



**RFP 0302-2026-WFS
Request for Proposal for
Management and Operation of Workforce Services**

The South Plains Regional Workforce Development Board, dba Workforce Solutions South Plains, is soliciting proposals from qualified entities for the management and operation of the following component of service delivery:

Workforce Services: The service provider will manage and direct the operations of the Workforce Solutions South Plains Career Centers including staffing services, provision of employment and training services to the residents of the South Plains Region, engaging employers in successful collaborations to support an effective labor exchange system. The ideal provider will possess the knowledge and skills to be responsive to the needs of business with the goal of ensuring the availability of appropriately skilled labor to meet the hiring demands of employers located throughout the South Plains Region.

Issue Date:	March 2, 2026
Deadline to submit Letter of Intent (Optional)	March 20, 2026
Pre-bid Conference to be held:	March 23, 2026
Proposals Due by:	3:00 PM April 10, 2026

Bidders may send Notice of Intent to Submit Proposal:

**Noel Morin
Workforce Solutions South Plains
1500 Broadway, Ste. 800
Lubbock, Texas 79401
noel.morin@spworkforce.org**

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2 Introduction

We appreciate your interest in providing services for residents of the South Plains Region. This Request for Proposals (RFP) includes the information necessary for eligible offerors to submit a responsive proposal. To facilitate the development of proposals, offerors will have an opportunity to attend and ask questions at a pre-proposal conference and to submit questions during the question-and-answer period. Our goal is the optimal selection of service provider(s) to serve residents of the South Plains Workforce Development Area.

3 Background

The South Plains Regional Workforce Development Board d.b.a. Workforce Solutions South Plains (herein referred to as “Workforce Solutions” or “the Board”) is a 501(c)(3) non-profit corporation. The Board administers workforce development programs for the South Plains Workforce Development Area (WDA) in accordance with the Texas Administrative Code Title 40, Part 20, the Texas Government Code Chapter 2308, and applicable legislative authority pertaining to workforce center systems, operations and programs.

The South Plains WDA consists of a 15-county mostly rural region with a total population of 450,406 persons. Counties we serve include Bailey, Cochran, Crosby, Dickens, Floyd, Garza, Hale, Hockley, King, Lamb, Lubbock, Lynn, Motley, Terry and Yoakum Counties. The region includes the Lubbock Metropolitan Statistical Area (MSA) comprised of Lubbock, Crosby and Lynn Counties. More information about the South Plains Region and the Board’s Vision, Mission and Goals is available from the [Board's Strategic Plan](#), the Labor Market and Economic Profiles for the [Lubbock MSA](#) and the [South Plains WDA](#).

The focal point of the local workforce delivery system is a network of one-stop career centers that provide convenient access to a broad array of programs and services funded by various state and federal sources and administered by the Board. The Board currently maintains five career centers located in Brownfield, Levelland, Lubbock, Muleshoe, and Plainview.

More information regarding these programs and services can be gained by visiting the [Board website](#). Additional information regarding governing rules, regulations, and laws pertaining to the operations of one-stop centers and delivery of these services is available from the Texas Workforce Commission (TWC) via the links below:

- [Workforce Innovation & Opportunity Act \(WIOA\) Program for Youth, Adults and Dislocated Workers;](#)
- [Temporary Assistance to Needy Families \(TANF\)/Choices;](#)
- [Non-Custodial Parent Choices \(NCP\);](#)
- [Supplemental Nutrition Assistance Program Employment and Training \(SNAP E&T\);](#)
- [Trade Adjustment Assistance \(TAA\);](#)

- [Employment Services \(ES\)](#), including services of [WorkinTexas.com \(WIT\)](#);
- [Reemployment Services & Eligibility Assessment Program](#); and,
- [Child Care Service \(CCS\)](#).

In addition to the programs listed above, the Board seeks out discretionary funding opportunities and administers various discretionary grants and special projects as the opportunities arise. All grants and contracts are administered in compliance with the [TWC Financial Manual for Grants and Contracts \(FMGC\)](#) and other laws, regulations & standards for TWC-Funded Grant Contracts such as the [Texas Uniform Grant Management Standards \(UGMS\)](#). Offerors are expected to be knowledgeable of all applicable federal state and local laws, rules, regulations and policies. ***Such knowledge should be evident in the quality of the proposal submitted in response to this RFP.***

4 Purpose of this Request for Proposals

Through this competitive RFP process, the Board is soliciting proposals from qualified entities to manage and operate workforce services. Eligible offerors are invited to submit a proposal for the service components described below.

Workforce Services (WFS): The service provider will manage and direct the operations of Workforce Solutions Career Centers located throughout the 15-county South Plains Region. The management and operation of centers includes responsibility and personnel authority for all staff engaged in the provision of employment and training services under the WIOA, TANF/Choices, SNAP E&T, TAA, ES, NCP and other discretionary state, federal and private grant-funded programs. Career centers provide outreach and recruitment, determine participant eligibility, perform assessments and case management, and ensure the integrity of customer and system information entered into the TWC's automated information systems.

Career centers also provide job search assistance, facilitate enrollment in education and training programs, providing a variety of support and other services to promote successful training outcomes; make referrals to job openings to facilitate employment up to and including job development, and provide post-employment support and follow-up and provide other allowable services. The workforce contractor will also identify and serve individuals who are determined most in danger of exhausting their unemployment insurance benefits through the Board's Reemployment Services and Eligibility Assessment (RESEA) program. Career centers are also expected to provide services to the area's employers.

The Texas Workforce Commission (TWC) Employment Services Guide provides detailed information regarding the operation of the Employment Services Program including Recruitment Assistance; Employer Training Services; Rapid Response and job posting

and advanced job matching services through WorkinTexas.com. The contractor will work to ensure that the workforce system is employer driven by serving as point of contact for businesses and engaging employers in a successful collaboration to support an effective labor exchange system. The ideal contractor will manage a team of business experts with the knowledge and skills to be responsive to the needs of business with the goal of ensuring the availability of appropriately skilled labor to meet employer demand in order to support industry growth. The contractor will support all employer groups with a focus on target industries and pipeline partnerships with business, education, economic development and other community stakeholders.

The contractor will work closely with employers to facilitate job fairs and other recruitment events; facilitate successful job placements; and develop agreements with employers to provide on-the-job (OJT) training or customized training to meet skill needs. The contractor will facilitate OJT and customized training agreements to support the employer's ability to upgrade the skills workers. The contractor will support the Board's Rapid Response Coordinator as needed to respond to business closures or layoff events and work with employers on an ongoing basis to develop and strengthen layoff-avoidance strategies. The contractor is expected to develop and employ innovative strategies in support of the Board's priorities and to consistently meet or exceed the TWC's contracted performance measures.

5 Board Standards

The selected contractor(s) will be responsible for having technical, managerial, and administrative competencies and capabilities in all areas necessary to ensure programmatic and fiscal management systems are implemented efficiently and effectively to meet or exceed all applicable performance outcomes of the program(s) and will have the financial resources and stability to meet high standards of public and fiduciary responsibility. Successful contractors will demonstrate in their proposals that they possess these capacities.

In addition to meeting the requirements of program law, the selected contractor(s) will be expected to meet standards for quality customer outcomes for program services. These standards are identified in the section of this RFP pertaining to the specific service component for which an offer is being submitted.

Potential Management Structure, Design and Service Delivery Arrangements

The Board seeks proposals from eligible offerors with expertise and a proven record of accomplishment in the management and delivery of services similar in nature and scope to those described in this RFP. We welcome proposals that incorporate innovative or creative service delivery arrangements to find the most efficient and cost-effective means of delivering workforce services in the South Plains WDA.

This solicitation does not limit offerors to a management structure or specified service delivery approach or method. The solicitation is open to any appropriate management design and to a wide variety of organizations or individuals, including large and small companies, partnerships, nonprofit organizations, joint ventures, individual project managers, governmental entities, etc. Potential arrangements are described below merely for the convenience of prospective offerors:

- ✓ Individual Managing Director: Under this approach, an individual is proposing to serve as an independent contractor to the Board. The individual will be responsible for the management and operations of the system including management of all related personnel and will have all personnel authority.
- ✓ Management Team: Under this approach, a collaboration of individuals or a team of individuals currently associated with an established organization proposes to contract to provide the entire management function including management of all related personnel. The team can be proposed from an established organization or be newly formed with the intent of establishing a legal entity. The management team might also elect to use a Personnel Employer Organization (PEO) to handle staffing and payroll services. The Management team will have responsibility for all related personnel and will have all personnel authority.
- ✓ Organization: Under this approach, an organization proposes a turnkey operation which would include direct employment of personnel and will have all personnel authority.

6 Available Funding

The chart below represents FY2025/PY2024 allocations for the South Plains Board Area. This information is provided for the offeror's use in preparing a proposal budget, but allocations are subject to change for FY2026 and beyond.

Federal and State Funding Source	Program Allocation FY2025/PY2024
Workforce Innovation and Opportunity Act – Adult, Youth and Dislocated Worker	\$2,927,721.00
WIOA Rapid Response	\$18,440.00
TANF/Choices	\$1,341,389.00
Supplemental Nutrition and Assistance Employment and Training	\$192,704.00
Employment Services	\$31,272.00
Noncustodial Parent	\$226,890.00

Reemployment Services & Eligibility Assessment Program (RESEA)	\$237,757.00
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7 Participant Numbers Served

The Board is interested in seeing proposals that offer to increase/enhance services while maintaining or improving the cost-effectiveness of service offerings for a greater return-on-investment.

8 Contract Type

1. Any contract resulting from this procurement will be a cost-reimbursement contract. The selected contractor will be reimbursed for allowable actual service delivery costs. The actual amount of a contract award will be based on the proposed budgets, availability of funds, and standards for the use of public funds (i.e. all costs must be reasonable and necessary to carry out the planned functions, must be allowable, and must be allocable to the proper grant/cost categories). Contractors will be expected to have the financial resources or the ability to obtain financial resources sufficient to meet their cash flow needs for a minimum of a four to six- week period. There will be no cash advances allowed under a contract resulting from this RFP.
2. The initial contract(s) will be for a period of one year, beginning October 1, 2026, and ending September 30, 2027. Contract(s) may be extended for a one-year period on an annual basis at the discretion of the Board for up to three additional years based on satisfactory performance or other factors as determined by the Board. In the event a contractor fails to perform as required, the Board reserves the right to terminate a contract early with a failing or non-compliant contractor and assign a contract in whole or in part to another successfully performing contractor(s) obtained through this procurement, subject to successful contract negotiations.
3. The Board may periodically expand the scope of the contract to include other workforce programs, funding or requirements that the Board deems necessary and appropriate. Changes to the scope of work and/or resultant contract(s) shall be subject to the availability of funds, successful contract negotiations, applicable procurement standards, and the laws, rules, regulations and policies governing the programs funded under this RFP.
4. The Board reserves the right to withdraw or reduce the amount of an award or to cancel any contract or agreement resulting from this RFP if adequate funding is not received by the

Board from the Texas Workforce Commission or other funding sources or due to legislative changes.

