

regulations, or policies promulgated by the federal funding sources, the U.S. Department of Labor, Department of Health and Human Services, and U. S. Department of Agriculture, or the Texas Workforce Commission (TWC).

## C. BUDGET INSTRUCTIONS

Proposers are responsible for presenting two (2) proposed budgets with their proposals, as follows:

1. **Transition Budget (N/A for Incumbent Proposers)**
2. **Budget for the First Fiscal Year of Operations – FY2027**

### Required Budget Forms

Budget forms are available on-line in Microsoft Excel at <https://workforcesolutions.net/procurements/>. These forms must be used to submit the proposed budgets. The forms are described below:

**a. Transition Line-Item Budget**

Utilize the line-item structure provided to establish the proposed 2-month transition budget for management and start-up expenses only.

**b. Annual Line-Item Budget**

Utilize the line-item structure provided to establish the proposed 12 month annual budget for management and center expenses.

**c. Budget Detail: Personnel**

Salaries – For the Transition period, account for all management staff. For the Annual budget period, account for the management staff and the center staff. Two (2) forms are provided for the Annual personnel detail, one for management staff and one for center staff. Each position must be detailed on a separate line. If needed, additional lines may be inserted.

Fringe Benefits – Provide the total % for all fringe benefits proposed as well as the % detail for each benefit included.

**d. Budget Detail: Operations**

The “Calculation Basis/Formula” narrative should provide a level of detail sufficient to show justification and how the budgeted amount was developed.

**e. Budget Detail: Indirect Costs, Profit, PEO Fee, Other**

Indirect Costs – Enter the proposer’s approved indirect cost rate in the shaded area and provide a list of the costs to be included along with the justification.

Profit – Provide detail to show how the budgeted amount was developed.

PEO Fee - If a Professional Employer Organization (PEO) is engaged in the employment of staff, provide detail to show how the budgeted amount was developed.

Other – Provide detail for all “other” line items included on the Budget Summary sheet.

### **Budgeting Considerations**

#### **a. Operations Costs / Facilities and System Infrastructure**

WSTC manages the leasing and maintenance of the workforce center facilities, and provides the computers, data and telephone networks, wireless tools, and copiers/faxes/printers required for the operation of the centers. Furnishings and equipment for the centers are also provided by WSTC.

As a result, budgeted operations costs necessary to support the staff may be limited to Supplies, Printing, Mileage, Staff Development, Travel, Insurance, and Professional Services.

#### **b. Insurance/Bonding**

The Selected Proposer will be responsible for cost of required fidelity bond, general liability, participant, and auto insurances, as applicable.

TWC requires WSTC to “ensure that at least 10% of the funds subject to the control of the workforce service contractors are protected through bonds, insurance, escrow accounts, cash on deposits, or other methods to secure the funds.”

#### **c. Indirect Costs**

Indirect costs will be allowed as provided for in the Uniform Guidance found at 2 CFR 200.

The budgets included in the proposal will be used as the basis for review and comparison of proposals and the award of the contract. The final contract budget will be established during contract negotiations.

## SECTION V: PROPOSAL SUBMISSION INFORMATION AND INSTRUCTIONS

### A. Access to RFP Documents

A copy of this RFP, including any updates or additional information, is available on the Workforce Solutions for Tarrant County (WSTC) website at <https://workforcesolutions.net/procurements/>. Proposers may also request a copy of the RFP via email from Jack Cummings at: [jack.cummings@workforcesolutions.net](mailto:jack.cummings@workforcesolutions.net).

### B. Questions and Clarifications

All questions or requests for clarification regarding this RFP **must** be submitted in writing.

**Verbal requests will not be addressed—no exceptions.**

Written questions must be emailed to Jack Cummings at [jack.cummings@workforcesolutions.net](mailto:jack.cummings@workforcesolutions.net) no later than Friday, March 20, 2026, at 5:00 p.m. (CST).

Responses to all timely submitted questions will be posted on the WSTC website in the Procurement section no later than Friday, March 27, 2026.

**NOTE:** Questions submitted after the deadline will not receive a response.

Any corrections, clarifications, or amendments to the RFP will be posted at: <https://workforcesolutions.net/procurements/>

It is the sole responsibility of Proposers to regularly review the website for updates.

