

**WORKFORCESOLUTIONS**  
**G R E A T E R D A L L A S**

**REQUEST FOR QUOTATIONS**

**FOR**

**JOB SEARCH/CAREER TRANSITION SEMINAR,  
WORKSHOP AND ASSESSMENT SERVICES**

**An Open Procurement Process**

**Issued January 24, 2012, 1:00 P.M.**

*Available and delivered to the Board Office  
Monday through Friday, 8:00 A.M. to 5:00 P.M.*

**On-line Bidders' Question/Answers and RFQ Forms at:**

**[www.wfsdallas.com](http://www.wfsdallas.com)**

**Quotation Proposals for Immediate Consideration:**

**Thursday, February 2, 2012**

*One Main Place, 1201 Main Street, Suite 2700  
Dallas, Texas 75202  
214-290-1000*

**TABLE OF CONTENTS**

	<u>Page</u>
<b>INTRODUCTION .....</b>	<b>4</b>
<b>PART 1.0 GENERAL INFORMATION.....</b>	<b>4-7</b>
<b>1.1 Purpose of Request for Quotations .....</b>	<b>4-5</b>
<b>1.2 Activities and Services Solicited.....</b>	<b>5-6</b>
<b>1.3 Activities and Services NOT Solicited .....</b>	<b>6</b>
<b>1.4 RFQ Schedule of Events .....</b>	<b>7</b>
<b>PART 2.0 REQUEST FOR QUOTATION COMPONENTS.....</b>	<b>7-13</b>
<b>2.1 Administration of this RFQ .....</b>	<b>7-8</b>
<b>A. Issuance.....</b>	<b>7</b>
<b>B. Response Deadline .....</b>	<b>7-8</b>
<b>2.2 Bidders' Conference.....</b>	<b>8</b>
<b>2.3 Vendor Services .....</b>	<b>8</b>
<b>2.4 Eligible/Competency Bidders .....</b>	<b>8</b>
<b>2.5 Governing Provisions and Limitations .....</b>	<b>8-10</b>
<b>2.6 Vendor Selection Process.....</b>	<b>10-11</b>
<b>2.7 Proposal Evaluation Process.....</b>	<b>11</b>
<b>2.8 Evaluation Criteria .....</b>	<b>11-12</b>
<b>2.9 Bidder Inquiry and Appeal Process .....</b>	<b>12-13</b>
<b>PART 3.0 PROPOSAL PREPARATIONS AND SUBMISSION .....</b>	<b>14-15</b>
<b>3.1 Instructions for Submitting a Proposal.....</b>	<b>14</b>
<b>3.2 Response Checklist and Order of Submission .....</b>	<b>14-15</b>

**PART 4.0 DEFINITIONS..... 16-19**

**PART 5.0 ATTACHMENTS**

- Attachment A Proposal Cover Sheet**
- Attachment B Executive Summary**
- Attachment C Proposal Narrative**
- Attachment D Pricing Sheet**
- Attachment E Pricing Back-up Sheet**
- Attachment F Certification of Bidder**
- Attachment G Certification Regarding Debarment**
- Attachment H Certification Regarding Drug-Free Workplace**
- Attachment I Certification Regarding Lobbying**
- Attachment J Certification Regarding Conflict of Interest**

**Exhibit A: Dallas County Targeted Occupations List (FYI)**

## INTRODUCTION

The workforce development system in Dallas County is governed and managed by the Dallas County Local Workforce Development Board, Inc. d.b.a. Workforce Solutions Greater Dallas, acting on behalf of the county's citizens and employers. The Dallas County Local Workforce Development Board is a 501(c)(3), a not-for-profit corporation in the State of Texas. It is a volunteer body constituted in accordance with the federal Workforce Investment Act and the Texas Workforce Act (HB 1863 and S 642) and appointed by Chief Elected Officials in the workforce development area. Board Directors represent a partnership of private employers, organized labor, non-profit organizations, and public entities. The Board administers and acts as fiscal agent for programs consolidated at the local level and is responsible and accountable for the management of all workforce development funds made available to the local workforce development area. The Board is also responsible for administering job seeker and employer services funded through the following programs, but not limited to, Workforce Investment Act (WIA), Supplemental Nutritional Assistance Program (SNAP), Temporary Assistance for Needy Families (Choices), Employment Services (ES), Rapid Response, Trade Adjustment Assistance (TAA), and Child Care Services (CCS). Contracts awarded as a result of this procurement may receive funding from all, but not limited to the programs previously discussed. Grants are received from the Texas Workforce Commission and may include state funds, and federal funds from the US Departments of Labor, Health and Human Services, and Agriculture. Please see the Board's website for additional information on the workforce programs and locations of the local workforce centers within Dallas County ([www.wfsdallas.com](http://www.wfsdallas.com)).

### Mission

Workforce Solutions Greater Dallas exists to ensure competitive solutions **for EMPLOYERS** through quality people and **for PEOPLE** through quality jobs.