9 Fiscal Parameters:

1. Not all allocated funds will be contracted to successful offerors. A portion of all funds will be held by the Board to cover its own operating expenses. The Board may also elect to holdback a portion of all program funds (10-20%) for local initiatives and special projects to be determined by the Board of Directors. In addition, a portion of all funds will be held by the Board to cover costs associated with the following services provided by Board staff. Costs associated with the services listed below are NOT to be included in proposal budgets.
 - a. Fiscal administration to include preparation of drawdowns, summary monthly expenditure reports and grant close-out documents to TWC on Board contracts and reimbursement to contractor(s) for allowable expenditures;
 - b. Oversight to include technical assistance and serving as liaison with TWC/U.S. DOL;
 - c. Programmatic and fiscal monitoring (not to include internal monitoring);
 - d. Management of all facility leases and facility maintenance.
 - e. Management and maintenance of all IT equipment, hardware and software and related systems;
 - f. Management and maintenance of utilities, communications and connectivity;
2. To be responsive, proposal budgets should include management and operational costs only (i.e. personnel and related costs). Costs associated with direct customer services (i.e. training, training-related, and support services) are NOT to be included in the proposal budget. Such costs will be incorporated as part of any resulting contract(s) in conjunction with service level plans that will be negotiated during contract negotiations.
3. Contractors will be allowed no more than 4% of the total contract amount for administrative costs subject to cost allocation requirements for each funding program. Indirect costs may be charged to administration and programs if supported by appropriate documentation and in accordance with the TWC FMGC.
4. An indirect cost rate or overhead charge to be levied against the services to be provided under a contract issued pursuant to this RFP must be approved by a federal cognizant agency. All indirect charges are to be fully explained in the budget narrative. Indirect costs are capped at approximately 5% of the total contract amount subject to negotiation and tied to the achievement of negotiated performance benchmarks. The payment of indirect costs will be negotiated as a separate item during contract negotiations.
5. Contractors must have a cost allocation plan, as required by regulations governing multiple funding sources and must not double bill for items to be charged to contracts with the

Board. The cost allocation plan is a separate document from the approved indirect cost plan from a cognizant federal agency.

6. Profit is an allowable cost and capped at 8% of the total contracted amount. Profit is only available as a budget line item for a for-profit organization and will be a factor in the evaluation process. To establish a fair and reasonable profit, consideration will be given to the complexity of the work to be performed, the risk borne by the sub-contractor, the sub-contractor's investment, the amount of sub-contracting, the quality of its past performance record, industry profit rates in the surrounding geographical area for similar work, and market conditions in the surrounding geographical area. For subsequent contract years, the amount of profit may be negotiated based on the following factors:
 - a. Exceeding minimum standards for contracted federal and state all performance measures;
 - b. Achieving satisfactory progress in a continuing focus on the integrated service delivery system that is currently in place by utilizing co-enrollment, assessments, and skill enhancements to provide customers with a high level of relevant service; and,
 - c. Meeting contractual expenditures, enrollment and program requirements, which includes satisfactory monitoring reviews.
7. A non-profit or governmental entity is not eligible to earn profit from a contract resulting from this RFP and will be required to turn over any profit (i.e. excess of revenues over expenses) at the end of each contract year.
8. For subsequent contract years, a contractor will also have the option to earn incentive payments with the amount of the financial incentive subject to negotiation and payments used only for staff development and System Quality Improvement initiatives. Specific requirements for incentive pay will be identified during contract negotiations
9. Final adjustments to indirect costs, administrative costs and profit will be made during contract negotiations once direct program participant costs have been determined.
10. Offerors selected for award of a contract should be prepared to cover expenditures for start-up activities during the transition period.
11. Financial systems must:
 - a. comply with generally accepted accounting principles (GAAP) and Texas Uniform Grant Management Standards (UGMS);
 - b. be sufficient to permit preparation of required reports;
 - c. permit the tracing of funds to a level of expenditure adequate to establish that funds have not been used in violation of applicable restrictions on use of such funds;
 - d. permit the tracing of program income, potential stand-in costs, and other funds;

e. designed to report contract costs as accruals or modified accruals.

12. In order to promote effective service delivery, financial planning and management and to ensure the full utilization of funding, funding levels for all programs are to be maintained consistently with the following percentages expended for staffing/operations and direct client services. Offerors should submit budgets that are consistent with these guidelines:

Program	Staffing & Operations	Direct Client Services
WIOA Adult	60%	40%
WIOA Dislocated Worker	60%	40%
TANF/Choices	90%	10%
SNAP E&T	70%	30%
Non-Custodial Parent	70%	30%

10 State and Federal Governing Authority

- All contracts funded from this RFP are subject to full compliance with applicable federal, state, and local laws, rules, regulations, and policies including, but not limited to the following:
- All applicable federal statues, regulations, policies, and guidance as presently in effect and as may become effective during this Award.
- Workforce Innovation and Opportunity Act (WIOA) 2014;
- Wagner-Peyser Act of 1933, as amended; (29USXA S 29 et.seq)
- Personal Responsibility and Work Opportunity and Reconciliation Act of 1996 (Public Law 104-193) as amended by the deficit Reduction Act of 2005; (PRWORA);
- Agricultural Act of 2014;
- Food, Conservation and Energy Act of 2008;
- Bipartisan Budget Act of 2015;
- Deficit Reduction Act of 2009;
- Food Stamp Employment & Training Federal regulations 7 C.F.R. Parts 271- 273.
- Federal regulations 20 C.F.R. Parts 652 and 675 through 683;
- Federal regulations 45 C.F.R. Chapter II;
- Texas Labor Code, Chapter 302, Chapter 307;
- 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);
- Texas Administrative Code Title 40, Part 20;

- Texas Government Code Title 10 Chapter 2308 Office of Management and Budget's Uniform Guidance at 2 C.F.R. Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements and 2 C.F.R. Part 2900, Department of Labor (DOL) exceptions to 2 C.F.R. Part 200.
- Social Security Act, 42 USC, §§603-619, as amended.
- Social Security Act - Portions of Public Assistance Programs.
- Balanced Budget Act of 1997, Public Law 105-33.
- Plans and Policies of Workforce Solutions Rural Capital Area related to workforce center programs and operation.
- See Texas Workforce Commission web page for more information at:
<https://twc.texas.gov/agency/laws-rules-policy>

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11 Proposal Submission Guidelines

The Board is subject to the Texas Public Information Act pursuant to Texas Government Code sec. 552.003. The information provided in response to this Request for Proposals will be made accessible to the public. If an offeror believes that any information contained in the offeror's proposal qualifies for an exception to the Public Information Act, the offeror must indicate in the proposal the information it seeks to except from the Act and the grounds for the exception. If there is a request for this information under the Public Information Act, the Board will inform the offeror of the request for access to the information and process the request for an exception as described in the Act. All proposals become the property of the Board.

Other than as specified in the proposal guidelines below, potential offerors are prohibited from making any contact with Board staff or members of the Workforce Solutions South Plains Board of Directors at any time during this procurement. Violations of this prohibition will result in the automatic disqualification of the offending offeror. Members of the Workforce Solutions South Plains Board of Directors, Board staff, or authorized representatives or agents of the Board are precluded from entertaining or answering questions concerning this RFP or the procurement process.

12 Procurement Timeline

1. Copies of this RFP will be available beginning March 2, 2026. A copy can be downloaded from the Board's [website](#), from the Texas Comptroller's Electronic Business Daily website, or can be requested via email or regular mail or by calling (806) 744-1987. A copy can also be picked up in person at 1500 Broadway Suite 800, Lubbock, TX 79401 from 8:00 A.M. - 4:00 P.M., Monday through Friday (except for holidays). The projected timeline for soliciting proposals, proposal review, selection and negotiation is presented below. The dates are tentative and may be changed at the Board's discretion.

Activity	Due Date
Release RFP for Review	March 2, 2026
Release Link for Proposal Submissions	March 6, 2026
Submission of Questions Deadline	March 20, 2026
Mandatory Pre-Proposal Conference	10:00 a.m., March 23, 2026
Questions/Answers Provided to Offerors	March 27, 2026
Proposal Due Date	3:00 P.M., April 10, 2026
Proposal Review	April 13 – May 22, 2026
Offeror Presentations (as needed)	June 1 – June 5, 2026
Board Meeting/Proposal Decision	July 23, 2026
Contract Negotiations Begin	July 24, 2026
Award Date	August 17, 2026
Transition Period (if required)	August 17 - September 30, 2026

Contract Begins	October 1, 2026
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13 Letter of Intent to Submit a Proposal, Technical Assistance, and Mandatory Pre-Proposal Conference/Conference Call

1. A letter stating the offeror's intent to submit a proposal may be submitted but is not mandatory. Letters of intent may be submitted electronically, faxed, or hand delivered by March 20, 2026, to the address listed below.

Workforce Solutions South Plains
1500 Broadway, Ste. 800
Lubbock, Texas 79401
Attn: Noel Morin
Fax: (806) 744-5378
E-mail: noel.morin@spworkforce.org

2. A mandatory pre-proposal conference/conference call to explain, clarify and answer technical questions concerning this RFP is scheduled for Monday, March 23, 2026 at 10:00 A.;M., via Zoom. Prospective offerors must notify the Board via the e-mail above and provide their contact number in order to receive the Zoom meeting information. The meeting information will also be posted on the Board's website.
3. The Board will accept written, e-mailed, and faxed questions prior to and at the pre-proposal conference. Questions asked during the conference will be answered in a question-and-answer publication to be released no later than March 27, 2026. Questions will not be accepted after the pre-proposal conference.

14 Proposal Deadline

1. All proposals must be received and recorded by the Board no later than 3:00P.M. (CDST) on April 10, 2026. Official receipt of proposals submitted will be recorded electronically. A receipt form will be issued upon request.
2. Proposals received after the due date and time will not be accepted or considered under this procurement. No exceptions will be made to this requirement for any reason. The timely delivery of proposals is the sole responsibility of the offeror. Proposals submitted by any other means than that listed under **Proposal Submission** will not be accepted.

3. Any modifications or amendments to a proposal must also comply with the above requirements and response deadline. An offeror may withdraw a proposal at any time during the procurement process by submitting a written request to Noel Morin, Procurements Officer, 1500 Broadway, Ste 800, Lubbock, Texas 79401.

