



REQUEST FOR QUALIFICATIONS
FOR
TARGETED OUTREACH SERVICES
FOR
WORKFORCE SOLUTIONS CAPITAL AREA

Release Date: October 1, 2020, 5:00 PM (CST)
Response Due: October 5, 2020, 5:00 PM (CST)

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Relay Texas: 1.800.735.2989 (TDD) / 711 (Voice)

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SECTION I – GENERAL INFORMATION

A. PURPOSE OF REQUEST FOR QUALIFICATIONS (RFQ)

Workforce Solutions Capital Area Workforce Board (Board) is seeking quotations from qualified individuals and entities to support The Rapid Retraining and Support Services Initiative; a project designed by [Workforce Solutions - Capital Area Workforce Development Board \(Workforce Solutions\)](#) and funded by Travis County and City of Austin taxpayer money, to rapidly identify, reach out to, convince and assist primarily lower income jobless Travis County and City of Austin residents to enroll in and complete rapid, safe training in 2020 and early 2021 to prepare for a new, higher wage career in information technology, skilled trades, health care or advanced manufacturing in early 2021. This initiative is to accelerate the accomplishment of Workforce Solutions' [Community Workforce Plan by 2021](#).

For rapid execution of this Initiative, one key element Workforce Solutions is testing whether creating a brand, creating a targeted outreach and aligned messaging effort can induce demand for Travis County and City of Austin residents to seek accelerated training and a new career direction. Specifically:

- Inputs: Outreach directly and indirectly to sufficient potential learners who are COVID-19 impacted to offer Rapid Retraining and Support Services
 - Goal: no fewer than 500 program-ready rapidly enrolled in training, preferably more as additional phases of funding may allow. Rough milestones for the highest enrollment by late October/early November (150+), 2nd highest by mid/late November (100+) and smaller enrollment in mid-December or beyond.
- Sufficient Leads to result in the goal enrollment above

The commitment Workforce Solutions is making through this new Rapid Retraining and Support Services initiative brand to those eligible, willing to enroll, and ultimately enrolled individuals in rapid training is:

- We will provide educational enrichment money to help pay your bills;
- We will enable access to free, high-quality, rapid, safe training in growing areas of the Austin area economy; and
- We will provide the support services you may need for success: career advising, connection to area employers, a laptop and internet connectivity.

The work will be divided into two related phases. Phase One will include rapidly creating a unique brand and messaging platform designed to inspire action by consumers. Phase Two will include development of an aggressive outreach strategy designed to quickly achieve the participation goals of the Initiative. The result of the combined work (both Phases) will provide our target population of consumers the support and training necessary to access local jobs with growing wages in growing industries.

B. BACKGROUND INFORMATION

The Workforce Solutions Capital Area Workforce Board (hereinafter, “WFS”, “the Board”, “Workforce Solutions”) serves as the leadership and governing body for the Austin/Travis County workforce system. The Board administers workforce development services/programs with its Board of Directors representing business, education, labor, economic development, community-based organizations, and public entities.

The Board was organized in 1984 as a non-profit corporation in the State of Texas, with tax-exempt status under IRS code 501(c)(3). It is part of the Texas Workforce Solutions Network – comprised of the Texas Workforce Commission (TWC) and twenty-eight (28) local workforce boards.

The Board also serves as the designated grant recipient and administrative entity for workforce development program funds allocated to the Austin/Travis County workforce development area.

Workforce Solutions has been a leader in national workforce development. They were the first in 2017 (and remain the only) region to adopt an outcomes-based Community Workforce Plan, with a goal to move 10,000 people in poverty through training and into jobs paying 200% of poverty and beyond. They revisited their internal training funds to ensure 75% placement in the occupations their recipients were trained for. They called for alignment of City of Austin and Travis County funds, common metrics and outcomes. They have worked with, and continue to work with, Austin Community College and regional training partners to improve alignment and focus on residents in poverty.

C. ELIGIBLE PROPOSERS

Organizations and individuals possessing the capacity and demonstrated ability to perform successfully under the terms and conditions of a contract with the Board may respond to this RFQ. Eligible individuals include those who can demonstrate experience and expertise of similar scope as this RFQ. Eligible firms/brokers include public entities, community-based organizations, faith-based organizations, non-profit organizations, private for-profit corporations, and other qualified providers. Minority, disadvantaged, veteran and/or women-owned businesses are encouraged to respond to this RFQ.

Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency are not eligible to respond to this RFQ or receive a contract.

