

**REQUEST FOR PROPOSALS**  
**FOR**  
**OPERATION AND MANAGEMENT OF THE**  
**WORKFORCE SOLUTIONS YOUTH SERVICES**  
**SYSTEM**

**Release Date: April 17, 2009**

**Due Date: May 22, 2009 4:00 p.m.**

**RFP #04-2009-21**

**Bidders' Conference: April 30, 2009 @10:00 AM**

**Issued by:**  
**Workforce Solutions for South Texas**  
**1701 E. Hillside Road**  
**Laredo, Texas**  
**Rogelio Trevino, Executive Director**

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# **Request for Proposal for Youth Services Management**

## **Introduction**

The Workforce Solutions for South Texas Board (WSSTB) is one of the 28 workforce boards established by the Texas Legislature in 1995. The WSSTB is a volunteer body appointed by the Chief Elected Officials of each of the three counties of the South Texas Workforce Development Area, in accordance with the Workforce Investment Act and the Texas Workforce Legislation. The WSSTB is responsible for the strategic and operational planning, oversight and evaluation of federal and state workforce programs in the region including employment, training funds, child care and related support services. The WSSTB oversees operation of three Centers located in Webb, Zapata and Jim Hogg Counties, that provide customer service, information and referral assistance for the current, emerging and transitional workforce. The WSSTB is the grant recipient and administrative entity for the South Texas Workforce Development Area.

## **WSSTB Goals**

Section 129 of the Workforce Investment Act outlines the following six objectives which serve as the foundation to develop youth year-round activities:

- To provide, to eligible youth seeking assistance in achieving academic and employment success, effective and comprehensive activities, which shall include a variety of options for improving educational and skill competencies and provide effective connections to employers;
- To ensure on-going mentoring opportunities for eligible youth with adults committed to providing such opportunities;
- To provide opportunities for training to eligible youth;
- To provide continued supportive services for eligible youth;
- To provide incentives for recognition and achievement to eligible youth; and
- To provide opportunities for eligible youth in activities related to leadership, development, decision-making, citizenship, and community service.

## **Purpose of the RFP**

The purpose of this RFP is to solicit proposals for the development, implementation and management of Youth Services in the South Texas region, effective August 1, 2009. WSSTB's intent by this solicitation is to obtain a management entity that will provide on-site leadership of the Youth Services system in a manner that will enhance the performance of Youth Services as well as improve the quality of customer service.

The WSSTB is seeking a Youth Services contractor who will provide the following services:

- 1. Year Round Youth Services for In-School Youth** (ages 14-21) in Webb, Jim Hogg and Zapata Counties.

**2. Out-of-School Youth** (ages 16-21) in Webb, Jim Hogg and Zapata Counties.

**3. Academic Year Programming for In-School Youth** (ages 16- 21) who have participated in a Summer Employment experience and Workforce Readiness and Career Assessment.

Year round services are a set of activities that youth will engage in throughout the 12-month period beginning on **August 1, 2009 until July 31, 2009.**

All programs shall comply with WIA rules and regulations including all other applicable local, state and federal laws, rules and regulations.

**Funding Availability**

No specific amount of contract award has been prescribed. Actual amount of contract award will be based on the proposed budgets, as well as the WSSTB standards for use of public funds, i.e. that all costs must be reasonable and necessary to carry out the planned functions, allowable, and allocable to the proper grant/cost categories and the amount of funds available. The proposals that are most advantageous to the WSSTB in terms of both quality and cost will be recommended for contract negotiations. The type of contract awarded as a result of this procurement will be a performance based reimbursement contract.

**Youth Services Management and Operational Costs  
(Including Direct Customer Costs)  
Historical Costs (Annual)**

<b>Funding Source</b>	<b>Program Services (Including Direct Customer Costs)</b>		<b>Total</b>
	<b>Administration</b>	<b>Costs</b>	
WIA Youth	16,500	533,500	550,000
<b>Total</b>	<b>\$ 16,500</b>	<b>\$ 533,500</b>	<b>\$ 550,000</b>

The selected Youth Services Contractor must allocate a minimum of 60% to out- of-school services and 30% to in -school services.

**Contract Period**

The contract resulting from this procurement will be for 12 months, August 1, 2009 to July 31, 2010. The contract may be renewed up to three times in one-year increments at the WSSTB's discretion based on an annual performance review of the contractor and

availability of funding. A contract closeout will be required at the end of each year. No carryover/carry forward of funds will be included in the next year's contract.

### **Procurement Timeline**

Release Date: April 17, 2009  
Bidder's Conference: April 30, 2009 @10:00AM  
Bidder's Q&A Release: May 6, 2009  
Proposals Due: May 22, 2009 by 4:00PM  
Review Period: May 26-June 12, 2009  
WSSTB Subcommittee Recommendation: June 23, 2009  
WSSTB Approval: June 25, 2009

### **RFP Release**

The Request for Proposal is available on the WSSTB's Internet site at [www.southtexasworkforce.org](http://www.southtexasworkforce.org). The point of contact for this procurement is

Ludi Solis  
Research and Development Supervisor  
Workforce Solutions for South Texas  
1701 E. Hillside Road  
Laredo, Texas 78041  
(956) 722-3973 ext. 239  
[Ludivina.Solis@twc.state.tx.us](mailto:Ludivina.Solis@twc.state.tx.us)

### **Bidders Conference and Question Answer Period**

A bidder's conference will be held at the WSSTB Offices, 1701 East Hillside Road, Laredo, Texas, 78044 on April 30, 2009 at 10:00 AM. Bidders will have an opportunity to ask questions concerning the RFP and the procurement process. A question and answer document will be prepared and forwarded to all bidders' conference attendees by May 6, 2009. Questions may also be submitted by email to [Ludivina.Solis@twc.state.tx.us](mailto:Ludivina.Solis@twc.state.tx.us) **no later than May 5, 2009**. Questions may also be asked at the bidder's conference. Questions concerning this procurement will not be accepted outside of the above timeframe.

Attendance at the bidder's conference is not mandatory. Potential proposers are encouraged to attend.

Conference attendees must RSVP with Ludi Solis via email by April 27, 2009.

### **Submission of Proposals**

Proposals are due no later than 4:00 PM Friday, May 22, 2009. Proposals must be officially received by this deadline. Official receipt of proposals will be entered on a receipt log, and a receipt form issued by WSSTB staff, if requested. Proposers who mail a proposal will be sent (or faxed) a copy of this receipt form upon request. Faxed or e-mailed proposals are not acceptable. Proposals received after the indicated due date

and time will not be accepted. There will be no exceptions. Proposals must be hand delivered or mailed to:

**Ludi Solis, Research and Development Supervisor  
Workforce Solutions for South Texas  
1701 E. Hillside Road [Zip 78044]  
P.O. Box 1757  
Laredo, Texas 78044-1757**

Directions to the WSSTB office may be requested at any time. Timely delivery of proposals to the above address is the sole responsibility of the proposer. Proposals submitted via courier or overnight mail services will be considered to be hand-carried and must be received by the deadline.

**A signed original and six (6) copies of the proposal must be submitted.** The bidder is responsible for ensuring that the copies contain all of the required elements of the proposals. Incomplete copies may result in the bidder being deemed non-responsive to the RFP. No additional material may be submitted after the due date and time. Any proprietary information should be clearly marked as confidential.

**Evaluation of Proposals/Recommendation to WSSTB**

The process for evaluating proposals submitted in response to this Request includes:

- (1) Review and scoring by Independent Evaluation Team;
- (2) Review and recommendation by the WSSTB Program Development Committee;
- (3) Review and approval by the full WSSTB.

Proposals that contain all of the required elements will be deemed responsive if they score at least 70 points based on review by the independent evaluation team. Points will be awarded based on the thoroughness of proposal elements in response to the RFP and the consistency of the proposal with those elements described in this RFP. The proposal receiving the highest score will be recommended to the WSSTB Program Development Committee for consideration for contract negotiation.