15 Required Format

1. Format: Proposals must be typed in a 12-point font, single-spaced, with a 1" margin on all sides on an 8 1/2 x 11-inch formatted Word document. Each page of the proposal should be sequentially numbered and should include the name of the offeror in the footer of each page.
2. Page Limit: The narrative portion of each section of the proposal must be no more than 20 pages, excluding the required attachments. Proposals will not be deemed non-responsive solely for exceeding the page requirement. Materials not specifically requested will not be reviewed.
3. Financial audits must accompany the proposal.
4. Offerors should provide contact information for the individual(s) who can respond to questions regarding the proposal on the Proposal Cover Sheet to be provided on the Board's [website](#). The contact person should be knowledgeable of the proposal and be authorized to provide information on behalf of the offeror.
5. Budget forms and certification forms are streamlined to accommodate the various facets of service provider operations and should be completed as provided. Submission of altered forms may result in disqualification.

16 Proposal Submission

1. Proposals including all attachments must be uploaded through the secure links provided on the Board's [website](#).
2. The proposal and all required assurances and certifications will be signed electronically via the links on the Board's website.
3. All proposals must be received and recorded by the Board no later than 3:00 P.M. (CDST) on April 10, 2026. Official receipt of proposals submitted will be recorded electronically. A receipt form will be issued upon request.

4. It is recommended that you submit your proposal at least 4 hours prior to the deadline to allow yourself time for troubleshooting.

17 Qualified Offerors

1. Eligible organizations include public entities, community-based organizations, faith-based organizations, non-profit organizations, private-for-profit corporations, and other qualified providers.
2. Under Texas House Bill 1863 and the Texas Government Code, the Board is prohibited from entering into a contract for the management and operation of workforce career centers with any entity that provides workforce education or workforce training services. The Board is also prohibited from awarding a contract to a party excluded from federal procurement or non-procurement programs by the U.S. General Services Administration or any entity that has outstanding Unemployment Insurance balance payable to the State of Texas or any corporation that is delinquent in its franchise tax payments to the State of Texas.
3. Veterans Heroes United in Business (VetHUB) are encouraged to apply. Current certification of such status must be included in the proposals submission if the respondent wants this considered during the evaluation process. VetHUB businesses certified by the Texas Office of the Comptroller will receive a 5-point preference in the evaluation process. To apply for certification, visit the [Texas Comptroller's website](#).
4. Offerors will be asked to provide evidence that they are legally organized and authorized to do business in the State of Texas.
5. The offeror's authorized signatory must sign all signature documents in the proposal. This individual should typically be the director, president or chief executive officer of the organization or any individual who has the authority to negotiate and sign contracts on behalf of the offeror.
6. A consortium or partnership of eligible offerors may submit a proposal. All partners must be eligible offerors and a signed certification must be obtained from each partner attesting to their agreement to all the terms of the proposal and any resulting contract, if awarded. Proposals from partnerships or consortiums must clearly identify the lead agency, the fiscal agent and the specific responsibilities of each partner. A copy of the partnership/consortium agreement must be submitted as part of the proposal and documents are subject to review by the Board's legal counsel. Proposals may be deemed non-responsive if legal documents are not presented for review, if they do not pass legal review or if they are not legally binding.
7. Any subcontracting must be clearly identified in the proposal narrative and approval must be provided by the Board prior to contract execution. All subcontracting is subject to

applicable federal, state and local laws, rules, regulations and policies governing procurement. If the offeror currently subcontracts certain functions or activities and intends to do so as part of this proposal, the subcontract must be identified, and a certification included from the subcontractor attesting to their agreement to the terms of the proposal and any resulting contract. The offeror must indicate which services and activities will be subcontracted and the rationale behind using subcontractors instead of providing the services directly. The offeror must also describe how subcontractors were (or will be) procured and selected, their qualifications, as well as the basis for payments. Note that subcontracting is not allowed for CCS. Subcontractors are subject to the same requirements as the offeror under this RFP and resultant contract.

18 Evaluation and Award Process:

1. An initial review will be conducted to test for responsiveness and compliance with the technical specifications and other criteria specified in the RFP. Proposals that do not include the required documentation specified in the instructions given and/or do not comply with the guidelines specified in these “Proposal Submission Guidelines”, will be considered non-responsive.
2. Responsive proposals will be evaluated and scored by an independent team of reviewers contracted for this purpose with all reviewers using the same standardized instrument. Reviewers will evaluate proposals based on offeror’s responses to the questions included in the Evaluation Criteria. The scoring material used to evaluate the Evaluation Criteria will be provided in the instructions.
3. A review of the results of the independent evaluations will be conducted by Board staff.
4. Board staff and/or Independent Evaluators will present the outcome of the evaluations and make a recommendation to the Board of Directors.
5. At the Board’s discretion, a request may be made that the offerors make an oral presentation. If the committee elects to request oral presentations, offerors will be notified of the date, time and place in adequate time to allow development of a presentation.

19 Debriefings and Appeals:

1. The Board is the responsible authority for handling complaints or protests regarding the proposal review and selection process.
2. Offerors will be notified as soon as possible if the proposal is found to be unresponsive and will not be considered. Once the Workforce Solutions Board of Directors has agreed upon

selection(s), all offerors will be notified of the results within ten (10) working days of the decision.

3. Any unsuccessful offeror has the option to protest the procurement decision. Complaints or protests must be submitted in writing by registered mail to Director of Operations, Workforce Solutions South Plains, 1500 Broadway, Ste. 800, Lubbock, Texas, 79401. A clear statement of the complaint or protest and the reason(s) or grounds must be made. Protests must be received by the Board within 14 calendar days of the mailing date of the notification of non-selection. An acknowledgment of receipt of the protest will be provided to the protestor along with specific instructions and dates for the protest process. Except for complaints alleging fraud or criminal activity, complaints shall be made within one year of the alleged occurrence.
4. The protesting party is first given an opportunity for an informal review of the evaluation, ranking and selection process with the Board staff. This review is designed to allow the protesting party an opportunity to examine documentation related to the procurement, understand the reasons for their evaluation score, and provide them with information that may allow them to prepare a more successful response in future solicitations. The objective of this informal review is to provide an opportunity for resolution and avoid, if possible, the need for a formal hearing.
5. If after the informal review, the protesting party is not satisfied, a formal hearing will be scheduled. Hearings shall be conducted within thirty (30) days of the filing of a protest and decisions shall be made not later than sixty (60) days after such filing. Protests not resolved to the satisfaction of the protesting party may be pursued through the Texas Workforce Commission.
6. Offerors not selected for award of a contract may receive a debriefing to determine the reasons for non-selection if the debriefing is requested in writing to the contact person for this procurement, and the request is made within thirty (30) days of the date the notice of non-selection is received.

20 Governing Provisions and Limitations:

Offerors are expected and presumed to be knowledgeable of all applicable federal, state, and local laws, rules, regulations, and policies. In administering the programs prescribed through this RFP, the selected Contractor shall comply with applicable assurances outlined by the Texas Workforce Commission and WSSP. The selected Proposer will be responsible for complying with Board guidance/policies and Workforce Development Guidance Letters issued by the Texas Workforce Commission. Many of the above items can be found online by visiting the Board website was www.workforcesouthplains.org, Texas Workforce Commission at:

www.texasworkforce.org, or the U.S. Department of Labor at: www.doleta.gov. Board policies are available upon request.

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

- TAC/TWC Rules - <http://www.twc.state.tx.us/partners/texas-workforce-commission->
- TWC Program and Service Overviews - <http://www.twc.state.tx.us/programs>
- Laws, Statutes and Rules – <http://www.twc.texas.gov/agency/laws-rules-policy>
- TWC Workforce Policy and Guidance - <https://www.twc.texas.gov/policy-letters>
- Workforce Innovation and Opportunity Act - <https://www.twc.texas.gov/programs/wioa>
- [WIOA Guide - WIOA Guidelines August 2025](#)
- RESEA Guide - [Reemployment Services and Eligibility Assessment \(RESEA\) Program Guide](#)
- Choices Guide - [Choice Guide](#)
- Noncustodial Parent - [NCP Choices Guide](#)
- SNAP Guide - [Supplemental Nutrition Supplemental Nutrition Employment and Training Guide](#)
- Employment Services Guide - [ES Guide](#)
- TWC Financial Manual for Grants and Contracts - [General Administrative, Cost & Audit Requirements for Grants - Texas Workforce Commission](#)
- Texas Uniform Grant Management Standards <https://comptroller.texas.gov/purchasing/docs/ugms.pdf>
- Uniform Administrative Requirement, Cost Principles, and Audit Requirements for Federal Awards (OMB Uniform Guidance (UG), 2 Code of Federal Regulations (C.F.R.) Part 200)

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

<https://www.twc.texas.gov/>

Definitions and limitations associated with eligible providers are described in detail in the [DOL TEGL 15-16](#)

1. Offerors shall not, under penalty of law, offer or provide any gratuities, favors or anything of monetary value to any officer, board member, employee, proposal evaluator, or agent of the Board or elected official for purposes of having an influencing effect on this procurement. Offerors shall not attempt in any manner to advocate for, lobby or otherwise attempt to influence any officer, board member, employee, proposal evaluator, or agent of

the Board or elected official for purposes of having an influencing effect on this procurement.

2. No officer, board member, employee, proposal evaluator, or agent of the Board shall participate in the selection, award or administration of a contract supported by workforce development funds if a conflict of interest, or potential conflict, is involved.
3. Offerors shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause an offeror's proposal to be disqualified and rejected. This does not preclude joint ventures or subcontracts.
4. All proposals submitted must be an original work product of the offeror. The copying, paraphrasing or other use of substantial portions of the work product of another party and submitted hereunder as original work of the offeror is not permitted. Failure to adhere to this instruction may cause the proposal to be disqualified and rejected.
5. The contents of a successful proposal may become a contractual obligation if selected for the award of a contract. Failure of an offeror to accept this obligation may result in cancellation of an award. No plea of error or mistake shall be available to successful offerors as a basis for release from proposed services at the stated price/cost. Any damages accruing to the Board as a result of a successful offeror's failure to contract may be recovered from the offeror.
6. A contract with a selected offeror may be withheld, at the sole discretion of the Board, if issues of contract or questions of non-compliance, questioned/disallowed costs, audit/monitoring findings or legal issues exist, until such issues are satisfactorily resolved. The Board may withdraw the award of a contract if the resolution is not satisfactory to the Board.
7. The Board reserves the right to:
 - award from one to three contracts as a result of this RFP for any combination of services as necessary to obtain the best value for the State;
 - accept or reject any or all proposals received, to cancel or reissue this RFP in part, or its entirety;
 - extend, shorten, increase or decrease any contract awarded as a result of this RFP;
 - contact any individual, agency, employer or granting agencies listed in a proposal, contact others who may have experience and/or knowledge of the offeror's relevant performance and/or qualifications;
 - request additional information from any and all offerors to obtain clarification of or explanation for any aspect of a response to this RFP;
 - waive any defect in this procurement process or to correct any error(s) and/or make changes to this solicitation it deems necessary;

- negotiate the final terms of any and all contracts or agreements with selected offerors and any such terms negotiated as a result of this RFP may be renegotiated and/or amended in order to successfully meet the needs of the South Plains Area;
 - conduct on-site reviews of records, systems, procedures, including credit and criminal background checks, etc., of any entity selected for funding under this RFP either before or after the award of a contract or agreement;
 - cancel any contract or agreement awarded if there is found to be misrepresentation of the offeror's ability to perform as stated in the offeror's proposal.
7. Offers must be valid for a period of 90 days following the date and time designated for receipt of proposals and may not be withdrawn or canceled during that period without the written permission of the Board. A certification to this effect must be submitted with the offeror's proposal along with Certifications and Assurances as Attachment 19.
 8. Any entity selected for funding under this RFP will be subject to Administrative Management and Fiscal and Financial Responsibility pre-award reviews. This may include but not be limited to a review of the offeror's record keeping procedures, management systems, accounting and administrative systems and procedures. Pre-award reviews will occur prior to contract negotiations.
 9. Any entity selected for funding under this RFP will be expected to submit an operational business/service plan addressing the items that are important to the Board in achieving its goals prior to contract award. Format will be provided prior to contract negotiations.