### C. Bidders Conference

The **Bidders Conference** will be held on **Tuesday, March 17, 2026, at 1:00pm via Zoom**. Details will be posted on our website at <https://workforcesolutions.net/procurements/> no later than **Tuesday, March 3, 2026**.

**Questions submitted outside the Bidders Conference must be provided in writing or by email to [jack.cummings@workforcesolutions.net](mailto:jack.cummings@workforcesolutions.net) no later than Friday, March 20, 2026 by 5:00pm CST.**

A formal Questions and Answers (Q&A) document will be posted on our website at <https://workforcesolutions.net/procurements/> no later than **Friday, March 27, 2026**.

Except as described above, members of the Workforce Development Board of Directors, the WGB, WSTC staff and authorized representatives are not permitted to answer questions regarding this RFP or the procurement process. Contact with any Workforce Development Board of Director, WGB or WSTC staff regarding this RFP outside the approved communication channels and from the date of release until contract award is strictly prohibited. **Any violation will result in automatic disqualification of the Proposer.**

#### **D. Letter of Intent to Apply**

Submission of a Letter of Intent to Apply (included in Required Forms and Attachments file) is recommended. Letters may be submitted via email to Jack Cummings at [jack.cummings@workforcesolutions.net](mailto:jack.cummings@workforcesolutions.net) by **Monday, March 30, 2026, at 5:00 p.m. (CST)**.

#### **E. Equal Opportunity**

Workforce Solutions for Tarrant County is an Equal Opportunity Employer/Program whose auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY – 1-800-735-2989.

#### **F. Proposal Submission Requirements**

All proposals must comply with all applicable federal and state procurement laws and regulations. Proposers are responsible for familiarizing themselves with these requirements.

Proposals must be received by the deadline at the address listed below and must fully comply with all RFP instructions. WSTC is not responsible for late, misdirected, or non-delivered submissions.

All proposals submitted in response to this RFP become the property of WSTC and will not be returned. Proposers are advised not to include proprietary or trade secret information, as submissions may be **subject to disclosure under the Texas Open Records Act**.

Proposals **must** include original signature(s) from individuals authorized to bind the proposing organization to a contract (sub-award). Proposals that cannot be successfully negotiated for programmatic and/or budgetary requirements will not be funded.

#### **G. Confidential and Proprietary Information**

All confidential or proprietary information included in a proposal must be clearly identified and labeled as such. Any confidential or proprietary information submitted in response to this RFP will be handled in accordance with applicable state law. Workforce Solutions for Tarrant County is subject to the **Texas Public Information Act (Texas Open Records Act)**, and proprietary information will be maintained as confidential to the extent permitted by state law. All proposals submitted become the property of Workforce Solutions.

#### **H. Format and Submission**

- Typed, single-spaced, 12-point font
- One-sided only, 8½ x 11-inch white paper
- One (1) original and eight (8) copies
- Binder clips only (no binders)

- Page numbers must be consecutive and include the proposer’s organization name in the footer

**Faxed or emailed proposals will not be accepted.**

Proposals **must** be received no later than **12:00 noon (CDT), Friday, April 24, 2026 - NO EXCEPTIONS.**

Courier and overnight deliveries are considered hand-delivered and must meet the same deadline.

**Mailing and Delivery Address**

Workforce Solutions for Tarrant County  
Attn: Robert Sturns, Executive Director  
1320 S. University Drive, Suite 600  
Fort Worth, TX 76107

Incomplete proposals, proposals not submitted in the required format or sequence, or proposals missing required signatures may be deemed non-responsive and disqualified.

The sealed proposal envelope or shipping package must be clearly labeled in bold, all caps with “RFP” in the bottom left-hand corner. WSTC is not responsible for improperly labeled submissions.

**I. Proposal Amendments and Withdrawal**

Proposals may not be amended after receipt. However, WSTC may waive non-material errors or omissions. Proposers may withdraw and resubmit a proposal prior to the submission deadline to correct a material error.