<b>EVALUATION CRITERIA</b>	<i>Points</i>
1. Organizational Capacity	10
2. Quality of Program Design	30
3. Coordination	15
4. Demonstrated Effectiveness	25
5. Cost Effectiveness	20
<b>Historically Underutilized Business</b>	<b>5</b>
<b>Total Possible Points</b>	<b>105</b>

## **CRITERIA FOR EVALUATION OF PROPOSALS**

### **1. Organizational Capacity—10 Points**

All proposals will be reviewed for the organization's capacity to carry out program goals, including staffing levels and qualifications of staff.

### **2. Quality of Program Design—30 Points**

All proposals will be reviewed for overall plans to provide program services, responsiveness to participants' needs, appropriateness of design and methods, program outcomes, and innovativeness of program design.

### **3. Coordination -- 15 Points**

All proposals will be rated upon the degree and quality of coordination with all relevant organizations. This will include strong coordination efforts with the Workforce Center Contractor.

### **4. Demonstrated Effectiveness—25 Points**

All proposals will be reviewed for the proposer's demonstration of past successful, cost effective experience in providing similar or comparable services.

### **5. Cost Effectiveness—20 Points**

All proposals will be rated for overall cost effectiveness. Itemized costs and other costs will be considered. Clarity in identifying and explaining costs will be rated. The proposal will be reviewed for evidence of the bidder's ability to account for funds.

### **6. Historically Underutilized Business—5 Points**

Certified Historically Underutilized Businesses must include the Certification as part of the proposal submission.

## **Proposal Conditions**

1. The entity selected for contract consideration must meet the requirements of WSSTB's key control certification system to ensure the financial integrity of the entity or individual prior to contract execution. The WSSTB or its designee will also conduct a pre-award review of the entity to include a financial integrity review prior to awarding a contract resulting from this procurement.
2. Entities selected through this procurement must comply with all Texas Workforce Commission (TWC) standards of conduct and conflicts of interest provisions.
3. All funds provided under contracts because of this procurement must be protected through bonds, insurance, escrow accounts, cash on deposit or other methods to secure the funds consistent with TWC rule 801.55. The method of securing funds available shall cover a loss of at least **10 percent of the total funds contracted as well as the value of any assets placed under control of the contractor**. Proposers must demonstrate their financial capacity to safeguard these funds.
4. The entity selected for contract consideration must take appropriate steps to

maintain the separation of the authority between the WSSTB and the contractor consistent with the terms of the contract.

5. The WSSTB reserves the right to accept or reject any or all proposals submitted. The WSSTB also reserves the right to make no award as a result of this RFP.
6. This RFP does not commit the WSSTB or its subcontractors to pay for any cost incurred prior to the execution of any contract. All contracts are contingent upon availability of funds from the U.S. Department of Labor and/or Texas Workforce Commission.
7. The intent of this RFP is to identify the various contract alternatives and estimates of costs for the services (or products) that are being solicited. The WSSTB is under no legal requirement to execute a contract from any proposal submitted.
8. Proposers shall not make contact with, or make offers of gratuities or favors, to any officer, employee or member of the WSSTB or Subcontractors. Violation of this instruction will result in immediate rejection of the proposal.
9. The WSSTB specifically reserves the right to vary the provisions set herein anytime prior to the execution of the contract where such variance is deemed to be in the best interest of the WSSTB.
10. The WSSTB reserves the right to increase or decrease the quantities or magnitude of the services requested at the time of award and/or throughout the term of this contract.
11. The contract will begin August 1, 2009, and end July 31, 2010. At the end of the contract, WSSTB reserves the right to negotiate an extension of the contract for up to 3 additional years. The contract will be closed out at the end of each year. There will be no carry forward of unspent funds.
12. All proposals and their accompanying attachments will become the property of WSSTB after submission. Materials submitted will not be returned.
13. The contents of a successful proposal may become contractual obligations, if a contract is awarded. Failure of the proposer to accept those obligations may result in the elimination of the proposal from the selection process. The contents and requirements of this RFP may be incorporated into any legally binding and duly negotiated contract between WSSTB and the selected bidder.
14. WSSTB will make payments within 30 days of receipt of invoice from vendor.
15. WSSTB reserves the right to cancel the contract if the vendor fails to perform as agreed or for convenience if it is in the best interest of the WSSTB.
16. This is a negotiated procurement utilizing the Request for Proposal method, and as such, award does not have to be made to the respondent submitting the lowest priced offer, but rather to the respondent submitting the most responsive proposal that satisfies WSSTB requirements.



17. WSSTB may request selected proposer(s) to participate in contract negotiations at WSSTB offices located at 1701 Hillside, Laredo, Texas.
18. The WSSTB reserves the right to impose additional requirements and refinements in program design, performance measures and funding amounts during the course of the contract.
19. The WSSTB 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 proposers.
20. The WSSTB reserves the right to correct any error(s) and/or make changes to this solicitation as it deems necessary. WSSTB will provide notifications of such changes to all bidders recorded in the WSSTB official record (Distribution Log & Receipts Record) as having received or requested an RFP.
21. The WSSTB also reserves the right to conduct a review of records, systems, procedures, including credit and criminal background checks, etc. of any entity selected for funding. This may occur either before or after the award of a contract or agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
22. Proposers 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 WSSTB for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
23. A contract with the selected provider may be withheld, at WSSTB's sole discretion, if issues of contract or questions on non-compliance, or questioned/disallowed costs exist, until such issues are satisfactorily resolved. Award of contract may be withdrawn by WSSTB if resolution is not satisfactory to WSSTB.
24. WSSTB reserves the rights to clarify, explain or verify any aspect of a response to this RFP, and to require the submission of any price, technical or other revision to the proposal that results from any negotiations conducted.
25. WSSTB reserves the right to deem non-responsive or disqualify any proposal that in WSSTB's sole determination does not comply with or confirm to term, conditions and requirements of this RFP.
26. **Insurance** -- Proof of insurance is not a requirement for submission, but proposers should be aware that no work may begin under a contract funded through this program until the required insurance has been obtained and proper certificates (or policies) are filed with WSSTB. Before submitting a proposal for funding, the agency should contact its insurance agent to determine if it can obtain the required coverage and to name WSSTB as a certificate of holder with waiver of subrogation.

The contractor is required to carry a general liability insurance coverage for the institution sufficient to cover any liability that may arise from the performance of this contract. General liability insurance should cover bodily injury and property damage

to a third party and personal injury; \$1,000,000 each occurrence or two million dollars aggregate is required. A reasonable deductible is allowed, not to exceed \$10,000.

The WSSTB provides on-site accident/medical insurance for participants enrolled in activities not covered by worker's compensation.

If the contractor or their employees use motor vehicles in conducting activities under this contract, liability insurance covering bodily injury and property damage must be provided through a commercial insurance policy. Such insurance shall provide a minimum coverage of:

\$100,000 liability per occurrence

\$300,000 aggregate liability

\$100,000 property damage

Personal Injury Protection

Uninsured Motorist Protection

Maximum \$500 Deductible

If self-insured, the contractor warrants that it will maintain coverage sufficient to cover any liability specified above that may arise from the performance of this contract.

If the contractor warrants that it is a State Agency and that it is self-insured then the contractor must be able to pay any obligation that it incurs under the terms of this agreement including any liability that may arise from the performance of this contract. Additionally, the contractor shall ensure that all employees are covered by Workmen's Compensation insurance.

The portion of the cost of Workmen's Compensation insurance and other coverage that applies to Center employees should be included under personnel costs-other with detailed on the supporting schedule.

27. **Bonding** -- If the contractor desires to receive an advance of funds, bonding is required. The fidelity bond must be in an amount that is sufficient to cover the largest cumulative amount of all cash requests submitted on a given day or the cumulative amount of funds on hand at any given point. Such amount will be determined based on cumulative amounts drawn during any consecutive three-day period for single or multiple funding sources. In addition, Commission rule at 40 TAC §801.54(b) requires its workforce service contractor to secure an additional amount of funds against loss as follows:

"sufficient to cover the largest cumulative amount of all cash requests submitted on a given day or the cumulative amount of funds on hand at any given point," but is less than ten percent of the funds subject to the control of its contractors, the difference must be secured through bonds, insurance, escrow accounts, cash

on deposit, or other methods in accordance with the requirements of 40 TAC §801.54”;

28. **Profit** -- Profit margins will be negotiated only with for-profit organizations. A fair and reasonable profit will be determined with consideration to the following: 1) complexity of work; 2) risk borne by contractor; 3) contractor's investment and; 4) quality of past performance. Under no circumstances shall profits exceed 10% of the contract amount. Profit payments will be paid based upon contract quarterly performance schedules to be negotiated.
29. **Indirect Cost Rate and Administrative Fees** -- Indirect costs are those costs that have been incurred for common or joint objectives and cannot be readily identified with a particular cost objective. All costs are allocable to a particular cost objective, such as a grant, project, service or other activity, in accordance with the relative benefits received. If indirect costs or an administrative fee will be a part of the budget, detail must be provided with the proposal as follows: 1) the methodology used to arrive at the rate including a description of all costs included; 2) the amounts used per line item (i.e. salaries, supplies, etc.) to calculate the rate, and; 3) a description of the process used to reconcile the rate charged to the actual costs incurred; and an approved indirect cost rate approval from cognizant agency.