21 Contract Terms and Related Contract Provisions

1. Any contract(s) funded as a result of this RFP will incorporate master contract terms. By submitting a proposal, offerors agree to be bound by the master contract terms if the proposal is successful and results in an offer to contract with the Board. Contract terms that may impact the development of a proposal(s) are listed below for the offeror's convenience.
2. Contractors will be considered sub-recipients as defined in the UGMS and the TWC FMGC. The Board may refer to the agreement between itself and the service organization as a "grant" or "contract", although it will be understood to be a sub-grant for services, and all federal or state requirements applicable to sub-recipients will apply to Board contractors.
3. Contractors must comply with applicable cost principles and administrative requirements set out in the Texas office of Government UGMS and TWC FMGC. FMGC.
4. Contractors will be subject to compliance monitoring as deemed necessary.

5. The Board will conduct a Risk Assessment to determine if a prospective or renewing Contractor might be high-risk and reserves the right to impose increased monitoring requirements.
6. Contractors must have an annual audit made in accordance with the Single Audit Act of 1984, as amended, and OMB Circular A-133, or in accordance with federal laws and regulations governing programs. A contractor may arrange for a single, organization-wide audit of its programs that will include a financial and compliance audit of state or federally funded programs under the Board's contract, provided it is consistent with the criteria found in the TWC's FMGC, and the Board agrees prior to the audit process.
7. The Board reserves the right to conduct or cause to be conducted an independent audit of all funds received under a Board contract, notwithstanding the requirements above. The audit may be performed by a local government audit staff, a certified public accounting firm, or other auditors that the Board designates. Such audit will be conducted in accordance with applicable federal rules and regulations, contractual guidelines, and established professional standards and practices. Offerors must submit copies of their organization's audits for the current and two prior fiscal years as Attachment 10 to their proposal.
8. Contractors must obtain a fidelity bond that indemnifies the Board and TWC against loss arising from a fraudulent or dishonest act of the contractor's officers and employees holding positions of fiduciary trust; i.e., individuals responsible for receiving or depositing agency funds, or issuing financial documents, checks or other instruments of payment. The contractor must be the insured entity and the Board must be the assigned certificate holder. The contractor must submit the bond to the Board within 15 calendar days of the contract start date. Failure to do so may result in termination of the contract. Under no circumstances will the Board disburse to the contractor an amount of cash that exceeds the coverage provided by the fidelity bond that is on file with the Agency. The fidelity bond must be in an amount that is sufficient to cover the largest cumulative amount of all cash requests submitted on a given day or the cumulative amount of funds on hand at any given point. Such amount will be determined based on cumulative amounts drawn during any consecutive three-day period for single or multiple funding sources. If the amount secured by the Board's fidelity bond is 'sufficient to cover the largest cumulative amount of all cash requests submitted on a given day or the cumulative amount of funds on hand at any given point,' but is less than ten percent of the funds subject to the contractor's control, the difference must be secured through bonds, insurance, escrow accounts, cash on deposit, or other methods in accordance with the requirements of 40 TAC §801.54.
9. The Board will conduct a fiscal integrity evaluation of the prospective or renewing workforce service contractor's prior three-year financial history in accordance with 40 TAC §801.54(a). If the contractor is determined to be high-risk, the Board reserves the right to require that a

percentage higher than 10 per cent of funds be secured through bonds, insurance, escrow accounts, cash on deposit, or other methods.

10. Contractors will be required to procure all insurances required by this RFP as described in the Chart of Required Insurance included herein as Attachment 13. All policies should list the Board as an additional insured. Contractors will be required to submit certificates of insurance coverage prior to the commencement of any work pursuant to a contract executed as a result of this RFP. Any actual losses that occur during the performance of a contract that could have been covered by permissible insurance are unallowable, unless expressly provided for in the contract.
11. If a contractor warrants that it is self-insured, for instance in the case of a State Agency, then the contractor must be able to pay any obligation that incurs under the terms of a contract resulting from this RFP, including any liability, which may arise from performance under a contract.
12. All workforce supplies and services procured by the contractor must be procured in compliance with the FMGC. The Board will be responsible for procuring and purchasing all Workforce Solutions System equipment, furniture, technology, hardware, janitorial services, etc.
13. All non-expendable property purchased under a contract resulting from this RFP shall be the property of the Board. Purchases of property must comply with Board policies and may require prior review and approval from the Board and TWC.
14. Upon award, successful offerors will be required to develop a written transition plan that addresses a timetable for transition to service delivery that incorporates Board priorities. If applicable, this plan will be developed in coordination with the exiting contractor and the timetable must also include the transfer of program-funded property, client records, assumption of or release from obligations, continuity of service delivery, and any preferences to be provided for hiring of current contractor staff. Such a plan must be submitted to the Board prior to contract execution.
15. In the event of a transition, contractors may choose to give first consideration to current Workforce Solutions Center staff in filling Workforce Solutions Center positions
16. Contractors will have limited management authority over State and partner staff located within the Workforce Solutions Centers. The contractor shall ensure that such staff are integrated into the overall delivery of services in the workforce career centers.
17. Contractors must ensure that senior management for this contract will be full-time (100% FTE) and solely dedicated to this contract, based in the Lubbock one-stop center, and have the authority and autonomy to serve as a single point of contact for day-to-day operations.

18. Contractors will be responsible for ensuring that their employees, subcontractor's employees, or partner-agency employees who are engaged in service delivery are properly trained to effectively carry out all activities described in this RFP. On-going staff training will ensure that staff is kept abreast of all new information and processes to effectively run a comprehensive and efficient operation. Individuals hired should possess the necessary skill sets and/or certifications to guide, counsel and direct service strategies for eligible participants. At a minimum, contractors must have Spanish-speaking personnel on staff and must have access to translators of languages that reflect the applicable demography of the region. Case managers must be knowledgeable of the career development and training resources available in the WDA both internally and externally to enhance services provided to all customers.
19. Contractors will be required to input and update data on Workforce Solutions Center customers and program participants into WorkInTexas (WIT), the state job matching system, or other data systems as required by the Board, TWC or other funding sources. Data represents the case file to be maintained for every registered jobseeker or employer customer. The data is used to generate reports and information that TWC and Boards use to manage, monitor, and assess performance. Documents such as customer eligibility documents, correspondence, documents requiring participant's signatures and documentation of required participation hours must be maintained in case folders in hard copy in accordance with local Board and TWC policies.
20. The contractor's Management Information Systems (MIS) and ability to respond to the Board's data needs will be a significant element in the evaluation of successful proposals. Offerors will be asked to describe MIS systems currently used or to be used in the performance of a workforce contract as part of the narrative and the Administrative Management Survey to be submitted with the offeror's proposal.
21. Contractors must develop and implement strong data integrity initiatives to ensure the timely, complete, and accurate entry of customer data and implement procedures for the routine and systematic review of customer data to ensure the timely, complete, and accurate entry of the data. Evidence of organizational policies and procedures designed to maintain high quality and consistent customer data will be a factor in the evaluation of proposals.
22. Contractors will be responsible for accurate reporting of workforce development and/or business services activities provided to clients along with client outcomes through WorkInTexas.com (WIT). Performance targets are set by TWC and officially listed in the Texas Workforce Commission Monthly Performance Report (MPR). The Board's performance on each measure as compared to established targets will be assessed and reported monthly through the MPR. TWC revises performance measures periodically. The Board may add additional performance measures over and above those required by TWC to meet specific program goals.

23. Contractors will also be required to protect client confidentiality and ensure the security of client data in hard copy and/or electronic files and must certify compliance.
24. Contractors will be required to maintain the following record systems:
 - i. automated and/or paper records of customer activity;
 - ii. financial management;
 - iii. property;
 - iv. procurement;
 - v. plans, including technical assistance, corrective action and strategic plans;
 - vi. policies and procedures;
 - vii. internal and external monitoring evaluations; and,
 - viii. system performance.
25. The format, frequency and due date of system performance, financial, or other reports to be submitted by the contractor on a regular or ad hoc basis will be determined by the Board.
26. Contractors must agree to comply with TWC and the Board's Fraud Plan, Policies and Procedures and must certify compliance by 1) submitting evidence of completion of required Fraud Prevention training and 2) submitting signed certifications for each employee or subcontractor who is granted access to the Board's IT, administrative and financial management systems.
27. Contractors will be required to participate fully in regular Board performance reviews and to provide evidence that they have reviewed and analyzed the performance information on an on-going basis.
28. Contractors performing at or below the contract level on any individual performance measure will be subject to corrective actions including intensive technical assistance and thorough assessment of the causes of the low performance; development and implementation of appropriate Corrective Action Plan(s).
29. Contractors must agree to cooperate with the Board in the development and implementation of partnerships and collaborations with community partners in coordinating Workforce Solutions Center programs and services and providing a broad range of client services and maximization of local resources.
30. Contractors will be responsible for maintaining Workforce Solutions Center certifications issued by the Texas Workforce Commission and assisting the Board in obtaining certification of any new facilities.
31. Contractors will ensure that the public shall have access to local Workforce development services provided through Workforce Solutions Centers, at a minimum from Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m., not including official Board or

federal holidays, and at such other times as the Board deems necessary to meet local demand for services. The Board may negotiate for extended service hours at any of the Workforce Solutions Center locations.

32. Contractors may not charge individuals eligible for Workforce programs a fee for any service. If an offeror proposes to charge fees for non-eligible individuals or outside organizations (i.e. fee-for-service), the service and fee structure must be fully described in the narrative. The Board reserves the right to retain all or a portion of the income generated from such activities.
33. Contractors must house staff in the Workforce Solutions Administrative Offices and existing Workforce centers. If an offeror proposes to house staff at other sites in the region, the Board and contractor will negotiate the cost and sufficient funds shall be withheld from the allocation to cover such costs.
34. During the contract period, the number and locations of Workforce Solutions Centers and the types and levels of services to be provided are subject to change.
35. Contractors must agree to comply with TWC and the Board's marketing guidelines and policies.