D. QUALIFICATIONS

Respondents to the RFQ must have the following qualifications:

- Demonstrated experience creating a Texas brand with a target audience of Austin and/or Texas consumers
- Demonstrated experience creating an aligned content and messaging campaign for consumers;
- Ability to demonstrate proof of the brand/campaign success (i.e. consumer outcomes, consumer behavioral shifts, conversions, etc);
- Demonstrated experience providing professional and/or consulting services related to workforce development, public education, and/or economic development
- Demonstrated experience running and/or interpreting labor market and educational outcome data
- Demonstrated experience calculating and projecting resource needs (staffing and financing) to support strategic plans
- Demonstrated experience facilitating small and large groups in a comprehensive and inclusive strategic planning capacity
- Demonstrated experience working with business leaders and business associations on workforce development and/or economic development goals

- Demonstrated experience working with local, state, and federal elected officials to educate and inform about the impact of policy on workforce development, education, and/or economic development

E. SCOPE OF WORK

Workforce Solutions is requesting qualified agencies to respond who can create a consumer brand under extremely tight timelines which can:

- Create demand among consumers in challenging economic circumstances to spur them to immediate action;
- Align messaging to target audiences which can address potential consumer concerns, overcome them, and spur them to immediate action; and
- Produce a paid and earned media plan to move consumers to enroll in free rapid training, with financial and supportive services.

Workforce Solutions Existing Outreach Target Audiences:

- **Priority** – Austin and Travis County Jobless (approximately 45,000 current names, with individual-level demographics, residence, previous earnings, previous experience, contact information)
- **Priority** - Those who have filed for unemployment since March 2020 (up to 70,000 current names, with individual-level demographics, residence, previous earnings, previous experience, contact information)
- **Priority** - High School Graduate Class of 2020 (approximately 8,000 Class of 2020 graduates) who have not connected to Texas higher education (TBD based upon data available in next 14 days)
- **Secondary Priority** - Currently Lower Wage Workers Looking to Rapidly Upskill

There are several key components the brand should address.

1. **Pre-COVID, nearly everyone in Travis County was working**, nearly everyone had options for different employment and nearly everyone had to work.
 - a. **Jobs were plentiful.** Between April 2013 and February 2020, the Austin Metro economy was at approximately 97% employment or higher – functionally full employment.
 - b. **Opportunities were plentiful.** In February 2020, area employers posted 60,000 job openings for the approximately 30,000 unemployed.
 - c. **Cost pressures were significant.** Lower-income Austin/Travis County residents have been financially pressed by the rapidly rising costs of housing. Pre-COVID, more than 50% of area residents were considered “housing challenged.”
2. **Pre-COVID, the need for Austin talent to upskill was present.**
 - a. **The Austin region labor market was rapidly digitizing**, meaning more of each job required technical and computer skills.
 - b. IT postings represented 17 - 20% of open postings.
 - c. Accenture and Deloitte and other firms project a majority of jobs in 2036 have not been invented yet.
3. Though upskilling was imperative in the intermediate term, lower-income residents lacked the time and courses to meet their schedule.
 - a. Austin Community College found in a fall 2018 survey of ACC ‘stop outs’ who earned some credits but no degree that respondents said they were interested in further upskilling or completing their Associate Degree but did not have:

- i. Sufficient income and time to have the financial flexibility to enroll and complete classes
 - ii. Upskilling/training classes offered to fit their schedule
- 4. **The most recent profile** of the approximately 45,000 jobless Travis County residents are:
 - a. 50% previously earned less than \$30k/year
 - b. 75% previously earned less than \$50k/year
 - c. Disproportionately younger ([link](#))
 - d. Up to one-third are in face-to-face industries (entertainment, food & beverage, hospitality, retail) which have and will be slower to recover
- 5. **Need for income and uncertainty of 'take home' pay:**
 - a. Texas jobless benefits range from \$50-450/week. The more someone earned in their prior job, the more an individual receives in Texas jobless benefits.
 - b. On top of those Texas benefits, Texas jobless received an additional \$600/week up until 25 July, when Congressional authorization expired. At that time, approximately 83% of those unemployed in Travis County earned more in unemployment benefits than in their previous job.
 - c. For approximately 5 weeks, ending the week of September 5, many Texas jobless received \$300/week due to Administration action. It is not clear when, if at all, Texas jobless will receive any benefits beyond those in the Texas unemployment system.
- 6. **Residents are uncertain of how long the COVID pandemic will impact their industries.** Those previously in the face-to-face industries may have a longer time to recover their previous jobs or in their previous occupation. They don't know if they should plan to be out of work for a week, a month, six months or a year. They don't know what they should be doing with their time. They don't know if they can take on a new training program or a new career without their previous employer calling them back to work. They don't know if it will result in higher earnings or whether they will receive enough money to meet their financial obligations while receiving the support in childcare, transportation, a laptop, 'academic' and career advising.