**The costs for administration must not exceed three (3) percent of the funds requested for the operation of the Youth Services system. The amount for administrative costs will be negotiated with the selected entity.**

### **Debriefing and Appeal Process**

Proposals not selected for funding may be appealed only with respect to any fault or violation of law or regulation regarding the review process. Appeals must be filed within ten calendar days of final WSSTB action with the WSSTB Monitoring/EO Officer. Final WSSTB action shall be considered to be the WSSTB meeting at which final selection of the proposals is made. Inquiries shall be directed to:

Ms. Blanca Stevenson  
Quality Assurance/EO Officer  
South Texas WDB  
1701 E. Hillside Road  
P.O. Box 1757  
Laredo, Texas 78044-1757

The appeal must indicate the WSSTB action appealed and the violation, which forms the basis for the appeal, and shall be signed by the appellant organization's authorized representative. Fax and e-mail transmittals will not be accepted. The filing of the appeal within the time frame is a condition precedent. There is no relief accorded appellants for not filing within the published deadlines. Hearings shall be conducted in accordance with existing WSSTB procedures.

**Request for Debriefing** - Proposers not selected by this procurement process may submit within 10 days of the receipt of WSSTB 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 WSSTB shall acknowledge receipt of the Request for Debriefing in writing within 10 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 10 days from the receipt of the Request for Debriefing. A debriefing is offered as a courtesy to any bidder or proposer who is not selected for funding. The purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unsuccessful proposers understand why they were not selected.

## **SCOPE OF WORK**

The WSSTB seeks proposals from qualified organizations to manage and operate Youth Services (In and Out of school) in Jim Hogg, Webb and Zapata counties. The selected Youth Services Contractor will co-locate within the WSSTB Workforce Centers located in:

Webb County  
2389 E Saunders St., Laredo, Texas (Full service Center)

Jim Hogg County  
11310 W. Viggie, Hebbronville, Texas (Satellite Center)

Zapata County  
1<sup>st</sup> @ Del Mar, Zapata, Texas (Satellite Center)

1 Mobile Unit (shared by Workforce Center and Youth Contractor)

It is the intent of the WSSTB to fund one proposer to manage all Youth Services and the mobile Center. The WSSTB decision to fund one management provider is intended to promote and ensure uniform management of services provided throughout the WDA. This intent does not, however, preclude the WSSTB from awarding the management of different Centers to different Youth Services proposers if the WSSTB in its sole discretion determines that it is in the best interest of the South Texas Workforce Development Area to do so.

**A. Youth Services-Basic Requirements**-The Workforce Investment Act (WIA) establishes basic program design requirements for youth services for **eligible** youth ages 14-21.

Among those basic design requirements are that:

- Youth Services are to be designed as part of a year-round service approach that links academic and occupational learning.
- Youth services are to be designed to prepare youth for post-secondary educational opportunities or unsubsidized employment opportunities, as appropriate.
- Youth services are to provide youth with opportunities to engage in academic and occupational activities that are coordinated with other in house programs of the service provider and that provider's partnering agencies.

- Youth services are to connect to the job market and to local and regional employers.

Year-round services should be aligned with the appropriate school district calendars (especially for In-School Youth Programs); and, provide an array of services that give youth abundant opportunities to engage in challenging activities that foster academic and occupational growth while being enjoyable.

**B. Eligible Youth-**The Workforce Investment Act defines eligible Youth as an individual whom:

- a) is not less than 14 and not more than age 21,
- b) is a low-income individual, and
- c) is an individual who is one or more of the following:
  - Deficient in basic literacy skills,
  - A school dropout,
  - Homeless, runaway, or a foster child,
  - Pregnant or a teen parent,
  - An offender, or an
  - Individual who requires additional assistance to complete an educational program, or to secure and hold employment.

An “out-of-school” youth is one who:

- Is a school dropout; or
- Who has received a secondary school diploma or its equivalent, but is basic skills deficient, unemployed, or underemployed.

## **C. General Design Principles for South Texas Youth Services**

### **1. Integration of Program Components and Community Resources**

As WIA resources become more scarce, establishing linkages with and to other community organizations that serve youth is essential to provide all the services youth need to be successful intellectually, socially, and professionally. The Youth Services Contractor must identify and make the best use of the available resources and services of other organizations serving youth and programs in the community.

Youth will have access to the same universal services available to adults through the WSSTB Workforce Centers. The WIA Adult program can serve any qualifying adult from the age of 18. Youth may be eligible to receive services from both the Youth Services Contractor and the Workforce Center Contractor. Provided that the need can be clearly demonstrated, it is acceptable to co-enroll WIA eligible youth (18-21 year olds) in both the Youth Services and the WIA Adult programs. This would allow a youth to receive services from both programs, such as case management support from the Youth Services program, while attending job-search workshops or pursuing training program tuition assistance through the WIA Adult program. This will require strong coordination efforts between the Youth Services Contractor and the Workforce Center Contractor.

Proposers will leverage community resources to create a seamless network of services that are easily accessible and relevant to youth including, but not limited to, linkages to Workforce Centers, Texas Department of Family and Protective Services (TDFPS),

juvenile justice programs, public education, and other community-based organizations. To have a meaningful impact on the quality of the Youth Services program, proposers must be able to draw upon a resource base that extends beyond WIA funding. Proposers should describe connections to other funding sources that will benefit participants and increase the cost-effectiveness of federal funds.

## **2. Employer Involvement**

Employer participation in youth services is key to success in an employer driven system. Employers must be encouraged to participate by providing input on skills competencies, curriculum development, and participating in regional leadership of youth activities; such as providing internship, job shadowing, and mentoring opportunities. The Youth Services Contractor must develop strong relationships with employers and education/training providers.

The WSSTB seeks to increase career development experiences for youth through meaningful employer involvement in its Youth Services Program. Proposals are expected to reflect strong employer connections with a wide range of work-based learning experiences and career exploration opportunities for youth. The Youth Contractor shall implement programs that incorporate employer involvement by providing year-round subsidized employment or internships with area businesses and community-based organizations, as well as participation from employers as job-shadow hosts and mentors for young people. The Youth Services Contractor shall also engage specific employers in comprehensive youth-serving partnerships (partnerships that use employer resources to support youth as they explore or progress upon a career pathway). Proposers should include innovative, sustainable employer partnerships in their WIA Youth program implementation plan. These connections must lead to increased youth placements in employment and postsecondary education as well as meaningful exposure to the world of work with measurable skill gains. Experiences must be linked to recognized career pathways and be increasingly challenging over the course of a given youth's participation.

Respondents are expected to outline clear goals for employer participation and identify how they will achieve their goals. Proposals must include strong employer engagement with an expectation of increased work-based learning experiences that demonstrate meaningful employer involvement.

Work-based learning experiences are those that:

- Take place in the context of actual work environments;
- Are linked to learning outcomes;
- Are developed in part with employer input and industry specific skills; and
- Are based upon labor market information

Employment related activities can include, but are not limited to, the following:

- Subsidized or unsubsidized work experiences;
- Internships;
- Job shadows;
- Job search assistance, placement and retention;
- Project-based learning;
- Career mentoring;
- Occupational skill training;

- Employment opportunities directly linked to academic and/or occupational programs of study; and
- Entrepreneurial projects.