22 Attachment Checklist

The following items are to be provided as attachments if applicable and are not included in the 20-page limit. Attachments should be submitted via the secure links on the Board's [website](#). *If an attachment is not applicable, please upload a document stating that it is not applicable.* Missing attachments may result in disqualification.

1. Joint Venture, Partnership, and/or Collaborative Agreements
2. Managing Director and PEO Agreement
3. Internal and External Evaluations
4. Audits/Financial statements
5. Cost Allocation Plan
6. Approved Indirect Cost Plan
7. IRS Form 990
8. Veterans Heroes United in Business Certificate
9. Texas Corporate Franchise Tax

23 Proposal for Management and Operation of the Workforce Solutions Career Center System

The Workforce Solutions Career Center contractor will manage and direct the operations of Workforce Solutions Career Centers located throughout the 15-county South Plains Region. The management and operation of centers includes responsibility and personnel authority for all staff engaged in the provision of employment and training services under the WIOA, TANF/Choices, SNAP E&T, TAA, ES, NCP and other discretionary state, federal and private grant-funded programs.

The successful offeror will demonstrate in their proposal:

1. Recognition that the primary purpose of workforce center services is to help customers identify their employment readiness needs and to assess the programs and services that will advance customers along a continuum of readiness or employment;
2. Understanding of the specific factors that influence a customer's ability to be 'employable' and to develop and implement a career plan;
3. Proposed use of comprehensive, multipoint assessment and intake processes to help customers and staff gather employment readiness information and explore all options;
4. Proposed use of strategies that will ensure that program services are closely linked to different readiness levels and designed to help customers progress toward full employability;
5. Understanding of the need to work collaboratively with Youth Services and CCS program services to ensure an integrated system and quality customer interactions and outcomes;
6. Evidence of success working collaboratively with community, education and workforce partners and of developing key partnerships that will complement and enhance the services being provided by the Board;
7. A commitment to pursue continuous program improvement through training, staff development, and teamwork; and, Demonstrated ability to provide quality customer interactions and to work effectively with a diverse population.

Additionally, the Workforce Solutions Career Center System is intended to provide universal access, through self-service or with staff assistance, to an integrated array of labor exchange (ES) services. This allows employers, workers, and job seekers to obtain the services they need, when they need them, and by the method they prefer (e.g., online, in person, by phone). The

TWC [Employment Service Guide](#) provides information about ES policies and procedures, and details how ES supports the primary mission of an employer-driven workforce development system.

Employer Services focuses on providing a variety of employment-related services, including:

- a. job search assistance, job referral, and placement assistance for job seekers;
- b. reemployment services for UI claimants;
- c. recruitment services for employers with job openings.
- d. assessment of skill levels, abilities, and aptitudes;
- e. career guidance;
- f. job search workshops; and
- g. referral to training.

Employer services include:

- a. the referral of job seekers to available job openings;
- b. assistance in the development of job posting requirements;
- c. matching job seekers with job requirements, skills, and other attributes;
- d. assisting employers with special recruitment needs;
- e. arranging job fairs;
- f. assisting employers with analyzing hard-to-fill jobs;
- g. assisting with job restructuring; and
- h. helping employers with layoffs.

In addition to universal access for employers and job seekers, Employer Services provides specialized services to:

- veterans;
- individuals with disabilities;
- migrant and seasonal farmworkers;
- ex-offenders;
- youth; and
- older workers.

24 Compliance

The Contractor shall ensure each program always achieves and maintains to 95% data integrity and compliance standards or below 15% error rate for each attribute measured. WSSP staff will work with the Contractor in conducting proactive and preventative program reviews based on our risk assessment. When Compliance issues or deficiencies are identified, the Contractor must accept WSB Technical assistance and, within 10 days, make the necessary corrections and/or submit an action plan that outlines the steps to correct the deficiencies within 20 days.

WSSP reserves the right to institute monitoring and intervention when any compliance metrics are projected to not be met, are not met by the milestone date, and/or if and when chronic data integrity and compliance issues persist, including the issuance of a Technical Assistance Plan (TAP) or Corrective Action Plan (CAP). Upon the issuance of a TAP/CAP, WSSP may intervene in the daily operations of the program and will direct specific actions/outcomes.

25 Performance Standards

The Career Center contractor will be expected to deliver services in accordance with all specific program components, service levels and performance standards as described in this RFP. Contractor performance includes but is not limited to meeting all general program requirements, approved scope of work, WIOA performance measures and enrollment plans. Lack of compliance with any of these may constitute grounds to reduce Contractor's payment level and budget.

26 Criteria 1: Organizational Capacity (60 Points)

Capacity refers to the organization's ability to: Ensure sufficient staffing and work processes to successfully deliver services; and accomplish its work through the knowledge, skills, and abilities of its people (i.e., qualifications and experience of staff).

Criteria 1 Questions

Provide a summary to answer the following:

1. Organizational history and structure, unique qualifications, and experience. Provide a brief history of the proposer's organization/entity. Include year established, location of home/corporate office, locations of any regional offices, number of employees, and lines of business. Attach a proof of incorporation or agency status as instructed.
 - a. **If** submitting a proposal as a partnership, consortium, or joint venture, describe the roles and responsibilities of each party and identify the lead entity. A copy of the partnership, consortium or joint venture agreement must be included in the proposal as instructed.
 - b. **If** submitting a proposal using a Managing Director/PEO Model a copy of the agreement between the Managing Director and the Professional Employer Organization (PEO or staffing agency) and an agreement is already in place it must be included in the proposal as an attachment as instructed. If an agreement is not in place, describe the plan to obtain a PEO.

- c. Overall approach and philosophy to managing and operating Workforce Solutions South Plains Centers and delivering customer services.

Describe the proposed organizational structure responsible for the management of the Workforce Centers with an integrated service delivery system that includes all programs, listed in the RFP including applicable organizational charts. Note: Proposing entities that plan to retain the current PEO should describe any plans to change the current staffing structure or positions.

Include lines of authority and responsibility. Provide job descriptions for all key staff directly related to the management, operation, and administration of the Workforce Centers. List the minimum qualifications for each position. If the proposer currently has staff for these positions, attach a resume for each and indicate which position that staff will be assigned.

1. Describe how the proposer will manage and measure contract results (not only TWC performance measures). Describe the actions that will be taken to maintain high performance and address program performance deficiencies. Discuss how staff are held accountable for performance outcomes. Provide an example of how the proposer improved performance and/or customer service under a current or recent contract. Explain how follow-up services will be used to benefit operations.
2. Describe how current and incoming managers, supervisors, and frontline staff are prepared, monitored, and motivated to ensure attainment of quality services, program requirements, and performance targets. Include an overview of communication strategies and internal program monitoring strategies.
3. Explain the process that will be used to add additional workforce programs or services throughout the length of the award as may be mandated by the Board, TWC, or other funding sources. Give examples of how this has been handled in the past.
4. Describe any unique or innovative aspects of the proposal.
5. Describe extra benefits or values added that the proposer brings to the Board. What is it that separates the proposer from other proposers?

27 Criteria 2: Workforce Center Services (100 Points)

Workforce Center Services Criteria examines the proposed overall approach, design, strategies, and processes for managing staff providing services delineated in this RFP. Also examined is the proposer's ability to manage and operate the Workforce Centers, in support of the Board's

mission, vision, goals, expectations, and strategies effectively and efficiently. Staff benefits and transition plans will also be considered.

Criteria 2 Questions

Employer/Business Services

1. Describe the proposed service delivery design for meeting the needs of employers/businesses regarding the following:
 - Assisting in the identification of their workforce challenges,
 - Providing solutions for their needs,
 - Ensuring quality referrals to employer “specific” job postings, Meeting/exceeding Board and TWC defined performance measures.
2. Discuss how outreach will be conducted for employers/businesses to expand market share, particularly in: Industry sectors targeted by the Board, Job openings that align with occupations targeted by the Board.
3. Describe how employer/business services staff will coordinate efforts with program frontline staff to support job seeker services and placement efforts.
4. Describe any innovative approaches or services the proposer plans to implement. Describe past experience and success rate(s) if these have been implemented by the proposer in past/current contracts.
5. Provide a brief overview of the proposed approach for serving job seekers with high-quality services that support employment. Describe past experience and success rate(s) if these have been implemented by the proposer in past/current contracts.
6. Discuss the strategies the proposer will use to outreach and serve job seekers, particularly targeted populations as listed in the RFP. Provide examples of success using similar efforts.
7. Describe the proposer’s strategies for determining the needs of customers and providing appropriate customer-driven services/activities. How will customers be made aware of the full array of services available? How will eligible customers be transitioned into training or other services to address employability gaps? How will customers be engaged in services that ultimately lead to productive employment?
8. Describe any strategies that the proposer has previously employed or would employ to serve job seekers living in rural parts of the service area.
9. Describe the proposer plans to ensure there is a strong program to serve disadvantaged youth and particularly out-of-school youth.

28 Criteria 3: Demonstrated Experience/Effectiveness (55 Points)

The Offeror must demonstrate a history of successfully providing the same or similar services to those specified in the RFP, specifically relating to the types of activities, targeted populations, performance outcomes (measures/targets), expenditure benchmarks, and contractual compliance. Such entities can include a business enterprise with similar management demands, including but not limited to Chambers of Commerce, Labor Organizations, Economic Development Corporations, or other entities as described in Department of Labor guidance regarding eligible providers.

Other areas of review include collaboration; customer flow; methods to identify customer needs and match them to appropriate services; monitoring systems; use of data including customer satisfaction to improve services; and outreach and recruitment of targeted populations.

Criteria 3 Questions

1. Describe the proposer's experience:
 - a. In providing public workforce services. Include the number and names of current Workforce related awards within and outside the State of Texas and the total number of employees; and/or
 - b. Describe the proposer's experience in managing similar organizations and providing similar services (for entities that have not provided public workforce services).
2. Describe the proposer's experience in working with businesses, maintaining quality relationships with employers, and in providing workforce services to employers. Provide examples.
3. Provide a list of all workforce or similar clients both in Texas and other states (current and for the past three (3) years. For each client provide the following:
 - Name of Board Area
 - Date(s) of contract(s)
 - Programs included under the contract
 - Amount of the contract funds
 - Performance targets and outcomes for all contracted measures

4. Describe the proposer's plan to receive feedback from staff on needs or enhancements within the system. Include past experience and success rate(s) using similar strategies used by the proposer.
 5. How will the proposer ensure the accuracy, integrity, security, and timeliness of customer and program data?
 6. Describe how the proposer will ensure that performance measures are met or exceeded. Describe methods for tracking and evaluating performance. Identify any performance indicators that the proposer will be track and analyze to measure impact on performance measures. If performance drops or is not satisfactory, describe how it will be addressed and what actions will be taken for immediate improvement.
 7. Describe the proposer's complaint management process. Include how the proposer will ensure that both staff and customer complaints are resolved effectively and efficiently. Describe how customer complaints are analyzed for use in overall organizational improvement. Provide a specific example of how the proposer has used a complaint for improvement purposes (i.e. policy or procedural changes, etc.).
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29 Criteria 4: Financial Management (35 Points)

The proposer must demonstrate sound financial condition and have effective fiscal and administrative management systems, fiscal organizational structures, financial resources, financial capacity, and knowledge in accordance with GAAP.