### Vision

Workforce Solutions Greater Dallas is recognized locally and nationally as a best in class workforce system that:

- Offers employers the premier solution for a qualified workforce
- Provides job seekers comprehensive solutions to ideal employment
- Orchestrates community growth and economic development
- Engages essential employers committed to furthering the Workforce agenda

## PART 1.0 GENERAL INFORMATION

### 1.1 PURPOSE OF REQUEST FOR QUOTATIONS (RFQ)

The Dallas County Local Workforce Development Board, Inc. d.b.a. Workforce Solutions Greater Dallas, is soliciting quotations from qualified individuals and organizations to provide seminars, workshops, assessments and other services to assist Dallas County job seekers in rapidly returning to work. This document contains the background, requirements, instructions, and information necessary for responding

to the Request for Quotations (RFQ). Successful bidders will be placed on a vendors' list, which will be utilized to meet the needs of a variety of customers in a variety of venues including, but not limited to:

- Employer locations when a WARN certified lay-off has occurred under Rapid Response
- Workforce Centers when additional support is needed
- Community locations to expand access to Dallas County job seekers

Job seeker customer target groups include:

- Dislocated Workers (professionals, executive, degreed and credentialed)
- Recently displaced workers (skilled and minimally skilled)
- Veterans
- Ex-Offenders
- Low skilled, at-risk recipients of public assistance
- Youth

## 1.2 ACTIVITIES AND SERVICES SOLICITED IN THIS RFQ

The Board has determined that the following quality principles are essential when providing the requested services:

**1. Convenience** – Job Seekers are better served when services are available in a variety of locations and formats (*on-site/off-site, classroom based, online, etc.*) at employer locations, churches, community centers, hotels, college campuses, and workforce centers. Job Search/Career Transition services may also be offered using the internet via webinars or other web-based tools.

**2. Customer Choice** – The Board is seeking services that offer a wide range of options for job seeker customers and that can be customized for a specific population in order to enhance the success of individuals transitioning to re-employment.

**3. Effectiveness** – The goal of the requested services is enhanced preparation for employment. The Board will evaluate all services provided to ensure it is a valuable tool in expediting job seeker re-employment.

Successful bidders will have demonstrated experience in providing Job Search/Career Transition services to job seekers and employers in Dallas County and throughout the State of Texas.

Services available to customers may include, but are not limited to:

- Seminars, motivational job search strategies, resume preparation, skills data sheet preparation, interviewing skills, debt reduction/financial management, coping with stress, adapting to change, labor market strategies, and other innovative strategies necessary to re-employ the current unemployed population.
- Job coaching
- Job club
- Networking
- Assessment
- Webinars and other internet-based services

## SERVICE SPECIFICATIONS

Services are delivered in a wide-range of environments some of which may be highly stressful and often unpredictable. Services are made available with the approval and direction of the Board and service recipients will vary in education, experience, and perspective. The length of any workshop and the number of participants may vary depending on the specific needs of each target group. Vendors wanting to provide services must be resourceful and flexible in planning and completing each assigned activity.

Additional service requirements include:

1. Days, hours, and number of solicited service sessions scheduled may vary to accommodate the targeted customer. While solicited service generally last a minimum three (3) hours with participation of average of 20 customers, other options may be offered. An example of other options is a six (6) hour **All Day Job Search** workshop that is currently allowed in the WFSDallas program design.
2. Classroom facilities will be determined by the Board and may include employer locations, workforce centers and other community locations.
3. Vendor must provide all classroom instructors, staff, supplies, handouts, and instructional aids.
4. The Board requests offering any and all services and materials available in **English, Spanish and/or other languages.**
5. Vendor must provide the Board with activity reports to be negotiated based upon the service to be provided.
6. A customer satisfaction evaluation system will be required for services provided.
7. Quotations should be for the total cost of each individual service. To give some idea of the existing vendors pricing for workshops, please note the following:
  - The average cost of a three (3) hour workshop of the existing vendors is approximately \$450.00.
  - The average cost of a six (6) hour workshop of the existing vendors is approximately \$900.00.
  - The average cost of a (3) hour webinar of the existing vendors is approximately \$400.00.
  - Other formats and/or delivery methods are open for proposal.

### 1.3 ACTIVITIES AND SERVICES NOT SOLICITED

The following functions, activities, and services are not solicited in this Request for Quotations (RFQ):

- Planning, general administration, monitoring and oversight of programs and contractors; these are retained by the Board.
- Management and operation of workforce services- these are currently provided by Arbor Education and Training, LLC d/b/a ResCare Workforce Services.
- Vendors of pre-vocational and/or occupational training programs will provide training on an individual referral basis. Such training is solicited via separate procurement processes.
- Adequate facilities are in place to house existing workforce system operations which include nine (9) workforce centers (eight (8) full service centers, and one (1) satellite center). Please see our website for detailed information on center locations: [www.wfsdallas.com](http://www.wfsdallas.com)

## 1.4 RFQ SCHEDULE OF EVENTS

The following schedule is subject to revisions at the discretion of the Board. All requestors of this RFQ will be notified of any changes.