Respondents are encouraged to engage employers to leverage resources in the form of staff, funds for training, wages, operational needs related to training space, equipment etc.

### **3. Service Delivery Models**

Service delivery models proposed must be appropriately designed for the target population, either In-School or Out-of-School youth. The following are program considerations for these two target groups.

#### Services for In-School Youth

- Connections and coordination with the educational institution where the youth is enrolled;
- Information sharing agreements between educational institutions and the program staff;
- Case management that provides on-site visits at educational institutions;
- Services targeted towards youth who are at risk of dropping out of high school;
- Dropout prevention and intervention strategies designed to increase attendance, grade point average, and test scores;
- Academic instruction tied to “real world connections” between the classroom and experiential learning;
- After school activities;
- Opportunities for work based learning activities both during the school year and summer; and
- Post high school transition career planning and support.

#### Services for Out-of-School Youth

- Innovative outreach and recruitment of youth who have dropped out of secondary school, including home-visits or other recruitment approaches to “find youth where they are”;
- Secondary education services for youth who have dropped out of school in order for their return to school and completion of a high school diploma or GED;
- Information sharing agreements or methods to coordinate services between the program staff and other systems that may serve youth such as Workforce Center Contractor, TDFPS, juvenile justice, and educational institutions; and
- Intensive career planning to meet immediate self-sufficiency needs.

In addition, other program considerations for both In-School and Out-of-School youth include:

- Occupational skills training linked to specific careers identified on the South Texas Targeted Demand Occupations List;
- Preparation and entry into post-secondary education, and/or advanced training;
- Employment placement and support;

- Opportunities for individual as well as group activities to include events involving leadership and work readiness topics, as well as community service projects; and
- Linkages between the program design and academic and applied learning standards.

#### **4. WIA Required Youth Program Elements**

The following program elements, as well as the program considerations above, must be addressed in the proposer's program design. Proposers shall identify how and by whom the following program elements will be provided. If partnering to provide these elements, proposers must show how services will be coordinated. The individual needs of youth, as identified through the assessment process, will determine the appropriate program elements provided to the youth. However, proposers must identify how each element will be made available to all youth as appropriate. Required program elements include:

1. **Tutoring** includes, study skills training, and instruction leading to completion of secondary school, including dropout prevention strategies.
2. **Alternative Education** includes alternative secondary school services.
3. **Summer Employment** includes summer employment opportunities that are directly linked to academic and occupational learning.
4. **Work Experience** includes paid and unpaid work experiences, including internships and job shadowing.
5. **Occupational Skills Training** includes primary occupational skills encompassing the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.
6. **Leadership** includes leadership development activities, such as community service, peer-centered activities encouraging responsibility and other positive social behaviors.
7. **Supportive Services** includes services necessary to assist youth to be successful in achieving their goals. This may include transportation, child care, work-related clothing, work-related tools.
8. **Adult Mentoring** includes adult mentoring for a period of 12 months, which may occur during both program participation and follow-up period.
9. **Follow-up** includes follow-up services for not less than 12 months after exit from the program.
10. **Guidance and Counseling** includes comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.

#### **5. Key Program Components**



- **Intake and Eligibility:** All youth must meet eligibility criteria and certification of eligibility for any WIA funded programs must be completed prior to enrollment.
- **Orientation:** Each youth must receive information on the full services that are available through eligible providers, including contracted programs and Workforce Center partners.
- **Assessment:** Each youth shall be provided with a comprehensive assessment of his/her academic, employment skills, and supportive service needs. This includes a review of educational skill levels, occupational skills, prior work experience, employability, interests, aptitudes (including interest in non-traditional jobs), and supportive service needs. The Test of Adult Basic Education (TABE) shall be used to determine the educational skill level for youth. Where appropriate, recent assessments (within the past 12 months) could be used in lieu of additional assessment. The goal is to accurately evaluate the youth in order to develop an appropriate individual service strategy to meet his/her individual needs.
- **Individual Service Strategy:** Each youth shall receive an Individual Service Strategy (ISS) identifying the appropriate goals for younger and older youth with corresponding achievement objectives based on assessments.
- **Referral:** Based upon their assessment youth will receive appropriate services and given referral information regarding the full array of applicable or appropriate services available through local programs including Workforce Center partners and other applicable agencies. In addition, youth should be given referrals for further assessment if determined appropriate. In order to meet the individual needs of all youth, the Youth Contractor will be required to link and share information with other youth serving agencies, organizations and training providers.
- **Supportive Services:** Supportive services are those necessary to assist the youth in successfully achieving their goals. This may include transportation, childcare, work related tools/uniforms, emergency support, etc. To the greatest extent possible, programs should address supportive service needs through leveraging of existing resources and private/public partnerships.

## 6. Youth Development/Youth Involvement

Proposers must ensure a Youth Development approach, which will include youth participation and feedback in planning, delivery, and continuous improvement of activities. Programs must be age sensitive, developmentally and culturally appropriate, and based on the assets, strengths and goals of the individual youth. Programs must be developed so that young people can make informed choices when given proper information and guidance. Community stakeholders will be informed of and invested in program activities and must be seen as important partners in the youth's development and success. The youth development approach emphasizes youth and adults working in partnership.

## 7. Academic Requirements

In order to assist participating youth in both academic and occupational success, services must have a strong emphasis on academic skill gains in basic literacy skills. The target population to be served includes youth who have low basic skills, defined as at or below 8th grade level. All programs must provide academic services that will result in skill gains for basic skills deficient youth. Assessment instruments must be utilized both pre and post program to show skill level gains. All programs are expected to review academic indicators of youth, regardless of school status, that may support achieving successful academic and employment outcomes. This may include, but is not limited to, test scores, comprehensive school files or other academic information. This information should be used during the assessment process and is critical in the overall development of a comprehensive ISS.

## **8. Partnerships and Collaborations**

With limited funding, it is expected that connections among youth serving organizations, using leveraged resources and a combined network of funding streams, will help increase referrals and access points for youth. Therefore, each program funded is required to be part of a collaborative partnership with organizations including, but not limited to, education, business, labor, social services, community-based organizations, higher education and government. For purposes of this RFP, a collaborative partnership shall be defined as a mutually beneficial association of groups or organizations that come together to achieve common goals. The Youth Services Contractor is expected to build relationships with agencies or networks that will foster collaboration and will improve the services provided to youth in their programs. Proposers are expected to identify their partners and their experience in collaborating with other youth serving organizations and how partnering with these organizations will minimize any duplication of services for targeted youth.

The Contractor and the WSSTB will both seek other sources of funding to supplement youth services. If the WSSTB secures additional grants for the purpose of funding youth initiatives, the Contractor may be required to implement and ensure success of the project, and report to the WSSTB regarding fiscal management, and performance outcomes related to the grant. Grants applied for by the Youth Services Contractor for youth initiatives must be approved by the WSSTB. Fiscal and program performance of such grants will be reported to the WSSTB, to ensure the integrity and integration of youth initiative services.

## **9. Connections to the Workforce Center Network**

The Board will only fund proposals that increase access points for youth to workforce development services. Respondents must show how they will collaborate with the Workforce Center operator for the integration of youth services into the Workforce Centers and how they will increase capacity to share information and resources regarding youth workforce opportunities.

Integration of youth services into the Workforce Centers is important for several reasons: 1) It creates access points for youth who may not be aware of youth service providers in their community; 2) It provides universal services for non-WIA eligible youth; and 3) It meets the intent of the WIA legislation to build a system that ensures a “no wrong door” approach for workforce development services.

## **Performance Measures**

WSSTB reserves the right to adjust, change/or add additional measures in conjunction with the WSSTB responsibilities to the Texas Workforce Commission and other appropriate oversight agencies. The Youth Contractor will be responsible for achieving the following youth performance standards:

<b>WIA Youth Performance Measures</b>	
<b>Performance Measure</b>	<b>Targets</b>
WIA Youth Placement in Employment or Education	58%
Achievement of Degree or Certificate	53%
Literacy Numeracy Gains	35%

<b>Contracted Integrated Common Measures</b>	
<b>Performance Measure</b>	<b>Targets</b>
Staff-Assisted Entered Employment	80%
Total Employment Retention	80%
Total Educational Achievement	65%

Proposers must comprehensive accountability system needs to be in place to determine the effectiveness of providing Youth Development services. Programs must have well defined goals and processes that are easily understandable, measurable and accountable. Program benchmarks must emphasize participant progress and show how they will result in positive outcomes.