Criteria 4 Questions

1. Describe the proposer's financial management system, fiscal organizational structures, cash management system, financial capacity and knowledge in accordance with GAAP.
2. Describe the proposer's internal fiscal monitoring systems and techniques used to measure budget versus actual expenditures and to assure that expenditures are accurate and allowable.
3. Describe the proposer's and/or PEO/staffing agency's payroll, leave, and travel policies, and how related documentation and files are maintained. Note: All allowable travel expenditures will be reimbursed based on WSSP policy which aligns with TWC policy.

4. In lieu of submitting complete personnel policies/procedures, the proposer should include a statement of assurance that the proposer's personnel policies address at a minimum the following elements:
 - Terms and conditions of employment;
 - Employee compensation/fringe benefits;
 - Holidays, Vacation, and Sick Leave;
 - Conflict of Interest Policies
 - Employee Grievance Procedures, and Employee Code of Conduct

Note: The selected proposer's personnel policies/procedures will be verified as part of the pre-award review.

5. 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 the(se) repayment funds?
6. Describe how the proposer will ensure program expenditures are allowable, appropriately distributed, and aligned to expenditure rates.

Criteria 4 Required Attachments

1. A copy of the proposer's last audits and a copy of the proposer's accompanying Management Letter
2. All Workforce monitoring reports and/or TWC monitoring reports for previous programs operated in Texas for the past two (2) years. If the proposer has not operated in Texas, attach monitoring reports from other states in which the proposer has operated. Describe how any findings were resolved.
3. The proposer's most recent IRS form 990 (non-profit proposers only).
4. An approved indirect cost plan and/or cognizant agency letter approving an indirect cost rate. If proposing a management fee, provide details including rate. Indirect costs or management fees must be competitive.

30 Criteria 5: Cost Analysis/Cost Reasonableness (50 Points)

Budgets will be reviewed to determine that proposed costs are reasonable, necessary, allocable, and allowable. Other areas of review include capacity, cost allocation methodology, competitive indirect rate or management fees, overhead costs, profit, in-kind or matching funds, and a plan to manage possible disallowed costs.

- Complete and attach the first-year (BUDGET FOR THE PERIOD OCTOBER 1, 2026 THROUGH SEPTEMBER 30, 2027) Budget Summary and Budget Detail using the Excel template provided in the RFP. Include the Budget Narrative within the template to clearly justify costs and demonstrate cost effectiveness of all line items.
- Provide a brief description of the proposed salary structure and benefits for workforce center staff, including holidays, sick and vacation leave, travel reimbursement, advancement opportunities, and any additional benefits such as educational assistance. Do not include full personnel policies, as these may be reviewed during the pre-award process.
- Submit the Personnel Breakdown (Excel template), identifying each position, full-time equivalent (FTE) or percentage of time allocated, and associated program costs.
- What is your strategy for seeking and/or obtaining additional resources?

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

Cost Reasonableness will be addressed based upon a review of the Budget Sheets and accompanying budget questions answered with this RFP. The amounts budgeted should not exceed what would be incurred by a prudent person conducting the same business under similar circumstances.

Profit (for-profit entities) and staff performance bonuses must be competitive. Complete the Profit/Performance Bonus section of the Budget. All profit/incentives are subject to negotiation.

All costs will be reviewed for their relationship to the services to be performed under a contract and whether they are allocable, allowable, and reasonable.

1. Fringe Benefits- List all fringe benefits provided to staff. Provide the total cost and percentage of total salary each represents.
2. Temporary Staffing – Explain the purpose of any planned temporary staffing needs and identify type(s) of positions.
3. Other Personnel Costs – Identify and explain any other personnel costs not included in items already listed and described.

Non-Personnel Costs:

1. Insurance – List each type of insurance and cost separately. Explain how premiums are allocated if costs are shared with non-workforce uses or other workforce contracts.

2. Other Non-Personnel Costs – List and explain all other non-personnel costs not included in the specific cost items.

Contractual Costs:

1. Audit Services – Provide estimated cost of conducting an annual audit. If known, provide the name and contact information of the auditor.
2. Consulting Services-List each consulting service(s) to be purchased. Provide an explanation and reasoning for each service. Include hourly/daily rates and any related costs.
3. Staffing Entity Costs – List and describe the cost(s) charged by the staffing entity to provide payroll services.
4. Other Contractual Costs – Identify and explain any other contractual costs not already disclosed.

Indirect Costs:

Indirect costs are allowable only if the proposer is an entity with an approved indirect costs plan/rate. If indirect costs are requested, a copy of your approved indirect cost plan and/or cognizant agency letter approving the indirect cost rate is required. A proposer may not charge both an Indirect and a Management Fee.

Management Fees:

Allowable line-item only if the proposer cannot itemize costs and is proposing a management fee. The proposer may not charge both Indirect and a Management Fee.

Matching/In-Kind Provided (not required) –Report any matching or in-kind resources to be provided.

Indirect costs, Management Fee, and/or Matching/In-Kind Resources should be individually listed and explained below.

Profit and Incentive Payments:

Profit is an allowable line-item only if the proposer is a for-profit entity. All profit is negotiable.

Incentive Funds earned by profit or not for profit organizations must be reinvested into allowable cost/services in support of the earning project/program.

31 Criteria 6: Management and Organizational Structure (15 Points)

- Describe your strategy for staff development and staff selection.
 - Describe your case management philosophy. What strategies and methods of counseling, job development, placement, and or referrals will best ensure that the employment and follow up performance goals are achieved.
 - Describe how customers referred to offsite partners will be tracked to determine if services are received. How will you measure customer satisfaction with services received as a result of such referrals?
-

32 Criteria 7: Business Services (15 Points)

- Describe your strategy for marketing the Skills Development Fund, Work Opportunity Tax Credit, Self-Sufficiency Fund, and other Texas Workforce Commission (TWC) programs to employers. (5 points)
 - Describe your procedures for tracking and following up on the status of job seekers and employers registered in WorkInTexas (WIT), specifying follow-up activities, duration, frequency of contact, and how you determine the need for additional services. (5 points)
 - Additionally, explain your approach to meeting the workforce needs of targeted employer groups and industries, including VetHUBs, micro-businesses, rural businesses, entrepreneurs, and internet-based providers. (5 points)
-

33 Criteria 8: Quality Assurance (how many points)

- Describe your processes for ensuring the accuracy, integrity, security, and timeliness of customer data entry, including specific examples.
- Explain the reports, tools, and methods frontline staff will use to manage individual performance and caseloads, how they will track each customer's status within the performance denominator, and how they will understand their impact on performance measures.
- Outline your overall quality assurance framework, including elements reviewed, staffing structure, dedicated resources, and monitoring tools.

- A detailed Quality Assurance Plan must be submitted within 60 days of operational start-up.
-

34 Criteria 9: Transitional Services (15 points)

- Attach an outline of your plan for transition including the timetable for transition, transfer of program records, assumption of or release from obligations, continuity of service delivery.
 - Describe a plan of coordination with the Workforce Solutions Center Contractor to provide the appropriate level of service to customers.
 - Describe your plan for hiring staff, evaluating staff performance, maintaining staff accountability, and training/cross-training staff.
-

35 Criteria 10: Marketing and Outreach (10 points)

- Describe your marketing strategy for workforce center system, including the process for determining key customer requirements, how to ensure continuing relevance of services and how to build relationships to acquire, satisfy, retain and attract customers.
 - Describe your plan for using the website chat help function for marketing and outreach to workforce Solutions South Plains Website visitors.
-

36 Criteria 11 (if applicable): Veterans Heroes United in Business (VetHUB) Certificate

To qualify, a business must be:

- Provide documentation that Offeror is a VetHUB
- At least 51% owned, managed, and operated by a service-disabled veteran
- The veteran must have a 20% or greater service-connected disability.

37 Evaluation Criteria for Workforce Services Proposal

Offerors must achieve an overall score of at least 70% of available points, to be considered for the award of funds. Proposals will be scored based on the following criteria:

Criteria	Points Awarded
Criteria 1: Organizational Capacity and Capability	60
Criteria 2: Workforce Center Services	100
Criteria 3: Demonstrated Experience/Effectiveness	55
Criteria 4: Financial Management	35
Criteria 5: Cost Analysis/Cost Reasonableness	50
Criteria 6: Management and Organizational Structure	15
Criteria 7: Business Services	15
Criteria 8: Quality Assurance	15
Criteria 9: Transitional Services	15
Criteria 10: Marketing and Outreach	10
Criteria 11: Veterans Heroes United in Business (VetHUB) Certificate (Bonus Points)	10
Total Maximum Points	380

38 Attachment Checklist

The following items are to be provided as attachments if applicable and are not included in the 20-page limit. Attachments should be submitted via the secure links on the Board's [website](#). *If an attachment is not applicable, please upload a document stating that it is not applicable.* Missing attachments may result in disqualification.

Attachment Checklist for Workforce Services Proposal

1. Letters of Collaboration or Agreements-
2. Management survey
3. Fiscal survey

This space is intentionally left blank.

The following attachments, acknowledgements and certifications are for your review only. *Do not sign and attach these documents to your proposal submission.* These documents will be provided as secure, electronic forms on the Board's [website](#). You must submit your proposal using the online forms.

Cover Sheet

Name of Offeror (Include legal name of parent company, if applicable)	
Name of Parent Company CEO or Owner	
Mailing Address and Physical Address (if different)	
Telephone Number	
Fax Number	
E-mail of Proposal Liaison	
Phone Number of Proposal Liaison	
Name & Title of Proposal Liaison	
Name & Title of Signatory Authority	
Legal/Tax Status of Proposing Organization (check all that apply)	<input type="checkbox"/> <input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> for Profit <input type="checkbox"/> <input type="checkbox"/> Not for Profit <input type="checkbox"/> Corporation <input type="checkbox"/> <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Ownership <input type="checkbox"/> <input type="checkbox"/> Other (Specify) _____
State Comptroller ID Number	
Federal Tax ID Number	
Veteran Heroes United in Business (VetHUB)? (If "Yes", attach certification)	<input type="checkbox"/> <input type="checkbox"/> Yes <input type="checkbox"/> <input type="checkbox"/> No
Amount of Funds Requested (for a 12-month period)	

References (they will add references under Criteria 3)

Identify at least three (3) current or former clients for who you have provided services to that are the same or similar to those solicited in this RFP in the past three (3) years.