**J. Required Documents and Submission Sequence**

Proposers must complete and submit all forms included in Required Forms and Attachments, in the order listed below. Failure to include all required documents, signatures, or initials may result in a non-responsive proposal.

**K. Proposal Instructions, Sequence, and Required Documents**

**INSTRUCTIONS:**

- Proposal **must** be typed, in 12 pt. font, one sided only.
- Proposal responses should contain a footer with the page number and the name of the organization submitting the response.

- Page numbers must be consecutive from beginning to end.
- Proposer must provide one proposal submission marked ‘Original’; and eight (8) additional copies of proposal submission.
- Only one-sided proposals for all copies are allowed. **NOTE:** Two-sided copies of proposal may be deemed unacceptable.
- Proposers must complete and submit all the forms that are provided in Required Forms and Attachments file - Forms and Attachments.

**PROPOSAL SEQUENCE ORDER OF REQUIRED DOCUMENTATION**

- A. Proposal Responsiveness Checklist \_\_\_\_\_
- B. Proposal Cover Sheet \_\_\_\_\_
- C. Certification of Legal and Signatory Authority \_\_\_\_\_
- D. Executive Summary \_\_\_\_\_
- E. Table of Contents \_\_\_\_\_
- F. Proposal Narrative and Attachment
  - Staff Job Descriptions with Required Qualifications
  - Staff Resumes (Key Managerial Staff)
  - Monitoring Reports: Board, TWC, and Other States
 \_\_\_\_\_
- G. Line-Item Budget and Budget Back-Up \_\_\_\_\_
- H. Participant Planning Summary \_\_\_\_\_
- I. Proposer References \_\_\_\_\_
- J. Additional Required Forms and Attachments:
  - Proposer Assurances and Certifications \_\_\_\_\_
  - Texas Corporate Franchise Tax Certification \_\_\_\_\_
  - Texas Sales Tax Certification \_\_\_\_\_
  - Non-discrimination and Equal Opportunity Certification \_\_\_\_\_
  - Administrative Management Survey \_\_\_\_\_
  - Fiscal Management Systems Survey \_\_\_\_\_
  - Required Contractor Certifications \_\_\_\_\_
  - Certification Regarding Conflict of Interest \_\_\_\_\_

- Certification Regarding Compliance with Special Federal Award Terms and Conditions for Workforce Services Grant Funding
- Certification Regarding Compliance with the RFP Information Technology and Security Management Provisions for Securing TWC Owned Data Systems (Texas Cybersecurity Framework)

**NOTE:** Any and all pages requiring signature and/or initialing **must** be submitted with the proposal. Failure to do so may result in a non-responsive bid.

**SECTION VI: EVALUATION, RATING AND SELECTION PROCESS**

**A. Minimum Standards of Review**

A proposal must meet the following minimum standards before being considered for funding. The proposal must:

- Be received by the deadline;
- Be complete with required signatures;
- Contain signed assurances, certifications of debarment, lobbying, drug free workplace, franchise tax, and surveys (administrative and financial);
- Contain all required narrative, proposed budget, resolutions and organization’s most recent comprehensive financial audit (if applicable);
- Contain most recent Certificate of Good Standing or Certificate of Account Status from the Comptroller of Public Accounts (if applicable);
- Indicate if VetHUB certified, include certification number and certifying agency on cover sheet; and
- Not contain evidence of real or apparent conflict of interest.

**B. Evaluation Process**

1. The policy of WSTC is to conduct procurement in a manner that provides full and open competition. An award will be made only to an organization possessing the demonstrated ability to perform successfully under the terms and conditions of a contract.
2. The process for evaluating proposals submitted in response to this Request includes: (1) review, scoring and comment by WSTC staff and/or independent reviewers; (2) review of scoring and recommendation for award by a committee of WSTC; (3) review and approval by the full Workforce Solutions Board of Directors; and (4) review and approval by the Workforce Governing Board.

**C. Notification:** All proposers will be notified of WSTC and Workforce Governing Board’s funding decision. The Selected Proposer approved for funding by WSTC will receive a Letter of Intent to contract for services, pending successful negotiation with WSTC and finalization of contracts by legal staff.