**OPERATIONAL PLAN FOR YOUTH SERVICES**

The contractor selected to provide management and leadership for Youth Services will be responsible for the following:

- Outreach, recruitment, screening, and determination/certification of eligibility of customers for WIA youth programs or other available employment and training programs;
- Coordination of participant supportive services, consistent with the rules and regulations of WIA funding;
- Compliance with the requirements of WIA rules and regulations;
- Compliance with the requirements of State of Texas SB 642 & HB 1863;
- Compliance with the Texas Workforce Commission rules and regulations;
- Compliance with all Texas Workforce Commission (TWC) Guidance Letters, TWC Technical Assistance Letters, TWC Directives including the TWC Financial Manual for Grants and Contracts;
- Adjusting the operation and customer flow of services in the Centers to comply with changes in federal law and regulation, TWC rules, and WSSTB policy changes;
- Marketing of Youth Services programs, in coordination with the Centers, and WSSTB, will be a part of the management function;
- Managing and directing the youth staff at the Centers;

- Providing opportunities for staff development and training
  - Exceeding all performance measures for youth development programs.
  - The contractor is responsible for implementing WSSTB strategies and obtaining WSSTB objectives as presented in the WSSTB's Integrated Plan for services.
  - Contractor will ensure complete and timely data entry into the TWIST system as required by TWC and by WSSTB;
  - Maintain the confidentiality of all customer information;
  - Maintain, as appropriate, errors and omissions coverage and with per incident coverage of no less than \$1,000,000;
  - Maintain an inventory of all grant property and grant equipment used by the Centers. A yearly inventory will be conducted by the Contractor and provided to WSSTB to confirm possession of all grant property or grant equipment;
  - Contractor shall ensure diligence in managing programs, carry out appropriate monitoring activities, and take prompt corrective action against known violations of the legislation, regulations, applicable policies, contract provisions, and other requirements;
  - Establish, maintain, and utilize internal program management procedures sufficient to provide for proper effective management and the prevention of fraud and abuse in all activities funded under the contract; and,
  - Be liable for disallowed costs that may result from youth services operation and services.
1. Employees of the Contractor are subject to the exclusive control and supervision of the Contractor. Contractor is solely responsible for oversight, management, supervision, criminal background checks, hiring, firing, training, promotion, demotion, evaluation and reprimanding all such employees and coordination of employee benefits.
  2. Key measures for the operation of the youth services system will be:
    - Monthly TWC performance measures;
    - Monitoring results; and
    - Furtherance of the WSSTB goals and objectives
  3. **Outreach and recruitment** is conducted to inform the community of the availability of the youth services in the Workforce Centers. While community outreach is not a daily structured activity, it is carried out on a frequent and consistent basis. Youth staff participates in community activities and events sponsored by various human services organizations and partner agencies.
  4. Youth Services operate under different levels of service based on customer need. The level of service customers receive defines whether or not that individual will be reported in the participant count. Any customer will have access to core informational services and self-service tools without restrictions or additional eligibility requirements. Services that are not informational or self-service and which must be staff-assisted will require application and determination of eligibility. Intensive service and training services will require application and determination of eligibility. **NOTE:** WIA reauthorization legislation is pending and may change the approach to levels of services

provided through the Workforce Centers. Such changes will be phased into Youth Services operations as required.

5. **Comprehensive assessment** of each participant's basic skills, occupational skills, educational background, prior work experience, employability, career interests and aptitudes, financial needs, and the need for supportive services is conducted. An analysis of this information is the basis for realistic employment and training goals, which the Youth Services staff develops into an ISS with the applicant in one or more sessions with a career specialist. Additional labor market information, such as demand occupations, immediate employers and training providers' data, is given to the applicant at this time so that he/she may make informed choices.
6. **Case management, counseling and follow-up** are provided to ensure achievement of positive customer outcomes. It is the responsibility of the Youth Services staff to insure that barriers to employment or training are overcome by the referral to appropriate resources and that the customer feels that he/she has an advocate in achieving his/her career goals. It is also the responsibility of youth staff to serve as an advocate for the customer in seeking informal resolution to complaints regarding quality of services. Youth Services staff will provide follow-up activities to document customer outcomes. Documentation of these activities is recorded in the customer's file and data-entered into TWIST.
7. **Referral to appropriate resources**, based upon the applicant's identified needs and desires, is the next step in attaining the customer's career goals. Selection of these resources is closely linked with supportive services, which will enable the participant to overcome some of the barriers that hinder progress in training or stand in the way of employment.
8. **Supportive Services** are discussed at the time of initial assessment. These currently include, but are not limited to, childcare, transportation assistance, GED testing, tools and uniforms, and testing for licensing or certification for employment. These services are provided on a case-by-case basis, as the need is identified and to the extent that funds are available. Youth Services staff or the training provider may determine the need for supportive services, but authorization is only done by the Youth Services staff.
9. **Coordination with State agencies** – Co-located within the Centers are numerous partner agencies, including state agencies that assist in the One Stop concept. Currently the Texas Workforce Commission provides verification of layoff/receipt of Unemployment Benefits; verification of applicant wages; certification of eligibility for and coordination with Trade Adjustment Act (TAA/TRA) and NAFTA dislocation benefits; job search assistance (counseling and availability of job search seminars); placement assistance including direct referral to employers from job bank; verification of employment and wages at follow-up; referral to other Federal, State and local programs. Also partnered with the Centers are: the Texas Department of Assistive and Rehabilitative Services [formerly the Texas Rehabilitation Commission (TRC) and the Texas Commission for the Blind (TCB)], and the Veterans Administration]. The

Integrated Plan lists additional partners. The Youth Services contractor will be required to coordinate operations and services with these partners.

10. **Other Grants and Alternative Funding-** For services provided with grants and/or alternative funding methods acquired through grants, partnerships and collaborations that include Youth services projects.
11. **Staffing** – The selected Contractor will assume complete responsibility for management of all Youth Services no later than August 1, 2009; including operational staff, supplies and materials. Changes in staffing are the responsibility of the contractor.
12. **Facilities** -- Adequate facilities are in place to house youth services operations. If modifications in location, size, number of facilities, or layout of existing facilities becomes necessary, such changes will be negotiated and the contract amended as necessary. The WSSTB and/or the State of Texas will retain leases or ownership of all necessary facilities. All Centers will be open and staffed Monday through Friday 8 AM to 5 PM, except on approved holidays.
13. **Equipment and Materials** -- Sufficient equipment is in place for current operation of the youth services, including fax machines, telephones, furniture, copiers and computer systems.
14. **Center Standards** -- The Centers must be operated in accordance with minimum criteria for Center operation adopted by the Texas Workforce Commission.

## **INSTRUCTIONS FOR SUBMITTING A PROPOSAL**

**FORMAT** – Proposal narrative should be no longer than 50 pages, excluding the required attached pages. Proposals must be typed in no less than 12 point font, singled or doubled spaced, throughout the document and submitted on 8 1/2 x 11 inch paper. **Fancy or bulky binding, colored displays and promotional material are discouraged.** Emphasis must be placed on addressing all the requirements of this RFP in a clear and concise manner.

**NUMBER OF COPIES** – Submit **one complete original plus six complete unbound copies.** All documents submitted must be legible, complete and fully assembled. Any proposal lacking required copies will be deemed unresponsive, and will not be considered in this procurement.