Reference 1	
<u>Name of Entity:</u>	
<u>Contact Person:</u>	
<u>Contact Phone:</u>	
<u>Contact Fax:</u>	
<u>Contact E-mail:</u>	
<u>Type of Service(s) Provided:</u>	
<u>Contract Date(s):</u>	
Reference 2	
<u>Name of Entity:</u>	
<u>Contact Person/Title:</u>	
<u>Contact Phone:</u>	
<u>Contact Fax:</u>	
<u>Contact E-mail:</u>	
<u>Type of Service(s) Provided:</u>	
<u>Contract Date(s):</u>	
Reference 3	
<u>Name of Entity:</u>	
<u>Contact Person/Title:</u>	
<u>Contact Phone:</u>	
<u>Contact Fax:</u>	
<u>Type of Service(s) Provided:</u>	
<u>Contract Date(s):</u>	

Attestation of Personnel Policies

In lieu of submitting the organization’s complete personnel policies and procedures, offerors must complete this assurance that their personnel policies address at a minimum the following elements. Personnel policies and procedures will be verified as a part of the pre-award review should the proposal be selected for consideration.

- Terms and conditions for employment
- Employee compensation and fringe benefits
- Holidays, vacation and sick leave,
- Travel policies and reimbursement of travel expenses
- Conflict of interest policy
- Employee grievance procedures
- Employee code of conduct

The Personnel Policies and Procedures for (name of entity) _____ do address the elements checked above. I understand that the verification of the adequacy of personnel policies and procedures will be a part of the pre-award review should this organization be selected.

Signature _____ Date _____

Printed Name and Title of Authorized Signatory: _____

Insurance and bonding requirements (Can this be an interactive chart or does it need to added an attachment? – Todd note)

Offerors should complete the chart and indicate the level of current or proposed coverage for each type of coverage. If a proposer plans to provide additional coverage, please include such coverage and provide a brief explanation. If a proposer does not plan to provide coverage for any area, please provide an explanation. Proof of insurance is not a requirement for submission of a proposal, however, offerors should be aware that no activities may begin under contract through the Board until the required insurance has been obtained and proper certificates (or policies) are filed with the Board.

Before submitting a proposal, the offeror should contact its insurance agent to determine if the required coverage can be obtained. The selected contractor will be required to provide a certificate of insurance prior to the commencement of work under this contract certifying that the minimum coverage identified below will remain in force during the life of this contract. Except for workers compensation and accident/injury policies, each policy shall name the Board as an additional insured or loss payee, as applicable. No funds will be disbursed until proof of coverage, in the form of insurance or a binder is provided. The proposer should determine if there are added costs to include the Board as an additional insured and include such costs in the budget. For additional information regarding insurance requirements, refer to the FMGC Chapter 3.

TYPE OF COVERAGE	MINIMUM REQUIREMENT	OFFEROR'S COVERAGE	EXPLANATIONS
Commercial general liability	\$1,000,000 aggregate \$500,000 per occurrence		
Automobile liability*	\$1,000,000 aggregate \$500,000 per occurrence for bodily injury \$100,000 per occurrence for property damage		
Property insurance**	Replacement cost of property		
Errors and Omissions	\$1,000,000 aggregate		
Accident/Personal Injury Coverage for individuals In training	\$1,000,000 accidental death \$1,000,000 accidental dismemberment \$1,000,000 accidental medical expenses		
Employee Dishonesty	\$250,000		
Workers Compensation for staff and individuals in work activities	Must be workers compensation policy or comparable. Please identify type of coverage.		
Fidelity Bonding***	Sufficient to cover the largest cumulative amount of all cash requests or funds on hand.		

*Applicable if contractor uses an automobile, whether owned, leased or non-owned, in conducting performance under this Contract.

**Applicable if contractor owns or leases property in conducting performance under this contract.

***Board must be executed by a corporate surety or sureties holding certificates of authority, authorized to do business in the State of Texas. The bond must be accompanied by a valid Power of

Attorney issued and certified by the surety company authorizing the attorney-in-fact who signs the bond to commit the company to the terms of the bond, and stating any limit in the amount for which the attorney-in-fact can issue a single bond.

Administrative Management Survey

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

QUESTION	YES	NO	N/A
1. Is your organization in good standing with the Secretary of the State of Texas?			
2. Does your organization have written personnel policies?			
3. Do your written personnel policies contain procedures for:			
a. Open employee recruitment, selection, and promotional opportunities based on ability, knowledge and skills;			
b. Providing equitable and adequate compensation;			
c. Training employees to assure high-quality performance;			
d. Retaining employees based on the adequacy of their performance, and making adequate efforts for correcting inadequate performance;			
e. Assuring fair treatment of applicants and employees in all aspects of personnel without regard to political affiliation, race, color, national origin, sex, age, physical handicap or religious creed, with proper regard for their privacy and constitutional rights as a citizen; and,			
f. Assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for the purpose of interfering with or			
4. If not, can your organization revise its present written personnel policies to include the above procedures?			
5. Do your written personnel policies contain a prohibition against nepotism and code of conduct?			
6. Do your written personnel policies contain a prohibition against employees using their positions for private gain for themselves or other parties?			
7. Does your organization have an authorized, written travel policy for employees and authorized agents that provides for reimbursement for mileage and per diem at a specified rate?			
8. Does your organization have a written employee grievance procedure used to resolve employment complaints?			
9. Does your organization have the capacity or staff to produce and maintain participant records and other information as needed by the Board?			
10. If certain costs are determined to be disallowed, does your organization have a procedure or source for reimbursing such costs to the Board?			
11. Does your agency have a State Comptroller Vendor Number?			
12. Is your organization governed by a Board/Council?			
13. Does your organization operate under local rules or by-laws?			
14. Has your Board/Council reviewed and approved this proposal? (Attachment must be submitted)			
15. Does your organization have a current approved Fidelity Bond?			
16. Does your organization have an EEO/Affirmative Action Plan?			
17. Does your organization have a Complaint Monitor or Ethics Designee?			
Name of Organization:			
Authorized Signatory:			
Date:			

Fiscal and Financial Responsibility Survey

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

Question	Yes	No	N/ A
Does your organization follow GAAP?			
1. Does your accounting system: <ul style="list-style-type: none"> a. Provide control and accountability for funds received, property, and other assets; b. Provide identification of receipt and expenditures of funds separately for each funding source; c. Provide adequate information to prepare monthly financial reports on an accrual basis; d. Have the capability to track allowability and allocation of costs in accordance with requirements for federal grant programs. 			
2. Are state and federal funds which may be advanced to you deposited in a bank with federal insurance oversight?			
3. Has the bank in which you deposit state and federal funds insured the account(s) or put up collateral or both equal to the largest sum of money which would be in such account(s) at any one point in time during the contract period?			
4. Do you reconcile your bank accounts monthly?			
5. Are the bank reconciliations made by the same person who performs recordkeeping for receipts, deposits and disbursement transactions?			
6. Do you record daily cash receipts and disbursement transactions?			
7. Are individuals or positions in your organization which handle the receipt or distribution of money covered by bond? <ul style="list-style-type: none"> a. Is there a person who is responsible for the receipt of all purchased goods? b. Does this person assign, upon receipt, an inventory number for items? c. Does this person perform an inventory audit at least once a year? 			
8. Do you maintain records on all property acquisition, disposition, and transfer?			
9. Do you have written procedures and internal controls established for the procurement of goods and services?			

10. Is a competitive bidding process incorporated into your purchasing procedures for acquisition of subcontractors, major goods and services, equipment, and office space?			
11. Are timesheets kept to support payroll disbursement? If not, describe how employee time is documented and payroll supported:			
12. Are records maintained to support authorized employee leave (vacation, sick, etc.)?			
13. Are complete records kept to support travel payments?			
14. Has a formal audit by an outside auditing firm been conducted of your organization's financial record in the past year?			
15. Do you have an indirect cost plan with current approval by a cognizant agency?			
16. Is your organization funded by more than one source?			
17. Does your organization maintain written accounting procedures?			

Use this space to identify and explain any "N/A" response in the Financial Management Survey

Certification of Fiscal and Financial Responsibility:

The Offeror certifies that it has developed key control systems to address the areas of fiscal integrity, procurement, monitoring and oversight, and data integrity as described in the attached certification. Such systems are subject to review and approval by the Workforce Solutions South Plains Board. (Name of Company)_____attests that key control systems, policies, and procedures are in place, as noted in this certification, and that these systems, policies and procedures are in compliance with the applicable federal and state rules and regulations. If a contract is awarded, the offeror will make written policies and procedures available for inspection by the Workforce Solutions South Plains Board or its designee.

Signature of Authorized Signatory:_____

Date:_____

CERTIFICATION OF OFFEROR

The Workforce Solutions South Plains Board (hereinafter, “the Board”) contracts for the operation of the Board’s regional workforce system using resources from the federal Workforce Innovation and Opportunity Act of 2013, portions of the public welfare programs under the Social Security Act, Child Care and Development Block Grant Act of 1990, and section 5082 of the Omnibus Budget Reconciliation Act of 1990, P.L. 101-508, as amended, and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996. Funds originating with the United States Departments of Labor, Health and Human Services, and Agriculture are passed through the Texas Workforce Commission to the Board according to requirements of federal law. When submitting a proposal, organizations are required to assure and certify the following:

Non-discrimination and equal opportunity. As a condition to the award of financial assistance from the Board, the applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- Section 188 of the Workforce Innovation and Opportunity Act of 2013 (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I & financially assisted program or activity;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The applicant also assures that it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the applicant makes to carry out the WIOA Title I-financially assisted programs or activities. The applicant understands that the United States has the right to seek judicial enforcement of this assurance.

Environmental compliance. Applicant assures and certifies that to the extent required by law, it will comply with applicable provisions of the Clean Air Act (42 USC §7401 *et. seq.*) the Federal Water Pollution Control Act, as amended (233 USC §1251 *et. seq.*), Section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and the Environmental Protection Agency regulations at 40 CFR Part 5.

Labor Standards. Applicant agrees and certifies that it will comply with applicable provisions of the Davis-Bacon Act (40 U.S.C. 276a- 276a-7), the Copeland Act (40 U.S.C. 276c), and the Contract Work Hours and safety Standards Act (40 U.S.C. 327-332), as set forth in Department of Labor Regulations at 20 CFR 5.5a.