**D. Process for Submitting a Protest:** Proposers who believe that they have been treated unfairly during the review process or have concerns about the application of state and federal regulations and policies may file a protest in accordance with the procedures set forth in Section VII, C. - Grievances.

**E. Right to Make No Awards:** WSTC specifically reserves the right to vary the provisions set forth herein any time prior to the execution of a contract where such a variance is deemed in the best interest of WSTC. WSTC reserves the right to accept or reject any or all proposals submitted; to cancel this Request in part or in its entirety; or to reissue the Request for Proposals in part or in its entirety.

**F. Conflict of Interest:** Conflict of interest shall be avoided by all proposers in compliance with 20 CFR §627.420(c) for all issues regarding this RFP. No employee or Board of Directors member of a proposer shall cast a vote on, nor participate in any decision-making capacity on the provision of services by such employee or Board of Director member of a proposer, or any organization that the employee or Proposer Board member, of a proposer directly represents. No employee or Board of Director member or a proposer shall vote on, nor participate in any decision-making capacity on any matter which would provide direct financial benefit to that employee or Board of Director member of a proposer, or to any organization which that employee or Board of Director member of a proposer directly represents. WSTC will reject proposals of those Proposers who violate this condition.

**G. Proposal Evaluation Criteria and Point Values**

Criteria	Description	Reference Page #	Point Range
1	Organizational Capacity	Page: 27	0–15
2	Program Design	Page: 28	0–20
3	Management and Staffing	Page: 30	0–15
4	Demonstrated Effectiveness	Page: 30	0–15
5	Cost Reasonableness	Page: 34	0–15
6	Financial Capability / Responsibility	Page: 34	0–20 <b>(minimum 15 points required)</b>
	<b>Total Possible Points</b>		<b>100</b>

**NOTE:** A minimum of 70 points is required to be eligible for sub-award, with the added stipulation 15 points of the 70 points is required under Criteria 6: Financial Capability/Responsibility (p. 29), **no exceptions.**

A Proposer must (1) provide/meet all requirements as stated in the RFP, and (2) rate a minimum of 70 pts criteria score (min 15pts for criteria #6 required to move forward), and (3) provide a substantive presentation pertinent to proposal details.

## **SECTION VII: CONDITIONS OF BID, ADMINISTRATIVE REQUIREMENT, AND GRIEVANCES**

### **BASIS FOR AWARD**

WSTC may award proposals to a responsible Proposer whose submitted proposal may not be the lowest priced or highest rated proposal, but will be the proposal WSTC judges to be the most advantageous in affording the best quality service(s)/product(s) at the most affordable cost, and in consideration of requirements met, Proposer presentations, and proposals total score calculated by evaluating the selection criteria above.

#### **A. Conditions of Bid**

Following are conditions that apply to this Request for Proposals.

- The intent of this RFP is to identify various prospective contract alternatives and obtain estimates of costs of services being solicited. WSTC is under no legal requirements to execute a contract on the basis of any proposal received.
- WSTC specifically reserves the right to vary the provisions set forth herein at any time prior to the execution of a contract where such variance is deemed to be in the best interest of WSTC and TWC.
- Proposals must conform to relevant state and federal laws and regulations governing the use of applicable funds.
- WSTC will negotiate contracts for services from proposals received for funding. WSTC reserves the right to require specific modifications to proposals accepted for funding before agreeing to contract, including the increase or decrease in specific line items of cost and numbers of participants to be served, modifications to program design, or other modifications, to bring the proposal into compliance with the Act, the Regulation(s), requirements of this Request, and/or WSTC policies and strategic plans.
- The funding of any proposal is contingent upon receipt by WSTC of funds from the State of Texas and/or the United States of America.
- Any costs incurred by the proposer prior to the commencement date of a contract will not be paid from contract funds.
- WSTC staff will not assist any Proposer in the preparation of the proposal.
- All proposals and any attachments, appendices, or other information submitted as a part of a proposal become the property of WSTC upon submission and may be reprinted,

published, or distributed in any manner by WSTC according to open records laws, applicable state and federal policies and procedures, as well as those of WSTC.