**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 behalf of the proposing organization. (Also this person must sign the various certification forms.) **Historically Underutilized Businesses (HUB's) must indicate the HUB certification number and the certifying agency on the cover sheet, and attach a copy of the notice of certification.**

**NOTE: Letters of support are not required. Letters will not have an impact on the selection of a contractor.**

**SEQUENCE OF SUBMISSION** -- Proposals must be submitted with elements in the following order:

- Proposal cover sheet (RFP Attachment A)
- One page executive summary
- Proposal Narrative
- Resumes and job descriptions
- References
- Monitoring Reports
- Budget Pages [RFP Attachment L]
- Cost allocation plan and/or indirect cost rate approval
- Audits or financial statements
- Administrative and Financial Surveys [RFP Attachments G and H]
- Signed Certifications
  - Attachment B: Debarment
  - Attachment C: Conflict of Interest
  - Attachment D: Drug Free Work Place
  - Attachment E: Lobbying
  - Attachment F: Texas Corporate Franchise Tax
  - Attachment I: Certification of Bidder
  - Attachment J: General Assurances
  - Attachment K: Public Subsidy Restriction
- Standard Operating Procedures for Youth Services Operation (may be submitted on computer diskette or CD)
- Program Policy manuals (may be submitted on computer diskette or CD)

**Submit an electronic copy of the Proposal (may be submitted on computer diskette or CD).**

## **PROPOSAL NARRATIVE INSTRUCTIONS**

### **ORGANIZATIONAL CAPACITY (10 POINTS)**

1. Discuss your organization's mission, philosophy and vision as it relates to the operation of the Youth Services programs and meeting the expectations of the WSSTB.
2. Describe your organization's overall capacity to operate and maintain the Youth Services programs. Include any history your organization has had in managing and operating youth programs or similar services.
3. Describe how you set and deploy the organizational values, short and long term directions, and performance expectations. Include how you will communicate values, directions, and expectations throughout your program.

4. Identify and describe the management model proposed:
  - A. If proposing as a **Single Contractor** describe how the organization will establish a strong management team approach to ensure the effective and efficient operation of Youth Services, as well as, attainment of management goals.
  - B. If proposing as a **Joint Venture** identify the organizations involved; who is the lead and/or contracting authority, the individual responsibilities for management, and for operations of the Youth Services. Provide all other appropriate information for all parties involved as requested by the RFP for the proposing entity. Attach a copy of your Joint Venture Agreement.
5. Discuss your organizational structure for the staff responsible for the implementation of the Youth Services program. Include an organizational chart. Provide job descriptions for staff, indicate whether these are current or new positions to be filled and list the minimum qualifications. Include all experience, education and training that would substantiate the quality and integrity of the services you will offer. Ensure every position budgeted from the grant in the RFP is included. This should also include your proposed lines of authority and responsibility. If you currently have staff that you will use to administer the programs, enclose a resume for each and indicate which position that staff will be assigned. Describe the staff to participant ratio and identify the number of bilingual staff.
6. Describe your organization's knowledge of the Workforce Investment Act and describe your approach to staff development.
7. Describe how your organization provides effective performance management systems for measuring, analyzing, aligning and improving performance at all levels and in all parts of your organization.
8. Identify the staff pay structure, including an emphasis on innovative means of compensating front line staff and providing incentives to front line staff.
9. Describe the organization's management style and the system for developing group communication across all levels of staffing. Describe how information will be gathered and integrated to support daily operations and organizational decision-making.

## **PROGRAM DESIGN (30 POINTS)**

### **Target Population and Service Delivery Models**

1. Describe the strategies you will utilize to outreach and recruit youth, including special populations. Include the partnerships you will develop to recruit and serve the targeted youth population, including, but not limited to, schools, non-profits and public agencies.

### **Employer Involvement**

1. Describe the outreach strategies to engage employers, including but not limited to encouraging employers to provide:
  - Input on skills competencies;
  - Input on curriculum development; and
  - Internship, job shadowing, and mentoring opportunities.
2. Describe how your program will support meaningful youth employment and provide a path to a sustainable wage.
3. Describe how your program will support retention in employment and help youth establish career ladders or find long-term employment.



4. Describe how your program will prepare youth for, and place youth in, work-based learning opportunities. Identify types of work-based learning opportunities.

### **WIA Youth Required Program Elements**

1. Describe how your organization will provide the ten (10) required WIA youth program elements. Identify all partner agencies or collaborations that will provide services to youth in your program and how each activity will support youth in achieving their goals. Describe your efforts for outreaching agencies that will provide the required services to youth including any subcontracting activities. Include Letters of Intent or Memoranda of Understanding for all partner agencies.
2. Describe the types of follow-up services you will conduct to ensure youth are retained in unsubsidized employment, post-secondary education, advanced training, military, or qualified apprenticeships as appropriate.

### **Key Program Components**

1. Describe the process for assessing each individual's basic skills level, prior work experience, transferable skills, employability, interests, aptitudes and supportive services needs. Include how often are assessments given to youth and how are the results used?
2. Explain your Individual Service Strategy (ISS) development process. Include in your discussion how the customer goals are established, how appropriate services are identified, how objective assessment results are taken into consideration, and how often and when the ISS is reviewed and revised.

### **Youth Development/Youth Involvement**

1. Discuss how your program ensures the use of a youth development approach, including but not limited to:
  - How your program will include youth participation and feedback in program design, planning, delivery, and continuous improvement activities;
  - How the program will educate youth about diversity and assist in building skills needed to work with those who are different from them;
  - How leadership development activities will be incorporated in to the program ;
  - How the program will involve family members, relatives or guardians;
  - How you will ensure full accessibility to facilities and to services for youth with disabilities and for limited English proficient youth.

### **Academic Requirements**

1. Describe how your program will link assessment tools to the participants Individual Service Strategy.
2. Describe how you will ensure that the basic skill needs of all youth will be met.
3. Include strategies for addressing academic needs of special population youth, specifically youth with disabilities and limited English proficient youth.
4. Describe how your program will link academic environment to work-based learning.
5. Describe how your program will prepare and assist youth for entry into postsecondary education or training.

### **Performance Management**

1. Describe how data and information will be used to achieve the desired outcomes for youth.
2. Describe how performance will be analyzed and monitored on a monthly, quarterly, and annual basis.
3. Describe how program activities contribute to performance outcomes.
4. Describe your monitoring plan and include how you will ensure that planned enrollment is met, participants are receiving the training and activities specified, and that you are in compliance with the terms of your contract.

### **COORDINATION (15 POINTS)**

#### **Partnerships and Collaborations**

1. Identify and describe the educational collaborators, including their roles and what specific function they will perform to contribute to the success of your program. Provide an organization chart to demonstrate roles and responsibilities of all partners. Include Memoranda of Understanding, Letters of Commitment for all partnerships and collaborations. These need to clearly outline responsibilities, communication process and any in-kind services.
2. Describe how you will leverage community resources to create a seamless network of services that are easily accessible and relevant to youth including, but not limited to, linkages to Workforce Centers, Texas Department of Family and Protective Services (TDFPS), Juvenile Justice Programs, Public Education, and other community-based organizations.
3. Describe how your program will ensure that participants receive comprehensive information on all available services for youth and are linked with all appropriate services. Explain your referral process to other programs for youth who are ineligible or inappropriate for your program.

#### **Connections to the Workforce Career Center Network**

1. Describe how your program will collaborate with the local Workforce Center operator for the integration of youth services into the Workforce Centers and how you will share information regarding and resources regarding youth workforce opportunities.
2. Describe the exchange of referrals with the local Workforce Centers. Include how your program will:
  - Assess the appropriateness of transitioning youth into the WIA adult program;
  - Seamlessly transition appropriate youth into the WIA adult funding stream while maintaining consistent case management contact, as necessary; and
  - Develop plans, processes, and procedures to ensure WIA youth and WIA adult program collaboration.
3. Describe how your organization will partner with Workforce Center Business Development staff to identify employment opportunities and career exploration activities for youth.