<u>Dates</u>	<u>Activity</u>
Sunday, January 22, 2012.....	RFQ Public notice
Tuesday, January 24, 2012, 1:00 PM.....	Issuance of RFQ
Thursday, February 2, 2012, 5:00 PM.....	Deadline for Proposals for Immediate Consideration
Wednesday, February 15, 2012.....	Board Action for Immediate Consideration

***Open procurement – proposal for service(s) not received by the initial due date may be submitted to the Board by 5:00 p.m. on the first Wednesday of the months of February, May, August and October to be considered at the next regularly scheduled Board meeting.***

***A schedule of Board meetings is made available at the Board's website, <http://www.wfsdallas.com>.***

## PART 2.0 REQUEST FOR QUOTATIONS COMPONENTS

### 2.1 ADMINISTRATION OF THIS REQUEST FOR QUOTATIONS (RFQ)

#### A. Issuance

The RFQ is issued at **1:00 p.m., Tuesday, January 24, 2012** and available to download from the Board's website: <http://www.wfsdallas.com>, under Current Procurements. If you are unable to download the RFQ, please contact: [procurement@wfsdallas.com](mailto:procurement@wfsdallas.com) or (214) 290-1000.

#### B. Request for Quotations/Notice about Closing of Request for Quotations

The package contains all the necessary information and forms to respond to this RFQ. A response to this RFQ should include one (1) complete original proposal for service(s) with signatures and five (5) exact copies. **This RFQ will be an open procurement process and proposals will be considered on a quarterly basis until closed for services. All vendors currently with the Board will be required to submit a new proposal contingent on the contract expiration date. For immediate consideration, any organization/vendor must submit a proposal for services to the Board by 5:00 PM, COB, CST/CDT on Thursday, February 2, 2012. The February 2 deadline will also apply to current vendors that have a contract that will expire by April 30, 2012. Current vendors that have a contract that will expire after April 30, 2012 must submit a new proposal for consideration at a reasonable time before the contract expiration date. After the initial deadline, we will continue accepting proposals for services. A proposal for service(s) must be submitted by 5:00 p.m. on the first Wednesday of the months of February, May, August and October to be considered at the next regularly scheduled Board meeting.** Responses must be mailed to and addressed/externally labeled as follows:

**Job Search/Career Transition Seminar, Workshop and Assessment Services  
Attn: Procurement  
Dallas County Local Workforce Development Board, Inc.  
1201 Main Street, Suite 2700  
Dallas, Texas 75202**

Any technical questions concerning this RFQ should be e-mailed to [procurement@wfsdallas.com](mailto:procurement@wfsdallas.com). Responses will be posted on the website: [www.wfsdallas.com](http://www.wfsdallas.com) every Wednesday, 3:00 p.m. CST/CDT with final responses posted on March 30, 2012. This is the only opportunity for potential bidders to ask questions.

**Also, potential respondents are hereby made aware that the Board may at any time provide a notice closing this RFQ in order to facilitate new procurement to solicit for services.**

**Dated Material: Job Search/Career Transition Seminar, Workshop and Assessment Services proposal is due for immediate consideration February 2, 2012 by 5:00 p.m. CST/CDT close of business.** The Board is not responsible for any errors of omission or otherwise on the part of the U.S. Postal Service or other carrier regarding proof of mailing.

## 2.2 BIDDERS' CONFERENCE

There will be no Bidder's Conference to respond to questions about the RFQ. However, any technical questions concerning the RFQ may be e-mailed to [procurement@wfsdallas.com](mailto:procurement@wfsdallas.com).

## 2.3 VENDOR SERVICES

Selected vendors will be placed on a vendors' list until removed for lack of availability of funding and satisfactory performance in accordance with Texas Workforce Commission and Board requirements.

## 2.4 ELIGIBLE/COMPETENCY BIDDERS

Any entity possessing the professional qualifications and experience enabling it to fulfill the services requested in the RFQ is invited to respond. Bidder should have a record of integrity and good business ethics, and be able to serve all of Dallas County. The Board is prohibited from awarding funds to any entity debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs in accordance with the DOL regulations at 29 CFR Part 98.

Bidder Competency -- Bidders must have the technical competence, expertise in management and administration, professional staff, and administrative and fiscal management systems to accomplish the goals and objectives stated in this RFQ and meet high standards of public service and fiduciary responsibility. Bidders are responsible for being knowledgeable of regulations of the specific funding sources involved and applying them in developing the RFQ response.

The Workforce Investment Act legislation is available on: <http://www.doleta.gov/usworkforce/wia/act.cfm>. Copies of other pertinent legislation may be found through the Texas Workforce Commission at <http://www.twc.state.tx.us>. Vendors selected will be required to assume full responsibility for all activities and services included in the proposal. The Board will provide training on necessary documents and procedures to any vendors selected via this RFQ. .

## 2.5 GOVERNING PROVISIONS AND LIMITATIONS

- A. The main purpose of this RFQ is to ensure uniform information in the solicitation of proposals and procurement. This RFQ is not to be construed as a purchase agreement or contract, or as a commitment of any kind; nor does it commit the Dallas County Local Workforce Development Board to pay for costs incurred in the preparation of a response, or any other costs incurred prior to

the execution of a formal agreement, unless such costs are specifically authorized in writing by the Board.