Texas Family Code. Applicant certifies that the individual or organization submitting the proposal is not ineligible, pursuant to Texas Family Code §231.006, to receive the specified payment and acknowledges that if the certification is inaccurate, no contract will be made with Applicant.

Unfair business practices. Applicant certifies and assures that it has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The Applicant further certifies and assures that no officer of the Applicant has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year.

Criminal Convictions. Applicant certifies that it will disclose to the Board and any applicable federal or state agencies the name of any person who has an ownership or control interest in or is an agent or managing employee of the Applicant who has been convicted of a criminal offense related to the person's involvement in any program under Title XVIII, SIX, or SS of the Social Security Act since the inception of these programs.

Identity Change. Applicant certifies that it will notify the Board immediately in the event of any significant change affecting the Applicant and Applicant's identity, such as ownership or control, name change, governing board membership and vendor identification number.

Immigration Reform and Control Act. Applicant certifies that it will comply with the requirements of the Immigration Reform and Control Act of 1986 regarding employment verification and retention of verification forms for any individuals hired on or after November 1, 1986, who will perform any services under the proposed contract.

I hereby certify that the information contained in this proposal and all attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I certify that no employee, board member, or agent of the Workforce Solutions South Plains Board has assisted in the preparation of this proposal. I acknowledge that I have read and understood the requirements and provisions of the Request for Proposal Sections **I.F. State and Federal Governing Authority** and **II.I. Contract Terms and Related Contract Provisions** and that this organization will comply with all pertinent regulations, board policies, and other applicable local, state and federal regulations and directives in the implementation of these programs in the event of an award.

Any exceptions taken to the assurances and certifications as set forth in this document must be identified in detail and accompany your organization proposal response. Any exception not identified and accompanying your proposal response will not be considered if later presented. Workforce Solutions South Plains will not be bound by any oral statement or representation contrary to the RFP except for changes or addenda that are issued in writing as part of the RFP or resulting contract.

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

I, _____(typed name), certify that I am the __ (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as an Offeror and Respondent herein and that I am legally authorized to sign this proposal and submit it to the Workforce Solutions South Plains on behalf of said organization by authority of its governing body.

Typed name of person authorized to sign for the organization:	
Title:	
Signature:	
Typed name of authorizing Board Member:	
Title:	
Signature:	

Subscribed and sworn to before me on this _____ day of _____, 2026 in _____, (county), _____ (state).

Notary Public in and for _____ County, State of _____.
 Commission expires: _____SEAL

PROPOSAL LANGUAGE CHANGE CERTIFICATION

Certification

I hereby certify that the terms and conditions of this Request for Proposal and/or any of its appendices have not been altered in any way from the original document e-mailed or downloaded from the Board’s website on _____(date) including change, addition or deletion except as specifically set forth in the space provided below. I further acknowledge that any alteration described below shall not be binding until expressly approved by the Executive Director of the Workforce Solutions South Plains Board or the Executive Director’s designee.

Name: _____ Date: _____

Title: _____

Company/Organization: _____

Changes, additions or deletions (please describe below):

CERTIFICATION OF LEGAL AND SIGNATORY AUTHORITY

I, _____ (typed or printed name) certify that I am the _____ (typed or printed title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as Respondent and respondent herein, and that I am legally authorized to sign and submit this proposal to the South Plains Regional Workforce Development Board on behalf of said organization by authority of its governing body.

I certify that __ (typed or printed name) who signed the Cover sheet of this proposal has the legal authority to enter into and execute a contract with the South Plains Regional Workforce Development Board to provide their services and activities authorized and detailed in this proposal. I agree to submit upon request by the South Plains Regional Workforce Development Board such information and documentation as may be necessary to verify the certification contained herein.

I further certify that the information contained in this proposal and all attachments is true and correct. I certify that no officer, employee, board member, or authorized agent of the South Plains Regional Workforce Development Board has assisted in the preparation of this proposal. I acknowledge that I have read and understood the requirements and provisions of this Request for Proposal and that this organization will comply with all applicable federal, state and local laws, rules, regulations, policies and directives in the implementation of this proposal. I certify that I have read and understand the governing provisions and limitations and administrative requirements of this Request for Proposal and will comply with all terms and conditions.

Name of Organization

Signature of Authorized Representative Date

Typed/Printed Name and Title of Authorized Representative

ACKNOWLEDGEMENT OF TERMS AND CONDITIONS

The undersigned acknowledges that he/she has read the Assurances and Certification included with this RFP and agrees to manage and operate the proposed program and services as detailed in the proposal response and in compliance with applicable federal, state and local laws, rules, regulations, policies and plans relating to the programs funding this RFP.

By signing below, your organization agrees to provide the services described and agrees to abide by all terms and conditions as specified in this RFP and in any contract resulting from an award based on the RFP. Any exceptions taken to the assurances and certifications as set forth in this document must be identified in detail and accompany your organization’s proposal responses. Any exceptions not identified and accompanying your proposal response will not be considered if later presented.

Workforce Solutions Plains Board will not be bound by any oral statement or representation contrary to the RFP except for changes or addenda that are issued in writing as part of the RFP or resulting contract.

Name of Organization

Typed/Printed Name and Title of Authorized Representative

Signature of Authorized Representative Date

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

This certification is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part 93, Government-wide Debarment and Suspension, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668 and 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned certifies, to the best of his or her knowledge and belief, that both it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, State or local) transaction or contract under a public transaction, violation of federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a government entity with commission of any of the offenses enumerated in Paragraph (2) of this certification; and,
4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective recipient shall attach an explanation to this certification form.

Name of Organization/Firm

Signature of Authorized Representative/Date

Print Name and Title of Authorized Representative

CERTIFICATION REGARDING LOBBYING

This certification is required by the Federal Regulations Implementing Section 1352 of the Program Fraud and Civil Remedies Act, Title 31 U.S. Code, for the Department of Agriculture (7 CFR Part 3018), Department of Labor (29 CFR Part 93), Department of Education (34 CFR Part 82), Department of Health and Human Services (45 CFR Part 93).

The undersigned certifies, to the best of his or her knowledge and belief, that:

No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress, or an employee or a Member of Congress in connection with the awarding of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a federal contract, grant, loan, or cooperative agreement.

If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

The undersigned shall require that the language of this certification be included in the award documents for all sub- awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

Name of Organization

Signature of Authorized Representative Date

Print Name and Title of Authorized Representative

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

Applicant/Contractor certifies that it will provide a drug free work place by:

- A. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the contractor's work place and specifying the actions that will be taken against employees for violation of such prohibition;
- B. Establishing a drug free awareness program to inform employees about:
 - 1. The dangers of drug abuse in the work place;
 - 2. The contractor's policy of maintaining a drug free work place;
 - 3. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - 4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
- C. Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by paragraph A;
- D. Notifying the employee in the statement required by paragraph A that, as a condition of employment under the contract, the employee will:
 - 1. Abide by the terms of the statement, and
 - 2. Notify the employer of any criminal drug statutes conviction for a violation occurring in the work place no later than five working days after such conviction.
- E. Notifying the South Plains Workforce Board within 5 days of receipt of notice from employee, under subparagraph D.2.
- F. Taking one of the following actions, within 30 days of receipt of notice under subparagraph D.2. with respect to any employee who is so convicted:
 - 1. Taking appropriate personnel action against such an employee, up to and including termination; or
 - 2. requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purpose by Federal, State, or local health, law enforcement, or other appropriate agency;
- G. Making a good faith effort to continue to maintain a drug free work place through implementation of paragraphs A, B, C, D, E, and F.
 - 1. Certification is a precondition of receiving a new contract after July 1, 1990.
 - 2. This policy does not require drug testing.
 - 3. Costs incurred to comply with the requirements of this policy are allowable costs under the contract. 4. Contractors are not required to pay for rehabilitation programs for employees. 5. The requirements of this policy must be in place and certification must be made to the Capital Area Workforce Board at the time that the contract is executed. 6. Alcohol is not covered by this policy.

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

Signature Date

Typed Name and Title

Organization

CERTIFICATION REGARDING CONFLICT OF INTEREST

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

No manager, employee or paid consultant of the proposer is a member of the Workforce Solutions South Plains Board;

No manager or paid consultant of the proposer is a spouse to a member of the policy board, the chairman or a manager of the South Plains Workforce Development Board;

No member of the policy board, the president or an employee of the South Plains Workforce Development Board owns or controls more than 10 percent in the proposer;

No spouse of a member of the policy board, president or employee of the Workforce South Plains Workforce Development Board is a manager or paid consultant of the proposer;

No member of the policy board, president or employee of the South Plains Workforce Development Board receives compensation from proposer for lobbying activities as defined in federal laws or Chapter 305 of the Texas Government Code;

Proposer has disclosed within the proposal any interest, fact or circumstance which does or may present a potential conflict of interest;

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

Name of Organization Submitting Proposal: _____

Name and Title of Authorized Signatory: _____

Signature: _____ Date: _____

CERTIFICATION REGARDING TEXAS CORPORATE FRANCHISE TAX

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for-profit corporations that are delinquent in making state franchise tax payments. The following certification that the entity entering into this subcontract is current in its franchise taxes or is not subject to the payment of franchise taxes to the State of Texas must be signed by the individual authorized to sign the subcontract for the subcontracting entity.

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

Indicate the certification that applies to your subcontracting entity:

- The subcontracting entity is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.
- The subcontracting entity is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

Name of Business: _____

Type of Business (if not corporation): Sole proprietor_____; Partnership_____; Other_____

IRS Tax Number: _____

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

CERTIFICATE OF COMPLIANCE WITH TEXAS FAMILY CODE 231.006 REGARDING PAYMENT OF CHILD SUPPORT

Pursuant to 231.006, Texas Family Code, a child support obligor who is more than 30 days delinquent in paying child support and a business entity in which the obligor is a sole proprietor, partner, shareholder, or owner with an ownership interest of at least 25 percent is not eligible to receive payments from state funds under a contract to provide property, materials or services.

The undersigned authorized representative of the respondent hereby certifies that the individual or business entity named in the proposal is not ineligible to receive payments based on Texas Family Code 231.006 and acknowledges that a contract may be terminated and payment may be withheld if this certification is not true and accurate.

Signature Date

Typed Name and Title of Authorized Signatory

Organization

STATE ASSESSMENT CERTIFICATION

Offerors must certify that they are current in all Unemployment Insurance taxes, Payday and Child Labor Law monetary obligations, and Proprietary School fees and assessments payable to the State of Texas. Proposers must also certify that they have not outstanding Unemployment Insurance overpayment balances due to the State of Texas.

The undersigned authorized representative of the proposer certifies that the following statements are true and correct and that the undersigned understands that making a false statement will prevent Workforce Solutions South Plains from contracting with the organization.

The corporation certifies, by checking the boxes below, that:

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

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

Authorized Signatory Name of Offeror's Organization

Typed Name & Title

Date