Phase # 1 – Rapidly Create a Unique Brand & Aligned Messaging Platform for WFS under an extremely aggressive timeline including but not limited to:

- Logo
- Tagline(s)
- Color palette and style guide
- Refine B2C Target Audience:
 - o WFS has 130,000 records for Travis County residents who have filed at some point for unemployment
 - o Refine Target Travis County Audiences for geofencing and digital messaging
 - o Refine Target Audience for specific outreach to High School graduating class of 2020 who didn't specifically enroll in Fall 2020 Texas higher education coursework fulltime.
- Messaging aligned with Brand for Target Audiences designed to catalyze action
- Design collateral for:
 - o B2C Video content 3-5 digital ads, at least one in Spanish
 - o Design B2C collateral for web presence
 - o Design B2C collateral for digital outreach
 - o Review and advise on B2C SMS content
 - o Review and advise on B2C tracking system for campaign impact

- Design B2B collateral to explain initiative to target employers in health care, IT, skilled trades, and advanced manufacturing

Phase #2 – Rapidly Develop an Outreach Strategy

Create a 360-degree outreach plan designed to generate a sufficient number of leads to achieve the enrollment goals and time constraints of the Initiative including but not limited to:

- Communication Strategy
- SEO strategy
- Digital strategy
 - Earned Media
 - Social Media
 - Blogs
 - Paid Media
 - Digital Campaigns
 - Geo-fencing
 - Email
- 360 strategy with recommendations on the following
 - Direct to consumer
 - Mail, TV, Radio, print, etc.
- Lead Generation
 - List purchase (by agency)
- Create a sequence plan with iterations based on budget and pull through rates

Timeline for the Rapid Retraining & Support Services Initiative

The Initiative doesn't have a lot of time to achieve its objectives.

- a. Travis County authorized a budget for CARES Act funds on September 1, which under current regulation must be expended by the end of the current calendar year, December 30, 2020. The City of Austin authorized general revenue which cannot be expended until October 1.
- b. The jobless are financially 'on the clock.' For one or even two-earner households, Texas unemployment benefits are insufficient to live on. For this reason, training programs have been restructured to maintain the quality and content, while putting a premium on safety and speed to completion.
- c. We need aggressive, rapid communication to the jobless. We have databases of unused information on those who are on unemployment or who have recently or previously filed. We need to reach them by SMS messages (which remain the property of Workforce Solutions), geofencing, email, phone banking and other forms of highly targeted messaging.

Given the rapid rate of change in the Austin economy, government and quasi-government entities are rising to act to support people faster and more effectively than ever. They have been and are revisiting rules, standards of practice, investments and pace in a concerted effort to help our residents thrive in this new space.

Note: The Scope of Work described is subject to revision based on circumstances and opportunities that may arise during the course of the planning process

F. PROCUREMENT STANDARD

It is the policy of the Board to conduct procurement in a manner that provides for full and open competition. An award will be made only to an organization possessing the qualifications and demonstrated ability to perform successfully under the terms and conditions of a contract. The services solicited under this RFQ are procured under the Professional and Consulting Services Method outlined in Chapter 14 of the TWC Financial Manual for Grants and Contracts (FMGC).

SECTION II – CONTRACT INFORMATION

A. AWARD

The proposal(s) most advantageous to the Board in terms of proposer's qualifications and quality of the proposal will be recommended for contract negotiations.

B. CONTRACT PERIOD

The contract period for the successful Proposer(s) will be from the date of the award for one (1) year, with renewable options up to four (4) additional one-year terms. The contract may be terminated by either party with a 30-day written notice.

C. FUNDING CLAUSE

Workforce Solutions reserves the right to negotiate fees and costs with any vendor(s) who is/are qualified per the evaluation criteria.

Funding for the contract agreement(s) is/are made possible from Federal/State/Local workforce program allocations contracted to Workforce Solutions through the City of Austin and Travis County. Any contract award(s) resulting from this RFQ will be subject to early termination in the event Federal/State/Local funding from the City of Austin and/or Travis County is terminated or reduced to a level that continued funding of contracted services is no longer feasible. Such termination shall be without penalty to Workforce Solutions. **The selected contractor(s) must be willing to accept this Funding Clause and incorporate it into any resulting contract agreement.**

For the purpose of compliance with Section 511 of Public Law 101-166 (the Stevens Amendment), 100% of this project is financed by Federal Funds.

SECTION III – SUBMISSION INFORMATION

A. SUBMISSION

All proposals must be received and recorded by the Board no later than **5:00PM (CST) on October 5, 2020**. Official receipt of proposals submitted will be by entry on a proposal receipt log. A receipt form will be issued upon request. Proposers who mail a proposal will be sent a copy of the receipt form upon request. Proposals

may be hand-delivered prior to the stated deadline between 8:00 a.m. and 4:00 p.m. daily from Monday through Friday or mailed to the following address:

Workforce Solutions Capital Area
9001 N. I-35, Suite 110E
Austin, Texas 78753
Workforce Plan Development Services - RFQ
Attention: WFS PROCUREMENTS

Proposals submitted by mail, courier or overnight mail services must be received at the above address by the deadline (regardless of postmark or date shipped). E-mailed proposals will be accepted as a complete proposal submission. Electronic copy should be emailed to **WFS Procurements** at wfs.procurements@wfscapitalarea.com.