- WSTC reserves the right to accept or reject any or all proposals received; to cancel this Request in part, or in its entirety; or to reissue the Request.
- In order to ensure that the needs of the entire Workforce Development Area are adequately met, WSTC reserves the right to request additional information and/or negotiate areas to be served prior to making a selection.
- WSTC reserves the right to waive any defect in this procurement process or to make changes to this solicitation as deemed necessary.
- WSTC reserves the right to conduct a review of records, systems, and procedures of any entity selected to receive funding. This may occur prior to or subsequent to the award of a contract. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of the contract.
- WSTC reserves the right to contact any individuals, agencies or employers listed in a proposal; to contact others who have experience and/ or knowledge of the proposer's relevant performance and/or qualifications; and to request additional information from any and all proposers.
- Solicitation and selection of proposals must conform to relevant State and Federal laws and regulations and local policies governing the procurement of supplies, equipment and services. Proposers are responsible for familiarizing themselves with these laws and regulations.
- Profit margins will be negotiated with for-profit organizations. Profits will be treated as a separate line item within the budget and must be allocated across the cost categories. A fair and reasonable profit will be determined by consideration of the following: 1) complexity of work, 2) risk borne by Proposer, 3) Proposer's investment, and 4) quality of past performance. Under no circumstances shall the Proposer fees, profits and/or program income exceed 10% of the contract amount.

## **B. Administrative Requirements**

Following are general administrative requirements that apply to all WSTC grantees/contractors.

- 1. Nature of Agreement.** All WSTC grantees/contractors secured from this Request are considered to be sub-recipients as defined in the Governor's Uniform Grant and Contract Management Standards (UGCMS) and the Texas Workforce Commission's Financial Manual for Grants and Contracts. WSTC may refer to the agreement between itself and the

service organization as a “grant” or "contract," although it will be understood to be a sub-grant for services, and all federal or state requirements applicable to sub recipients will apply to WSTC grantees/contractors.

2. **General Rule.** WSTC grantees must comply with cost principles and administrative requirements set out in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards set forth at 2 CFR 200 (The Uniform Guidance), as supplemented by the final rules promulgated by the Texas Office of the Governor under the Uniform Grants and Contract Management Standards (UGCMS) and the Texas Workforce Commission’s Financial Manual for Grants and Contracts.
3. **Financial Systems.** WSTC seeks to secure the services of an organization with a demonstrated ability to effectively manage and cost allocate across multiple funding streams, and with a demonstrated ability to operate and manage multiple programs with various mandatory performance outcomes.
  - a. **General requirements.** WSTC contractors must have financial systems that, at a minimum, meet the following standards:
    - (1) **GAAP.** In accordance with generally accepted accounting principles, financial systems must include: (a) information pertaining to any sub grant or contract awards, obligations, unobligated balances, assets, expenditures, and income, (b) effective internal controls to safeguard assets and assure their proper use, (c) a comparison of actual expenditures with budgeted amounts, (d) source documentation to support accounting records, and (e) proper charging of costs and cost allocation.
    - (2) **Sufficient system.** Financial systems must be sufficient to (a) permit preparation of required reports, (b) permit the tracing of funds to a level of expenditure adequate to establish that funds have not been used in violation of the applicable restrictions on use of such funds, and (c) permit the tracing of program income, potential stand-in costs, and other funds.
    - (3) **State requirements.** The State of Texas is allowed to impose additional requirements on sub recipient financial systems. The Selected Proposer from this Request will be provided financial requirements for grant management established by the State of Texas.
    - (4) **Accrual accounting.** Financial systems are to be designed in order to report WSTC contract costs as accruals or modified accruals.

- b. Financial reports.** The Selected Proposer will be required to provide financial reports to WSTC on a regular, monthly basis in such detail and on such forms as required by WSTC. The deadline for each month's financial report will be the 15th day of the month following the month for which the report is made. Failure to make reports on time may result in de-obligation of funds or termination of contracts.
- c. Contract advances.** WSTC may authorize contract advances to the Selected Proposer, provided the Selected Proposer has and maintains sufficient financial systems and demonstrates the need for advance funds. Advances will not exceed 1/12 of the total contract amount and will be liquidated by the end of the subcontract performance period.