### **DEMONSTRATED EFFECTIVENESS (25 Points)**

1. Indicate how long your agency has offered the type of service or program identified in the RFP and the success your agency has had in operating a

- program of this nature. Describe relevant experience, including your organization's experience in working as a participant in systems that deliver educational and/or employment services to youth.
2. Include a listing of each contract the organization has operated in the last three (3) years related to the program services identified in this RFP, beginning with the most recent. You will address each item below for each contract:
    - Describe the types of services provided and target groups of customers served that demonstrates your capability to carry out the programs proposed.
    - Identify the service delivery area receiving the services.
    - Identify the name of entity with whom the organization contracted. Include the contact person, phone number and email address.
    - Provide the total amount of the contract (identifying operations, administration, and program) and the period of the contract (beginning and ending dates).
    - Include the percent of the contract amount expended, by operations, administration, and program.
    - Indicate the planned number of customers served, actual number of customers served, number and type of positive outcomes/results achieved, number and rate of successful completions.
  3. If you have provided Youth services in this or any other local workforce development area in the nation during any part of the last three Program Years, you must include a copy of the final summary Program Performance Report (including budget and expenditures and performance standards) for each year services were provided.
  4. Describe performance outcomes for all other contracts in the last three (3) years in which you have engaged for which you would like consideration. Include the types of services and numbers served, number and type of positive outcomes/results achieved, number and rate of successful completions, budgets and expenditures, contract period, as well as other verifiable data which may reflect your demonstrated performance.
  5. Provide Monitoring results of program services over the most recent three (3) year time period. Please include any corrective action measures taken and explain how they have been resolved. Has the proposer currently or in the last three (3) years been placed on high-risk status? If so, why and what action did the proposer take to remove this status?
  6. Provide a listing of three (3) professional references related to the services requested in this RFP including contact name, phone number, address, and email address.

### **COST EFFECTIVENESS (20 Points)**

### **PROPOSED BUDGET INSTRUCTIONS**

Using the RFP budget forms and instructions, develop and present a line item budget detailing all of your proposed costs for managing the Youth Services operation. Include a budget narrative that describes each cost item and how it was calculated. Budget forms begin on page 42 and will also be posted on the WSSTB web site. Present a budget for a one (1) year period (August 1, 2009 - July 31, 2010). Should your proposal be selected for consideration this budget will be the basis for negotiating the contract amount.

WSSTB will be responsible for payment of the following costs for the Youth Centers:

1. Individual Training Payments (Tuition, Books, Supplies, Certifications)
2. Insurance
3. Rent (Building Lease of Centers)

Therefore, it is not necessary to include Insurance and Rent costs for the management and operational costs of the Centers. The WSSTB will issue payments directly to the Individual Referral Training vendors. However, the Youth Services Contractor is expected to project and manage the individual training payment budgets for WIA youth services.

The Youth Services Contractor is required to complete the following budget forms:

- Budget Detail Form – Personnel Costs
- Youth Services Budget Form-Summary by Location
- Youth Services Budget Form-Summary by Funding Source (All Locations)
- Budget Narrative. Provide written descriptions of how each line-item of costs are calculated.

The Youth Services Contractor is required to identify by location, the administrative and program costs associated with management of Youth Services on the Youth Services Budget Form – Summary by Location. These costs include:

- Insurance
- Office Expense
- Professional Services
- Rent & Related
- Travel
- Other Costs
- Direct Customer Services

Do not complete cost items that are paid by WSSTB for youth services operations (i.e., insurance, rent). The Board will make payments for Individual Training Account, Insurance and Rent associated with the Center operations.

In addition, WSSTB requests that the Center operator proposes a staffing structure for the management and operation of the Centers. Detail the staffing structure by position title, annual salary, and fringe benefits on the Budget Detail Form – Personnel Costs.

1. Budget Detail Form – Personnel Costs
  - List the proposed staff positions by Location in *Column A*.
  - Indicate the total number of FTE(s) for that position title in *Column B*.
  - Propose annual salary for each position title in *Column C*.
  - Specify total fringe benefits for each position title in *Column D*.
  - Identify the amount of total salaries and fringe benefits that will be charged to WSSTB by each position title in *Column F*.
  - Identify the percentage of total salaries and fringe benefits that will be charged to WSSTB by each position title in *Column G*.

- Allocate total salaries and fringe benefits of each position title by funding stream and by cost category. Identify the amounts and percentages that will be charged to WSSTB by each position title in *Columns I through Column AD*.
- Total the salaries and fringe benefits chargeable to WSSTB by position title and by cost category in columns *AE through AF*.
- Total the percentages of salaries and fringe benefits by position title by cost category in columns *AG through AH*.

## **REQUIRED FORMS**

**Attachment A Cover Sheet**

**Attachment B – F Certifications**

**Administrative Survey**

**Financial Systems Survey**

**Certification of Bidder**

**General Assurances**

**Budget Forms**

**ATTACHMENT A**

**Proposal for the Operation and Management of the South Texas Workforce  
Youth Services System**

*Proposal Cover Sheet*

<b>Name of Proposer:</b>	
<b>Mailing address:</b>	
<b>Physical address (if different):</b>	
<b>Phone Number:</b>	<b>Fax Number:</b>
<b>Proposal contact person:</b>	
<b>Title:</b>	
<b>Email:</b>	
<b>Contract signatory authority:</b>	
<b>Title:</b>	
<b>Amount of Funding Proposed: \$</b>	
<b>Tax/Legal Status:</b> <input type="checkbox"/> Corporation <input type="checkbox"/> Sole Ownership <input type="checkbox"/> Private <input type="checkbox"/> Profit <input type="checkbox"/> Partnership <input type="checkbox"/> Other <input type="checkbox"/> Public <input type="checkbox"/> Non-Profit	
<b>Date Established:</b>	
<b>State Controller Identification Number:</b> (If available)	
<b>Federal Taxpayer I D Number:</b>	
<b>Is proposer certified as a historically underutilized business?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, attach copy of certification	

**ATTACHMENT B**

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION,  
INELIGIBILITY AND VOLUNTARY EXCLUSION**

**LOWER TIER COVERED TRANSACTION**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participant's Responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective recipient of Federal assistance funds is unable to certify to any statements in this certification, such prospective participants shall attach an explanation to this proposal.

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**Name of Authorized Representative** **Title**

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**Signature** **Date**

**ATTACHMENT C**  
**Certification Regarding Conflict of Interest**

By signature of this proposal, Proposer affirms that:

- (1) No manager, employee or paid consultant of the Proposer is a member of the WSSTB;
- (2) No manager or paid consultant of the Proposer is a spouse to a member of the WSSTB or Staff of the WSSTB;
- (3) No member of WSSTB or employee of the WSSTB owns or controls more than a 10 percent interest in the Proposer;
- (4) No spouse of a member of the WSSTB or employee of the WSSTB is a manager or paid consultant of the Proposer;
- (5) No member of the WSSTB, or employee of the WSSTB receives compensation from Proposer for lobbying activities as defined in federal laws or Chapter 305 of the Texas Government Code;
- (6) Proposer has disclosed within the Proposal any interest, fact or circumstance that 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 WSSTB and shall immediately refund to the WSSTB 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 WSSTB relating to that contract.

Name of Proposer: \_\_\_\_\_

Name and Title of Authorized Signatory: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**ATTACHMENT D  
CERTIFICATION REGARDING DRUG-FREE WORKPLACE**

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review instructions for certification included in the regulations before completing this form. Signature of this form provides for compliance with certification requirements under 34 CFR Part 85, "Government-wide Debarment and Suspension (Non-procurement and Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications shall be treated as a material representation of fact upon which reliance will be placed when the Workforce Solutions South Texas determines to award the covered transaction, grant or cooperative agreement.

**DRUG-FREE WORKPLACE  
(GRANTEES OTHER THAN INDIVIDUALS)**

As required by the Drug-Free Workplace Act of 1988, and implemented at 34 CFR Part 85, Subpart F, for grantees, as defined at 34 CFR Part 85, Sections 85.605 and 85.610

- A. The applicant certifies that it will or will continue to provide a drug-free workplace by:

Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;

- B. Establishing an on-going drug-free awareness program to inform employees to include:

- (1) The dangers of drug abuse in the workplace;
- (2) The grantee's policy of maintaining a drug-free workplace;
- (3) Any available drug counseling, rehabilitation and employee assistance programs;
- (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace; and
- (5) Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by paragraph (A);

- C. Notifying the employee in the statement required by paragraph (A) that, as a condition of employment under the grant, the employee will:

- (1) Abide by the terms of the statement; and

- (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such a conviction;
  
- D. Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (C)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position and title to the Executive Director Workforce Solutions South Texas. Notice shall include the identification number(s) of each affected grant.
  
- E. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (D)(2), with respect to any employee who is so convicted:
  - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - (2) Requiring such employee(s) to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
  
- F. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (A), (B), (C), (D) (E) and (F).
  
- G. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (street address, city, county, state, zip code)

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Check here , if there are work places on file that are not identified in this certification.