The timely delivery of proposals is the sole responsibility of the proposer. **Hard copy submissions and/or electronic submissions must be received by Response Deadline.** 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.

B. PROCUREMENT SCHEDULE*

RFQ Release Date	October 1, 2020 by 7:00PM (CST)
Response Deadline	October 5, 2020 by 5:00PM (CST)
Submission Address	Workforce Solutions Capital Area 9001 N. I-35, Suite 110E Austin, Texas 78753 RE: Workforce Plan Development Services – RFQ ATTN: WFS Procurements
Electronic Submission Email	wfs.procurements@wfscapitalarea.com
Estimated Contract Start Date	October 7, 2020
Proposers Questions Deadline	October 2, 2020 by 12:00PM (CST)
Response to Questions Posted	October 2, 2020 by 5:00PM (CST)

** Dates are subject to change. Entities requesting a copy of the RFQ will be notified in writing of any changes in the procurement schedule.*

C. TECHNICAL ASSISTANCE

No bidder's conference related to this RFQ will be held. After this RFQ is issued, questions will be accepted by email only to:

Email: wfs.procurements@wfscapitalarea.com

Questions will be addressed and provided to all respondents if they are received by October 2, 2020, 12:00 p.m. (CST). Responses to all questions received will be posted on the Boards website at <http://www.wfscapitalarea.com/About-Us/Procurements> by October 2, 2020, 5:00 p.m. (CST). Neither

Workforce staff, contractor employees nor board members may provide individual assistance in writing proposals; only technical questions may be answered.

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

D. AVAILABILITY OF RFQ

The RFQ will be posted on The Board's website at <http://www.wfscapitalarea.com/About-Us/Procurements> and the Electronic State Business Daily Search at <http://www.txsmartbuy.com/sp>.

E. PROPRIETARY INFORMATION AND THE TEXAS PUBLIC INFORMATION ACT

Proposer is hereby notified that the Board strictly adheres to all statutes, court decisions and the opinions of the Texas Attorney General with respect to disclosure of public information. The Board may seek to protect from disclosure all information submitted in response to this RFQ until a final agreement is executed. Upon execution of a final agreement, the Board will consider all information, documentation, and other materials requested to be submitted in response to this RFQ to be of a non-confidential and non-propriety nature; therefore, subject to public disclosure under Chapter 552.001. Proposer will be advised of a request for public information that applies to their materials and will have the opportunity to raise any objections to disclosure to the Texas Attorney General. Certain information that may be protected from release are noted in Sections 552.101, 552.110, 552.113 and 552.131 of the Government Code.

SECTION IV – PROPOSAL RESPONSE REQUIREMENTS

Proposals will become the Board's property and will not be returned.

A. PROPOSAL FORMAT

1. Proposals must be typed, single-spaced, and submitted on 8 ½ x 11-inch paper;
2. Sequentially numbered pages, including any attachments;
3. Proposals must contain all required elements in the order prescribed; and
4. Proposals that do not conform to this requirement may be considered non-responsive and excluded from consideration under this procurement.

B. NUMBER OF COPIES

One (1) electronic version must be emailed to: wfs.procurements@wfscapitalarea.com;

C. COVER SHEET

Each proposal must be accompanied by a complete proposal Cover Sheet.

D. PROPOSAL VALIDITY PERIOD

Each proposal will remain valid for the Board's acceptance for a minimum of ninety (90) days after the submittal deadline, to allow for evaluation, selection and Board action, if applicable.

E. PROPOSAL NARRATIVE

Please submit in no more than 5 electronic submitted pages your agency's demonstrated experience in the following questions. The submission can additionally include – beyond the 5 pages – samples of work product in print form, plus aligned collateral, messaging and content from print, web, digital and video mediums. The submission can additionally include the target consumer audience and the methodology for collecting and selecting those consumers as the target audience.

1. Please describe your experience creating a Texas brand with a target audience of Austin and/or Texas consumers. Describe the qualifications of the individual(s) assigned to this project.
2. Please describe your experience creating an aligned content and messaging campaign for consumers.
3. Please describe your ability to measure the success of the brand/campaign. Describe the metrics you use to measure success (i.e. consumer outcomes, consumer behavioral shifts, conversion, etc).
4. Please describe your experience providing professional and/or consulting services related to workforce development, public education, and/or economic development.
5. Please describe your experience running and/or interpreting labor market and educational outcome data.
6. Please describe your experience calculating and projecting resource needs (staffing and financing) to support strategic plan outcomes.
7. Please describe your experience facilitating small and large groups in a comprehensive and inclusive strategic planning capacity.
8. Please describe your experience working with business leaders and business associations on workforce development and/or economic development goals.
9. Please describe your experience working with local, state, and federal elected officials to educate and inform about the impact of policy on workforce development, education, and/or economic development.
10. Please briefly describe your experience working in the Austin community, and why you feel that you are the best entity/person to provide the requested services. Please provide your assurance that you will be available to complete all Phases described above, noting any concerns regarding availability.
11. Please describe your fee structure to perform the Statement of Work Phase One and Phase Two, including any applicable hourly rates. Please describe what costs are included and not included in your proposed fee structure, and if any discount is available. **Please ensure that you provide a total estimated cost to conduct all Phases in Scope of Work.**