#### **4. Audit**

- a. Federal circulars.** The Selected Proposer will have an audit made in accordance with the audit requirements set forth in the Uniform Guidance at 2 CFR 200, et seq., or in accordance with federal laws and regulations governing programs.
  - b. Organization-wide audit.** A Selected Proposer may arrange for a single, organization-wide audit of its programs that will include a financial and compliance audit of state or federally funded programs under WSTC's contract, provided it is consistent with criteria found in the Texas Workforce Commission's Financial Manual for Grants and Contracts, and WSTC agrees prior to the audit process.
  - c. Independent audit.** WSTC reserves the right to conduct or cause to be conducted an independent audit of all funds received under WSTC's contract, notwithstanding the requirements above. The audit may be performed by local government audit staff, a certified public accounting firm, or other auditors that WSTC will designate. Such audit will be conducted in accordance with applicable federal rules and regulations, contractual guidelines, and established professional standards and practices.
- 5. Property management standards.** The Selected Proposer must maintain an inventory of all equipment and property purchased with funding received from WSTC. The Selected Proposer must also maintain, manage, and dispose of any property purchased with workforce funds in accordance with WSTC's policies. All non-expendable property purchased with funds from the WSTC contract is considered to be the property of WSTC, the State of Texas, or the federal government.
- 6. Records and records retention.** The Selected Proposer is required to prepare and maintain participant and financial records in accordance with instructions from WSTC. The Selected Proposer is required to retain all records of a program year for a minimum of four years past the date upon which WSTC accepts a grant/contract close out.

7. **General reporting.** The Selected Proposer must provide such reports on participants, finances, and program operation as required by WSTC.
8. **Accessibility.** Proposers are required to ensure that all facilities in which services are conducted or performed pursuant to an executed contract are in compliance 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.
9. **Nondiscrimination and Equal Opportunity.** Proposers must conduct all programs in accordance with provisions of the following laws, as they apply to specific programs or activities:
  - Titles VI and VII of the Civil Rights Act of 1964, as amended;
  - Section 504 of the Rehabilitation Act of 1973, as amended;
  - Title IX of the Education Amendments of 1972, as amended;
  - The Age Discrimination Act of 1975, as amended;
  - Americans with Disabilities Act of 1990, as amended;
  - Non-traditional Employment for Women Act of 1991, as amended; and
  - With all applicable rules and regulations issued under these laws.

Contracts will not deny benefits of any program, activity or service to any person, and are prohibited from discriminating against any employee or applicant for employment, because of race, color, religion, sex, national origin, age, physical or mental disability, temporary medical condition, political affiliation or belief. Proposers will ensure that the evaluation and treatment of employees and applicants for employment are free of such discrimination.

## 10. Insurance and Bonding

- a. **Participant Insurance** - Participants who do not qualify as “employees” (i.e. those participants who are not engaged in direct work activities such as work experience) must be covered by on-site medical and accident insurance. Participants who do qualify as employees must be covered by worker’s compensation or insurance comparable to worker’s compensation. All proposers must also ensure that employers, service providers, and caregivers accept liability for injuries while participants are on their premises.
- b. **General and Professional Liability Insurance** -The Selected Proposer shall maintain at its sole cost and expense policies of general and professional liability insurance coverage from an insurer acceptable to WSTC in order to insure the Proposer and WSTC against all claims for damages arising in connection with the Proposer’s responsibilities or the responsibilities of the Proposer’s personnel under the final executed contract. Such insurance shall provide coverage in the amount of \$1,000,000.00 per claim \$3,000,000.00 annual aggregate, or the amount required by

the laws or regulations of the State of Texas, whichever is greater. The Selected Proposer will provide a Certificate of Insurance as evidence of this coverage and will communicate in writing any modifications, alterations, or cancellation of coverage during the term of the contract to WSTC.