- B. The Board reserves the right to accept or reject any or all proposals received, to cancel and/or reissue this RFQ in part or its entirety.
- C. The Board reserves the right to approve for any item/services or group of items/services via this RFQ in any quantity the Board determines is in its best interest.
- D. The Board reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary.
- E. The Board reserves the right to negotiate the final terms for placement on the vendors' list with bidders selected and any such terms negotiated as a result of this RFQ may be renegotiated and/or amended in order to successfully meet the needs of the Board's local plan.
- F. All Board Directors, officers, and staff, or any agents of the Board are precluded from entertaining questions concerning the proposal or this procurement process outside the confines of the Questions and Answers process. Potential bidders, bidders and contractors are asked to respect these conditions by not making personal requests for assistance. No employee, member of a Board of Directors or other governing body, or representative of a bidder who submits a proposal under this RFQ may have any contact outside of the formal review process with any employee of Workforce Solutions Greater Dallas, or any member of the Board of Directors for purposes of discussing or lobbying on behalf of bidder's proposal. This contact includes written correspondence, telephone calls, personal meetings, email messages, or other kinds of personal contact. Workforce Solutions will reject proposals of those bidders who violate this condition.
- G. The Board reserves the right to contact any individual, agency employer, or grantees listed in a proposal, to contact others who may have experience and/or knowledge of the bidder's relevant performance and/or qualifications; and to request additional information from any and all bidders.
- H. The Board also reserves the right to conduct a review of records, systems, procedures, etc. of any entity selected for funding. This may occur prior to, or subsequent to, the placement on the vendors' list. Misrepresentation of the bidder's ability to perform as stated in the proposal(s) may result in cancellation of services on vendors' list.
- I. **Bidders shall not under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the Board, for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.**
- J. **No Board Director, officer, or employee, or any agent of the Board shall participate in the selection, award or administration of services supported by Board funds if a conflict of interest, real or apparent, would be involved.**
- K. **Bidders shall not engage in any activity, which will restrict or eliminate competition.** Violation of this provision may cause a bidder to be disqualified. This does not preclude joint ventures or subcontracts.

- L. All proposals submitted must be an original work product of the bidder. The copying, paraphrasing or otherwise using of substantial portions of the work product of others and submitted hereunder as original work of the bidder is not permitted. Failure to adhere to this instruction may cause the proposal(s) to be disqualified and rejected.
- M. The contents of a successful proposal may become a contractual obligation and be incorporated by reference if selected for placement on vendors' list. Bidders must intend to fulfill all of the representations made in this proposal. Failure of the bidder to accept this obligation may result in cancellation of the approval for placement on the vendors' list. **No plea of error or mistake shall be available to successful bidder(s) as a basis for release of proposed services at stated price/cost.** Any damages accruing to the Board as a result of the bidder's failure to provide service may be recovered from the bidder.
- N. Selected vendor must comply with Texas Government Code §2264 and WD Letter 07-08 and applicable changes in reference to public subsidies provided to employers.

## 2.6 VENDOR SELECTION PROCESS

Selection of vendors shall be in accordance with the principles stated in the Board's plan and State plans, as well as other applicable laws, regulations and policy issuances from Federal, State, and Local entities.

- A. A consideration in selecting vendors or organizations to deliver services shall be the demonstrated performance of the vendor or organization in delivering comparable or related services. Performance in this or similar activities shall be considered when awarding points for experience and qualifications. Other performance with this Board may be considered in evaluation for proposals received in response to this RFQ.
- B. Funds provided under this RFQ **shall not be used to duplicate facilities or services available** in the area (with or without reimbursement) from the Federal, State or local sources, unless it is demonstrated that alternative services or facilities would be more effective or more likely to achieve the local workforce development area's performance goals.
- C. The proposal review process will include: evaluation, rating, and ranking of proposals by qualified staff using the general criteria specified in Part 2.8. The proposal review process will also include review, approval to negotiate and selection for award of agreement by the Board of Directors.
- D. The selection of all vendors or organizations shall be made on a competitive basis to the extent practicable, and shall include:
  - Determination of the vendor's ability to provide quality job search/career transition, seminar, workshop and assessment services to customers.
  - Documentation of compliance with procurement standards established by the TWC presented in the chapter 14 of the Financial Manual for Grants and Contract, including the reasons for selection.
- E. Approval for placement on the vendors' list for provider organizations shall be made only to "Responsible Providers" who have demonstrated competence and qualifications, including: a satisfactory record of past performance, vendor integrity and business ethics; fiscal accountability;

financial, technical resources, established management and monitoring systems and the ability to meet requirements of this RFQ, the laws and regulations of the specific funding source(s), and the Board's Annual Plans.

- F. Providers not complying with Section 504 of the Rehabilitation Act of 1973 and the Federal Drug-Free Workplace Act of 1988, and those not prepared to comply with the Americans with Disabilities Act shall not be approved for services.
- G. The successful vendor may use The Workforce Information System of Texas (TWIST) and Work In Texas (WIT), or any subsequently developed and required State systems, to maintain all customer records required to be tracked and reported to the Texas Workforce Commission in the manner and timeframe required by the Commission or coordinate data entry with existing workforce contractor. Vendors are recommended to post any job openings with Work In Texas.
- H. Vendor may be assisted with various equipment items to facilitate services at various venues as noted in 1.2. of the RFQ. .