Note: Finalists will be asked to provide a list of specific references.

F. HISTORICALLY UNDERUTILIZED BUSINESS

A "Historically Underutilized Business" is an entity with its principal place of business in Texas, and is at least 51% owned by an Asian Pacific American, Black American, Hispanic American, Native American and/or American woman who reside in Texas and have a proportionate interest and demonstrate active participation in the control, operations and management of the entity's affairs.

Five (5) bonus points will be awarded to responsive proposals submitted by a HUB certified by the Texas Comptroller of Public Accounts, or other bona fide certifying agency. HUBs must identify their certifying agency on the cover sheet and attach a copy of the notice of certification to be eligible for points awarded under this section. Certifications that are expired or do not meet the criteria specified shall not be considered for the five additional points.

SECTION V – PROPOSAL REVIEW AND SELECTION PROCESS

A. EVALUATION PROCESS

The evaluation process will consist of:

1. An initial review of responsiveness and compliance with the technical specifications and other criteria specified in the RFQ by the Board staff.
2. All responsive proposals will be evaluated and scored by a team of reviewers. Proposals will be evaluated on specific criteria by reviewers using a standardized instrument.
3. Presentation of scoring and recommendations to the CEO. The CEO will have final contracting approval, but reserves the option to consult with representatives of the Board of Directors in the evaluation process. Proposers may be asked to interview with the CEO, members of the WFS Board Team, and/or WFS Board members as part of the selection process.

B. PROPOSAL EVALUATION CRITERIA

The review and evaluation of proposals shall be based upon the following criteria:

- | | |
|--|-------------------------|
| 1. Statement of Qualifications: | 130 points Total |
| Experience creating a Texas Brand with a targeted consumer audience | 40 points |
| Experience creating an aligned content and messaging campaign | 40 points |
| Demonstrated brand/campaign success | 40 points |
| Experience with and connections to the local business community | 10 points |
| 2. Cost: | 20 points |
| Proposals will be evaluated based on reasonableness of cost. | |
| 3. Historically Underutilized Business / Bonus: | 5 bonus points |
| Proposals that document HUB status will be awarded five bonus points. HUBs must attach a copy of the notice of certification to be eligible for points awarded under this section. | |
| TOTAL POSSIBLE POINTS: | 155 points |

SECTION VI – RFQ GENERAL INFORMATION

A. PROCESS TO PROTEST

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

Step 1. Requests for Debriefing – Proposers not selected by this procurement process may appeal the Board decision by submitting a written request for debriefing to obtain information on the procurement process and how their proposal or offer was received and ranked within fifteen (15) working days of the receipt of the Board notification of the procurement decision.

The request for debriefing must be sent by registered mail or hand delivered (please request a receipt) clearly identified externally as “Dated Material” and addressed to:

Tamara Atkinson, Chief Executive Officer
Workforce Solutions Capital Area
9001 N IH35, Ste 110E
Austin, TX 78753

The Board shall acknowledge receipt of the request for debriefing in writing within three (3) days of receipt, along with the date and time of the scheduled debriefing. The debriefing shall be scheduled, as soon as possible, and no later than fifteen (15) working days from the receipt of the request for debriefing.

Step 2. Debriefing – The purpose of the debriefing is to promote the exchange of information, explain the Board proposal evaluation system, and help unsuccessful proposers understand why they were not selected. In the debriefing the respondent will obtain information on the procurement process, including the proposal evaluation process. Materials provided in the debriefing include a blank copy of the proposal scoring sheet used by readers, spread sheet of rankings provided to the Board of Directors, and written evaluators' comments. Board staff will meet with the appealing party and review how the appealing party's proposal or bid was scored or ranked. Bidders and proposers can gain a better understanding of the Board procurement processes and how to improve their bids or proposals. The debriefing is an educational opportunity for proposers, which hopefully will help them to improve the quality of any future proposals.

Step 3. Written Notice of Appeal – If, after the debriefing, the appealing party wishes to initiate the appeals process, they must submit to the Board a Notice of Appeal. This written notice must clearly state that it is an appeal and identify the funding decision being appealed (i.e. specific date of the RFQ, or the Workforce Board of Directors' action); the name, address, and phone number of the appealing party(s); and specify the grounds of the appeal, including evidence to substantiate the grounds.