- c. Public Liability and Property Damage Insurance** -The Selected Proposer shall also maintain at its sole cost and expense public liability and property damage insurance on all vehicles purchased or leased with funds awarded under the terms of this Contract. Such insurance must provide coverage in the amount of \$100,000 per occurrence, \$300,000 aggregate liability, and \$100,000 property damage per vehicle. Contractor will provide a Certificate of Insurance as evidence of this coverage and will communicate in writing any modifications, alterations, or cancellations of coverage during the term of the contract to WSTC.
- d. Bonding** - The Selected Proposer is required to maintain fidelity bonds on their staff members who handle grant funds. The bonds may be position or blanket and must cover at least the maximum amount of a monthly payment under a WSTC contract. The Selected Proposer will be the insurer and WSTC will be the certificate holder. The Selected Proposer shall immediately notify WSTC if the bond is canceled or reduced and no further cash disbursements will be made to the Selected Proposer until adequate coverage has been obtained.
- e. Cyber Liability Insurance** - The selected Proposer shall, at its sole cost and expense, maintain Cyber Liability Insurance coverage from an insurer. Such coverage shall include, but not be limited to, protection against claims and losses arising from data breaches, unauthorized access, network security failures, privacy violations, and related cyber incidents. The policy shall provide coverage limits of **not less than \$1,000,000 per occurrence.**

**The Proposer shall provide a Certificate of Insurance as evidence of this coverage and shall notify WSTC in writing of any material modification, non-renewal, or cancellation of the policy during the term of the contract.**

- f. Documentation** – The Selected Proposer is required to provide WSTC with copies or originals of all certificates demonstrating proper insurance coverage and are required to maintain certificates and policies on-site.

**11. Organizational capacity** - Proposers must demonstrate that they have the organizational capacity to administer a program in accordance with the requirements in this Request for Proposals. WSTC reserves the right to conduct a pre-award survey of each proposer approved from this Request in order to determine the capacity of the proposer's

organization to operate a program, meet administrative requirements, and maintain an adequate financial system. WSTC also reserves the right to deny a contract to any proposer approved for funding which does not make timely changes required by WSTC, as a result of a pre-award survey, to bring its systems into compliance.

**12. Resolutions** - Private non-profit organizations and agencies of state or local government (including independent school districts and community college districts) responding to this Request must include the following: (1) a resolution from proposer's governing body or board authorizing the submission of the proposal; and (2) a letter of transmittal from the chief executive officer of the proposer's organization. Private for-profit corporations submitting a proposal must include a statement signed by an authorized representative of the corporation authorizing submission of the proposal. Proposers, in accordance with the requirements under HB 1863, may not be the deliverers of occupational or basic skills training. A proposer who is currently a training provider but agrees to divest of all training activities may apply under this proposal with a statement to that effect.

### **C. Grievances**

WSTC is the responsible authority for handling complaints or protests regarding the proposal selection process. No protest shall be accepted by the State Grantor Agency (Texas Workforce Commission) until all administrative remedies at the grantee level have been exhausted. This includes, but is not limited to, disputes, claims, protests of award, source evaluation or other matters of a contractual nature. Matters concerning violation of law shall be referred to such authority as may have proper jurisdiction.

WSTC would like to have the opportunity to respond to any inquiry or resolve any dispute prior to the filing of an official complaint by the protester. The protester should contact, in writing, Robert Sturns, Workforce Solutions for Tarrant County Executive Director at (817) 413-4400, 1320 S. University Dr., Suite 600 Fort Worth, Texas 76107, so that arrangements can be made for a conference between WSTC and the protester.

Under Texas Government Code sec. 552.003, WSTC is subject to the Texas Public Information Act and the information provided in response to this Request for Proposals will be made accessible to the public. If a proposer believes that any information contained in its proposal qualifies for an exception to the Public Information Act, the proposer must indicate in the proposal which information should be exempted from the Act and the grounds for the exemption.

When WSTC has agreed upon a selection, all proposers will be notified, in writing, of the results. Proposers not selected by this procurement process may appeal the decision by submitting, within ten (10) calendar days of receipt of WSTC 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. WSTC shall acknowledge receipt of the Request for Debriefing in writing within ten (10) calendar 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 ten (10) calendar days from the receipt of the request for debriefing. PLEASE NOTE: WSTC extends the courtesy of offering a debriefing to any proposer who is not selected for funding. The ten (10) day time frame must be adhered to only if a proposer is considering an appeal.

The purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unselected proposers understand why they were not selected. WSTC staff will meet with the appealing party and review the proposal evaluation process or the criteria for selection of proposals under the RFP, and how the appealing party's proposal was scored and/or ranked. The goal of this exchange is to provide the proposer with a better understanding of the procurement process and with information on how to improve their proposal, and to provide WSTC staff with important feedback that can be used to improve future procurements.

Proposals not selected for funding may be appealed only with respect to any fault or violation of law or regulation regarding the review process. Appeals must be filed with WSTC Executive Director within ten (10) calendar days of the debriefing. Appeals must be in writing and sent to WSTC at the following address:

**Tarrant County Workforce Development Board  
Attn: Robert Sturns, Executive Director  
1320 S. University Drive, Suite 600  
Fort Worth, Texas 76107**

The appeal must include, at a minimum, the following information: 1) A description of WSTC action being appealed, 2) A citation of the law or regulation allegedly violated that forms the basis for the appeal, 3) A thorough explanation of the appeal, and 4) an original signature by the appealing organization's authorized representative. Appeals submitted by way of fax or e-mail will not be accepted. If the appeal does not include the minimum required information, the appealing organization will be notified and requested to respond accordingly before the deadline arrives in order for the appeal to proceed. The filing of the complete appeal with the required time frame is a condition precedent. **NO EXCEPTION WILL BE MADE TO AN APPEALING ORGANIZATION THAT DOES NOT FILE THEIR APPEAL WITHIN THE PUBLISHED DEADLINE.**

Upon receipt of a complete and properly submitted appeal, the WSTC Executive Director will arrange for a meeting with the appealing organization's representatives (not to exceed three persons), and WSTC representatives, with a neutral, objective party present to mediate and resolve the process. The third party will provide a written disposition of the protest within 30 calendar days via certified mail to the lead organization representative, WSTC representative(s), and the Workforce Development Board of Director members.

Protest of the third party's disposition of the protest must be filed in writing via certified mail within ten (10) calendar days of receipt of the resolution of the initial protest. This

communication should contain a thorough explanation of the reason for the protest of the objective third party's decision. Upon receipt of the protest, the Executive Director will contact the organization's representative to schedule a meeting with a committee. The committee will review the protest and the written disposition and will formulate a recommendation that will be forwarded to WSTC at its next regularly scheduled Board of Directors meeting.

The protest will be considered by WSTC at its next regularly scheduled Workforce Development Board of Directors meeting, at which time the protester will be provided the opportunity to address WSTC in accordance with the Workforce Development Board of Directors By-Laws. WSTC's disposition of the protest will be provided to the organization's lead representative in writing via certified mail and will be final. Selected Proposer 's must use the grievance system provided by WSTC for resolving complaints that arise under any WSTC contracted program.

## **SECTION VIII: LIST OF APPENDICES**

- APPENDIX I: WSTC Board Vision, Mission, Goals and Role
- APPENDIX II: Service Delivery Area Economic and Demographic Data
- APPENDIX III: Funding Chart
- APPENDIX IV: Program Requirements
- APPENDIX V: Current System Structure
- APPENDIX VI: Information Technology, Equipment and Security Management
- APPENDIX VII: Special Federal Terms and Conditions PY 2025

## **SECTION IX: REQUIRED FORMS AND ATTACHMENTS**

- Intent to Apply Response Form (Optional)
- Certification of Legal and Signatory Authority
- Proposal Cover Sheet
- Proposal Responsiveness Checklist
- Participant Planning Summary
- Proposer References
- Proposer Assurances and Certifications
- Texas Corporate Franchise Tax Certification
- Texas Sales Tax Certification
- Non-discrimination and Equal Opportunity Certification
- Administrative Management Survey
- Fiscal Management Systems Survey
- Required Contractor Certifications
- Certification Regarding Conflict of Interest
- Certification Regarding Compliance with Special Federal Award Terms and Conditions for Workforce Services Grant Funding

- Certification Regarding Compliance with the RFP Information Technology and Security Management Provisions for Securing TWC Owned Data Systems (Texas Cybersecurity Framework)