## 2.7 PROPOSAL EVALUATION PROCESS

Responsive proposals submitted by the initial and subsequent deadlines are evaluated using the following objective criteria. The Board assigns professional staff or qualified outside evaluators to read and evaluate each proposal. Parts of the scoring are scored independently by each reader; the final scores for those parts will be the average of the independent scores of all readers. All references are validated and scores included in the evaluation process. In selecting proposals for award of agreement, the Board reserves the right to depart from the strict ranking by evaluation scores, whenever it deems such departure will better serve the best interests of the Board and its constituents.

## 2.8 EVALUATION CRITERIA

Responsive proposals submitted by respective deadlines will be evaluated using the criteria below:

<b>Responsiveness of Bid</b>	10
The extent to which the bidder complies with the requirements of the RFQ, including certifications, demonstration of integrity, good business ethics, and commitment to non-discrimination.	
<b>Bidder's experience/qualifications</b>	30
Demonstrated history of the vendor or organization providing services and experience of staff who will provide services to Board customers.	
<b>Seminar, Workshop and Assessment Services</b>	30
The quality of the service proposed for Board customers. These are the seminars, workshops and assessment services referenced in <b>Section 1.2 of this RFQ</b> . The syllabus/workshop outline provides effective components necessary for individuals transitioning to re-employment.	
<b>Quality References</b>	5
References who are familiar with bidder services. These should be organizations or individuals that bidder has done business with in the past two years.	

## Cost

25

Cost that is reasonable, necessary, allowable, allocable and competitive with similar services proposed. The proposed cost should be similar to that noted for services in 1.2. of the RFQ. All proposed costs are significant competitive variables in this procurement.

## TOTAL POSSIBLE POINTS FOR PROPOSAL RESPONSE

100

### 2.9 BIDDER INQUIRY AND APPEAL PROCESS

The Dallas County Local Workforce Development Board is the responsible authority for handling complaints or protests regarding the procurement and proposal selection process, and has established the following process for handling appeals of any procurement decisions:

**Step1. Request for Debriefing** -- Bidders not selected by this procurement process may appeal the decision by submitting, within 10 days of the receipt of Board notification of the procurement decision, a written Request for Debriefing to obtain information on the procurement process and how their proposal or offer was received and ranked. The Board shall acknowledge receipt of the Request for Debriefing in writing within 10 days of receipt, along with the date and time of the scheduled briefing. The briefing shall be scheduled, as soon as possible, and no later than 10 days from the receipt of the Request for Debriefing. (NOTE: The Board extends the courtesy of offering a briefing to any bidder who is not selected for funding; the 10 day time frame must be adhered to only if a bidder is considering an appeal.)

**Step2. Debriefing** -- The purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unsuccessful bidders understand why they were not selected. Debriefings serve an important educational function for new bidders, which hopefully, will help them to improve the quality of any future proposals. 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 a summary of proposal scores. (Bidders who are selected for contract negotiations are offered similar feedback during contract negotiations.) Board staff will meet with the appealing party and review (a) the proposal evaluation process or the criteria for selection of sealed bids under the procurement and (b) how the appealing party's proposal or bid was scored or ranked. Bidders and bidders can gain a better understanding of the procurement process and how to improve their bids or proposals, while staff gets direct feedback to help improve future procurements.

**Step3. Written Notice of Appeal** -- If, after the debriefing, the appealing party wishes to continue with 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 (a) the funding decision being appealed (i.e. specific date of the procurement, or the Board action); (b) the name, address, phone and fax number (if available) of the appealing party(ies); and (c) the grounds of the appeal. The Board President must receive the Notice of Appeal within 15 days of the date of the appealing party's debriefing, in Step 2, above.

The Notice of Appeal must be sent by registered mail or hand delivered (a receipt will be issued), clearly identified externally as "Dated Material", and addressed to:

Laurie Bouillion Larrea, President  
Dallas County Local Workforce Development Board  
1201 Main Street, Suite 2700  
Dallas, Texas 75202  
Dated Material Enclosed

**Facsimile or E-mail shall NOT be accepted at any stage of the appeals process.** Written acknowledgment of receipt of the Notice of Appeal will be provided to the appealing party within five (5) working days of receipt of the Notice of Appeal. Such acknowledgment will include specific instructions for completing the appeals process and the date, time and place of the next step, **The Informal Hearing.**

**Step4. Informal Hearing --** An **Informal Hearing** will be held at the Board offices **within 10 days of receipt of the Notice of Appeal.** The Vice President, or a designee, shall act as the Hearings Officer, and will meet with the appealing party to discuss their concerns and the specific grounds of the appeal. The Hearings Officer may recommend to the Board President any appropriate actions, allowable under applicable rules and regulations and consistent with agency procurement policies, to resolve issues raised at the Informal Hearing. If the appealing party agrees, the appeal may be ended at this point.