A Notice of Appeal must be received by the Board within ten (10) days of receipt of the Board debriefing meeting. All appeals must be filed with and received by the Office of the CEO of the Board during normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m., CST). Any appeal received after 5:00 p.m. (CST) shall be deemed filed on the next business day. The failure of a bidder to file a timely appeal in accordance with this policy shall be deemed as a waiver of the Bidder's right to appeal or otherwise challenge any action or decision of the Board and the action or decision of the Board shall be deemed final in all respects. The Notice of Appeal must be sent by registered mail or hand delivered (please request a receipt) clearly identified externally as "Dated Material" and addressed to:

Tamara Atkinson, Chief Executive Officer
Workforce Solutions Capital Area
9001 N IH35, Ste 110E
Austin, TX 78753

Telefax, Facsimile, or E-mail notices will not be accepted at any stage of the appeals process. The appealing party is solely responsible for the timely submission/receipt of the notice of appeal to the Board. Failure to follow the requirements of this policy shall be deemed as a waiver of the appealing party's right to an appeal and the action or decision of the Board shall be deemed final in all respects.

All Appeals must contain the following information:

1. Identification of the specific procurement being appealed;
2. The contact name, address, phone, and e-mail address of the appealing party;
3. The specific grounds for the appeal;

4. A detailed statement of all disputed issues of material and relevant facts surrounding the action/decision taken and the alleged violations as a result of such action/decision;
5. A copy of any documents(s) upon which the Bidder relies to support their contention that the action/decision of the Board should be reversed or modified;
6. A request for a hearing; and
7. A statement of relief sought by the Bidder.

Written acknowledgement of receipt of the Notice of Appeal will be provided to the appealing party within ten (10) working days of the receipt of the Notice of Appeal. The Board shall provide the appealing party with the date and time of the next step, the Informal Hearing.

Step 4. Informal Hearing – An Informal Hearing will be held at the offices of Workforce Solutions Capital Area within fifteen (15) working days of the receipt of the Notice of Appeal. The CEO’s designee shall act as the Hearings Officer, and will meet with the appealing party to discuss specific concerns and grounds for the appeal that were identified in the Notice of Appeal. The Board and the appealing party shall seek in good faith to resolve any or all of the issues identified in the appeal. Failure of the appealing party to attend or participate in good faith in the Informal Hearing shall be deemed as a waiver of the appealing party’s right to a Formal Hearing and the action or decision of the Board shall be deemed final in all respects. The Hearing Officer may recommend to the Board’s CEO any appropriate actions allowable under applicable rules and regulations and consistent with agency policies to resolve issues raised at the Informal Hearing. If the appealing party agrees in writing with the decision/action of the Hearing Officer, the appeal shall be ended at this point.

Step 5. Request for a Formal Hearing – If the appealing party is not satisfied with the results of the Informal Hearing, they must inform the Hearing Officer, in writing, no later than fifteen (15) working days from the date of the Informal Hearing of the intent to proceed with the appeal. A request for a Formal Hearing must be made in writing and delivered to the Board pursuant to the instructions for submitting written notices of appeals in Step 3 above. The Request for Formal Appeal must state the specific grounds for the appeal and the remedy(ies) requested. Within fifteen (15) working days of the receipt of this written request, the Hearing Officer will respond, in writing, to inform the appealing party of the time, date and place of the next step – the Formal Hearing.

Step 6. Formal Hearing – The Formal Hearing shall be conducted within fifteen (15) working days of the date of the Request for Formal Hearing. An independent Hearing Officer selected by the CEO will conduct the Formal Hearing of the appeal. The Hearing Office will deal only with those issues identified in the original notice of appeal. The Hearing Officer will consider the facts presented as the grounds for the appeal and remedies requested. The Hearing Officer may request additional information from Board staff or the appealing party. After full review, the Hearing Officer will render his/her decision not later than fifteen (15) working days from the date of the Formal Hearing. The Hearing Officer’s decision shall be provided to both parties in writing.

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

A postponement or continuance of the Informal Resolution Conference and/or Formal Hearing may be granted to the appealing party only upon written request filed with the Office of the CEO of the Board not

less than three (3) calendar days (unless in cases of emergency) prior to the scheduled date of the Informal Resolution Conference and/or Formal Hearing. Such a request shall specify the reason(s) for the request for postponement or continuance. Requests for a postponement or continuance may be submitted in person, by fax or e-mail to the Office of the CEO of the Board. If a postponement or continuance is granted, the Informal Resolution Conference and/or Formal Hearing will be rescheduled at a date acceptable to the Hearing Officer, the Board and the appealing party.

The final outcome of an appeal at the local level shall be disclosed to the Texas Workforce Commission (TWC).