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed/Typed Name

\_\_\_\_\_  
Printed/Typed Title

**ATTACHMENT E  
CERTIFICATION REGARDING LOBBYING**

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review instructions for certification included in the regulations before completing this form. Signature on this form provides for compliance with certification requirements under 34 CFR Part 85, "Government-wide Debarment and Suspension (Non-procurement and Government-wide Requirements for Drug-Free Workplace (Grants))." The certifications shall be treated as a material representation of fact upon which reliance will be placed when Workforce Solutions South Texas determines to award the covered transaction, grant, or cooperative agreement.

As required by Section 1352, Title 31 of the U.S. Code, and implemented at 34 CFR Part 82, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 34 CFR Part 82, Section 82.105 and 82.110, the applicant certifies that:

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

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

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

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Signature of Authorized Representative

Date

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Printed/Typed Name

Printed/Typed Title

**ATTACHMENT F  
CERTIFICATION REGARDING TEXAS CORPORATE  
FRANCHISE TAX**

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

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The undersigned authorized representative of the entity subcontracting 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 subcontract and is grounds for subcontract cancellation.

Indicate the certification that applies to your subcontracting entity:

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

The subcontracting entity is a non-profit corporation or is otherwise not subject to payment of franchise tax to the State of Texas.

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Name of Proposer/Organization

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Name and Title of Authorized Representative

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Signature of Authorized Representative/ Date

**ATTACHMENT G  
ADMINISTRATIVE MANAGEMENT SURVEY**

PROPOSER: \_\_\_\_\_

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

Question	Yes	No	N/A
1. Does your organization have current Articles of Incorporation?			
2. Does your organization have written personnel policies?			
3. Do your written personnel policies contain procedures for:			
a. Open employee recruitment, selection and promotional opportunities based on ability, knowledge and skills;			
b. Providing equitable and adequate compensation;			
c. Training of employees to assure high-quality performance;			
d. Retaining employees based on the adequacy of their performance, and for making adequate efforts for correcting inadequate performance;			
e. Assuring fair treatment of applicants and employers in all aspects of personnel without regard of political affiliation, race, color, national origin, sex, age, disability, religion, or creed, with proper regard for their privacy and constitutional rights as a citizen; and			
f. Assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for the purpose of interfering with or affecting the result of an election or nomination for office?			
1. If your organization does not have the procedures noted above, could your personnel policies be revised expeditiously to include these procedures?			
2. Do your written personnel policies contain a prohibition against nepotism?			
3. Do your written personnel policies contain a prohibition against employees using their positions for private gain for themselves or other parties?			
4. Does your organization have an authorized, written travel policy for employees and authorized agents that provides for reimbursement for mileage and/or per diem at a specified rate?			

5.			
6. Does your organization have a written employee grievance procedure used to resolve complaints?			
7. Does your organization have the capacity or staff to produce and maintain records on project participants and/or other customers as well as other management information that may be needed?			
8. If certain costs are determined to be disallowed, does your organization have a procedure or source for reimbursing such costs to the WSSTB?			
9. Does your organization have a State Comptroller Vendor Number?			
10. Is your organization governed by a Board of Directors, an elected body (city/county ISD council, commission or board) or Council?			
11. Does your organization operate under local rules or by-laws?			
12. Has your Board/Council reviewed and approved this proposal for submission?			
13. Does your organization have a current approved fidelity bond?			
14. Does your organization have an EEO/affirmative action plan?			
15. Does your organization have a complaint or grievance process for customers?			
16. Does your organization have a Complaint Monitor?			

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

## ATTACHMENT H FINANCIAL SYSTEMS SURVEY

PROPOSER: \_\_\_\_\_

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

Question	Yes	No	N/A
Does your organization follow GAAP?			
1. Does your accounting system:			
a. Provide control and accountability for funds received, property, and other assets;			
b. Provide identification of receipt and expenditures of funds separately for each funding source;			
c. Provide adequate information to prepare monthly financial reports on an accrual basis;			
d. Have the capability to track allow ability and allocation of costs in accordance with requirements for federal grant programs;			
2. Are state and federal funds which may be advanced to you deposited in a bank with federal insurance oversight?			
3. Has the bank in which you deposit state and federal funds insured the account(s) or put up collateral or both equal to the largest sum of money which would be in such account(s) at any one point in time during the contract period?			
4. Do you reconcile your bank accounts monthly?			
5. Are the bank reconciliations made by the same person who performs recordkeeping for receipts, deposits and disbursement transactions?			
6. Do you record daily cash receipts and disbursement transactions?			
7. Are individuals or positions in your organization which handle the receipt or distribution of money covered by bond?			
a. Is there a person who is responsible for the receipt of all purchased goods?			
b. Does this person assign, upon receipt, an inventory number for items?			
c. Does this person perform an inventory audit at least once a year?			
2. Do you maintain records on all property acquisition, disposition, and transfer			
3. Do you have written procedures and internal controls established for the procurement of goods and services?			
4. Is a competitive bidding process incorporated into your purchasing procedures for acquisition of subcontractors, major goods and services, equipment, and office space?			
5. Are timesheets kept to support payroll disbursement? If not, describe how employee time is documented and payroll supported:			
6. Are records maintained to support authorized employee leave (vacation, sick, etc.)?			
7. Are complete records kept to support travel payments?			
8. Has a formal audit by an outside auditing firm been conducted of your organization's financial record in the past year?			
9. Do you have an indirect cost plan with current approval by a cognizant agency?			
10. Is your organization funded by more than one source?			
11. Does your organization maintain written accounting procedures?			

Name: \_\_\_\_\_ Signature: \_\_\_\_\_





**ATTACHMENT J  
GENERAL ASSURANCES**

We understand and agree that this proposal is not a contract and does not obligate the WSST to pay for costs incurred in the preparation of this proposal or costs incurred prior to the execution of a written contract or prior to the receipt of funds designated for this program from the Texas Workforce Commission.

We understand and agree that the contract provisions may vary from the provisions set forth in this request, when deemed necessary by the WSSTB, however, we agree to abide by the contract provisions contained in the proposed contract.

We understand and agree that the WSSTB may utilize information provided outside of this request in evaluating this proposal.

We understand and agree that we may be subject to an on-site review and must be able and willing to provide documentation of information in the proposal at the request of the WSSTB prior to execution of a contract.

We understand and agree that the WSSTB has the right to reject any and all proposals and negotiate outside of the terms of this proposal.

We understand and agree that the WSSTB is not required to select the lowest cost proposal.

We understand and agree that any material misrepresentation or deliberate omission of a fact in this proposal may be justification for rejection of the proposal.

We understand and agree that any material misrepresentation or deliberate omission of a fact in this proposal may be justification for rejection of the proposal.

We understand and agree to abide by all federal, State and local laws, policies and regulations governing the Workforce Investment Act, as amended, and those additional rules which may be promulgated subsequent to the execution of a contract.

We understand and agree that we may be subject to a monitoring review or audit by the U.S. Department of Labor, Texas Workforce Commission, Office of Inspector General, or WSSTB. We also understand that we may be required to provide a copy of the most recent audit as part of the contracting process.

We understand and agree to submit this proposal in a good faith effort to provide services as outlined in this "RFP" issued by the WSSTB.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name and Title \_\_\_\_\_

**ATTACHMENT K**  
**CERTIFICATION ON THE USE OF PUBLIC SUBSIDY RESTRICTION**

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Pursuant to Texas Government Code 2264.051, a business that applies to receive a public subsidy from a state agency or state funded agency shall certify that the business, or a branch, division, or department of the business does not and will not knowingly employ an undocumented worker as defined in the Texas Government Code, 2264.001(4).

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The undersigned authorized representative of the entity making the offer or application herein understands and certifies that:

- (1) the following indicated statement is true and correct;
- (2) making a false statement is a material breach of contract and grounds contract cancellation; and
- (3) if, after receiving a public subsidy, the entity is convicted of a violation under 8 United States Code 1324a(f) (relating to the unlawful employment of undocumented workers) the entity shall repay the amount of the public subsidy with interest, at the rate provided under the contract issued pursuant to this offer or application, within 120 days of receiving the notice of violation.”

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Name and Title of Authorized Representative

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Signature