**Step5. Request for Formal Hearing --** The appealing party, if not satisfied with the results of the Informal Hearing, must inform the Hearings Officer, in writing, no later than five (5) working days from the date of the Informal Hearing of intent to proceed with the appeal. Within ten (10) days of receipt of this written request, the Hearings Officer will respond, in writing, to inform the appealing party of the time, date, and place of Step 6, the Formal Hearing.

**Step6. Formal Hearing --** The Formal Hearing shall be conducted within fifteen (15) days of the date of the Request for Formal Hearing. An independent hearing officer will conduct the Formal Hearing of the appeal. This hearing officer will consider the facts presented as grounds for the appeal and remedies requested. The hearing officer from staff or the appealing party may request additional information. After full review, the hearing officer will, at the next Board meeting, make his/her recommendation to the Board for final determination.

**Step7. The Board Decision --** The Board will render a decision not later than 60 days from the date of the Written Notice of Appeal. The Board decision shall be the final decision and end the appeals process at the local level.

In all instances, information regarding the protest/dispute will be disclosed to TWC. TWC Financial Manual for Grants and Contracts, Chapter 14, Section 14.20, provides for limited appeals of any Board decisions:

"The Commission shall accept no protest or dispute appeal until all administrative remedies at the contractor level have been exhausted. Commission appeal review is limited to:

- ◆ Violations of federal law and regulations,
- ◆ Violations of State or local law shall be under the jurisdiction of State or local authorities, and
- ◆ Violations of Board's protest/dispute procedures or failure to review a protest or dispute shall be referred to such authority as may have proper jurisdiction."

## PART 3.0 PROPOSAL PREPARATIONS AND SUBMISSION

### 3.1 INSTRUCTIONS FOR SUBMITTING A PROPOSAL

Proposals must be typed, single spaced, 12 font, one sided only, one column, and submitted on 8 1/2 x 11 inch paper in accordance with the instructions in Part 3 of this request. **Fancy or bulky binding, colored displays, and promotional material are discouraged.** Emphasis must be placed on addressing all the requirements of this RFQ in a clear and concise manner. Proposal service(s) narrative optimal page limit is twenty (20) pages, excluding attachments, pricing sheet, and other required forms. The RFQ with Attachments (A-J) will be available on our website: [www.wfsdallas.com](http://www.wfsdallas.com)

**NUMBER OF COPIES - One (1) complete original with original signatures and five (5) exact copies must be submitted as required.** The original includes all items listed in Part 3.2. "Response Checklist" (see below), including Attachments. Copies include all materials, which will be used by readers in rating the proposal. Items listed under attachments with original signatures are required only with the original copy of the proposal. All documents submitted must be legible, complete, and fully assembled. Any proposal lacking sufficient copies to distribute to each reader may be ruled unresponsive, and may not be considered in this procurement. **In addition to the original and five (5) copies, we request each bidder include an electronic copy of the Narrative and pricing sheet on CD or other acceptable external device. Please note that the available pricing sheets are compiled using Microsoft Word. Inability to provide electronic copy will not invalidate your bid but may hinder our ability for speedy review.**

**PROPOSAL LABELING AND SUBMISSION** - Proposals must be addressed, externally labeled, and submitted according to the instructions regarding the response deadline in Part 2.1 of this RFQ. **Regulations do not permit evaluation or consideration of proposals which are submitted after the RFQ deadline.** Any modifications or amendments to a proposal already submitted must also comply with the submittal instructions and response deadline. Any proposals or amendments delivered/received or post marked after the deadline for immediate consideration (**February 2, 2012**) will receive consideration according to instructions in Part 1.4 above. **Faxed or e-mailed proposals will not be accepted.**

### 3.2 RESPONSE CHECKLIST AND ORDER OF SUBMISSION

The proposal must be submitted in order as Attachments:

- A. **Proposal Cover Sheet** - All items on the Proposal Cover Sheet must be completed. Identify a liaison or primary contact person, as well as the Signatory Authority - a person with the legal authority to negotiate and sign a contract on half of the proposing entity. (This is also the person who must sign the required certification forms described below.)
- B. **Executive Summary** - Conveys a brief summary of the proposal to the Board Directors. Please complete it carefully. Information on each proposed service and cost is vital criteria for proposal evaluation. Information on each proposed service and cost must be consistent with the proposal narrative and pricing sheet.
- C. **Proposal Narrative**- Include demonstrative history of organization in providing services, qualifications and experience, and proposed services (syllabus/outline for each provided in **Attachment C1**) as referenced in 1.2 of this RFQ . Please note that bidder may be required to submit full curriculum materials upon execution of placement on vendors' list to provide services.

Describe your organization (length of time in business) and record of providing services similar to those requested. In addition, provide qualifications and experience of staff who will be involved in providing services to Board customers. Please attach individual resumes as **Attachment C2**.

Please provide a description of proposed services as referenced in Section 1.2 of this RFQ. Provide a complete description of how your Agency/Organization will be able to serve customers throughout all of Dallas County.