Miscellaneous – In all instances, information regarding protest/dispute will be disclosed to the Texas Workforce Commission (TWC). TWC's Financial Manual for Grants and Contracts provides for limited appeals of any local decision

B. EQUAL OPPORTUNITY/NON-DISCRIMINATION

As a condition of the award of financial assistance from the Department of Labor under Title I of WIOA, the grant 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 2014 (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 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.
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination of the basis of sex in education programs.

The proposer also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title financially assisted program or activity.

In addition, the proposers' assurance that it will fully comply with the nondiscrimination and equal opportunity provisions of the following:

- The Americans with Disabilities Act of 1990, as amended.
- The Non-Traditional Employment for Women Act of 1991, as amended.

C. OPEN RECORDS

Proposer is hereby notified that the Board strictly adheres to all statutes, court decisions, and the opinions of the Texas Attorney General with respect to disclosure of public information. Proposals submitted in response to this RFQ are subject to the Texas Public Information Act, Government Code Chapter 552, and may be disclosed to the public upon request. Therefore, any confidential or proprietary information contained within a proposal must be clearly identified by the proposer in the proposal itself (each applicable page clearly marked as confidential). Such information will be kept confidential by WFS to the extent that State law permits.

REQUEST FOR QUALIFICATIONS

TARGETED OUTREACH SERVICES

Legal Name of Proposing Entity	
Mailing Address	
Authorized Contact/Signatory Authority	
Phone Number	
E-Mail	
Type of Organization	<input type="checkbox"/> Private for-profit <input type="checkbox"/> Private non-profit <input type="checkbox"/> Government Agency <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Other (specify)
Date Established	
Federal EIN	
Texas State Comptroller ID Number	
Historically Underutilized Business?	<input type="checkbox"/> Yes (if yes, attach current certificate) <input type="checkbox"/> No
Typed Name & title of Authorized Signatory	
Signature	

ATTACHMENT B CERTIFICATION OF PROPOSER

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

I acknowledge that I have read and understand the requirements and provisions of the RFQ and that the organization will comply with applicable local, state and federal regulations and directives in the implementation of the program. I also certify that I have read and understand the Limitations and Condition section presented in this RFQ and will comply with the terms.

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

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

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

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

(Signature)

(Address)

(Phone)

ATTACHMENT C CERTIFICATONS REGARDING LOBBYING, DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS, AND DRUG-FREE WORKPLACE REQUIREMENTS

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

The undersigned contractor certifies that:

- (1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan or cooperative agreement.
- (2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form — LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all 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.

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

The undersigned contractor certifies that neither it nor its principals:

- (1) Are presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency.
- (2) Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, State or Local) transaction or contract under a public transaction, violation of Federal or State

antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

- (3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated in Paragraph (2) of this certification; and,
- (4) Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

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

Drug-Free Workplace: This certification is required by the Federal Regulations, implementing Sections 5151-5160 of the Drug-Free Workplace Act, 41 U.S.C. 701; for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668 and 682), and Department of Health and Human Services (45 CFR Part 76).

The undersigned contractor certifies that it shall provide a drug-free workplace by:

- (1) Publishing a policy statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;
- (2) Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the Contractor's policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed on employees for drug abuse violations in the workplace;
- (3) Providing each employee with a copy of the Contractor's policy statement;
- (4) Notifying the employees in the Contractor's policy statement that as a condition of employment under this contract, employees shall abide by the terms of the policy statement and notifying the Contractor in writing within five days after any conviction for a violation by the employee of a criminal drug statute in the workplace;
- (5) Notifying Workforce Solutions within ten days of Contractor's receipt of a notice of a conviction of an employee; and,
- (6) Taking appropriate personnel action against an employee convicted of violating a criminal drug statute or requires such employee to participate in a drug abuse assistance or rehabilitation program.

These certifications are a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction.

Signature and Date

Type Name and Title

ATTACHMENT D TEXAS CORPORATE FRANCHISE TAX CERTIFICATION

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with a for-profit corporation that is delinquent in making state franchise tax payments. The following certification that the corporation entering into this contract is current in its franchise taxes must be signed by the individual on Form 203, Corporate Board of Directors Resolution, to sign the contract for the corporation.

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

Indicate the certification that applies to your corporation:

_____ The Corporation is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

_____ The Corporation is a for-profit corporation and certified that it is not delinquent in its franchise tax payments to the State of Texas.

Signature

Date

Type Name and Title

ATTACHMENT E STATE ASSESSMENT CERTIFICATION

The undersigned authorized representative of the firm or individual contracting herein certifies that the following indicated statement is true and correct and that the undersigned understands making a false statement is a material breach of contract and is grounds for contract cancellation.