- D. Pricing Sheet- The Board is seeking services in the most cost-efficient manner possible. Vendor's bid will be for the total cost of each service requested/listed on the pricing sheet. Provide the bid in whole dollars only. Pricing for individual services will be reflected in total costs including travel (if applicable) and handouts/workbooks provided to the customers. Please indicate the cost for each service on the enclosed Pricing Sheet.
- E. Pricing Back-up Sheet (details and formula for calculating cost for each service)
- F. Certification of Bidder
- G. Certificate Regarding Debarment
- H. Certificate Regarding Drug-Free Workplace (Please note that only organizations/vendors with employees are required to complete this form.)
- I. Certificate Regarding Lobbying
- J. Certificate Regarding Conflict of Interest

Submit the following items as Additional Attachments in the bidder's response.

- K. List of Recent References (on company letterhead) Please provide a list of 5 organizations or individuals, with local phone numbers, who are familiar with your organization's services. These should be organizations or individuals that the bidder has done business with in the past two years.
- L. Non-Discrimination Statement/Policy (please attach this information as Attachment L.)
- M. W-9 form. Please note that this form is not to be submitted along with all of the above information. **This form will be a requirement only if selected as a vendor to provide services.**

## PART 4.0 DEFINITIONS OF KEY TERMS

- A. ACT means the Workforce Investment Act, Public Law 105-220.
- B. BIDDERS' CONFERENCE is a conference scheduled in conjunction with the RFP process to offer technical assistance to explain or clarify the RFP document and to answer questions. There will be no bidders' conference linked to this RFQ. NOTE: All board members, officers, and staff are precluded from entertaining questions concerning a proposal or the procurement process. Potential bidders are asked to respect these conditions by not making personal requests for assistance.
- C. CHOICES a term describing the service delivery model developed by the TWC with primary emphasis on the employment of adult welfare recipients, including a "work first" strategy with private, unsubsidized employment at the earliest opportunity.
- D. COMMON MEASURES Performance measures for all job seekers served through the workforce system including; Entered Employment, Retention, Wage Gains, and Education Achievement.
- E. CONTRACTOR refers to an entity, which receives financial assistance from the board for the purpose of administering board programs, projects, or parts thereof. A contract establishes a legal obligation to perform the services specified for agreed upon costs.
- F. COST PRINCIPLES refers to fact that all costs reimbursed via WIA funds must be reasonable, necessary, allowable and allocable. These principles are defined as follows:
- REASONABLE/NECESSARY COST: A cost is reasonable if, in its nature or amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. Consideration shall be given to: (a) whether the cost is a type generally recognized as ordinary and necessary for the operation of the organization or the performance of the award; (b) the restraints or requirements imposed by such factors as generally accepted sound business practices, arms length bargaining, Federal and State laws and regulations, and terms and conditions of the award; (c) whether the individuals concerned act with prudence, considering their responsibilities to their organization, employees, customers, the public at large, and the Government; (d) whether costs are consistent with established practices of the organization and do not unjustifiably increase the costs. Reasonableness of costs may be established by comparison with other proposals (best price – same product), historical data, comparison with prior in-house costs, and/or comparison with similar labor market costs.
  - ALLOWABLE COSTS: "To be allowable, a cost must be necessary and reasonable for proper and efficient administration of the program, be allocable thereto under these principles, and except as provided herein, not be a general expense required to carry out the general (i.e. non-Board funded) business of the sub-recipient. Costs charged to the program shall be consistent with those normally allowed in like circumstances in non-federally sponsored activities and with applicable state and local law, rules, and regulations..." Part 667 – Administrative Provisions under Title I of the Workforce Investment Act, Subpart B of the Final Rule and Regulations identifies costs, which are not allowable under WIA, and should be ready by all bidders.

- G. CUSTOMER an Employer or Job Seeker that has requested assistance, or determined to be eligible for a Board sponsored program. Job Seeker customers in specifically funded programs may have to be verified as being certified eligible to continue to receive services e.g. (Case Management, Training etc.)
- H. DISLOCATED WORKER means an individual as referenced under WIA, Title I, Section 101 (9) and (10).
- I. EMPLOYERS refers to all establishments of any size, organized as sole proprietorships, partnerships or corporations engaged in legal commerce who hire employees for money wages under conditions conforming to State and Federal labor laws.
- J. EMPLOYMENT as defined in TWC and Board policies means full-time (no less than 20 hours per week) work in the job trained for, or in a training-related occupation, at or above wages, which meet Board standards; preferably benefits are included.
- K. FINANCIAL MANUAL FOR GRANTS AND CONTRACTS (FMGC) The Texas Workforce Commission has been charged with the state level administration of the workforce-related services and this manual provides uniform administration and financial system management guidelines to be followed in operating and administering all federal or state programs funded through the Commission. Please refer to the following website:  
[http://www.twc.state.tx.us/business/fmgc/fmgc\\_toc.html](http://www.twc.state.tx.us/business/fmgc/fmgc_toc.html)
- L. SNAP FORMERLY KNOWN AS FOOD STAMP EMPLOYMENT AND TRAINING (FSE&T) is a program to assist food stamp recipients to enter employment and training activities which promote long-term self-sufficiency, authorized under the Food Stamp Act of 1997, as amended by the Person Responsibility and Work Opportunity Reconciliation Act of 1996 (also called the Welfare Reform).
- M. GRANT means funds awarded from a specific funding source by the Texas Workforce Commission (TWC), an agency of the State of Texas.
- N. HISTORICALLY UNDERUTILIZED BUSINESS (HUB) is a business at least fifty percent owned and operated by minority group members, as defined by State law. Federal regulations define Disadvantaged Business Enterprises (DBE) and Minority or Woman Owned Business enterprises (MWBE) as a publicly traded or privately owned business, at least fifty-one percent of which is owned by minority group members determined to be disadvantaged. Minority members include Blacks, Puerto-Ricans, Spanish-speaking Americans, American Indians, Eskimos, and Aleuts, Asian Pacific Americans, and Asian Indians. Female owners or female owned businesses are also considered to qualify as minority business enterprises. Such businesses will be offered maximum opportunities to compete for Board contracts. The Board recognizes certification by two agencies:

Texas Building and Procurement Commission  
State of Texas HUB Program  
1711 San Jacinto Boulevard  
Austin, Texas 78701  
Phone: (512) 463-5872

North Central Texas Regional  
Certification Agency  
616 Six Flags Drive  
Arlington, Texas 76011  
Phone: (817) 640-0606

- O. PERSONAL RESPONSIBILITY AND WORK OPPORTUNITY RECONCILIATION ACT OF 1996 is the act which initiated major reforms in welfare (also called Welfare Reform) by replacing the former Aid for Dependent Children (AFDC) and Job Opportunities and Basic Skills (JOBS) programs, and amending JTPA, the Supplemental Security Income (SSI) program, Child Protection and Child Care laws, and the Food Stamp program to facilitate moving welfare customers into paid employment.
- P. PROGRAM INCOME means income received by Contractor directly generated by a grant or subgrant supported activity, or earned only as a result of the grant or subgrant (Reference: 20 CFR, 627.450). Such earnings include, but may not be limited to, income from fees for services, rental of property, or sale of commodities; interest earned on advances; and in the case of public or private non-profit agencies, revenues earned from a contract in excess of actual costs incurred in providing the contracted services. Regulations permit fee-for-service arrangements; however, any resulting income must be tracked and accounted for separately from other program funds.
- Q. PROJECT RE-INTEGRATION OF OFFENDERS (RIO) refers to a project administered by the Texas Workforce Commission in collaboration with the Texas Department of Criminal Justice (TDCJ), the Windham School District and The Texas Youth Commission (TYC). The project provides education, training and employment during incarceration with employment, training and education after release.
- R. BIDDER denotes the interested party, the audience for this RFP document, and the probable respondent to the solicitation.
- S. RAPID RESPONSE provides early intervention assistance designed to transition workers to their next employment as soon as possible.
- T. REGS OR REGULATIONS means those rules, regulations, and their amendments, promulgated by the United States Department of Labor (hereinafter called U.S. DOL) and/or the Texas Workforce Commission and other specific funding sources made available to the Board through TWC.
- U. TARGETED OCCUPATIONS LIST Occupations and Industries that have been targeted as in Dallas County. The current list can be found on our website at <http://www.wfsdallas.com>
- V. TRADE ADJUSTMENT ASSISTANCE (TAA) a program that provides reemployment services which may include training and job search/relocation assistance to individuals who lose their manufacturing jobs due to foreign imports or shift in production to foreign countries.

- W. SARBANES-OXLEY ACT (SOX). This 2002 Act contains significant protections for corporate whistleblowers.
- X. STATE means the Texas Workforce Commission (TWC) and/or the Governor of the State of Texas.
- Y. SUPPORTIVE SERVICES refers to services following an individual's assessment which are determined to be necessary to enable an individual eligible for program services under WIA, but who cannot afford to pay for such services. Supportive services may include transportation, child care, counseling, and other reasonable expenses required for participation.
- Z. TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF) a program provided through the Texas Department of Human Services to persons meeting certain residency, income and resource criteria as provided for under the Personal Responsibility and Work Opportunity Reconciliation Act and the Temporary Assistance for Needy Families block grant.
- AA. TEXAS WORKFORCE COMMISSION (TWC) is the state agency that operates an integrated workforce development system through the consolidation of job training, employment and employment related education programs, including Choices, Food Stamp Employment and Training, WIA, Project Re-Integration of Offenders, Employment Services, and Child Care Management System. The TWC continues to administer the state employment compensation insurance system and the state employment service.
- BB. THE WORKFORCE INFORMATION SYSTEM FOR TEXAS (TWIST) is the automated Management Information System; also called Client Management System.
- CC. WORKFORCE INVESTMENT ACT (WIA) means the Workforce Investment Act of 1998, Public Law 105-220. This Act will provide workforce activities through statewide and local workforce systems that will increase the employment, retention, and earnings of customers, and as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation.
- DD. WORK IN TEXAS (WIT) Is the Texas Workforce Commission internet based job matching and referral system for Employer and Job Seeker Customers.

TERMS NOT SPECIFICALLY DEFINED above or elsewhere in this document shall be construed as defined: in the WIA; the Regs, any amendments pursuant thereto; the TWC Financial Manual for Grants and Contracts, TWIST Manual, state policy/issues, or other applicable laws; or such usage as is commonly accepted by funding agencies and Board.