The firm or individual certifies that:

_____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.

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

Signature and Date

Type Name and Title

ATTACHMENT F CERTIFICATION REGARDING CONFLICT OF INTEREST

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

- (1) no manager, employee or paid consultant of the Proposer is a member of the Board, the Executive Director, or an employee of the Board;
- (2) no manager or paid consultant of the Proposer is married to a member of the Board, the Executive Director, or an employee of the Board;
- (3) no member of THE BOARD, the Chief Executive Officer or employee of the Board owns or controls more than a 10 percent interest in the Proposer;
- (4) no spouse or member of the Board, Chief Executive Officer or employee of the Board is a manager or paid consultant of the Proposer;
- (5) no member of the Board, the Chief Executive Officer or employee of the Board receives compensation from Proposer for lobbying activities as defined in Chapter 305 of the Texas Government Code;
- (6) Proposer has disclosed within the Proposal any interest, fact or circumstance which does or may present a potential conflict of interest;
- (7) should Proposer fail to abide by the foregoing covenants and affirmations regarding conflict of interest, Proposer shall not be entitled to the recovery of any costs or expenses incurred in relation to any contract with the Board and shall immediately refund to the Board any fees or expenses that may have been paid under the contract and shall further be liable for any other costs incurred or damages sustained by the Board relating to that contract.

Disclosure of Potential Conflict of Interest (Please describe): _____

Name of Organization

Signature of Authorized Representative

Date

Typed/Printed Name and Title of Authorized Representative

ATTACHMENT G CERTIFICATION OF LEGAL AND SIGNATORY AUTHORITY

I, _____ (typed or printed name) certify that I am the _____ (typed or printed title) of the eligible entity named as bidder and respondent herein, and I am legally authorized to sign and submit this proposal to Workforce Solutions Capital Area (WFS) 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 WFS to provide the services and activities authorized and detailed in this proposal. I agree to submit upon request by WFS 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 WFS has assisted in the preparation of this proposal. I acknowledge that I have read and understand the requirement and provisions of this RFQ 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 reach and understand the governing provisions, limitations and administrative requirements of this RFQ and will comply with all terms and conditions.

Name of Organization (Proposer)

Signature of Authorized Representative

Date

Typed/Printed Name and Title of Authorized Representative

ATTACHMENT H CERTIFICATION REGARDING IMPLEMENTATION OF THE NON-DISCRIMINATION & EQUAL OPPORTUNITY PROVISIONS AND THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

As a condition to the award of financial assistance from the Department of Labor (DOL) under Title I of the Workforce Innovation and Opportunity Act (WIOA), the bidder assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 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 bidder 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 bidder's operation of the WIOA Title I---financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I---financially assisted program or activity. The bidder understands that the United States has the right to seek judicial enforcement of this assurance.

Applicant's signature below indicates organization is agreeing to comply fully with the assurance and certifications as part of its responsibilities as a successful contractor.

Signature of Authorized Representative

Date

Name and Title of Authorized Representative

ATTACHMENT I UNDOCUMENTED WORKER CERTIFICATION

Effective September 1, 2007, HB 1196 amended Subtitle F, Title 10, of the Texas Government Code to add Subsection 2264. Chapter 2264 directs public agencies, state or local taxing jurisdictions, and economic development corporations (public entities) to require that any business submitting an application to receive public subsidies include in the application a statement certifying that the business, or branch, division or department of the business does not and will not knowingly employ an undocumented worker.

In the event that a business grantee is found in violation of 8U.S.C. subsection 1324a(f), consistent with the requirements of Texas Government Code subsection 2264, Boards are permitted to bring a civil action to recover any amounts owed, as well as court costs and reasonable attorney's fees.

Penalties incurred by business grantees shall be assessed damages at a rate of 20% of contract award. Said damages shall be made payable to Workforce Solutions Capital Area within 120 days of receiving the notice of violation.

DEFINITION OF TERMS

Public Subsidy – is broadly defined Texas Government Code §2264.001 (3) as a public program or public benefit or assistance of any type that is designed to stimulate the economic development of a corporation, industry, or sector of the state's economy or to create or retain jobs in Texas. The term includes, among other things, bonds, grants, loans, loan guarantees, benefits relating to an enterprise or empowerment zone, infrastructure development and improvements designed to principally benefit a single business or defined group of businesses, and matching funds. The Commission's Office of General Counsel has found that HB 1196 does not apply to the acquisition of goods and services.

Undocumented Worker – is defined as an individual who, at the time of employment, is not lawfully admitted for permanent residence in the United States, or is not authorized under law to be employed in that manner in the United States. CERTIFICATION Contractor certifies that no undocumented workers will be employed during the execution of this contract. By the signature indicated below, the contractor verifies their understanding of the terms and conditions of this requirement.

CERTIFICATION

Name of Individual or Organization submitting a proposal: _____

Name and Title of Authorized Signatory: _____

Signature of Authorized Representative: _____ Date: _____